



Guide

iFriends 2024

USP International Office
(AUCANI)

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(1) Introduction: Presentation of the Program and Guide

Dear students,

This Guide has been developed to introduce the USP iFriends Program to students at USP who are interested in participating in the Program, whether as a USP friend or as an international student. In both cases, the program is voluntary and free of charge. Here, you will find a brief description of iFriends and important information about how it works. We hope that, through reading this guide, your participation can make your studies at USP as enjoyable as possible.

Established in 2011, the USP iFriends Program serves a dual purpose. On one hand, it enables international students joining USP to establish contacts with USP friends who can receive and welcome them, facilitating their cultural adaptation through a series of jointly conducted activities to ensure that their stay in Brazil and their academic experience at USP are the best they can be. On the other hand, the Program aims to facilitate cultural exchange between USP friends and international students, providing an opportunity for both to form new friendships, learn about different cultures, and practice other languages.

In general, **a USP friend is someone who enrolls in the Program with the intention of participating as a host (receiving and assisting international students who are joining USP).** A USP friend can be either a Brazilian or a foreign student, as long as they are regularly enrolled at USP (undergraduate, master's, or doctoral level).

An international student, on the other hand, is someone who enrolls in the Program with the intention of being hosted by a host (being received and welcomed by a USP friend). International students can be academic mobility

students (exchange for 90 days to 1 year) or regular incoming students (such as PEC-G and PEC-PG program students) at the university.

(1.1) USP Friend:

A USP friend is someone who enrolls in the Program with the intention of participating as a host (receiving and assisting international students who are joining USP). It is important to consider that a foreign student, especially at the beginning of their stay, may go through feelings of loneliness, helplessness, and a sense of not belonging to the country. This may especially occur shortly after their arrival in the host country because during the first few weeks or months, the student may not have any familiar faces around.

Therefore, a host is a person who, on a specific occasion, is responsible for receiving, welcoming, and providing attention to those who arrive in a country and a university. The presence and participation of USP friends play a crucial role in this process, offering support, friendship, and guidance to international students, allowing them to make the most of their stay at the institution and contributing to their adaptation, understanding, and personal, professional, and academic enrichment during their time as a student at USP and their interaction with various aspects of Brazilian culture.

USP friends, in addition to assisting international students during their arrival and stay at USP and in Brazil, can, in turn, have the opportunity to engage with the languages, cultures, and customs of international students. Engaging in the suggested activities can contribute to their overall cultural education (as individuals, as people, and as citizens) and can further enhance their academic and professional development, as they will get to know students from foreign universities with different educational concepts and higher education objectives, as well as different views on curriculum components and teaching and learning methodologies. Therefore, if you are a USP student, you can take advantage of the opportunity to practice other languages, make new friends, get up close to other cultures by interacting with students from foreign universities.

(1.2) International Students:

The USP iFriends Program represents a valuable opportunity for international students to feel welcomed upon their arrival and to have an enriching experience during their stay at the University of São Paulo and in Brazil. An international student is someone who enrolls in the Program with the intention of being hosted by a host (being received and welcomed by a USP friend).

The idea that inspired the creation and the operational format of the Program primarily considers that an international student, especially at the beginning of their stay, may go through feelings of loneliness, helplessness, and a sense of not belonging to the destination country. This distance and feeling of longing can also lead to a sense of loneliness associated with sadness.

Therefore, when finding themselves alone in an unfamiliar and foreign place, the international student may feel helpless, meaning they may experience a sense of being unprotected and not recognizing the place as their own, and not fitting into a culture to which they do not belong. Additionally, after spending some time away from their home country, the student may feel homesick for their homeland, their home, and their family and friends, which can lead to a feeling of nostalgia—a certain sadness caused by the absence of something that was once close to them and a desire to return to their home country.

This can occur mainly shortly after arriving in the destination country, as during the first few weeks or months, the student may not have anyone familiar by their side, facing difficulties during the adaptation period. In this way, maintaining contact with USP students who offer support can alleviate this situation and facilitate their integration into Brazilian culture. The presence of USP friends plays a fundamental role in this process, providing support, friendship, and guidance to international students, allowing them to make the most of their stay at the institution and contributing to the cultural diversity present at the university.

