



ISM

University of
Management
and Economics

ISM Student Handbook

One Step Ahead.

Welcome to ISM!

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1. Studies



What are the main e-mail contacts in ISM?

Study Services Department studies@ism.it
Data Management Department certificates@ism.it
IT Department hd.it@ism.it
Finance Department hd.fin@ism.it
Library library@ism.it
Career Center career@ism.it
International Department international@ism.it



What are the contacts of a Bachelor study programmes directors?

Bachelor study programmes:

- **Economics and Data Analytics**
Dr. Simonas Čepėnas Simonas.Cepenas@ism.lt
- **Economics and Politics**
Dr. Vincentas Vobolevičius Vincentas.Vobolevicius@ism.lt
- **Finance**
Dr. Dmitrij Katkov Dmitrij.Katkov@ism.lt
- **International Business and Communication**
PhD Cand. Asta Lisauskienė Asta.Lisauskiene@ism.lt
- **Business Management and Marketing**
Dr. Eimantė Survilaitė Eimante.Survilaite@ism.lt
- **Entrepreneurship and Innovations**
Assoc. Prof. Dr. Eigirdas Žemaitis Eigirdas.Zemaitis@ism.lt



What are the contacts of a Master study programmes directors?



Master study programmes:

- **Business Sustainability Management**
Prof. Dr. Virginija Poškutė
Virginija.Poskute@ism.lt
- **Global Leadership and Strategy**
Prof. Dr. Inga Minelgaite
Inga.Minelgaite@ism.lt
- **Financial Economics**
Prof. Dr. Pijus Krūminas
Pijus.Kruminas@ism.lt
- **Innovation and Technology Management**
Prof. Dr. Vida Škudienė
Vida.Skudiene@ism.lt
- **International Marketing and Management**
Prof. Dr. Dominyka Venciūtė
Dominyka.Venciute@ism.lt



Where can all the university's internal documents (regulations, payment procedures, etc.) be found?

All university documents can be found by the student in the **eLearning system**:

- go to **eLearning**;
- click "Useful links";
- select the "Studies Docs" option;
- click on the "Studies Documentation" section and this will provide access to all internal university documents.

My.ism.It and eLearning platforms: what is the difference?

The university uses two main systems that are essential for managing your studies:

1. My.ism.It

This platform provides **access to your academic and personal information**, including:

- your timetable;
- personal data and contact information;
- financial information;
- study grades.

You can also **submit requests** for official documents, such as:

- Student status confirmation
- Transcript of records & more

2. eLearning

This is more than just a virtual learning environment. It's also the central hub for official academic documentation.

On this platform, you can find:

- information about all yours courses in the upcoming semester;
- syllabus of each course;
- lecturer's contact details and any other important information about the course
- studies documentation

What is Academic Calendar and where can a student find it?

Studies at ISM University divided into semesters based on the academic calendar:

- **Fall semester**
- **Spring semester.**

The academic calendar is a schedule that outlines key dates related to the organization of studies. It includes: lecture periods, midterm exams, examination sessions, retake exam sessions, thesis defenses, and holidays.



The academic calendar can be found on Elearning system under the General info for the whole academic year.

What is ECTS, how many ECTS credits are required to obtain a diploma, and how many ECTS credits does a typical course have?

ECTS – the unit of study workload used to measure the average amount of work required by a student to achieve the intended learning outcomes. At ISM, 1 ECTS credit corresponds to 27 hours of student workload.

Bachelor's students are required to accumulate **180 or 210 ECTS** credits, depending on their study programme.



The Entrepreneurship and Innovation programme is the only Bachelor programme that requires 180 ECTS credits. All other Bachelor programmes require 210 ECTS.

Master's students are required to accumulate **90 or 120 ECTS** credits, depending on their study programme.

The programmes that require 90 ECTS are:

- Business Sustainability Management,
- Global Leadership and Strategy, and
- Innovation and Technology Management.

The programmes that require 120 ECTS are:

- Financial Economics,
- International Marketing and Management.

Attendance and missed lectures



Whom attendance is applied to?

Attendance of lectures for first-year bachelor students is **mandatory**.

A student is allowed to miss without a valid reason:

8 lectures
if a subject has 6 ECTS

4 lectures
if a subjects has 3 ECTS

What happens if a student misses more lectures than is allowed and does not have documents for justification?

Attendance at lectures is mandatory for all first-year bachelor students. If a student misses **more lectures** in a course **than is allowed without a valid reason**, they will get an **academic debt** for that course.

In such cases, the student must **retake the entire course** in the following academic year.

When retaking a course due to academic debt, a **fee corresponding to the course's credit value** will be charged. This fee is based on the **ISM supplementary study services credit price**, as approved for the respective academic period.



How to justify missed lectures? What documents are acceptable? How much time does a student have to justify a lecture? Where can a student apply for a lecture justification?

