

2-2. Contact

Academic and Student Affairs Division and IT Support Center offer various services and support for international students. The office is located on the 3rd floor and is open Monday to Friday, except for national holidays and year-end/New Year holidays. Academic and Student Affairs Div.: 9:00–12:00 and 13:00–17:00, IT Support Center: 9:00–18:00.

	Office	Services
Academic and Student Affairs Division	General Affairs Team (GAT) E-mail: kyouiku@grips.ac.jp	-Teaching Assistant related matters -tuition exemption for doctoral students -monthly registration -work permission
	Academic Support Team (AST) E-mail: ast@grips.ac.jp	-curriculum -course registration -class schedules -lecture rooms / seminar rooms -leave of absence / re-enrollment / withdrawal -notification of address change -certificates -how to use G-way (Please contact ITSC to reset your password.) -Turnitin / educational software -copy points / photocopying
	Student Office (SO) E-mail: studentoffice@grips.ac.jp	-campus life support -cultural exchange events -insurance related matters -career counselling -JR discount vouchers -accommodation -extension of period of stay in Japan -study rooms / student lounges
	E-mail: alumni-ml@grips.ac.jp	-student council support -alumni matters -brown bag lunch sessions
	Programs Management Team (PMT) E-mail: pmt-ml@grips.ac.jp	general matters related to educational program
	IT Support Center E-mail: support@grips.ac.jp Extension : 6092/2501	-password problems -printer problems -internet problems on campus -resetting OTP (One Time Password)

Certificates

- AST issues various kinds of certificates, as follows:
 - transcripts (after the release of fall semester grades)
 - certificates of enrollment
 - certificates of prospective degree completion*
 - certificates of scholarship award
- * A certificate of prospective degree completion is available:
- after release of first term grades for students in one-year master's programs
 - in the second year for students in two-year master's programs
 - after dissertation defense for doctoral students.

2. Various Procedures

- Applications for certificates should be submitted via the online system (G-way).
- The certificates issued will be posted in your mailbox, located in front of the Student Office (for GLD/STI students, in a study room on the 6th floor), within three working days after submission of your request.
- To inquire about certificates, please contact ast@grips.ac.jp.

JR Discount Voucher

- Student discount vouchers are available for long-distance travel (more than 100 km one-way) on JR. These vouchers give a 20% discount on regular fare.
- When you purchase a discounted student ticket at a reception desk of JR, you will be requested to submit the voucher and show your student ID card.
- To request a voucher, please fill out an application available at the Student Office.
- The issued voucher will be posted in your mailbox, located in front of the Student Office (for GLD/STI students, in a study room on the 6th floor), within three working days after submission of your request.

Notice

- If you break or lose your ID card, report to AST immediately. The re-issuance charge is 2,500 yen.
 - * Please note that when you are issued a replacement student ID card, copy points from your old card will NOT be restored in your new card.
 - * Please handle your student ID card carefully. It contains an IC chip for entering GRIPS building at night and on weekends, and for borrowing books from the library.
- If you lose your student commuter pass issuance card, report to AST.
- To make an address change, you must notify AST promptly and fill out a form.
- If you wish to take a leave of absence (minimum three months); withdraw from school; re-enroll; or extend the period of your leave of absence, you must submit a request via G-way at least three weeks before the preferred date of the status change.

Copy Points

- Copy points for the standard duration of study will be loaded onto your student ID card at no charge upon enrollment. The number of points issued varies, as follows:
 - one-year master's program: 10,000 points
 - two-year master's program: 20,000 points
 - doctoral program: 30,000 points
- The card contains an IC chip. Please be sure to keep it away from other magnetic materials (e.g., TV, speakers, and bank / credit cards.)
- After you run out of points on the card, you can use your personal IC card (such as Suica / PASMO) at copy machines on campus.

Cost of printing:

 - black and white copies: 5 points (5 yen) per page
 - color copies: 25 points (25 yen) per page

Shared Copy Card

- When you are asked by an instructor to make photocopies of class materials, please come to AST. To borrow a shared copy card, bring the class materials to be copied and fill out the "Application for Photocopying of Materials" form.
- AST will hold your student ID for security purposes while you borrow a shared copy card.
- Please return the copy card immediately after use.

School Rules

- Important messages regarding matters such as class cancellations; make-up classes; and lecture room changes will be posted in Teams for each class. Make sure to access the system frequently.

2. Various Procedures

- GRIPS does not receive incoming telephone calls, faxes, mail, or parcels for students (except in case of emergency). Please use your personal telephone number and address when arranging deliveries.
- To inquire about academic affairs, please contact AST.

Personal Accident Insurance for International Students

Personal accident insurance pays a premium for you or your beneficiary in the case of accidental death or permanent disability, and also covers expenses for rescuers, compensation for damage, and medical treatment. GRIPS international students are required to take out that kind of insurance. For scholarship recipients, whether the insurance premiums are covered by the scholarship sponsor or should be borne by the student depends on the scholarship. Self-financed students will have to pay a portion of the insurance premium themselves. If you would like to know more about your insurance situation, please contact the Student Office or your program coordinator.