(2) General Information

(2.1) Target Audience:

The USP iFriends Program was designed for host students or USP friends (typically Brazilian undergraduate or graduate students) and international students (typically foreign exchange students at USP or regular incoming students) at the undergraduate or graduate level. At this time, professors, staff, and postdoctoral students are not eligible to participate in the USP iFriends program.

(2.2) Registration Period:

The USP iFriends Program takes place on a semester basis, at the beginning of each academic semester at USP. Registrations for Edition 20 - 1st semester of 2024 (February-July) will be accepted until March 22, 2024. If you miss the registration period and still wish to join the Program, you can establish contact with USP students and/or international students who are already part of the program by joining our Facebook group.

(2.3) Program Format:

Upon enrolling in the Program, USP friends select their preferred international students, and contact information is provided to both parties. The initial contact between participants is typically made virtually, through email or social media. Subsequently, participants meet in person to engage in the activities outlined in the program.

Please note that at the end of each semester, a brief questionnaire is sent out to gather information that helps us understand and evaluate the Program's functioning from the perspective of the participants themselves. Your responses always help us gain a better understanding of how participants perceive the Program, and they are used solely for the purpose of finding the best ways to improve and enhance the Program so that it can effectively achieve its objectives.

(2.4) Contacts:

iFriends Team

USP International Cooperation Office (AUCANI)

Email: ifriends@usp.br

Phone: +55 11 3091-0512

site: <https://internationaloffice.usp.br/index.php/usp-ifriends/>

Facebook: <http://www.facebook.com/groups/112748965489904/>

(3) How to apply:

(3.1) International Student Registration:

When applying for an exchange at USP, please select the option to participate in the USP iFriends Program. During the registration process, you will need to complete your profile by indicating your preferred suggested activities, your social behavior, and your native language, as well as your preferred social media platforms.

If you have enrolled in a regular undergraduate or graduate program, the registration should be completed in the public area of the Mundus System. If you register through the Jupiter or Janus Systems, you will be considered a USP friend and will host the international student.

After registration, your information will be stored in our databases, and your profile will be available for viewing by USP friends enrolled in the Program. They will then select one to three international students.

Once selected by one or more USP friend(s), the system will automatically send you an email notifying you of your selection and providing you with the contact information of the USP friend who chose you. Subsequently, contact will be established directly between the USP friend and the international student.

If you did not select the option to participate in iFriends during your initial registration, it is possible to enroll in the public area of the [Mundus System](#).

(3.2) USP Friend Registration:

USP friends should register for the Program through the "USP iFriends Program" menu item, available in the Jupiter and Janus Systems (respectively for undergraduate and graduate students). During registration, you will need to complete your profile by indicating your preferred suggested activities, your social behavior, the native language of the international student of your preference, and you can also specify your preferred social media platforms.

After completing your profile, you will be able to view the profiles of international students who have already enrolled in the Program (profiles of

international students who have not yet reached the maximum of three selections will be available).

If you are interested in a specific international student's profile and wish to select them to assist them during their stay in Brazil, simply choose the international student of your interest to view their contact details.

Once the selection is made by the USP friend, the system will send an automatic email to the international student, informing them that they have been selected and providing the contact information of the USP friend who chose them. Simultaneously, the USP friend will receive a message confirming that the international student has received this automatic email.

Important Tips:

It is important to note that, in principle, it is the responsibility of the USP friend to initiate a conversation with the selected international student. You can write to the selected international friend, introducing yourself and explaining why you are interested in them.

We also suggest that, in this initial contact, the USP friend asks the international student about their main needs and the type of assistance they require. For example, if they are already in Brazil, they may need help finding accommodation. If they have not yet arrived in Brazil, you can propose to meet them at the airport.

Attention!