Justifiable reasons include:

- illness (based on documents certified by a doctor)
- loss of a close relative
- being summoned to court or compulsory military service (based on the official documents provided)

Documents which confirm missed lectures due to illness **must be submitted within 2 weeks of their issuance**. Any document received after this two-week period **will not be considered and the absence from lectures will not be confirmed**.

The **paper document** from the doctor or a **copy of an electronic document** from **esveikata.lt** system is acceptable.

The medical document must include:

- student's name, surname
- diagnosis
- start and finish dates of student's illness.

The document must be sent to Study Services Department by an email studies@ism.lt.

What is the difference between an intensive course and a regular course?

An **intensive course** is conducted over a shorter period of time and is usually scheduled across several weeks. Lectures may take place daily or even multiple times per day.

A **regular course** is typically spread evenly throughout the semester and takes place once or twice a week.

Quick Guide: rules of midterms and exams: how everything works



1. Use of Mobile Phones and Restroom Breaks:

The use of mobile phones is strictly prohibited during the exam. Students are not allowed to leave the examination room to use the restroom.

2. Early Departure Restrictions:

Students may not leave the examination room during the first 30 minutes of the exam.

3. Late Arrivals:

Latecomers will only be admitted if no student has left the examination room after the first 30 minutes of the exam.

4. End-of-Exam Restrictions:

Students are not permitted to leave the examination room during the last 10 minutes of the exam.

5. Identification Requirement:

Every student must present a valid identification document to take the exam.

6. Exam Material Policy:

It is strictly forbidden to remove any exam materials from the examination room.

7. Seating Orders:

Seating orders are only provided when the exam takes place in multiple rooms. In such cases, seating arrangements will be uploaded to the E-learning system one day before the exam.



If the exam is scheduled for Monday, the seating order will be uploaded on Friday.

Individual study plan (IP): what is this? When a student is obliged to continue studies according to individual study plan? Is it possible to return to regular semester payment?

Individual Study Plan (IP)



An Individual Study Plan (IP) is a document that lists the courses (modules) and specifies their credit volume to be studied during a particular semester.

Students who fail **3 or more courses during a given study period** (not just in one semester) are considered failing students and are required to submit a request to develop an Individual Study Plan (IP). This plan must be prepared in accordance with the Individual Study Plan Development Procedure and remains in effect until the student eliminates their academic debts in the chosen study programme.

Requests to develop an Individual Study Plan **must be submitted by:**

- **15th of July** (after the Spring semester)
- **26th of January** (after the Fall semester)



A student who has failed 3 or more courses and does not submit a request for an Individual Study Plan will be removed from the ISM student list by order of the Rector, and the Study Agreement will be terminated.



Study programme managers' team is located in Room 203, in Study Services Department.

Tuition Fees for Students with Individual Study Plans

For students following an approved Individual Study Plan, the semester tuition fee is calculated based on:

- The **cost per credit** for additional study services, and
- The **number of credits** being studied.



The credit cost is determined according to the ISM Price List of Study Programmes and Services in effect at the time of calculation.

Tuition Fees for Students Without Academic Debts

- If a student has **no academic debts** and is studying **30 ECTS credits** in a semester, they pay the **full semester tuition fee** specified in the Study Agreement, regardless of which semester's courses are being taken.
- If a student has **no academic debts**, but due to course recognition their study load is **less than 30 ECTS credits**, the tuition fee is **calculated proportionally** based on the number of credits studied, using the semester tuition fee specified in the Study Agreement.



How long can a student be on leave of absence, and will a students have to pay while is on it?

Leave of absence

Students have the right to take academic leave. Leave of absence may be granted only after the successful completion of the first semester of studies and provided the student has no financial debt to ISM.

The leave **must always end at the beginning** of either the **Fall** or **Spring** semester.

Duration of Leave of Absence:

- **Due to illness:** For the period recommended by a doctor or a medical commission.
- **Due to pregnancy or maternity leave:** For the period defined by law, but no longer than until the child reaches three years of age.
- **Due to work placement, part of studies, or internship abroad:** Up to two years during the entire study period.
- **For personal reasons:** For up to one academic year during the entire study period.
- **For mandatory initial military service:** For one academic year during the entire study period.

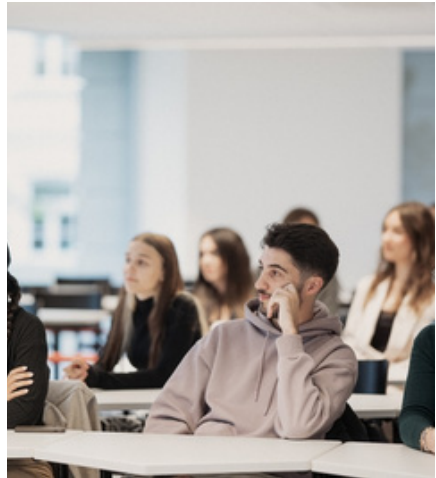
Upon returning from a leave of absence, but **no later than 2 weeks before the start of the new semester**, the student must submit a request to resume studies. This request should be sent to studies@ism.it.



