



UNIVERSITÄT  
HEIDELBERG  
ZUKUNFT  
SEIT 1386

# BUDDY PROGRAMME FOR INTERNATIONAL STUDENTS



# LIST OF CONTENTS

<b>On the special situation of international students</b>	<b>3</b>
<b>The Buddy Programme</b>	<b>3</b>
<b>Participants and procedure</b>	<b>4</b>
<b>Tasks for Buddies</b>	<b>5</b>
1. First contact prior to arrival	5
2. Finding a room	6
3. Opening a bank account	7
4. Insurance	8
5. Registering with the immigration office (Ausländerbehörde) and the administrative office (Bürgeramt)	8
6. Enrolment	9
7. Finding your way at university	10
8. Finding your way in Heidelberg and surroundings	12
9. Other questions during the semester	12
10. Preparing for departure	12
11. Tasks that Buddies are NOT responsible for	13
<b>Appendix</b>	<b>14</b>

## ON THE SPECIAL SITUATION OF INTERNATIONAL STUDENTS

You probably remember this situation yourself: School has ended and a new stage of life with its own possibilities and challenges is about to start at university. Leaving your parents' house, settling into an unknown town, sharing a flat with (as yet) strange house mates, finding new friends, coping with everyday tasks and, finally, organising your degree programme sensibly. These changes can already be quite tough for German students but can quickly turn into a major challenge for international students.

Despite the numerous advising and counselling services, the initial phase can often lead to international students feeling lost, insecure or even overburdened. Where do I register my place of residence? How do I pay my rent? Which rubbish goes in which bin? And at university itself: How do I create my timetable - and how do I ensure that I do not have too much on my plate in the first semester? Can I just knock on my professor's door and ask a question, or is that not permitted?

New international students must overcome these issues in a foreign country, far away from their homes, as well as in a foreign language. In addition to the language barrier, international students must also learn to navigate a new culture and adapt to a learning and working environment that is often in stark contrast to their lives at home.

## THE BUDDY PROGRAMME

The International Relations Office of Heidelberg University addresses precisely these issues and provides a variety of support measures. That is why we offer the so-called "Buddy Programme" in cooperation with various departments, in which students from Heidelberg provide guidance and assistance to the newly arrived international students. International students will receive individual support from the moment they arrive, including information on recreational activities, creating a timetable and finding a room. The "Buddies" are experienced, higher-semester students from Heidelberg University whose task is to assist their fellow international students and help them ease into life in Heidelberg.

**The Buddy Programme**

Participants and procedure

The aim of the Buddy Programme is to promote intercultural encounters between German and international students. In addition, the programme is intended to help newly enrolled international students find their bearings in Germany and Heidelberg, as well as at the university and in the various faculties and departments. The main focus is on practical aspects such as picking your partner up from the train station, helping them find their way around Heidelberg and surroundings, explaining the most important offices, accompanying them to various administrative meetings etc. However, the programme also aims to promote linguistic and cultural exchange.

For you as Buddies, this programme provides you with the opportunity to volunteer, establish international contacts, improve your foreign language skills and potentially prepare or follow up on your own foreign exchange. You will also get to know the other participants of the Buddy Programme at the joint meetings.

## **PARTICIPANTS AND PROCEDURE**

In general, any international student enrolled in a participating subject can join the Buddy Programme. This includes Bachelor's, Master's or state examination students. Exchange students who intend to only spend one or two semesters in Heidelberg are also welcome. An overview of the various student groups can be found in the appendix (page 15f.).

Every prospective international student enrolled in one of the participating subjects will receive an information leaflet on the Buddy Programme, as well as an application form, with their letter of admission. "Buddy Pairs" are then assigned based on the applications from international students and students from Heidelberg. You will receive your partner's contact information after the end of the application period. You can then send your partner an email and discuss how to proceed.

We will attempt to provide you with as much information as possible so that you can best support your Buddy partner. Should further questions arise that you cannot answer during your partner's stay, please do not hesitate to contact us. You can naturally also draw on your own experiences but please keep in mind that international students have different requirements to German nationals, such as e.g., applying for or extending a residence permit (Aufenthaltstitel).

This guide contains information on the specific requirements for studying in Germany as an international student, as well as the respective points of contact.

By and large, you decide what activities to attend with your Buddy partner. The following list contains information about the most popular support measures to assist you in assuming your new task.