Each USP friend can be linked to a maximum of three international students, and each international student can be linked to a maximum of three USP friends. The system only allows associations between USP friends and international students from campuses in the same city.

(4) Guidelines for Program Participation:

(4.1) AUCANI's Role in the Program:

AUCANI's role is to manage the registration process of students, as well as to provide support and guidance to the participants, but without direct involvement in the activities to be carried out by the iFriends (USP friends or international students). Furthermore, up to the present moment, AUCANI does not issue certificates of participation in the Program. However, AUCANI suggests a series of activities for the participants.

Support for questions and access to support materials (guides and downloads) are available through the link: <http://www.usp.br/internationaloffice/index.php/midia/downloads/>. There, you will find various materials distributed in categories such as publications about USP, practical manuals, USP Campus guides, USP pocket guides, and USP guidelines for visitors. If you have any questions, please contact the iFriends Team at ifriends@usp.br.

Additionally, each school at USP has an international relations office (CCInt/CRInt) that can provide support to international students. A complete list of the websites and emails of these offices is available at:

<https://internationaloffice.usp.br/index.php/institucional/escritorios-locais/>.

(4.2) Duties and Obligations (Guidance on Harassment and Prejudice):

As this is a voluntary program, AUCANI does not determine the duties or obligations of the participants. However, we recommend that participants adhere to rules of good conduct and comply with the [USP Code of Ethics](#), avoiding acts of violence, prejudice, or disrespect towards students from different cultures and backgrounds (both Brazilian and international).

USP is not a Place for Prejudice and Harassment!

When we talk about "cultural adaptation," "cultural exchange," "getting to know different cultures," "cultural integration," or "cultural education," as well as

the goals and advantages of participating in the Program, we need to consider some aspects regarding the meanings of the word "culture" and what this can signify.

From a young age, we belong to a specific country or nation and are educated within a specific culture, leading us to act, think, speak, and interpret the world according to it. This provides us with a certain familiarity and comfort in our daily lives, and we usually do not question it or consider it natural.

Normally, what we think, say, or do in our daily lives leads us to naturalize human beings, their behaviors, ideas, values, ways of living, and acting. In our everyday experience, we are always exposed to the risk of adopting a dogmatic attitude and engaging in acts of intolerance, disrespect, discrimination, and harassment towards others, which may be considered inappropriate and even unacceptable but may also appear perfectly natural to us. However, in each case, we need to be aware of this attitude of naturalization.

This applies to words and actions that denote prejudice and harassment. Harassment is a relatively new term that has become more common in our world in the last ten years. It especially refers to situations that were considered normal, natural, part of society and university routine. Whether it is sexual harassment or moral harassment, these practices are ingrained in everyday life and were not necessarily perceived as violence or aggression in the way we perceive them today.

Therefore, as USP is part of our society, it is not immune to cases of sexual harassment, moral harassment, racism, sexism, transphobia, homophobia, ableism, ageism, or any form of prejudice. Our community needs to be prepared to identify and actively address these cases, taking care of people and strengthening them.

For both USP friends and international students, the experience of participating in the Program also has an ethical and moral pedagogical dimension and can be a privileged opportunity for self-awareness, leading us to question our customs and recognize some prejudices that we may not be aware of.

Is It Harassment? Is It Prejudice?

Prejudices and harassment manifest in various forms, some more explicit and others more subtle. It is important to be able to identify these situations. Insults in the form of jokes, irony, phrases that make you uncomfortable, make you feel different, diminished, or like you don't belong can indicate prejudice.

I Experienced Harassment. What Now?

If you experience or know someone who is going through any of these situations on your campus, there are some university tools that can help resolve

these issues. To receive support and information on what to do and the possible institutional procedures, please contact the support services for victims of the Office of Inclusion and Belonging (PRIP) through the website: [USP Against Harassment - Office of Inclusion and Belonging](#).

Finally, it is important to emphasize that any discriminatory action by either the USP friend or the international student that constitutes sexual or moral harassment should be reported immediately to the iFriends Team so that appropriate measures can be taken.