Failure to submit this request will result in expulsion from ISM by order of the Rector and termination of the Study Agreement.

Fee Policy Upon Termination of Studies:

- If the Study Agreement is terminated before **15 September** in the Fall semester or before **15 February** in the Spring semester, the student must pay **20%** of the semester fee.
- If the termination occurs after these dates, the student is required to pay **100%** of the semester fee.



A student wants to change the study programme. How to do it?

A student wishing to transfer from one study programme to another must first **contact the director of the desired programme** and obtain **permission to transfer**.

Once approval is received, the student must **submit a formal request** to the Study Services Department via email at studies@ism.lt.

Transfer Request Deadlines:

- To change programmes **after the Fall semester**: submit your request between **December 15 and January 15**.
- To change programmes **after the Spring semester**: submit your request between **May 15 and July 15**.



If needed, the Study Services Department will prepare an **individual study plan** to support the student's academic transition.

2. Administrative Support

Documents, Certificates, Invoices



How will a student receive the invoice for the studies and until when does a student have to pay?

Invoices are sent to the student's ISM university email address.

- **Newly admitted students** receive their invoices after enrollment, usually during the **second half of August**.
- **All other students** receive their invoices within the **first two weeks of the new semester**.

The standard payment deadline is **14 calendar days** from the date the invoice is issued. The exact deadline is always specified on the invoice.

If studies are paid for by student's mother/father, how will the university know that it is being paid for exact student?

When a student is making a payment, it is important to specify the number of the invoice a student has received. If a student specifies the invoice number, the payment will be assigned for that student.

Is it possible to pay in installments/postpone the payment term?

Yes, it is possible under certain conditions:

- **Postponement for State-Supported Loan Applicants:**

If a degree student has submitted a request for a state-supported loan, **100% of the tuition fee payment deadline will be postponed.** However, students must formally submit a request to postpone the tuition fee payment deadline due to varying deadlines set by the State Studies Foundation. Such requests should follow the tuition fee payment procedure established by ISM University of Management and Economics.

- **Payment in Installments:**

Students can pay tuition fees in installments under the following conditions:

- At least **25% of the tuition fee for the current semester** must be paid by the deadline indicated on the invoice.
- The student must submit a request to postpone the remaining tuition fee payment, specifying:
 - The amount to be postponed
 - The number of installments
 - The frequency of payments required to clear the remaining balance

- **Third-Party Contract Annex:**

Requests to defer part of the tuition fee are also valid for studies funded under a third-party contract annex.

- **Payment Administration Fee:**

If a request to postpone the tuition fee for more than **7 calendar days** is approved, an invoice for a **payment administration fee** will be issued and sent to the student via email.



No administration fee is charged if the request is rejected.

A student plans to take a state-supported loan for studies from the State Studies Foundation. What should a student do with the invoice received for the studies?

If you plan to apply for a state-supported loan, you must submit a request for a due date transfer to the University.



How to order a certificate?

- Sign in to my.ism.it;
- On the left side at the top, click on the 4 squares and select "Request reference";
- Click on blue button "Request reference";
- Choose the language, category, and type of certificate, the delivery method, and leave a comment if needed;
- Click "Submit".
- Once you place the order, the University will prepare it within 3 working days. You will receive a notification that the certificate is ready. If you order an electronic certificate, you can also download it from my.ism.it upon the notification. If you choose a paper certificate, you can pick it up at the ISM reception upon the notification.

How can a student order an ISIC card?

ISIC card can be ordered either:

- Online at <https://www.isic.it/en/ism>
- Or in person at the ISM library.



During the application, you will need to upload:

- A photo of your personal identification document
- A profile picture

Your ISIC card will be printed when you come to the library to pick it up. The printing process takes only a few minutes.

- **Please bring your ID** (passport, identity card, or driver's license) with you when collecting the card.
- The price of the card depends on the term of validity. The ISIC card can be issued for the **full duration of your studies at ISM**.
- The validity term is calculated from **September 1st** of each year.

How can a student get a personalized entry card?

Student's **ISIC** or **LSP** (Lithuanian Student Card) with an integrated microchip can also serve as your personalized entry card to ISM.

If a student already has your student's ID, a student can **activate this entrance card** at the **ISM Welcome Desk**, located next to the main entrance.

Where can a student apply if there are problems with Wi-fi, login to my.ISM, eLearning?

If there are problems with Wi fi, login to my.ism or eLearning platforms, a student has to apply to IT Department hd.it@ism.lt



3. Scholarships and Admission Information



What are ISM scholarships and how can a student get it?

