

Participant Handbook

GEORGE C. MARSHALL EUROPEAN CENTER FOR SECURITY STUDIES



www.marshallcenter.org

George C. Marshall European Center for Security Studies Participant Handbook

SECURITY. We ask that you NOT take photographs of any portion of the three entrance/exit gates on Artillery and Sheridan Kasernes. Photographing of the base gates in part or in whole is a Security violation. **Participant Affairs Division: +49 (0)8821 750 2426**

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PART I. SERVICES AND GENERAL INFORMATION

PARTICIPANT AFFAIRS DIVISION: The focal point for all non-academic participant matters is the Participant Affairs Division, located in Building 101, Rooms 216-219. Telephones are MIL 440-2426/2593/2531/2358/2855, CIV (08821) 750-2426/2593/2531/2358. These phone numbers and the phone number to the U.S. Military Police can also be found on the back of the Marshall Center identification badge. The Participant Affairs Division is open for participant matters Monday through Friday from 0800 to 1700.

OFFICIAL CALLS AND FAXES: Each participant is authorized two official calls to his/her home country from the phone in building 101, room 219. One call may be made within the first week of arrival and another during the week prior to departure. The call may be no more than 5 minutes long and must be official in nature. The purpose of the first call is to inform someone in your home country that you have arrived safely and to provide him or her with the telephone number in your room. The purpose of the second call is to inform someone in your country of your departure itinerary. These telephone calls may only be made through the Participant Affairs Division; other Marshall Center offices are not authorized for national or international calls. You may send and receive as many official faxes as you require through the Participant Affairs Division. Your name must be written in the Latin alphabet on the top of all incoming and outgoing faxes. The international fax number is 49-8821-750-2679.

ENTRANCE GATES:

Sheridan Kaserne: The main entrance and exit for both pedestrian and vehicular traffic to Sheridan Kaserne (Marshall Center and Edelweiss Lodge Resort) is located on Gernackerstrasse and is open 24/7. A pedestrian gate for pedestrian traffic is located on Kreuzeckbahnstrasse and is open from 0600-2200 daily. Show your passport or, once you've received it, your IACS card to the guards to enter the Kaserne. (Once you have received your IACS card, it is recommended to store your passport in the safe in your hotel room).

Artillery Kaserne: The main and only entrance and exit for both pedestrian and vehicular traffic to Artillery Kaserne (Dining Facility, PX/Commissary) is located on Äussere Maximilianstrasse and is open 24/7. Show your passport or, once you've received it, your IACS card to the guards to enter the Kaserne. (Once you have received your IACS card, it is recommended to store your passport in the safe in your hotel room).

PUBLIC TRANSPORTATION: The public transportation system in Garmisch is extensive and very accessible from the Marshall Center. Tickets cost approximately 1.50 Euro each and can be purchased directly from the bus driver.

PARTICIPANT ADVISORY - CONTACT INFORMATION: The Marshall Center will release your official contact information to higher headquarters. This official contact information will be limited to your name, rank, gender, date of birth, country, native language, occupation, branch of service or government, parent unit or ministry, last duty assignment, and official mailing address, phone/fax number, and email address.

UNIFORM AND DRESS POLICY

NAME TAGS: All participants should wear the identification card provided by the Marshall Center to all lectures, seminars and official functions.

MILITARY / POLICE OFFICERS: You are allowed to wear your military or police uniform while attending a Marshall Center Course, however, due to the current threat level in the European theater IT IS HIGHLY RECOMMENDED to wear civilian attire. **Please refer to PA Brief on GlobalNet for more information.** The standard dress for class is business attire (coat and tie) or "office" uniform (not field uniform). We ask that you plan to wear civilian attire (coat and tie) on certain designated days if you brought appropriate civilian clothing with you. The weekly calendar will indicate the uniform for that day. Military customs of your country apply while at the Marshall Center.

CIVILIAN ATTENDEES: The designated attire for the Marshall Center is the normal business attire of your country: coat and tie for men or the equivalent for female participants.

MAIL SERVICES

MAILING ADDRESS: Your mailing address while at the Marshall Center is:

(YOUR NAME)

George C. Marshall Center, ATTN: Participant Affairs

Class #, Participant # (example: 09-5, #65)

Gernackerstrasse 2

82467 Garmisch-Partenkirchen, GERMANY

IMPORTANT NOTES: The accepted international norm is to place your name and address in the upper left-hand corner of the envelope or package, the stamp in the upper right-hand corner, and the name and address of the recipient in the lower center. The German post office does not deliver mail that is addressed otherwise.

The Marshall Center address is NOT to be used for private financial arrangements (i.e. mobile phone contracts, online purchases, periodical subscriptions). Any bills received by the Marshall Center in the name of the participant will be sent to their Ministry for immediate payment!

INCOMING MAIL: Mail delivered to the Marshall Center is placed in distribution boxes Monday through Friday, except on German and American holidays. Mail that exceeds the size of the distribution box is held in the Participant Affairs Division. A notice is placed in your participant distribution box notifying you that you have a package in the Participant Affairs Division. Additionally, an email may be sent to notify that you have mail and/or a parcel for pick up in Bldg 101, room 217.

OUTGOING MAIL: Outgoing mail must be sent through the international mail system via the German Bundespost. The main post office is located next to the Garmisch Hauptbahnhof. (Unfortunately, Marshall Center course participants are NOT authorized to use the U.S. APO to send or receive mail).

PART II. RESIDENCE HALL OPERATING PROCEDURES

ARTILLERY RESIDENCE HALL (BUILDINGS 258 - 261)

RECEPTION DESK

Hours: Monday – Friday 0800 - 2230
Saturday – Sunday & American Holidays 0800 - 1700
Tel: 440-3308

ROOM KEY: To use your room key in the Artillery Residence Hall (building 258-261), place it in the top of the door lock with the arrow facing out and toward you. Push down until it clicks. Do not remove the key from the lock. Turn the knob until the lock opens. Now remove the key from the lock. Your door key also opens the outside doors to the residence. These locks work the same way, except the card is on the underside and the knob turns to the left. Make sure you carry your key at all times when you exit your room; the doors lock automatically.

If you should leave your key in your room and lock yourself out, contact the reception personnel. If this happens after hours (22:30-08:00 weekdays and 17:00-08:00 weekends) you must contact the Marshall Center Military Police (MPs), telephone 440-3801, and wait for the MPs to arrive at the front entrance to building 258. They will open your door.

CLEANING SERVICE: Room cleaning service is provided every day. If you are in your room when the cleaning personnel comes, please exit the room. This service will include daily replacement of dirty towels left on the bathroom floor, making the bed, removing trash and wiping down the interior of the microwave. Bed linens will be changed once a week and the room will be dusted once a week. Vacuuming is performed as required, twice a week at minimum. If you have a party, you are responsible for removing the trash. Cleaning personnel will not move boxes, clothing or papers from floors, beds, chairs or desks to vacuum, dust or make beds. You are responsible for maintaining your accommodations in reasonable order so that cleaning services can be completed. Please report inadequate cleaning directly to the Residence Hall Reception. Hang the "DO NOT DISTURB" sign on your door if you do not desire house cleaning services on any particular day.