(5) Proposed activities to be carried out in iFriends

The USP iFriends Program was created with the intention of welcoming and assisting international students. We have listed a series of suggested activities for program participants. These activities include: (1) Airport reception; (2) Assistance in finding accommodation; (3) Guidance on legalizing their stay; (4) Assistance with daily life aspects in the city and on campus; (5) Language study, practice, and use; (6) Cultural integration; (7) Guidance on academic activities. The first three can be considered "reception activities," while the remaining four are considered "cultural activities." We will provide more detailed information about each of these below, offering advice on how they can be carried out and providing general information.

Reception Activities:

When international students arrive in Brazil, they will likely need assistance from their USP friends with three main issues: **(1) Airport reception; (2) Help with finding housing; (3) Guidance on legalizing their stay.**

(5.1) Airport Reception:

The state of São Paulo has three major airports: Congonhas, Cumbica, and Viracopos. All of them are considerably distant from USP campuses and the accommodations of international students. It is advisable for the USP friend to contact the international student in advance and arrange to pick them up at the airport and take them to their agreed-upon destination or, if that is not possible, provide instructions on how to reach their intended destination. Below, you will find more information about each airport.

(5.1.1) Cumbica (São Paulo/Guarulhos International Airport - GRU):

Located in Guarulhos, it is the primary receiver of international flights in Brazil. It can be accessed via the Presidente Dutra or Ayrton Senna highways, and it is 25 km away from the center of São Paulo. The address is: Rodovia Hélio Schmidt, s/no, Cumbica, Guarulhos - SP - CEP 07143-970. For more information, visit the airport's website: www.aeroporto guarulhos.net/como-chegar-ao-aeroporto-de-guarulhos-cumbica.

For more details on public transportation routes from the airport to the campus cities, consult the "USP and the state of São Paulo" section of the Guide for Student and Researcher Foreigners, available at: www.usp.br/internationaloffice/wp-content/uploads/student_researcher_guide_USP.pdf.

(5.2.2) Congonhas (Congonhas/São Paulo Airport - CGH):

Located in São Paulo, it is currently responsible for domestic flights but is also the final destination for some international flights that arrive in other states through connections. To reach your desired destination from Congonhas, there are executive and municipal buses with various destinations. The address is: Av. Washington Luís s/no, São Paulo - SP - CEP: 04626-911, and it is 8 km away from the center of São Paulo. For more information, visit: www.aeroportocongonhas.net/como-chegar-ao-aeroporto-de-congonhas-sao-paulo.

(5.3.3) Viracopos (Viracopos/Campinas International Airport - VCP):

Located in Campinas, it is becoming an increasingly popular alternative route. There are several bus routes with various destinations, including the center and bus station of Campinas, Jundiaí, and the airports of Cumbica and Congonhas. The address is: Rod. Santos Dumont, s/no km 66, Viracopos, Campinas- SP - CEP: 13055-900. It is 18 km away from the center of Campinas and 90 km away from the center of São Paulo. For more information, visit: www.aerportoviracopos.net/como-chegar-aeroporto-campinas-viracopos.

(5.2) Assistance with Housing Search:

International students, upon arriving in Brazil, typically do not have accommodation. Due to their unfamiliarity with the city and the language, this task can become quite complicated. However, with the help of the USP friend, it becomes much simpler. Through prior contact (before the international student's arrival), the USP friend can provide tips and contacts to help the international student get an idea of where to look, who to speak with, and even find a trustworthy place before arriving in Brazil.

If necessary, it is advisable for the USP friend to explain to the international student the required documents and common procedures for establishing a rental contract (such as the need for a guarantor or rental insurance). It is also important for the USP friend to provide detailed information about the destination city, offering advice on the best places to live considering factors like proximity to the campus, easy access to transportation, safety, and affordable prices. If the friend knows of shared housing or apartments with available spaces, they can provide the contact information of those responsible, or if there is a place in their own home, the USP friend is free to offer it to the exchange student. In this case, it is advisable to agree on prices, bill payments, and responsibilities before hosting the student to avoid any unpleasant situations. For example, provide information about the typical life in a "república" (a shared living arrangement), such as the division of household chores, payment due dates for bills and invoices, as well as rules regarding customs or daily habits, such as receiving visitors, hosting parties, observing quiet hours, eating habits, etc.