Most discounts or scholarships can only be received at the time of admission, except for the ISM Achievement Scholarship, which is reviewed and redistributed at the end of each academic year. The ISM Achievement Scholarship is awarded to the ten ISM bachelor's students with the highest academic performance (based on weighted average) within the same course.

ISM Enterprising Families Scholarship

The ISM Enterprising Families Scholarship covers 15% of the tuition fee and is awarded to applicants of any ISM study programme if at least one family member is currently applying to, studying at, or has graduated from ISM with an ISM diploma.

Eligible family members include:

- Parents, adoptive parents, guardians
- Grandparents
- Children, adopted children, grandchildren
- Siblings, step-siblings
- Spouse

Applicants wishing to receive the scholarship must **submit information** about the family member and **provide documents** proving the family relationship during the application process in the admissions system.

Acceptable documents include:

- Birth certificates (for siblings, birth certificates of both individuals)
- Adoption or guardianship papers
- Name change certificates (if surnames differ)
- Other relevant legal documents

For applicants to bachelor's programmes through the national admissions platform LAMA BPO:

- Submit your scholarship request to the ISM Admissions Office via email at bs@ism.it, addressed to the ISM Admissions Committee, no later than 10 working days after signing the study agreement.
- Include the name, surname, personal identification number, or date of birth of the family member studying or who has studied at ISM, along with the required supporting documents.

Early Admission Scholarship at ISM

By applying to ISM during the **early admission period**, you not only secure a place at the university before finishing school but also become eligible for an **ISM study scholarship covering 25% of the tuition fee**.

This scholarship is awarded based on strong academic motivation and good grades (for graduates, national exam results are considered). It is a secular and internationally recognized practice that allows you to get to know the university and its faculty better and provides an opportunity to showcase your personality and ambitions.

To maintain the scholarship, you must sustain a high academic average. If your semester average Falls below the course average, you will be required to start paying the full tuition fee from that point onward.

“100 Talents” Scholarship Programme

The most talented students at ISM study **tuition-free** through the **“100 Talents” programme**. This scholarship covers **100% of the tuition fee** and is awarded to students who graduate from school with top marks.

Selection criteria include:

- Motivation to study at ISM
- Average yearly grades or school exam results
- Active community and extracurricular involvement

Eligibility requirements:

- During **early admission**, a competitive score of at least **9.2** is required.
- During **general or additional admission**, a competitive score of at least **9.4** is required.



Each year, a limited number of “100 Talents” scholarships are awarded.

Social-Incentive Scholarship at ISM University

ISM University offers a **Social-Incentive Scholarship** initiative that opens the door to tuition-free studies for talented young people facing financial difficulties. This scholarship is funded annually by the ISM community—individuals who value science, education, and learning and firmly believe that financial hardship should never be a barrier to higher education.

The Social-Incentive Scholarship is awarded during the **early admission period** to applicants whose **family income per member does not exceed EUR 924 per month** (the minimum monthly wage in 2024).

The scholarship covers the **full tuition fee for the entire duration of studies**.

When awarding the scholarship, the following factors are considered:

- The applicant's financial situation
- Active community involvement
- Early admission grade point average (must be at least 7)



Only applicants admitted through the early admission process are eligible to apply for the Social-Incentive Scholarship.



Personal Income Tax (PIT) Relief for Studies

Take advantage of the personal income tax (PIT) relief for studies and get back up to 20% of the tuition fees you've paid. This tax benefit is available regardless of how many times you've studied or how many academic degrees you already hold.

In simple terms, this relief lets you study at a discount of up to 20%. You can reclaim part of your tuition fee by declaring your annual income—the refund will be transferred directly to your bank account.

Key details:

- The **annual income tax return** must be submitted **by May 1st** of the calendar year following the tax year being declared.
- The income declaration and supporting documents must be filed **through the State Tax Inspectorate's (VMI) electronic declaration system (EDS)**.
- **Alternatively**, documents can be **submitted in person at any county branch** of the State Tax Inspectorate.
- If you are not a personal income taxpayer or cannot claim this relief yourself, **it can be applied for by your parents (or adoptive parents), legal guardians, custodians, or spouse**.
- This tax relief applies to income earned and declared from the 2020 tax period onward.



Can a student get a loan to cover the tuition or living expenses?

Students can apply for a **state-supported loan** to help finance their studies. However, the loan is **not automatically granted for the entire duration** of the studies. The application process depends on the selected loan period, and a separate application may be required for each case.

- Students applying for a loan in the **Fall semester** can choose between a loan period of **one semester** or for the **entire academic year**.
- If a loan is taken for the **whole academic year**, no additional application is required for the Spring semester. However, students must submit a **request to the bank** for the disbursement of the remaining loan amount between **February 1 and July 1**.
- If a loan is taken only for the **Fall semester**, and the student requires a loan again in the Spring, they must submit a **new application to the State Studies Foundation** to receive a state guarantee for the new loan.