Your Buddy partner is always assigned to you for one semester. The support measures are most relevant in the initial stage (i.e. straight after arrival in Heidelberg) but should continue for the duration of the semester. If desired and upon completion of a feedback form, we will naturally also issue a certificate confirming your position as a volunteer in the Buddy Programme.

## TASKS FOR BUDDIES

In the following, we have listed the points that all international students must complete after arrival and that, from experience, entail the most problems and questions. New international students are not all at the same level when they arrive in Heidelberg. Many have already completed the majority of points on their to-do-lists while others may require more help or have not completed quite as much. Please support your Buddy partner to the best of your abilities. If you are unsure about something, or your Buddy partner has specific questions about the German Aliens' Law or examinations, please always refer to the official websites. It often suffices to accompany your Buddy partner to the respective administrative office or examination office in order to clarify the situation in the case of communication problems. The newly arrived international students also appreciate having someone to simply discuss situations with and who can help them complete e.g. forms.

### 1. FIRST CONTACT PRIOR TO ARRIVAL

Once you have been assigned your Buddy partner, you will receive the respective contact information. This includes name, country of origin, and the email address so that you can immediately contact your partner. Write a brief email, introducing yourself as the Buddy and informing your partner that you are available in case of questions. If your Buddy partner has questions prior to arrival, you may be able to sort these out

via email. One question will probably refer to physically arriving in Heidelberg. Please find out how your partner intends to arrive (which airport and/or whether they will take a train or shuttle bus) and help them find the appropriate train or bus connection, if required. The most frequent routes are listed in the appendix on page 15.

If you have the time and opportunity, it would naturally be a nice idea to pick up your Buddy partner from the (bus) train station in Heidelberg. If not, please arrange an alternative date for your first meeting via email.

You should ask your partner whether they already have accommodation prior to arrival. You could potentially send them the addresses of hostels so that they can book a bed for the first few days. For more information, please consult the next section on “finding a room”.

## **2. FINDING A ROOM**

International students normally live in the residence halls of the student services organisation (Studierendenwerk) or in private flat shares. They rarely rent an own flat. In many cases, they find accommodation prior to their arrival. However, some also arrive without the prospect of a room. They must then find accommodation on site, which means that your Buddy partner might have to stay in a hostel for an interim period. But sometimes, not even the hostel bed has been booked in advance. We recommend asking your Buddy partner whether they already have (interim) accommodation in one of the first emails.

If your Buddy partner does not yet have accommodation, please support them with information and tips on finding a room. Information on accommodation during the interim period as well as on finding a room in Heidelberg is included in the appendix on page 16ff.

If your Buddy partner cannot immediately find accommodation, the student services organisation (Studierendenwerk) offers so-called emergency accommodation in the winter semester. For more information on emergency accommodation, please refer to the student services organisation (Studierendenwerk).

The International Relations Office also offers an accommodation service, consisting of

lists with private room and flat offerings. Please note, however, that this service is only offered to students who hold a scholarship. If your Buddy partner has a DAAD scholarship (German Academic Exchange Service) or came to Heidelberg in the context of an exchange programme, then this accommodation service is the correct port of call. The contact information can be found in the appendix on page 19. In all other cases, please refer to the procedures outlined in the appendix.

If your Buddy partner has not yet found accommodation upon their arrival in Heidelberg, you could provide useful tips on finding a room or flat. Please do not feel the need to find a room for them or to let them stay in your flat/room - even temporarily.

### **3. OPENING A BANK ACCOUNT**

We recommend that every international student open a bank account with a German bank, Sparkasse or Postbank for the duration of their stay, as monthly payments, including rent, electricity and health insurance, are normally effected via bank transfer or direct debit from a bank account. International bank transfers (from an existing account in the student's home country) are not recommended due to longer processing times and, at times, extremely high fees.

Many banks offer special (normally cheaper) conditions for students. We recommend that your Buddy partner seek individual consultations from the various banks as account fees can vary dramatically.

In order to open a bank account, international students normally require

- a passport (or comparable identity document)
- a valid residence permit (generally a student residence permit)
- the certificate of registration
- a certificate of enrolment from the university

Please note: The Buddy Programme does not expect any financial liabilities on your part. We strongly advise against providing guarantees or entering into any other kind of financial obligation for your Buddy partner. If your partner encounters financial trouble, please refer them to the International Relations Office or another advising office. The respective contact information can be found in the appendix as of page 25.