(5.3) Assistance with Staying in Brazil Legally:

The RNM (National Migratory Registry) is a mandatory registration for temporary residence in Brazil, which must be obtained within a maximum of 90 days after arriving in the country. Assistance from the USP friend in this matter is crucial, as it involves the international student's legalization in the country. Furthermore, the website of the Federal Police (PF) is not fully available in English or other languages. It is ideal to assist the exchange student during the process and accompany them to the PF. If that's not possible, we advise instructing them as best as possible. Here are the step-by-step instructions for obtaining the RNM:

- The foreigner should access the Federal Police website (<https://www.gov.br/pf/pt-br/assuntos/imigracao>), check and prepare the required documents.
- After gathering the documentation, access the same Federal Police website to schedule a date for a personal visit to submit all the original documents.
- If the foreigner is domiciled in the capital (São Paulo) and is having difficulty finding a timely appointment, it is possible to request support for regularization provided by AUCANI and the CCInts/CRInts. More information can be accessed at <https://internationaloffice.usp.br/index.php/institucional/escritorio-de-rec-epcao-academica/informacoes-de-migracao/estrangeiros/>.
- On the scheduled date, the foreigner should bring all the original documents, which will be assessed by a representative of the Federal Police. If the documents are accepted, a protocol for the National Migratory Registry Card (CRNM) will be issued. This document takes around 30 business

days to be issued, but with the protocol, it is possible to open bank accounts, regularize the student's situation at USP, among other things.

- The CRNM has a validity period, usually between 6 months and 1 year, depending on the type of visa and activities carried out in Brazil. From ninety days before the expiration of the CRNM, the international student should request its renewal. More information is available at <https://www.gov.br/pf/pt-br/assuntos/imigracao>.

The USP friend can assist the international student in attending the PF unit for which an appointment was made with the required documentation. For any questions, contact the international office of the Faculty where the exchange will take place or the Academic Reception Office of AUCANI (migration.info@usp.br).

Cultural Activities:

Participating in an academic exchange allows students to acquire and experience various aspects that enable them to explore the diversity of human experiences. This includes exposure to different learning methods and the opportunity to develop their cultural and professional knowledge. In addition to academic activities, when students immerse themselves in a different country, interact with new people, and experience various worldviews and cultures, they can enrich their life experiences and apply them to their life anywhere. The four activities proposed below serve this purpose and are related to different aspects of the word "culture."

(5.4) Assistance with Daily Life Aspects in the City and on Campus:

USP friends can guide and assist international students with practical aspects of daily life on the university campus or in the city. On campus, this may include providing information about accessing libraries, getting involved with the Academic Center or Athletic Association, using the student study room, connecting to Wi-Fi, using photocopiers, bus routes (circular or otherwise), and accompanying students to CEPEUSP. They can also suggest checking campus maps, using USP apps, accessing university dining halls, visiting the University Hospital, and other aspects of university life. In the city, USP friends can provide information on getting a mobile phone, using public transportation (bus lines or the subway), opening a bank account, going to the post office, supermarkets, pharmacies, medical offices, or bookstores. They can also offer guidance on dining out and recommend stores for clothing, furniture, or household items. All of these things may seem obvious or self-evident to the USP friend, but international students, especially when they've just arrived, may be unfamiliar with these activities that are necessary for their day-to-day life. They may also need information on where to find places that offer access to religious temples or traditional clothing and food from their home

country (depending on their culture or religion, certain clothing or foods may be required or prohibited).