Who is eligible for state-supported loans?

- Bachelor's students
- Master's students
- Doctoral (PhD) students



Important: Non-degree students are not eligible for a loan.

Foreign nationals may apply for a loan if they:

- hold a permanent residence permit in Lithuania;
- hold a temporary residence permit in Lithuania and are EU citizens who work in Lithuania or are family members of such individuals.

Key features:

- Interest starts accruing only after completion of studies.
- Loan repayment begins two years after graduation.
- Monthly repayments average around €130 per month (assuming the Euribor rate is 0), plus interest.

The State Studies Foundation (VSF) provides financial support for students:

- **State-supported loans** – for tuition, living expenses, or partial studies abroad.
- **Social scholarships** – for socially disadvantaged students.
- **Targeted support for students with disabilities** – financial aid for students with disabilities.
- **Scholarships for foreigners of Lithuanian descent** – for those coming to study in Lithuania.

Study programme managers inform students about the start of application periods and send all necessary information to their university email inboxes. More information can be found on the website of the State Studies Foundation:



[More information](#)



4. International Studies and Exchange Opportunities



What international mobility opportunities are available to ISM students during their studies?

ISM students can participate in various international mobility programmes, including:

- ERASMUS+ exchanges (mainly in Europe),
- bilateral exchanges (outside Europe),
- double degree programmes (earning two diplomas),
- short-term exchanges through intensive courses or seasonal schools.

Who is eligible to participate in studies exchange programmes and what are the main requirements?

All ISM students are eligible to apply for an exchange programme.

- **Bachelor's students** can typically go on exchange starting from the **3rd semester**, except for students in the **Finance programme**, who are eligible from the **4th semester**.
- **Master's students** in the **International Marketing and Management (IMM)** and **Financial Economics (FE)** programmes can go on exchange during their **2nd or 3rd semester**.

Eligibility Criteria:

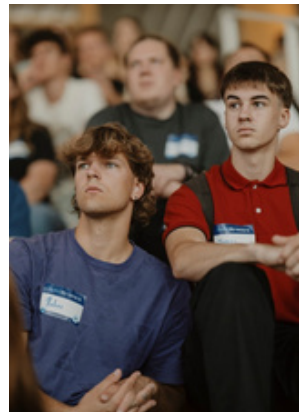
- A minimum of **5,00 GPA** and a maximum of 1 **academic failure** is allowed at the time of application.
- Some partner universities may also require a **minimum GPA of 7 or 8**.

When is the best time to go on exchange and how does it fit into my study plan?

The best time to go on exchange is during the **3rd year** of your studies.

It is important to coordinate your semester abroad with your curriculum, especially ensuring that you fulfill all **compulsory course requirements**.

Most Bachelor's students have only **elective courses during their 6th semester**, making this semester the most suitable for participating in exchange programmes due to greater course flexibility.



How and when can a student apply for an international exchange or double degree programme?

Applications are accepted **twice a year**, in **September** and **February**, via my.ism.lt.

The International Studies Office announces open calls by email and organizes an information seminar for interested students.

When applying, students can **rank up to five partner universities** in order of preference.



Where can a student find information about ISM's international partners for exchange?

You can explore partner universities through the ISM Partner Map here:



[ISM Partner Map](#)

and filter by study programme.

Additional resources are available on [eLearning](#).



Are there scholarships or financial support available for students going abroad?

ERASMUS+ Scholarships

ERASMUS+ scholarships are available for exchange students and range from **€606 to €700 per month**, depending on the destination country.

Scholarships are awarded based on the student's **competitive application score**.

Please note that students may also participate in exchange programmes **without a scholarship** if they choose.

What kind of support does ISM provide before, during, and after the mobility period?

ISM hosts open info seminars and individual consultations for anyone interested in international opportunities. ISM's International Studies Coordinators consult and provide advice about different partner universities, application procedure, administrative matters before, during, and after the exchange.

Who can a student contact regarding international opportunities?

You can contact the International Studies Office (ISO) at international@ism.it for all questions related to exchange, application procedures, and support.



The ISO team is located in Room 202, in the Study Services Department.

Can a student go on exchange to any partner university?

No, the choice of partner university for your exchange is dependent on your study programme. It must offer compatible courses. To identify compatible universities, you can access info of partner universities specific to your study programme via the following link:



[Compatible universities](#)

Can a student choose from different campus options of the same university?

Yes, you can choose from different campuses of the same university. To explore the available campus options, please visit the e-learning platform using the following link:



[Available campus options](#)

How can a student join the Buddy Programme?

If you are an international full-time student and haven't applied for a Buddy yet, you can do so by contacting the ISM SA Buddy Programme coordinator at ugne.uziunaite@ismsa.lt.