PARKING: Please use the two parking lots across from the courtyard. The parking spaces by the front door are reserved for staff.

SHERIDAN RESIDENCE HALL (BUILDING 104)

RECEPTION DESK

Hours: Monday – Friday 0800 - 2230
Saturday – Sunday & American Holidays 0800 - 1700
Tel: 440-2924

CLEANING SERVICE: Cleaning of bathrooms is done 7 days a week. Cleaning of personal rooms is done twice a week in the following manner:

Monday and Thursday the east wing is cleaned. Tuesday and Friday the west wing is cleaned. Please make sure your room is available for cleaning on your assigned days – sending the cleaning person away could mean your room gets cleaned only once that week. If you are in your room when the cleaning personnel comes, please exit the room. If you have a party, you are responsible for removing the trash. Cleaning personnel will not move boxes, clothing or papers from floors, beds, chairs or desks to vacuum, dust or make beds. You are responsible for maintaining your accommodations in reasonable order so that cleaning services can be completed. Please report inadequate cleaning directly to the Residence Hall Office or to the PARTICIPANT AFFAIRS DIVISION. Hang the “DO NOT DISTURB” sign on your door if you do not desire house cleaning services on any particular day.

PARKING: Please use the parking lot behind Building 104.

BOTH RESIDENCE HALLS - GENERAL INFORMATION

ROOM PROBLEMS: Any questions or problems with furnishings or appliances in the Residence Hall room should be brought to the attention of the residence staff in the lobby area of Building 258 tel. 440-3308 or in Room 118, Building 104 tel. 440-2924.

COMPUTER PROBLEMS: Problems with computers or hallway printers are to be directed to the computer lab personnel located in Building 101, Room 107. Tel. 440-2542 or 2722.

USEFUL TRANSLATED PHRASES: In order to provide better service for those among you who speak limited English, or no English, we have prepared a set of several dozen phrases for everyday situations (“My towels were not exchanged” or “My television does not work”, etc.). You can find stacks of these documents in Russian or German at the registration desk in the Residence Hall. Simply choose the language you speak, search for the phrase that applies, and show it to the person on duty. He or she will use the English version of the list to determine what you want. If you are still unable to communicate, contact the Participant Affairs Division.

SECURITY DEPOSIT BOXES: There is an electronic safe in each room of the Artillery Residence Hall. See the instructions next to the safe. The safes in the Sheridan Residence are key operated and no instructions are necessary. You are strongly encouraged to use these safes to store important documents, passports and money.

LAUNDRY FACILITIES: There are two laundry rooms located on each floor of the Artillery Residence building. The two laundry rooms in the Sheridan residence are located in the basement, one on each wing. Please help us by reporting any equipment that does not work properly to the Residence Desk, so that we can ensure that a repair order is initiated. For your convenience, operating instructions for the washing machines and dryers are provided in German, English and Russian. You must purchase a suitable laundry detergent and other laundry supplies from the PX, Commissary or a store.

RECYCLING: Recycling and trash bins are located in the car wash parking lot (across from the Artillery residence hall) or behind building 104 on Sheridan Kaserne. There are recycling bins for white, green, and brown glass, metal, and paper. If you put recycling items here, you must put the items into the appropriate container – do not just leave it on the ground. Recycling is the law in Germany. If you don’t want to personally take items out to the recycling bin then do the following: Place only trash in your trashcan & place bottles, metal items, and paper on the floor next to your trashcan. The cleaning personnel, on cleaning days, will pick up your trash and they will also take your recycle items if they are neatly sorted next to the trash. Please help us recycle.

ANIMALS/ PETS: Animals or pets are not permitted in the Residence Hall buildings.

FIRE/SECURITY DOORS: Fire doors (doors at hallway junctions) are safety measures used to retard the spread of fire. Fire doors must remain closed and free of obstructions.

RESIDENCE HALL VISITATION: Overnight guests are not permitted in the Residence Hall under any circumstances. This prohibition includes family members. The Marshall Center is unable to assist participants in such personal matters as securing visas, finding accommodation, etc.

ACCESS REQUEST FOR VISITORS: If participants wish to invite a guest to the Marshall Center for a special event, such as graduation, the request for access onto the Marshall Center must be submitted to the Participant Affairs Division by 17:00 at least four working days in advance. For each guest please provide their first and last names, nationality, passport number and the dates of the visit. Your guests’ names will then be temporarily added to the Marshall Center access roster and they will only need to present their passport to the guards to enter the installation on the requested days.

SOCIAL EVENTS: You are encouraged to use the lounge areas, Kegelbahn and kitchens for social events and to entertain guests. Please coordinate all social events with the residence manager. Upon completion of a social activity, please return all furniture to its original place, clean the room, and pick up all trash.

CARE AND MAINTENANCE OF FACILITIES AND EQUIPMENT: You are responsible for keeping your room in good order. If you damage the carpets, electrical appliances, computer or furniture, you may have to pay for the damages. You should notify the Residence Hall concerning all defective utilities and appliances, electrical problems or water problems. The Residence Hall manager will promptly arrange to have maintenance personnel repair faulty items.

OPEN FLAME DEVICES OR COMBUSTIBLES: Please do not use any open-flame device, such as candles, gas cookers and lanterns in the Residence building. Similarly, the use of combustible chemicals, fuels or cleaning fluids in the residence building is also prohibited.

SMOKING: IS PROHIBITED IN ALL OFFICES AND RESIDENCES ON SHERIDAN AND ARTILLERY KASERNES. You may smoke only in designated smoking areas outside of the building. Please throw your cigarette butts in the receptacles/trash can, NOT on the ground. Do not smoke in the corridors or the doorways. If you are caught smoking in your room, or if personnel determine that you have been smoking in your room, you may be presented with a bill to pay for the cleaning and painting of your room of up to \$160.

QUIET HOURS: The rights of those individuals who do not wish to be disturbed during the late evening and night must be observed. Not only is this common courtesy, but also German federal law. At the Marshall Center, these hours are reserved for academic study, preparation and rest. Quiet hours are from 2200-0700. Please refrain from holding parties, singing, playing loud music, etc., during these hours. Report any violations to the Residence Hall Desk or the Military Police (if after 22:30). This includes the courtyard and areas adjacent to the residence halls.

TELEPHONE IN ROOM: Each room in the Residence Hall is equipped with a telephone. This telephone can receive telephone calls from anywhere in the world, but only permits you to make calls to telephones on the American Military Telephone Network. It is not possible to make calls to any other phone numbers from your room. Your telephone number is displayed on the telephone in your room.