## **4. INSURANCE**

### **Health Insurance**

For questions related to taking out a health insurance policy, or the range of services, please refer your Buddy partner directly to the respective health insurance provider or to Ms. Monzel in the International Relations Office. She is responsible for all questions regarding student health insurance for enrolled international students at Heidelberg University. Her contact information is included in this guide's appendix. The according exchange programme coordinators in the International Relations Office are responsible for the health insurance questions of our exchange students. A list of coordinators can also be found in the appendix (page 27ff).

### **Liability insurance**

We strongly recommend that all international students take out a liability insurance. This type of insurance pays for damages caused to others, e.g. due to carelessness (causing an accident as a cyclist etc.). If your Buddy partner already has liability insurance at home, they should verify whether the insurance is also effective in Germany. Ms. Monzel also answers questions on liability insurance (contact information on page 26).

## **5. REGISTERING WITH THE IMMIGRATION OFFICE (AUSLÄNDERBEHÖRDE) AND THE ADMINISTRATIVE OFFICE (BÜRGERAMT)**

### **Registering your place of residence**

If you live in Germany, you are required to register your place of residence. This means that anyone who moves into a flat or room must register with the respective administrative office (Bürgeramt) or resident registration office (Einwohnermeldeamt) within a period of one week. You must also re-register each time you move into a new flat/room in the same town/municipality.

If you live in Heidelberg's metropolitan area, you can register with the administrative office (Bürgeramt) of the town of Heidelberg. If you do not live in Heidelberg's metropolitan area, you need to register in the office of your respective municipality/community.

Registering your place of residence occurs independently of your enrolment. In addition to the completed registration form, you must also bring a valid identification

document (e.g. passport), your current rental agreement as well as a confirmation from your landlord (“Wohnungsgeberbestätigung”).

A list of all administrative offices in Heidelberg and surroundings can be found on page 19f in the appendix.

### **Residence permit / visa**

Students from EU/EEA countries (Iceland, Lichtenstein and Norway) require neither a visa for Germany nor a residence permit for the duration of their stay. Students from Andorra, Australia, Brazil, El Salvador, Honduras, Israel, Japan, Canada, Republic of Korea, Monaco, New Zealand, San Marino, Switzerland and the USA can enter Germany without a visa but require a residence permit for all stays that exceed three months. The residence permit must be applied for within the first three months after arrival.

## **6. ENROLMENT**

Every international applicant who has been admitted to Heidelberg University will receive a letter of admission with information on the enrolment period and a list of all documents required for enrolment. International students must personally enrol at the International Relations Office (Seminarstraße 2; the room number is also indicated in the letter) within the enrolment period stated in the letter of admission.

In preparation of the enrolment procedure, the enrolment application, which applicants also receive ahead of time, must be completed by all applicants. Definitive enrolment takes place in the secretary's office for international students (in the room stated on the letter of admission). Applicants must personally bring the letter of admission as well as all documents specified in the letter of admission (generally a passport photo, proof of health insurance, passport with residence permit and, if applicable, further documents) to the enrolment date.

Newly enrolled students will not officially become students of Heidelberg University until they have paid the fee of the student services organisation (€49), the fee of the constituted student body (€33.30), the administrative fee (€70) and, where applicable, the tuition fee (see below). All information on fee payments is available from the International Relations Office.

**The Buddy Programme**

## Tasks for Buddies

International students in undergraduate degree programmes and consecutive Master's degree programmes are liable to a tuition fee of €1,500 per semester at all institutes of higher education in the federal state of Baden-Württemberg. Students from EU/EEA countries as well as international students with a German university entrance qualification (generally Abitur) are exempted from the tuition fee. In addition, all students (irrespective of nationality) are liable to a tuition fee of €650 per semester for a second or additional degree programme ("Zweitstudium").

