

Welcome in DéFLE-Lorraine



Administrative team

Corinne HUMBERT : Head of administration

Ghislaine MALLINGER : Secretary of UFR LANSAD

Take care of the office and/or the mailbox:

Isabelle BELHOMMET : Secretary of UFR LANSAD – in Nancy

Sylvie GUCKHOLZ : Head of Student Affairs office – in Nancy

Olha LUSTE-CHAA : Secretary of UFR LANSAD – in Metz

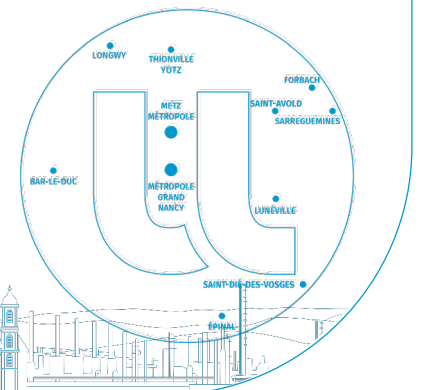
Karine RIBEIRO : Secretary of UFR LANSAD – in Nancy

Contact : defle-contact@univ-lorraine.fr

Nancy : +33 3.72.74.31.96 or Metz : +33 3.72.74.77.05

(e)Tandem project :

Jinjing HUSSARD-WANG : Pedagogical engineer



Opening hours of the reception offices

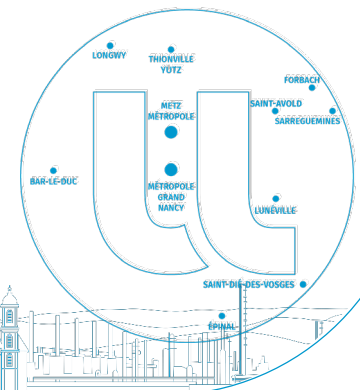
Metz

Jour	Horaires
Monday	14h00-16h00
Tuesday	9h00-12h00 14h00-16h30
Wednesday	Closed
Thursday	9h00-12h00 14h00-16h30
Friday	Closed

Nancy

Jour	Horaires
Monday	13h00-15h00
Tuesday	10h00-12h00
Wednesday	13h00-15h00
Thursday	13h00-15h00
Friday	10h00-12h00

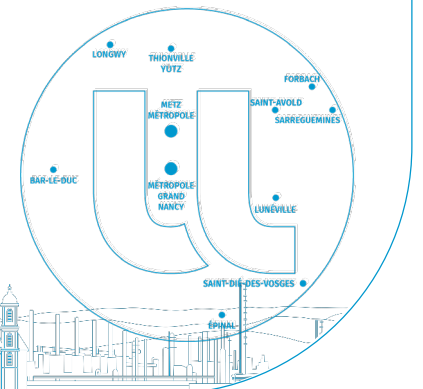
You can find these schedules on the DÉFLE-Lorraine website, tab « [Contact us](#) »



Missions of the Student Affairs Department

- To manage the administrative part of the courses (enrolment, examinations, support for the teaching staff, communication of information)
- To inform students about everyday life issues, or to direct them to the right person (sport, health, social, cultural, housing, etc)

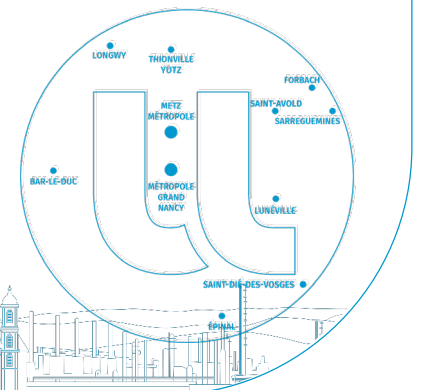
Feel free to come and see us at the office or to write us an email



Absences and end of semester certificates

- Each absence is noted (justified or unjustified)
- Supporting documents must be sent to the secretariat and to the teachers
- Certificate of attendance given at the end of the semester, showing the number of justified and unjustified absences

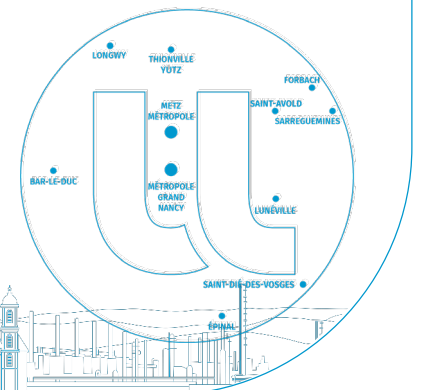
Attention: this certificate will not be enough to justify your level of French for registration at the university



Applying for a bachelor degree, master degree, engineering school...