To receive an international call (from any country other than Germany), the person placing the call must dial the international exit code for his or her country then:

BUILDINGS 258 - 261	49-8821-750-3XXX
BUILDING 104	49-8821-750-2XXX

To receive a call from someone within Germany the number is:

BUILDINGS 258 - 261	08821-750-3XXX
BUILDING 104	08821-750-2XXX

To call your telephone from another military telephone the number is:

BUILDINGS 258 -261	440-3XXX
BUILDING 104	440-2XXX

Replace the XXX with the last three digits written on the telephone in your room.

AT&T PAY TELEPHONES AND CALLING CARDS: AT&T calling cards are available at the Post Exchange. AT&T phones do not accept German phone cards.

AT&T and other US toll free numbers may be called on the DSN lines from your room by following these instructions:

1. Pick up the receiver, listen for a dial tone;
2. Dial 809-463-3376, listen for a second dial tone;
3. Dial the toll-free number or the prepaid calling card number (for example: 1-800-966-8369)
4. Listen to the instructions to dial your PIN and telephone number.
5. Dial 011 – country code – city code - number.

You may purchase other commercial phone calling cards for use at Bundespost or T-Com telephone booths located off post.

TELEVISIONS AND DVD / Blue Ray RECORDERS: Please keep your televisions and DVD players in your own rooms.

BILLIARDS & TABLE TENNIS: The Residence Hall has billiard tables and table tennis for your use at no cost in the common rooms. Please observe the posted quiet hours and return these items to the Reception prior to 2200.

PART III. MARSHALL CENTER DINING FACILITY

DINING FACILITY AND MEALS: The Marshall Center Dining Facility, building 263, is located a short walk from the Marshall Center complex on Artillery Kaserne. Upon arrival course participants will receive a Meal Card which must be presented at the Dining Facility to the cashier for each meal. Participants are not reimbursed for meals missed at the dining facility. Participants from approximately 50 countries eat at this facility, so the cooks try very hard to select healthy (low fat/low salt) meals from around the world: the Mediterranean, the USA, the Pacific, Eastern and Western Europe, Central Asia, Latin America, North Africa and many other areas. Some of you may find the selections bland while others will judge them to be too spicy. Please report any unsatisfactory conditions, poor service, or recommendations at the dining facility directly to the Participant Affairs Division or to your seminar's representative to the Activities Committee.

BREAKFAST Work days	0630 – 0800	Weekends and Holidays	0730 – 0900
LUNCH Every day	1130 – 1300	DINNER Every day	1730 – 2000

There are three kitchens available for your use in the residence hall on Artillery Kaserne. They are located in building 261 (room 143), building 260 (room 024) and building 258 (room 014). There is a kitchen also available in Building 104. In addition, there are also many local restaurants within walking distance. As a reminder, German restaurants require payments in Euro while U.S. facilities require U.S. dollars.

TAKE-OUT: A participant may receive a boxed lunch for the weekend or take out a meal for another participant who is unable due to illness to come to the dining facility. You may not remove food from the dining facility under any other circumstances.

TO-GO BOXED LUNCH PROGRAM: You may order one to-go boxed lunch per day from the Marshall Center Dining Facility for the weekend. To order your boxed lunches send an email to this address: gcmboxedlunch@marshallcenter.org and provide the following information:

Participant ID # (ex. 06C4-0099), Name (John Doe), Date Requested (Sunday, 2 July 06), Date and time of pick up

Requests for to-go boxed lunches must be received by 1200 on Thursday. Requests sent after 1200 will not be accepted. Only one boxed lunch per day is allowed. Please plan ahead and submit your requests early!

Your request is binding. If you have ordered a boxed lunch, you are not allowed to eat a warm meal in the dining facility in addition to or instead of the boxed lunch you have ordered previously.

PART IV. ADMINISTRATIVE INFORMATION

FINANCE

TRAVEL REIMBURSEMENT: Travel to and from the Marshall Center, to include per diem, will be paid for each Marshall Center-funded participant. Reimbursement paperwork for travel to Garmisch will be completed during in-processing. Expenses for travel and lodging in conjunction with official trips will be paid to both Marshall Center-funded and non-funded participants. The Marshall Center may either provide meals or reimbursement for meals on official trips. This will vary based upon the place you are visiting and the schedule of official visits.

FRAUD: Fraud against the Marshall Center shall be dealt with as a serious offense that is not condoned. The Marshall Center abhors any form of dishonesty and any willful intent to deceive can result in severe penalties, including formal dismissal from the institution.

PER DIEM REIMBURSEMENT: Marshall Center-funded participants will receive a per diem reimbursement, paid in U.S. dollars, as specified on the College schedule. This travel reimbursement is paid in accordance with U.S. Joint Travel Regulations. The per diem reimbursement is intended to offset the cost of incidental expenses, such as laundry, haircuts, city bus tickets and stationery (\$3.50 per day). Each participant's per diem will vary according to expenses incurred. Please do not compare your payment with another participant's.

Depending on each country's paying agreement with the Marshall Center, participants may be reimbursed for meals during

approved seminar outings to a local restaurant. You will also receive per diem payments for the weeklong field study trips and any other trips where meals are not provided. The amount you receive during these trips may be more or less than the amount you receive in Garmisch, depending upon the per diem rate in that city. The amount you will receive during a trip also depends upon the number of meals that were furnished for you and the number of meals for which you must pay.

WIRING MONEY: If you plan to wire money to or from your country, be aware the transaction can take from 5-15 days to complete. You can exchange money at any bank and, if you have a valid Visa or EC card, you can withdraw money. A German postal money order (Postanweisung) is probably the easiest and most reliable method to send or receive money. If you require overnight service, there is a WESTERN UNION at the central post office in Garmisch near the Bahnhof. Hours: Sunday-Saturday 0830-1900. If you require overnight service, there is a WESTERN UNION at the München Hauptbahnhof, open daily at 07:00-22:00.

CURRENCY EXCHANGE: You may exchange USD and Euro up to approximately \$300 per day at the PX service counter.

PART V. POLICIES

EMERGENCY MEDICAL CARE: Emergency medical insurance is a requirement for receipt of a Schengen States visa for admittance to the Federal Republic of Germany, and mandatory for attendance at the Marshall Center courses. If course participants require a Schengen visa to come to Germany, emergency medical insurance will be issued by the Marshall Center through Allianz insurance for the entire length of the course. If course participants do not require a Schengen visa to come to Germany, the participant is responsible for purchasing emergency medical insurance for the entire course. If a participant, who purchased their own medical insurance, will be travelling on a field study trip, he/she needs to ensure they are covered for that trip. If you do not have any medical or dental insurance upon arrival at the Marshall Center, you will have to purchase this insurance to cover your stay at the Marshall Center and cover the return to your home country. The Participant Affairs Division will collect a copy of this insurance from each participant during in-processing.