(5.5) Cultural Integration:

This activity generally relates to the word "culture" in terms of artistic expressions. Therefore, the USP friend can recommend or accompany the international student in activities on or off the university campus, such as going to cinemas or theaters, visiting exhibitions at cultural centers or museums, suggesting music or TV programs, attending local festivals or events, and visiting tourist attractions in the city or on trips to other cities, among other activities of their choice or preference. These cultural integration activities can help international students adapt quickly and meaningfully to Brazilian culture and daily life. It's important to note that these activities don't necessarily have to be exclusively related to Brazilian culture or identity, as they can also involve the culture of other countries and their influence on Brazilian culture.

INTERNATIONAL INTERCULTURAL CENTER (CII):

Opened in 2021, this is a space for showcasing the cultures of other countries and a hub for national, international, and educational academic affinity within the entire international and USP community participating in courses, lectures, and academic activities. It can be a great opportunity to assist in the cultural integration of international students. The International Intercultural Center operates from Monday to Friday, from 10 a.m. to 4 p.m., and is located at the International Diffusion Center (CDI) - Av. Prof. Lúcio Martins Rodrigues, 310, Block B, 1st floor, in the University City, São Paulo.

More information about CII is available at:
<https://internationaloffice.usp.br/index.php/cii-usp/>.

You can check the schedule of events held at CII here:
<https://internationaloffice.usp.br/index.php/cii-usp/cii-proximos-eventos/>.

(5.6) Study, Practice, and Use of Languages:

It is evident that the experience of living in Brazil and studying at USP will allow the international student to deepen their knowledge of the Portuguese

language, enabling a better command of its use as they become more familiar with its variations, slang, idiomatic expressions, and other nuances that characterize it. Moreover, a strong command of a foreign language will immerse them in a different worldview because one truly understands a culture by being proficient in its language.

However, it is important to consider that the international student's primary purpose for traveling and staying in Brazil is for academic international exchange. They have chosen Brazil and USP not only due to cultural affinity or lifestyle but primarily to engage in academic activities involving teaching, learning, and research, which require studying and writing. Therefore, a good grasp of the Portuguese language plays a crucial role as they will be immersed in the language spoken in our country for an extended period, and their courses and subjects are likely to be taught in Portuguese.

Here, the USP friend's participation will be essential, as they can assist the international student in learning the Portuguese language while also initiating the practice and learning of the student's native language, proposing regular activities for mutual assistance in both languages and their study. For instance, the international student can teach the USP friend the Portuguese language, who, in turn, can teach the language of their home country.

Support Materials for Language Study and Practice:

(A) Undergraduate Exchange Guide: You can find practical and methodological tips for this activity in the Undergraduate Exchange Guide. It is one of the outcomes of a Scientific Initiation Program called the Unified Scholarship Program (PUB), involving the participation of students, faculty, and AUCANI staff. It also provides valuable information about the exchange process. In the guide, we offer some advice to facilitate your language learning journey, making it more than just a school obligation or a means to obtain a proficiency certificate. Additionally, some of these tips can also be applied to your academic studies throughout your undergraduate or graduate program. The Undergraduate Exchange Guide is available at:

https://www.poli.usp.br/wp-content/uploads/2023/07/Ebook_GuiaIntercambioGra duacaoUSP-1.pdf

(B) The Interdepartmental Language Center at the Faculty of Philosophy, Languages, and Humanities (FFLCH - USP) offers semester-based in-person and remote Portuguese courses for foreigners. Detailed information about registration periods, course objectives, and costs is available at: <https://clinguas.fflch.usp.br/cursos-portugues-1o-sem2023> or at: <https://clinguas.fflch.usp.br/conversacao-e-escrita-em-portugues-para-estrangeiros-nivel-c1-comunidade-usp>

(5.7) Academic Guidance and Mutual Academic Activities:

Considering once again that the international student's primary purpose for traveling and staying in Brazil is academic international exchange, this is also a very important activity. Furthermore, USP considers internationalization as a strategy to achieve fundamental institutional objectives related to teaching, research, and extension. It aims to contribute to the consolidation of an excellent, qualified, and diverse international academic environment within our University.