Exchange students should contact the ESN ISM Buddy Programme coordinator at hr@ism.esn.lt.

If you're an ISM student who would like to become a Buddy, please reach out to the respective contact above, depending on the group you'd like to support.

5. Career Center

Internships, Jobs and Career Opportunities



How can ISM Career Center help with student's career planning and implementation?

1. You can register to personalised career consultations to discuss:

- Job search strategies
- Career advice and planning
- Choosing the best path for your career
- Professional CV and motivational letter

2. Use the all in one internal ISM career platform TALQUE:


- Connect with 35+ partner companies' HRs
- Find internship and job offers for students
- Register to career events, company visits and workshops
- Find a mentor from the ISM alumni community (mentorship programme is opened once a year)

3. Participate in educational and career events:

- ISM Career Day with 35+ companies
- Seminars, discussions, workshops with company representatives
- Mentorship projects
- Visits to company offices
- Professional networking events



How can a student register on the career app TALQUE?

- You can use this platform on a laptop and your phone, just download the app **TALQUE**.
- Access the login screen via the QR code or link: 
- Click “Start Now”
- If you are asked for an access code during registration, use the following: **ism2023**
- During registration, skip the first step about the representation of the companies.
- Select all the options about yourself and your interests and upload your CV (CV upload can also be done later).
- Use **Companies tab** to explore top companies ISM partners with, Job Offers tab for internship and job opportunities.
- Schedule tab to register for career events and workshops.

How does a student register for the career related events?

- You will find all of the events organised by the ISM Career Center on TALQUE app.
- To register for the events go to:



TALQUE



Schedule Tab



Click +participate

What other career related resources are available and where can a student find them?

- Alumni career stories & tips:



ISM Career Chat
podcast on Spotify

- Career Guide for CV, motivational letter best practices and other career development resources on eLearning
>> Career Center:



Career Development
Resources

- Job/internship offers' board (Talque app and ISM web)
- Monthly career newsletter sent from ISM Career Center, career@ism.it
(add this sender to favourites)
- Career center webpage:



Career Center Webpage

Compulsory personal and career development course for bachelor students

All bachelor students will have to complete a **Personal and career development course** as part of their studies. You will be assigned this course in your first/second year to build your personal career roadmap and set targets for the upcoming years through:

- Self-awareness activities
- Career opportunities exploration
- Career planning and implementation



Integrated two-round compulsory internship programme for bachelor students

All bachelor students will have to complete **2 internship modules** as part of their studies (in the second study year and final year).

You will be assigned this module and will be briefed about requirements before the start of the module. Once the module is assigned, you will find all important internship related information for your study programme on eLearning >> Internship:



[More Information](#)

Can a student complete the internship earlier?

You can do voluntary internships throughout your study years, however those will not be counted as part of your assessment for the compulsory internship modules.

If you start working in a field related to your study, you will be able to complete your internship assignment while working in your job position.

How can a student contact ISM Career Center?

Main contact for career related questions: career@ism.it



6. Library and Learning Resources



What are the library's business hours?

Monday – Friday 8:00 – 21:00
Saturday 10:00 – 17:00



How to check if ISM library has the book that a student is searching for?

You can find the library's catalogue here:



[Library's catalogue](#)

A list of new books is available here:



[List of new books](#)

How to place an order for books?

A student may place orders for books using the library catalogue:



[Place orders here](#)

When you find the publication you want, click "**Hold requests**" and then "**Request**".

You can only order a publication by logging in to your virtual library account:

- click on "Login"
- select "ISM Single Sign-On"
- enter your login details
- fill in your order details
- submit your order.

Once done, wait for an e-mail that confirms the order is ready for pick up.

All members of the university community who have their own individual login, which is also used in other electronic systems (e-mail, e-learning system, etc.), can access the ISM library catalogue. If you can't connect, write to us at library@ism.it.

When to pick up the ordered books?

If the book is not taken, we will fulfil the order as soon as possible and will inform you via email. The reservation is kept active for **3 working days** after the notification is sent.

If the publication was taken by another reader and you reserved it - as soon as the publication is returned, you will be notified via e-mail.

Borrowing books:

- Books and other publications are issued to readers who present a student ID card or other personal identification document.
- Books and other publications are issued for a semester, two weeks, three or one day, the deadline for their return can be extended online [here](#).

What to do if the publication is needed for a longer time?

If a student needs more time to return a book, a student can renew your loan via ISM virtual library [here](#).

How to renew:

- Log in with your credentials.
- Go to **Library Card**.
- Click on **Loans**.
- Press **Renew** or **Renew All**.

Important:

If you are unable to renew a book, it means either:

- Another user has reserved the book, and you must return it by the due date, or
- Your delay fee for late return has exceeded 3.00 EUR.



How to check which publications you have borrowed and when they need to be returned?