The Marshall Center can not provide any type of routine medical or dental care while attending a course or participating in a Field Study Trip. The Marshall Center is not responsible for any cost associated with any medical or dental treatment that a course participant may arrange on their own. If the Marshall Center receives a bill for medical or dental care, which is not covered by insurance, we will forward the bill to the participant or their organization.

In the event of a non-critical illness or injury, you must inform the Participant Affairs Division who may then provide some assistance in making appropriate arrangement to see a health care professional and help by providing interpretation support if required. However, any assistance from a Marshall Center representative does not commit the Marshall Center explicitly or implicitly for any fiscal responsibility for the costs associated with treatment. If you need assistance beyond what the Marshall Center is able to provide, you will contact the nearest Consulate of your nation in Germany to make appropriate arrangements. Participants requiring extended treatment or hospitalization may have to return to their home country.

If an emergency situation arises that requires an ambulance, immediately notify the U.S. Military Police to summon an ambulance tel. 440-3801. If you require interpretation assistance, contact a representative of the Participant Affairs Division, or ask the desk clerk at the Residence Hall to contact the Marshall Center for you, who will then contact the Military Police to call an ambulance on your behalf.

PERSONAL RESPONSIBILITY: Every effort needs to be made not to schedule routine, non-critical or elective medical/dental treatment during academic class time. The priority while at the Marshall Center is attendance at all academic events. You must inform the Participant Affairs Division of all medical or dental appointments, who will then inform the leadership of the College of International Security Studies and the Participant Affairs Directorate. If you do not inform the Participant Affairs Division of a medical or dental appointment that results in missing a scheduled academic event, your absence will be considered “unexcused” and you may be subject to counseling or other administrative action. Do not ask your friend to inform the professor of your illness and absence; call or send an email to the Participant Affairs Division before missing any classes or events! The Marshall Center will not pay the costs for any treatment related to an injury or illness be it pre-existing or one that develops while attending a Marshall Center course. The Marshall Center also will not be responsible for any workman’s compensation claims – these are the responsibility of your employing agency or government. If the Marshall Center receives any invoices or bills for your treatment, the Marshall Center will forward it to your employing agency or government.

SECURITY WITHIN THE MARSHALL CENTER: The Marshall Center is located on a closed military installation. Nevertheless, we strongly recommend that you never leave valuables or personal items unattended at any time. Use the safe located in your room to secure valuables, money, and important documents such as passports and other travel papers. Protect your personal property – think about PREVENTION. Close and lock all windows when you leave your room,

especially if you reside on the first floor of the Residence Hall. Stow all easily removable valuables out of sight, preferably locked in your safe or stored in a desk drawer or your closet. Report missing or stolen items to the Residence Hall Reception Desk or the Participant Affairs Division immediately.

SHOPPING: When shopping in Germany (this includes in the Post Exchange!), you must be careful not to pass the checkout register area with merchandise for which you have not yet paid. Do not throw away the cash register ticket (Kassenbonn); keep it until you come back to your room. Do not put items in your pockets until you have paid for them. Do not take items from one section of the store to another section and leave them, this can be considered shoplifting.

SEXUAL HARASSMENT: The George C. Marshall Center follows U.S. federal statutes that govern the standards of acceptable behavior between the sexes. These statutes specifically forbid such unacceptable behavior as: lewd and suggestive language, unwanted physical contact, and actions of a similar nature. Proper behavior toward other course participants, both men and women, is fundamental to all the cultures represented at the Marshall Center. Improper behavior toward other course participants, staff or faculty will not be tolerated. Misconduct could result in dismissal from the Marshall Center and referral to German authorities for possible prosecution. Please report any cases of sexual harassment directly to the Participant Affairs Division immediately. All possible measures will be taken to maintain confidentiality while the proper course of action is being taken.

DISCIPLINARY ACTION: The German police (or the U.S. Military Police) will notify the Marshall Center if a participant is detained for suspicion of a crime. If German or U.S. Military police detain you, please cooperate with them and identify yourself as a Marshall Center participant. Ask the police to call one of the emergency telephone numbers listed on the reverse side of your identification card, or ask them to allow you to call. On occasion, there have been problems in Garmisch that have involved the local authorities. Marshall Center personnel will not presume guilt nor will we take any action without clear evidence of innocence or guilt. *Alcohol-related incidents will not be tolerated by the Marshall Center leadership and will strengthen the case for sending a participant home. Such incidents include but are not limited to: Drunk and Disorderly Conduct, Driving Under the Influence, Conduct Unbecoming.*

Marshall Center personnel will cooperate fully with the local authorities and request that any investigation be completed without delay. If the result of an investigation determines that a course participant is guilty of a crime, an academic board will convene to determine whether that person will be permitted to continue the course or be sent home without finishing the course.

If an investigation is not complete before graduation, the Marshall Center will withhold that participant's evaluation until the local authorities have made a determination. If that person is found to be guilty of a crime, then that information will be included in the participant evaluation that is sent to the participant's government. The Marshall Center Director will explain the circumstances of that evaluation in a personal letter to the U.S. Ambassador in the person's country and the national Minister of the agency to which the participant is attached.

We are all guests in the Federal Republic of Germany. The German government has been very generous in every way in providing facilities, staff and financial support. The people of the beautiful town of Garmisch-Partenkirchen have made us feel welcome. If any one of us breaks the law, it brings discredit on us all and the mutual mission of international goodwill we promote here. The Marshall Center faculty and staff consider all of the course participants to be future leaders and public service providers of their home countries and we expect exemplary behavior from each of you.

DIPLOMATIC STATUS: If you possess a diplomatic passport, you need to be aware that you do not have diplomatic status while a participant at the Marshall Center. Your purpose for staying in Garmisch-Partenkirchen is to attend and participate in Marshall Center hosted programs. Should you be detained for the suspected committal of a crime, do not expect your diplomatic passport to set you free. Please cooperate completely and respectfully with the local police.

SMOKING POLICY: In accordance with U.S. federal law, smoking of any type is NOT PERMITTED in any of the Marshall Center buildings, including inside the rooms at the Residence Halls. This also includes public bathrooms, hallways, lobbies, laundry rooms, or other public areas. Designated smoking areas next to all buildings have been identified. Cigarette butts are an unsightly problem, so please remember to put yours in the receptacles. DO NOT smoke in front of the entrances to the buildings. The cigarette smoke and associated litter spoil the clean and healthy environment which has been provided to you here at the Marshall Center.

GRADUATION AND DEPARTURE: Your family and friends are welcome to attend the graduation ceremony and you may bring cameras and video cameras with you to the ceremony. If a special guest from your country (for instance, ambassador, consul, deputy minister, etc.) plans to attend graduation, please notify the Participant Affairs Division immediately.

