



International Student Relations (ISR) I-aSsistance Program

I-aSsistance offers support services for international students. It is an all-year-round program where international students can seek assistance from ISR, including, but not limited to, tours, organizing ISA events, living adjustment advice, and more.

I-aSsistance Guidelines

1. ELIGIBILITY

The service is available to all enrolled UPLB international students.

2. SCOPE OF SERVICES

All responsibilities outlined in the ISR mandate, as well as those not explicitly stated, may be supported through the I-aSsistance Program. However, the assistance that ISR can provide is subject to certain limitations.

A. ACADEMIC-RELATED TOUR AND TRAVEL

International students who wish to have a companion for their academic-related travel plans may submit a letter request through the I-aSsistance Program. This is subject to the approval of the Head. ISR may coordinate with other international student volunteers to determine their availability and willingness to accompany the requesting student. If no volunteer is available, an ISR staff member may serve as a companion, subject to staff availability and schedule.

Please note that all travel-related expenses—including transportation fares, meals, entrance fees, and other incidental costs—shall be shouldered by the requesting student, particularly for off-campus trips.

For campus tour requests, ISR may extend the invitation to other students to gather additional participants and organise a scheduled batch campus tour.

B. ACADEMIC REQUIREMENT ASSISTANCE

While ISR is not an academic unit, it may support students in meeting their academic requirements through other appropriate means. ISR can assist students in connecting with individuals or offices with relevant expertise in the subject matter. Any academic requirement assistance request should be submitted to the office at least two weeks before the proposed schedule to give the office ample time to coordinate with other individuals or offices.

In addition, ISR staff and volunteers may assist with documentation, translation, and other related support services, subject to availability.

C. SOCIO-CULTURAL IMMERSION

Although ISR already incorporates socio-cultural activities into its programs, students may still request a more in-depth socio-cultural immersion session to better understand cultural differences and overcome language barriers. In such cases, ISR may collaborate with other units for their expertise, and additional fees may apply.

D. RESIDENTIAL TRANSITION

ISR can provide a list of available dormitories and housing options near the campus. ISR may also assist students in coordinating with dormitory managers and landlords regarding unit availability before the student arrives in the country.

Students may also seek assistance in arranging transportation for move-in and move-out.

E. OTHERS

Other requests not listed above may be accommodated, subject to approval and resource availability.

3. PROCESS AND POLICIES

This section outlines the process and policies for requesting I-aSsistance.

A. REQUESTING I-ASSISTANCE

All requests must be sent to the official ISR email at isr.uplb@up.edu.ph. The student must ensure that their request includes complete details, such as the type of service needed, preferred schedule, location, and any other relevant information.

To allow for proper planning and timely assistance, requests should be submitted as early as possible.

B. APPROVAL POLICY

All *I-aSsistance* requests are subject to approval by the Head of International Student Relations (ISR). ISR reserves the right to decline any request.

The office is not obligated to explain decisions regarding disapproved requests.

C. LIMITATIONS

I-aSsistance is a free service offered by the International Student Relations (ISR). Please note that any fees charged by external partners, institutions, or service providers are not covered. All resources and services are subject to availability.

These guidelines are established to ensure timely and accurate coordination in delivering the requested assistance. Adherence to these standards supports efficient service and dependable outcomes. For questions or clarifications, please contact the International Student Relations via email: isr.uplb@up.edu.ph