You can find all information about your borrowed publications and their return dates in the ISM Virtual Library [here](#).

How to access your account:

- Click **Sign in**
- Select **ISM Single Sign-On**
- Log in using your **credentials**.

To view your borrowed items and due dates:

- Click on your **name** in the upper right corner.
- Select the **Library Card** section.
- Click the **Loans** link to see the list of borrowed publications and their return dates.



Late return fees:

- You can find information about delay fees in the ISM Virtual Library at [here](#).

After logging in, go to **Library Card** and then select **Fine + Fees**.



Note: The catalogue only shows delay fees for publications that have already been returned to the library.

- If you have borrowed books that you are returning late, you must either **return them** or **renew them (if allowed by the system)** before paying the late return fee.
- The **late return fee** is charged starting **the day after the due date**.
- The fee is **0.15 € per publication per day**.
- Fees **accumulate until the books are returned or the loan is extended**.
- When the accumulated fee reaches **3.00 €**, your **library account will be blocked**, and you will not be able to borrow anymore publications. The account is unblocked once the fee is paid.
- Payments can be made
 - **in cash**
 - **by card**
 - **via bank transfer**.



Before graduation or termination of the study contract, students must return all borrowed publications and settle any late return fees with the library.

How to read e-books via Proquest?

Some of the books in the ISM Library collection are available in both physical and electronic formats. Some e-books are hosted on the Proquest e-book platform.

1. Find the publication you want in the library catalogue [here](#);
2. Click on the link in the 'View online' section; If the book is hosted on the Proquest e-book platform, you will be redirected to it.
3. In the new window that opens, select 'Request Account';
4. Fill in the form (you must provide the ISM student's outlook email address);
5. Once approved, you will be able to access the Proquest e-book library.

Where can a student find examples of final theses?

You can find the ISM catalogue of final theses [here](#).

When looking for examples of theses, it is important to select "Dissertations, Master's and Bachelor's theses (ISM ETD)" in the advanced search box.



How to use databases?

You can search for research publications in the ISM Virtual Library by selecting the [‘Articles & More’](#) tab. Use keywords or other search parameters to find relevant publications.

Once you find a publication, you will be redirected to the database where the article is hosted.

Accessing full documents:

- Ensure **you are connected** to the **ISM network**.
- **No additional** database connection is required when working on ISM University premises or connected to Eduroam or ISM-guest Wi-Fi.
- To access databases from home, you must use a **VPN service**.



How to connect to ISM subscribed databases?

No passwords are required when connecting from ISM University premises using Eduroam or ISM-guests Wi-Fi.

Access to all ISM subscribed databases is possible through **VPN services**. Instructions, how to download and install VPN client, you can find [here](#).

How to use the RefWorks bibliography tool?

Registration in the system is simple, but it is necessary to do it in the internal network of the ISM University of Management and Economics (at your workplace or at any computer) and using the ISM e-mail address.

- **Go** to <https://refworks.proquest.com> and click “Create Account”.
- **Fill** in the requested fields (email, username, password), then you will be asked to enter your name (if you don't want to, don't write your real one), fill in some thematic questions and repeat the displayed text.
- If everything is done successfully, **you will be connected** to the system, which you can use later.
- You can view a **video description** of how the system looks and how to use it here:



[Video description](#)

Is it possible to get help from the library on finding information for my thesis?

The staff of the ISM library provides assistance to those who are writing their **final thesis** or **research papers** at the library or by e-mail library@ism.lt.

How to reserve a Bloomberg terminal?

The Bloomberg terminal can only be used at the library premises. You can reserve the terminal by e-mail library@ism.it or by calling the library phone **+370 6 122 0139**.

How can a student get a Bloomberg certificate?

You can get your Bloomberg certificate when you log in to Bloomberg terminal at the library. All instructions on how to get the certificate itself, are provided next to the Bloomberg terminal.

How to access the Stockinvest.us database?

Go to stockinvest.us and register as a user using your ISM student email; Once registered, follow the appropriate link to get free access to the data for one year;



After one year, you can re-register for another year.



7. Students' Living, Events and Community



Where can a student find the information about ISM events? Is registration needed?

You will be informed about ISM community events **via email** or the **student newsletter**. Event details will also be available **in your ISM calendar** and on the **digital information screens** throughout the university building. Additionally, you can **follow ISM** and the **ISM Student Association (ISM SA) on social media**, where some event information is shared through stories and posts.

What kind of questions can a student address to the Students' Association (SA)?

You can contact the student association regarding any questions related to:

- internal university rules and regulations,
- student representation,
- initiatives,
- events,
- Lithuanian National Union of Students,
- VJOSAS and more.