OUT-PROCESSING AND TRAVEL REIMBURSEMENT: Approximately one week prior to your departure, you will receive a detailed travel itinerary indicating all of your flight connections and the departure time of your transportation to the airport. Costs for your travel home will be reimbursed with your second per diem payment. If you flew to Garmisch and decided to travel home by automobile, YOU assume all costs for travel to your home country. You will receive only 75 percent of one day's per diem. If you drove your car, there is no legal method by which the U.S. government can pay you in advance for your hotel expenses; proof of payment is required in order to reimburse you. Keep your hotel receipt from the trip home and file for reimbursement at the U.S. Embassy in your country. If you have a question on this process, please contact Participant Affairs Division for an explanation of these procedures. If you came as a passenger in someone's car, you will receive per diem only.

PERSONAL BAGGAGE: If you are returning home by airplane, you may carry only a certain amount of baggage with you. This will depend on your airline and ticket. If you have more additional baggage you would like to ship, the cost of shipping this extra baggage will be your responsibility. The Marshall Center can not pay for any excess baggage. We recommend mailing excess personal goods through the German postal system since the cost of excess baggage on most airlines is extremely expensive.

An exception to this policy applies to PTSS and PASS participants only. For travel to the Marshall Center, the Center can reimburse for extra baggage up to two bags at 20 kg each, with a valid receipt from the airline. For travel to the home country from the Marshall Center, the U.S. Embassy point of contact in the home country can assist with reimbursement for extra baggage, with a valid receipt from the airline.

LIBRARY: All library materials must be returned to both the Marshall Center and Garmisch Community Libraries by 1700 hours three days prior to graduation.

INCOME STATEMENTS: Many of your countries' customs laws require that, upon re-entry, you produce a document stating how much money you received while attending the Marshall Center and the purpose for which the money was paid. If you know that your country requires such a document, please notify the Participant Affairs Division at least two weeks prior to your departure.

DEPARTING THE MARSHALL CENTER: You may NOT depart the Marshall Center until the conclusion of the graduation ceremony and reception without the express permission of the Course Director. On the day of your departure you must leave your computer turned on (please log off), open your safe and take your belongings to the lobby in building 258 or the lounge in 104. A Participant Affairs Division representative will collect your (1) Meal card, (2) Marshall Center course identification badge holder, (3) PX card and (4) Installation Access Card. You may then depart for the airport with the scheduled vehicle. If you are driving, you are free to depart after you have completed the above process. All participants are required to check out of the Residence Hall and depart the Marshall Center within 24 hours of graduation unless they are awaiting air transportation.

SELF DRIVERS: If you are driving instead of flying, please come to the Participant Affairs Division and tell us when you will depart so that we may schedule your out-processing.

SELF PAYERS: Please be sure to settle your charges with the Reception at Army Lodging during their working hours, preferably on the day before departure.

ENERGY CONSERVATION: Please close the windows in your room when you depart to help conserve energy and prevent rain/snow from entering the room. You may leave the upper window section open for ventilation if desired. Also, do not leave the television or other electrical appliances on when you leave.

PART VI. U.S. FACILITIES

SHOPPING AND U.S. FACILITIES AUTHORIZATION (PX) CARD: Course participants will receive a U.S. Facilities Authorization Card (PX Card) as quickly as possible after arrival at the Marshall Center. This card allows for the use of selected military facilities in the Garmisch Military Community only for the purpose of purchasing consumable items (items for daily needs) for personal use while attending courses or seminars at the Marshall Center. Your PX Card is not valid in other U.S. Military shopping facilities outside of Garmisch. You must present your PX Card to the cashiers when you shop, otherwise you will be denied purchase of your selected items. Resale of items purchased in military facilities is illegal and could result in the loss of access to military facilities and dismissal from the Marshall Center. Course participants are not authorized to purchase U.S. military uniform items or decorations. The George C. Marshall Center is required to comply with the agreement between the United States and the Federal Republic of Germany, which stipulates that family members of participants may not use the U.S. shopping center. If you lose your PX Card, notify the Participant Affairs

Division at the earliest opportunity. NOTE: Due to customs regulations, participants are not authorized to purchase cigarettes, coffee, hard liquor (wine and beer are OK), fuel at the Fuel Station on Artillery Kaserne or any single item costing more than 25 Euros (currently \$31.00). You must return this card to the Participant Affairs Division personnel upon departure.

Military service members from the United States, United Kingdom and France may use their military identification and travel order to make purchases in U.S. facilities.

U.S. SHOPPING CENTER (Post Exchange or PX): The U.S. Army and Air Force Exchange Service (AAFES) is located on Artillery Kaserne, buildings 204 and 212. Facilities include a Retail Store (Post Exchange) and Shoppette where you can purchase limited food and toiletry items for your personal use only. There is also a Tailor Shop, Barber Shop, a small sandwich shop (Subway) and several concessions.

Hours: Monday	1000-1800
Tuesday-Saturday	1000-1800
Sunday	1000-1800

SHOPPETTE: The Shoppette is located on the ground floor of the shopping center in building 212. You can purchase frozen food items, beverages, toiletries, English language books and magazines, and rent videos. The Shoppette sells beer and wine, which you may purchase for your personal use. Cigarettes, strong alcoholic beverages and coffee and are classified as “rationed” items and German customs laws do not allow non-U.S. citizens to purchase these items. Do not ask members of the Marshall Center staff to purchase rationed items for you or try to persuade the cashier to sell these items to you; this it is a violation of U.S. and German laws.

Hours: Monday	1000-1800
Tuesday-Saturday	1000-1800
Sunday	1000-1800

BARBER/BEAUTYSHOP: The Barbershop/Beautyshop is located upstairs in the U.S. Shopping Center building 212 and appointments are not necessary.

Hours: Tuesday - Friday	1000-1800
Saturday	1000-1500

German barbershops located throughout the city are generally open Tuesday-Saturday.

COMMISSARY: The Commissary (food store) in Garmisch is located in building 212. The Commissary is a non-profit Department of Defense organization that sells items at the purchase price. In order to cover their operating expense, the Commissary adds a 5% surcharge to all purchases. This means that the cost at the cashier will be 5% more than the price marked on the item.

Hours: Wednesday-Saturday	1000-1800
Sunday	1100-1800

The commissary is closed Monday, Tuesday, and U.S. holidays.

SERVICE MARKET (TAILORING, DRY CLEANING SHOP, FILM PROCESSING): The Service Market is a combination tailor shop and laundry, dry cleaning & film processing drop-off and pick-up site in located on the first floor of the Shopping Center building 212. You may drop off uniforms or civilian clothing to be laundered, dry-cleaned and tailored. Laundering, dry-cleaning and film processing are not performed on site. Items are sent to outlying facilities. Clothing dropped off on or before Tuesday may be picked up on Friday; any clothing dropped off after Tuesday may be picked-up on the following Wednesday. Film processing generally requires one week. During your last weeks in Garmisch, however, you should plan on 10 days to two weeks to avoid having to return home without your photos.