In this regard, this last proposed activity may include the USP friend's assistance in choosing courses, providing teacher recommendations to the international student, and offering reading recommendations (especially if both participants are enrolled in the same program). Even if you are from different programs, it can be an opportunity to exchange information about different programs and begin an interdisciplinary dimension. Whether or not you are from the same program, you can also participate in study groups of mutual interest or extracurricular projects that bring together people from different programs and nationalities, all with a common interest and willingness to learn from each other.

This can be an opportunity for you, in pairs or groups, to discuss different conceptions of education and the goals of higher education, as well as different curriculum components and teaching and learning methodologies.

(6) Final Considerations:

For both USP friends and international students, the USP iFriends Program represents a unique opportunity to experience things that would rarely be possible without their participation in the program. These experiences can range from enriching one's cultural knowledge (as you interact with new people from a different country, you will gain new worldviews and cultural insights, enriching your life experiences) to expanding your academic knowledge (through exposure to different teaching and learning methods and educational concepts). This allows you to develop your cultural and professional education as an individual, a person, and a citizen.

This is because the program enables USP students to interact and connect with people from other countries. With this interaction, comes the experience of inner change. By engaging with people from other countries, you alter your own

interactions, and by doing so, you change yourself. You gain a deeper understanding of your own customs and culture.

However, it is important to remember that when interacting with and forming relationships with people from other countries, it is advisable to consider that the other's culture makes them simply different from us, not better or worse, not superior or inferior to us or our cultural customs.

Therefore, during your participation in the program (or even outside of it), try to understand how people from this or that country (or culture) show affection, concern, approval, disapproval, and what situations are tolerated or not. In summary, every participant will interact with people from different cultures and regions, experiencing cultural diversity and alterity, which contributes to recognizing your own identity. This is because you can only perceive yourself in opposition to the perception of others. All participants in the program have much to learn from this experience, as it can be an exercise in understanding the other that is also a self-knowledge exercise. This is perhaps the greatest contribution of the program and the motivation for your participation in it.

(7) FAQ

(1) The international student is not responding to my messages - what can I do?

Sometimes, the international student does not respond to the messages from the USP friend. This could be due to the possibility of canceling their exchange, participating in another buddy program at USP, or simply not wanting to continue with the USP iFriends Program. If there is no contact after three attempts, we suggest that the USP friend contacts the iFriends Team to report the situation. If you are still interested in hosting international students, you can access the iFriends group on Facebook and check if there are students in this situation.

Email: ifriends@usp.br

Phone: +55 11 3091- 0512

Website: <https://internationaloffice.usp.br/index.php/usp-ifriends/>

Facebook: <http://www.facebook.com/groups/112748965489904/>

(2) The contact information for the selected international student is not available when I register. What should I do?

If the contact details are not available, send a message to ifriends@usp.br to inquire about the situation of the international student.

(3) When registering, there are no international students available for selection. What should I do?

The USP friend may have found few (or no) options of available international students for selection in the USP iFriends Program, possibly due to a low number of international students in the program (belonging to the same campus) or because those students have already been selected previously (remember that an international student can have up to 03 USP friends). This happens because the choices of international students by USP friends are made according to the availability of the former in the system: usually, registrations by USP friends made early on have a higher probability of selecting international students, while registrations made at the end of the process practically have very few options for selection. To avoid this problem, it is recommended that the USP friend registers for the program as early as possible and does not wait until the last days of the registration period. The earlier the registrations are made, the greater the number of international students available for selection. Still, if there are no options for selection at the time of registration, and you are still interested in hosting international students, you can access the iFriends group on Facebook (link) and check if there are international students available.

Email: ifriends@usp.br

Phone: +55 11 3091- 0512

Website: <https://internationaloffice.usp.br/index.php/usp-ifriends/>

Facebook: <http://www.facebook.com/groups/112748965489904/>

(4) I missed the registration deadline for the program but would like to participate. Is it possible?

If you miss the registration period and still want to join the program, you can establish contact with USP friends and/or international students who are already participating in the program by joining our group on Facebook. Facebook: <http://www.facebook.com/groups/112748965489904/>



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