Every year **at the beginning of June**, the Students' Association organizes a General Meeting of Members, open to all members of the university community. During the meeting, the activity and financial reports of ISM SA and the President are presented, and a new Board, Revision Commission, and President of the Association are elected. It's a great opportunity to get a closer look at SA, ask important questions, and get more actively involved in representing students' interests.

How to participate in activities organized by Students' Association?

You can get involved in organizing SA activities by becoming a member - **admissions and selections** to the Students' Association take place **every September**. Additionally, each **course representative** maintains close contact with SA on student representation matters, improvement of study quality, and helps share invitations to initiatives and events organized by the association, which are open to the entire community.



What is the FUX camp and how to participate in it?

FUX camp is a three-day camp for first-year students, organized annually by the Students' Association at the beginning of September.

The camp aim is:

- to help students get to know each other,
- integrate into the community,
- find older friends and mentors,
- develop teamwork skills,
- confidently begin a new academic year full of challenges and opportunities.

Tickets are distributed by the Students' Association - follow us on Facebook (**ISM Students' Association - ISM SA**) and Instagram (**@ism.sa**) for all the latest updates!



What is a course representative and how to become one?

A course representative is an academic course representative for the university, its administration, ISM SA, and lecturers.

These individuals have a crucial role to represent their coursemates and be active when voicing student-related matters to the authorities. Course representative elections are held by ISM SA with the help of mentors. The course representative is elected by getting a majority of the votes during a secret voting procedure, every representative signs a cooperation contract with ISM SA.

Representatives' contacts can be found here:



[Representatives' contacts](#)

What is a course mentor and how to become one?

A course mentor is a higher academic course representative for the lower course, helping younger students with a smooth transition into ISM University.

Students should participate in the Spring mentor elections organised by the ISM SA.

How to become a students' representative in Ethics Committee or Senate?

The selection of student delegates to both bodies is organized by the **Students' Association**, which shares an open call for candidates with all students. After reviewing the submitted documents, the Board of the Association **appoints two student delegates** to the Ethics Committee and **three students**, one from each study level, to the University Senate for a one-year term.

Who is a student buddy and how to become one?

The Student Clubs Fair is organized at the beginning of each academic year during the Freshmen's Integration Week. During the fair, all students have the opportunity:

- to hear club presentations,
- ask any questions they may have,
- and register to become members.

Currently, some of the most active are the Debate, Golf, Politics (Podcast), Investment, Marketing, and Volleyball clubs.



8. Daily Services



What are university open hours?

The University premises are open to University students **during the academic year**, i.e., from **September 1st to June 20th** inclusive (except for the certain periods):

- On weekdays (**Monday to Friday**) from **8:00 AM to 22:00 PM**;
- On **Saturdays and Sundays** from **8:00 AM to 18:00 PM**;
- On weekdays (**Monday to Friday**) from **10:00 PM to 12:00 AM**, access to the '**Coworking**' space in the basement of the University building is **only possible through the side doors** of the University building on St. George Street (next to the café located in the University building).

University students **are not allowed** to access the University premises:

- **On public holidays;**
- During the **period between Christmas and New Year**, i.e., from December 23rd to January 1st inclusive;
- During the **summer vacation period**, i.e., from June 21st to August 31st, access to the University premises is only possible **on weekdays from 9:00 AM to 17:00 PM.**

Does the university have its own parking lot?

Unfortunately, the university does not currently offer its own parking lot. However, we encourage students to travel sustainably—by using public transport, bicycles, or scooters.



You can charge your electric scooter at the university, near the entrance from K. Sirvydo Street.

How can a student find a living place?

ISM university does not have dormitory. ISM university collaborates with several co-living spaces in the city of Vilnius that offer discounts for ISM students' accommodation.

You can find the university's partners in the accommodation guide:



[ISM Accommodation Guide](#)

If you have any questions, feel free to contact us at accommodation@ism.lt



How to use the printing services?

To print documents at ISM University, please follow these steps:

- **Purchase a printing voucher** at the library desk.
- **Connect to the ISM network** (either **ISMGuest** or **Eduroam**).
- Go to myq.ism.lt and **log in using your ISM ID** (do **not** enter your full email address).
- Enter your **voucher code** to recharge your printing credit.
- Click **Generate PIN** and **remember the PIN**.
- Select **Jobs → Print file** and **upload your document(s)**.
- Choose the **B&W (Black and White) printer**.
- Click **OK** and go to the nearest printer.
- Enter your **generated PIN** at the printer and press **Print**.

How to book a meeting room/auditorium at ISM?

To book a meeting room/auditorium, students must visit the Help Desk located on the first floor near the main entrance.



Please note: meeting rooms/auditoriums can only be booked for the same day and advance bookings are not available.

Psychological consultation opportunity at the university - how to register?

Psychological counseling is available to all members of the ISM University community. Consultations are held in Lithuanian and English. To schedule a session, you can register through the e-learning platform or contact via email at psychologist@ism.lt.



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