Hours: Tuesday-Friday	0930-1700
Saturday	0930-1500

BANK: There is a bank located in Building 212, however according to the Status of Forces Agreement (SOFA) between the U.S. and German governments; this bank is for authorized U.S. personnel only. Marshall Center course participants are not authorized to establish an account, but may use U.S. Forces banking facilities for the exchange of currency.

PHYSICAL FITNESS: All participants will have the opportunity to engage in physical fitness activities at the Marshall Center. An excellent Fitness Center located in building 119 offers a wide variety of activities, including racquetball, soccer and volleyball tournaments.

Hours: Monday-Friday	0530-2000
Saturday	Closed
Sunday/US Holidays	1030-1900

LOST AND FOUND: Items found around the Marshall Center complex should be turned in to the Participant Affairs Division. Lost items can be claimed from the Participant Affairs Division in Building 101, Rm. 219.

GARMISCH COMMUNITY LIBRARY: The Garmisch Community Library on Artillery Kaserne has a variety of nonfiction and fiction books, periodicals, videotapes, music tapes, CDs and reference materials. Most materials are in English. The library is located in the Pete Burke Community Center, Building 725, Second Floor. You must obtain a library card before you can check out books. Your Marshall Center Library Card will not be accepted here.

Hours: Monday - Friday	1200-1900
Sunday	1400-1900

RELIGIOUS SERVICES: You are encouraged to observe the religious practices of your choice. Numerous churches and religious meeting places exist in Garmisch and in Munich. The following weekly services are offered in English at the Marshall Center Chapel, Building 127 (across the street from Building 102).

Roman Catholic: Saturday Mass, 1630 & Sunday Mass, 0900

Protestant: Sunday, 1045

In the surrounding communities:

Russian Orthodox: Saturday 1700 (Glyzinienstr. 38, Munich)

Sundays 1000 (Adolf Kolpingstrasse 1, Munich)

Muslim: (Individual) Building 259, Room 022 (basement)

Building 104, East Wing (basement)

Prayer rugs and the Koran are available for check out at the front desk.

VEHICLE REGISTRATION REQUIREMENTS: All automobiles and motorcycles entering the Sheridan or Artillery Kasernes must be properly registered and insured for use in Germany. The U.S. military police may impound automobiles that are not properly registered.

PARKING: The Marshall Center Complex is comprised of two Kasernes: Sheridan and Artillery. There are two designated areas for participant vehicles on each Kaserne. On Artillery Kaserne vehicles must be parked in the parking areas across the street from the Artillery Residence Hall, Buildings 258-261 and on Sheridan Kaserne behind the Sheridan Residence Hall, Building 104. Participants park their automobiles at their own risk and damage to the vehicle is the responsibility of the owner. The U.S. Government assumes no liability for damage. Parking in downtown Garmisch-Partenkirchen is limited. Cars parked illegally will be fined or impounded by the German police. Generally speaking, public transportation is the cheapest, most accessible way to travel in the local Garmisch area.

PURCHASING AN AUTOMOBILE: The purchase of an automobile is solely an individual responsibility. Participant Affairs Division personnel will not assist you in the purchase or disposition of your automobile; it must be done on your free time, not during scheduled academic time. The total costs of inspecting, registering and insuring your automobile long enough to depart Germany and arrive home are your responsibility. German safety standards are rigorous, so the costs of preparing a used car for safety inspection can be very high. Please remember to obtain the proper transit visas and insurance for your return trip several weeks prior to your departure.

VISAS: All participants, except military personnel from NATO countries with existing German Status of Forces treaties, must have a valid **multi-entry** German Schengener Staaten visa. If you are scheduled for a Field Study Trip to the United States, you must also have a valid U.S. entry visa unless your country participates in the U.S. Visa Waiver Program. If necessary, the Marshall Center obtains visas for all participants participating in official course trips. Other visas are at your expense. Some countries require lengthy processing time for visa applications. If you have any questions or concerns about your visa status, please contact Participant Affairs as soon as possible. The Marshall Center will support visas valid for dates of courses attended only.

PASSPORTS: **German law requires you to carry your passport with you at all times.** Around the Marshall Center, however, you will normally encounter no problems if you only carry your Marshall Center identification card and your installation access cards (IACS). If you plan to travel outside Garmisch, you **MUST** carry your passport.

PART VII. COLLEGE OF INTERNATIONAL AND SECURITY STUDIES

WEEKLY CALENDAR: A calendar and course schedule will be posted on the participant Intranet site, accessible from your room. As the schedule changes frequently, the electronic schedule should be consulted on a regular basis.

NON-ATTRIBUTION POLICY: In order to encourage free and open discussion, the Marshall Center adheres to a strict

practice of “non-attribution.” All speeches, presentations, remarks, and discussion made here, whether by faculty, visitors or participants, are strictly the speaker’s own and are not assumed to represent his or her institution or government. It is forbidden to attribute remarks to the speaker except during academic activities associated with the resident programs. In other words, “what is said at the Marshall Center stays at the Marshall Center.”

ATTENDANCE: Attendance is mandatory for all events scheduled on the weekly calendar. If voluntary sessions are scheduled, they will be so indicated. Instructors will take attendance. If you are not able to attend a lecture or seminar because of an illness you must call the Participant Affairs Division prior to the start of the class; telephone 440-2426/2593/2531/2358. If you want to have an excused absence for a personal reason other than illness, you must receive approval in advance from the Course Director. Please make the request to your seminar leader who will act on your behalf. Attendance is imperative and an unexcused absence may result in a participant being removed from the program and returned to his or her nation.

LEAVE AND HOLIDAYS: Participants will not be permitted personal leave while attending courses at the Marshall Center unless specifically authorized in writing by your country and approved by the Course Director. If you will be away from Garmisch during any holiday period or over any Saturday and Sunday, you **MUST** notify the Participant Affairs Division in advance and sign out in the Weekend Absence registry in our office prior to your departure. It is important that we know how to contact you in case of any emergency. If for some reason you are delayed and will not be able to make it back in time for classes on Monday please call or send an email to the Participant Affairs Division. If you choose to travel away from the Marshall Center during your free time, you are responsible for any actions and expenses that you incur. Do not announce yourself as representing the Marshall Center or attempt to obligate the Marshall Center to pay for your hotel, car repair, train tickets, etc. You may travel away from Garmisch, but you do so as an ordinary tourist. The Marshall Center and the U.S. and German governments are not financially responsible for your personal expenses.

PLAGIARISM: Academic dishonesty is a violation of academic integrity. Plagiarism is the presentation of another person’s idea or work as one’s own. Examples of plagiarism are: copying verbatim and without attribution all or part of another’s work; using phrases, charts, figures, illustrations, or statistical or scientific solutions without citing the source; paraphrasing ideas, conclusions or research without citing the author; and using all or part of a political analysis, literary plot, computer presentation or other product without attributing the work to its original author. Plagiarism can result in immediate removal of the participant from the program and return to his or her nation.