If you are not a citizen of the European Union, you must generally submit a DAP ("Demande d'admission préalable") to register for a bachelor. This application must be prepared by December of the year preceding your registration (December 2023 for registration in September 2024).

A French language diploma of level B2 (DELF or TCF) is required for all non-French speaking students applying for a bachelor degree (for some degrees, the level required may be C1).

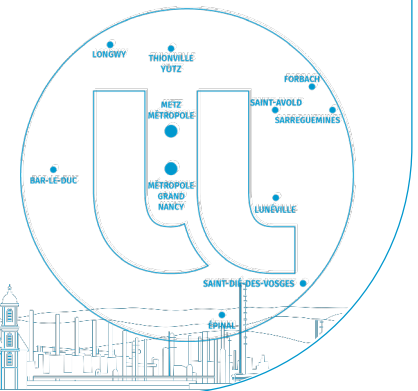


Registering for health insurance

When your registration in DÉFLE-Lorraine is finished, you have to connect to the website <https://etudiant-etranger.ameli.fr/> to register to the Social Security. The website is available in several languages. You will be asked for a copy of the following documents:

- School certificate, or at least the certificate of enrolment
- Passport
- Student visa
- Birth certificate (in French)
- IBAN

We highly recommend that you subscribe to a complementary health insurance.



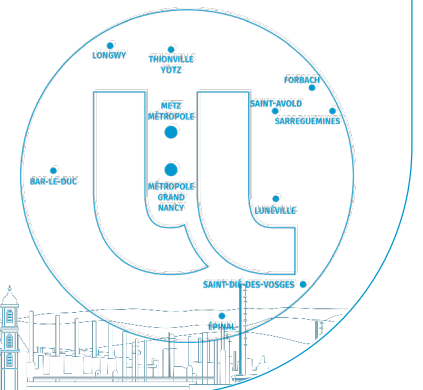
Claims

Do you have a problem to report to DÉFLE?

There is a specific form to submit your complaint: <https://enquetes.univ-lorraine.fr/index.php/756592?lang=fr>

Please specify your request with all the information that could be useful to solve the issue.

If necessary, the complaint can be anonymous (submitted without your name)

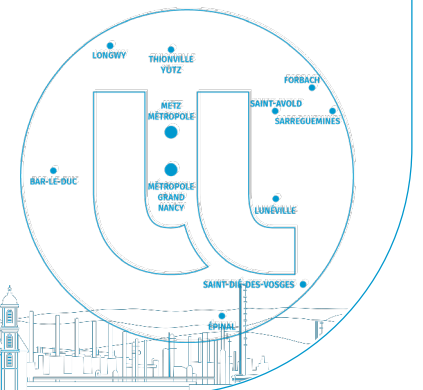


Emergencies, safety and evacuation

In every room on campus, you will find posters, usually near the doors:

- instructions to follow in case of personal emergency (illness, panic attack...)
- safety and/or evacuation instructions in global emergency situations (fire, bad weather, attack...)

Read them carefully, and do not hesitate to ask questions if you have any doubts.



Useful links and contacts

Health

- [Social security](#)
- University Health Service: [SUMPPS](#)
- [Mutuelles et complémentaires santé](#) (not mandatory, but provides better coverage)
- [Social workers](#)
- [Contacts for disabled people](#)

Administration

Claims: [online form](#)

(Re)register to courses, to DELF-DALF... : [website](#)

defle-contact@univ-lorraine.fr

Your courses and studies

- Changing groups (referent teacher)
- Pedagogical question: level, certification, ARCHE... (teacher)
- Career guidance and further study ([SOIP](#))

International reception

- [Welcome Desk](#) : help with procedures (residence permit, visa, social security registration...)
- [International website](#)

Computer question

- Frequently asked questions and contacts on [the IT service website](#)

Associative, cultural and sports activities

- Sports: [SUAPS](#)
- Student center « Maison de l'étudiant » : Saulcy et CLSH
- [University libraries](#)
- [EDOlang](#) & CRL (CLYC and Médialangues)
- [Buddy system](#)
- Email: [Association ESN - Nancy](#)
- Email: [Association CUPE - Metz](#)
- [CROUS restaurants](#)
- [IZLY card](#)
- [\(e\)Tandem](#) : in duo with a French student, learn each other's languages