ACADEMIC COMMITTEE: For the PASS course, this committee meets with the Director, Dean and Course Director to provide them with participant feedback on all aspects of the academic program during resident courses. Each seminar will choose a representative to serve on this committee. The committee helps to shape the future content and structure of our programs.

MARSHALL CENTER HOMETOWN NEWS PROGRAM: During the latter part of your course, the George C. Marshall Center Public Affairs Office will send questionnaires to every participant offering the opportunity to authorize a news release to be sent to the press agencies in your capital. The news release announces that you are studying at the Marshall Center, the purpose and location of the Marshall Center, and your graduation date. The text of the news release is printed on the reverse side of the questionnaire. The program is strictly voluntary and no news release is sent without your authorization.

GRADUATE SUPPORT PROGRAM: Graduate Support will become your link to the Marshall Center following your graduation and return to your homes. You will likely wish to stay in contact with classmates whom you have befriended during your stay here at the Center, with faculty members who taught courses you found particularly interesting and others from the Center who you got to know well. Graduate Support maintains accurate contact information for Marshall Center staff and as many graduates as possible.

In several countries Marshall Center graduates have formed organizations to which all graduates are welcome and which tend to have the furtherance of the Marshall Center goals as their organizational objectives. Graduate Support can provide details about an organization that may exist in your country.

A newsletter for and about graduates is published periodically. Here again the web site is important. Any Marshall Center graduate may update their personal contact information at any time by accessing the Graduate Information Update page (<https://members.marshallcenter.org/>, email to mcalumni@marshallcenter.org) or by post at:

Graduate Support
George C. Marshall Center
Gernackerstrasse 2
D-82467 Garmisch-Partenkirchen.

The Graduate Support offices are located in Building 102, Rooms 201-206. The telephone numbers are +49-8821-750-

2378/2613/2291/2706/2112 and the fax number is +49-8821-750-2585. Feel free to stop by and visit while you are here to learn about additional services the office offers. Meeting the graduate support personnel before you depart may make it easier to stay in contact with us after your departure.

Graduate Support will also forward any mail that arrives for you after your departure and track your academic box shipment in case of non-delivery.

MARSHALL CENTER KNOWLEDGE PORTAL: The Marshall Center ensures that its graduates can maintain their networks and continue professional development through its Marshall Center Web Network, of which the Exclusive Graduate Area is an important tool. Among the resources available to participants after graduation are Resident Course Materials, Discussion Forums, Graduate Publications, Alumni Newsletters, Profile Updates, and Directory Search, and Research Library Databases.

Research Library:

The mission of the Research Library is to support the education, information and research requirements of the faculty, staff, and participants of the George C. Marshall European Center for Security Studies.

The Library's collection of graduate-level research materials covers the spectrum of political, economic, social, and military issues in Europe and Eurasia with significant holdings on national and regional security, crisis and conflict management, democracy, terrorism, and international law. The collection contains 60,000 volumes in Russian, English, and German; over 2,000 full-length e-Books in English; more than 300 current periodical subscriptions in Russian, English, and German; and a growing DVD / video collection, primarily in the Russian language.

The Library maintains subscriptions to approximately 20 commercial research databases. The various databases provide access to full-text journal articles and news stories, current strategic awareness resources, reports and analyses, policy documents, and much more. Databases can be accessed from Library public computers or via the computers in participant rooms.

The Library has a multilingual staff of full-time, professional librarians and library technicians. Library staff members provide circulation services, library orientation tours, reference and research assistance, and research database instruction in the three languages.

The Library is located in Building 101 on the ground floor, mezzanine and basement levels. A non-networked self-service copy machine is available to use free of charge. Copyright guidelines are posted in three languages.

The Library does maintain Russian-English/English-Russian and German-Russian/Russian-German dictionaries, but participants may want to purchase a personal pocket dictionary prior to arrival at the Marshall Center to ensure it will be available for the entire course.

The Research Library is a member of the Military Education and Research Libraries Network, which is a consortium of military education research libraries that work together to provide access to a variety of unique electronic resources for the use of researchers and scholars. The [MERLN](#) portal, maintained by the National Defense University Library in Washington, D.C., is a comprehensive website devoted to international military education outreach.

Circulation Desk phone: DSN 440 - 2463

Hours: Mon – Thu	0800 - 1800 hours
Fri	0800 - 1700 hours
German Holidays	0800-1700 hours
Sat-Sun	CLOSED
US Holidays	CLOSED

Weekend hours may be requested at Academic Committee meetings or through course director.

The Marshall Center Research Library is a member of the [Military Education and Research Libraries \(MERLN\)](#) based at the National Defense University in Washington, D.C. [MERLN](#) was developed to provide gateway access to the combined resources of many of the largest and most comprehensive collections of military information in the world.

COPY SERVICES: Participants are required to use the self-service copy machine located in the Marshall Center Library in building 101.

INTERPRETATION EQUIPMENT: The Plenary Room in building 105 and all Seminar discussion classrooms are equipped with state of the art interpretation equipment. The headphones are placed at each desk in the Plenary Room. Please be careful not to roll your chair over the headset or the cord. English language interpretation is found on Channel 1, Russian

language on Channel 2, and German language on Channel 3.

REFRESHMENTS DURING BREAKS: Each lecture or seminar session has several break periods. During long breaks, participants may purchase snacks from the vending machines on the 1st floor of building 105. However, drinks and snacks are not permitted inside the Plenary Room.

DISTRIBUTION BOXES: Each participant is assigned an individual distribution box which is used to disseminate course schedules, mail, course readings and general information on a wide range of activities. Please check your distribution box daily. Distribution boxes are located in Building 105 on the first floor for plenary 105 and 106 and on the first floor for plenary 109. Notes, memos and administrative announcements from staff, faculty, and fellow participants are also routed through the participant distribution boxes.

COMPUTER USE AND TRAINING: Every room is equipped with a computer for academic use. During your first orientation class, you are given a login user name and password that will allow you to use your computer. If you have a problem with your computer, please contact the Help Desk at 440-2351 or 440-2450 (For Russian speaking participants). Do not disconnect the computer in your room in order to connect a personal laptop computer. This will cause the computer network system to shut down that access port, and you will require assistance to get your computer working again. The following are useful suggestions for taking proper care of your computer:

- Do not eat or drink near the computer. Food particles and liquids will quickly damage a computer. NEVER place drinks or food atop the computer equipment.
- Do not let anyone else know your login code or password.
- Upon departure from the MC, please log off the computer but leave it turned on.

COMPUTER USE POLICY: The computers in your room are provided for academic research, computer skill development, and official correspondence. However, you are welcome to use your computer for personal correspondence. Please do not use your computer to access Skype, pornographic or gambling Internet sites. It is against the United States Department of Defense computer use policy, which you agreed to observe when you signed the computer use policy addendum at registration. All computers at the Marshall Center are monitored. That means U.S. Government Employees as well as course participants are monitored. In addition, it is prohibited to install software or hardware of any kind. You cannot use any USB devices; these devices have been disabled from all DoD computers.

NOTE: The public area of the participant intranet site is made available for the sharing of program-related information, appropriate program participant photographs, and other material of general interest. All files posted should respect the diversity of backgrounds at the Marshall Center as well as accord with the Marshall Center mission of advancing peaceful, democratic relationships. Files inconsistent with those guidelines may be removed from the site. Computing privileges may be withdrawn if you post material in the public folders that might be offensive to fellow participants.

WIRELESS CONNECTIVITY (WiFi): No cost, public wireless connectivity (hotspots) exists at the hotel where you will be residing. Additionally, there are two (2) locations on Artillery Kaserne and one (1) location on Sheridan Kaserne where wireless is available and, also at no cost. On Artillery, the Dining Facility (DFAC) in building 263, where you will have all your meals, has 24/7 wireless connectivity. The second location on Artillery Kaserne is the coffee shop, located next to building 225 in the shopping area; also at no cost. On Sheridan Kaserne, the Edelweiss Hotel provides free wireless. To use these "hotspots", you may need to acquire the password from the receptionist, who will gladly give it to you.

*Note: If you want to use SKYPE, you will have to use one of these hotspots! DO NOT ATTEMPT TO USE SKYPE ON YOUR HOTEL COMPUTER...your system will be shutdown.

WEATHER: Winters in Garmisch can be extreme. Temperatures are typically just below freezing but can reach -12 to -16 degrees Celsius for extended periods. Frigid temperatures are accompanied by an abundance of precipitation in the way of snow, freezing rain or sleet. Please bring suitable clothing such as thick soled shoes, winter jacket, scarf, winter hat, gloves, etc. You should be aware that Garmisch is a winter resort area and as such can be quite expensive when purchasing these items downtown.

CONCLUSION: The Marshall Center staff and faculty ask you to please follow the instructions and advice given here in order to make your stay, as well as the stay of all the other course participants, a pleasant and worthwhile experience.

IMPORTANT TELEPHONE NUMBERS

Participant Affairs Division

International: +49 8821-750 2426/2593/2531/2358

DSN (from your room): 440-2426/2593/2531/2358

Civ. (in Germany): 08821-750-2622/2593/2531/2426/2358
Cell: +49 (0)162-261-5456

Emergency Numbers

For all Emergencies – call the Military Police - 440-3801

Military Police **440-3801**

Civ. (in Germany): 08821-750-3801/3827
DSN (from your room): 440-3801/3827
Fire: 117
Ambulance: 117
Police (German): 110
Fire (German): 112
Ambulance (German): 08821-19222
Hospital: 08821-77-0
Address: Klinikum Garmisch-Partenkirchen
Auenstraße 6 (Bus 1 - 2)
82467 Garmisch-Partenkirchen

Residence Halls

Artillery Kaserne – Residence Hall 258 - 260
Civ.: 08821-750-3434 Mil.: 440-3308
Sheridan Kaserne – Residence Hall 104
Civ.: 08821-750-2924 Mil.: 440-2924

Marshall Center

College of International and Security Studies:
Civ: 08821-750-2574/2657/2433 Mil: 440-2574/2657/2433
Registrar/Admission Office
Civ: 08821-750-2656/2327 Mil: 440-2656/2327
Computer Help Desk
Civ: 08821-750-2542 Mil: 440-2542
Conference Center
Civ: 08821-750-2568 Mil: 440-2568
Marshall Center Library
Civ: 08821-750-2463 Mil: 440-2463

Fax Numbers

Participant Affairs Division
Civ: 08821-750-2679 Mil: 440-2679 International: +49-8821-750 2679
College of International and Security Studies
Civ: 08821-750-2688 Mil: 440-2688
Registrar/Admission Office
Civ: 08821-750-2650 Mil: 440-2650

Please contact the Participant Affairs Division in case of any emergency after calling the Military Police. If you are not able to speak to the Military Police in English the Participant Affairs Division representative will contact the proper authorities for assistance.

HOW TO USE YOUR GCMC DEBIT CARD

1. Receiving your debit card.

- a. Receive your debit card according to your Individual in processing schedule (issued upon arrival to GCMC).
- b. Identify your secret 4-digit pin number (located on the upper right side of the document your card is attached to).

2. **Withdrawing money from an Automated Teller Machine (ATM).** U.S. ATMs are located on **Artillery Kaserne** next to the Community Bank (Bldg 212) and behind the Credit Union. On **Sheridan Kaserne** the ATM is located in the reception area of the Edelweiss Lodge and Resort (behind Bldg 105).

- a. Slide your debit card into the card slot and immediately remove the card.
- b. Using the keypad, enter your secret 4-digit pin, then press “Enter” on the keypad or on the touch screen..
- c. Select your desired action (“Withdraw Dollars”; “Withdraw Euros”; “Account Balance”, etc.
- d. Using the keypad, enter the desired currency (dollars or Euros) and the amount you wish to withdraw, i.e., \$20, \$40, \$60 or Euro 20, 40, 60 etc. **Remember, if you are using the U.S. ATMs, you may only withdraw in \$20 or Euro 20 increments.**
- e. Once you have completed your transaction, follow the instructions on the screen to complete the process.

3. **Making purchases.** (Please review the Debit Card usage restrictions on the Participant Affairs Briefing on the Global Net).

- a. Select the items you wish to purchase and present them to the cashier.
- b. Slide your card vertically (top to bottom) through the card slot.
- c. Using the keypad, enter your secret 4-digit pin number and press “Enter”.
- d. Follow the instructions on the screen to complete the transaction.

4. **Debit Card problems.**

- a. If you have any problems using your card, please contact Participant Affairs Division at **440-2426**.
- b. If you need assistance in using the ATM or making purchases, we can make an appointment with you and gladly walk you through the process.

LOSS CARD, PIN NUMBER, WEB ACCOUNT

If you (participant) lock yourself out of your Debit Card account or need a replacement card, please follow the instructions below:

1. Call the help desk number on the back of your MasterCard Debit Card (**877-789-5895**).
2. Explain to the customer service representative that you cannot access your debit card.
3. Customer service will ask for your mother's maiden name which is the course name of the course you are enrolled, i.e. “**PASS 10-10**”, “**SES 12-08**”, etc.
4. Customer service will then ask for your postal zip code: “**09053**”.
5. Customer service will then ask for the phone number: which is **314-440-2292**.
6. If asked for social security number, the response is “none”.
7. When asked for identification number, provide the 9-digit number which can be found on your orders (i.e. International Travel Orders).

For your convenience, we ask that you please do not change the profile information, as this will likely cause problems with remembering new security codes, which we would not be able to provide.

OPERATIONAL SECURITY. **You may NOT take photographs of any portion of the three entrance/exit gates on Artillery and Sheridan Kasernes. Photographing of the base gates in part or in whole is considered a serious security violation.**