More information is available on the website of the Ministry of Science, Research and the Arts (Ministerium für Wissenschaft, Forschung und Kunst):

■ <https://mwk.baden-wuerttemberg.de/de/hochschulen-studium/studienfinanzierung/gebuehren-fuer-internationale-studierende-und-zweitstudium/tuition-fees-for-international-students/>

Special tuition fees are charged for Master's degree programmes for continuing education. The faculties and departments provide the according information. The applicable fees regulations can be accessed at

■ [www.uni-heidelberg.de/courses/download/download.html](http://www.uni-heidelberg.de/courses/download/download.html)

**7. FINDING YOUR WAY AT UNIVERSITY****Orientation Days of the International Relations Office**

Every semester, the International Relations Office organises "Orientation Days" before the start of the lecture period. The aim is to provide initial assistance to newly enrolled international students with regard to living and studying in Heidelberg. We highly recommend participating in this event. It generally takes place in the week before the start of lectures and lasts for three days. More information on the programme as well as the application form can be found at

■ [www.uni-heidelberg.de/courses/undergraduates/arrival/orientationdays.html](http://www.uni-heidelberg.de/courses/undergraduates/arrival/orientationdays.html)

The new international students receive general information about the academic programmes as well as on the various Heidelberg University institutions (departments, libraries, canteens etc.) at the event. Furthermore, they also receive important information about formalities related to their time in Heidelberg (enrolment, registering the place of residence, residence permits, health insurance etc.). In addition to the main presentations, there are also tours of the departments and institutions as well as mentoring sessions in small groups organised by tutors (higher-semester students).

Naturally, these events also provide sufficient opportunities to meet fellow students. Finally, the new students are issued folders containing all the important information on advising and consultation services as well as on leisure and cultural activities at the university and in Heidelberg.

If your Buddy partner cannot attend the Orientation Days, you should refer to key institutions such as the central library, canteens, URZ, departments and respective libraries etc. prior to the start of the lecture period. Your Buddy partner is also more than welcome to pick up an information folder from the Service Portal (room 33).

### **Introductory events of the individual subjects**

The various departments also offer special introductory events for the individual subjects in the week before the start of lectures (some take place in the week after the start of lectures). These events are normally organised by the departmental student committees and can be attended by newly enrolled German and international students. We highly recommend that all newly enrolled international students, who wish to graduate in Heidelberg, attempt to attend these events. Information on the events of the various subjects is available at

■ [www.uni-heidelberg.de/courses/undergraduates/start/orientation\\_programme.html](http://www.uni-heidelberg.de/courses/undergraduates/start/orientation_programme.html)

### **Semester events of the International Relations Office**

In addition to the Orientation Days, the International Relations Office also organises events on relevant cultural topics. These include cheap field trips, workshops and tutorials, a drama club and the HD Concert at the beginning of the semester. An overview of all events and dates is available as a hard copy in the International Relations Office or can be accessed at

■ [www.uni-heidelberg.de/courses/contact/aaa/aaa\\_services.html](http://www.uni-heidelberg.de/courses/contact/aaa/aaa_services.html)

### **Advising and consultation services at the university**

Heidelberg University offers its students a broad range of advising and consultation services. Numerous offices deal with questions and issues related to all areas of life. All advising services are free and confidential. If your Buddy partner has a question or a problem that you cannot or do not want to help them with, please refer them to one of these advising services. If you are unsure which office is responsible, contact the International Relations Office to find out more about the respective points of contact. All Heidelberg University advising and consultation services are listed in the appendix on page 25. You can naturally also contact these offices directly!

**Getting involved**

Heidelberg University offers its students a broad range of leisure activities and opportunities to volunteer. In addition to university sports and the departmental student committees, there are also numerous drama clubs, choirs, orchestras, newspapers and a student radio station. You or your Buddy partner can find a list of all activities in the university's Service Portal.

**8. FINDING YOUR WAY IN HEIDELBERG AND SURROUNDINGS**

You can give your Buddy partner important tips on everyday life in Heidelberg to facilitate and expedite the familiarisation process. This includes information on supermarkets, chemists, post offices, the municipal library as well as cultural sights. Buddy partners normally also appreciate ideas on how to spend their leisure time, e.g. sports clubs and cultural events. You might even want to introduce your Buddy partner to your circle of friends, providing them with the opportunity to meet more students (from other subject areas).

**9. OTHER QUESTIONS DURING THE SEMESTER**

If required and requested, please also help your Buddy partner organise their life at university, e.g. creating a timetable, or questions about presentations, term papers etc. Please also provide information on the office hours of lecturers and professors as well as of the academic advisors.

**10. PREPARING FOR DEPARTURE**

Should your Buddy partner only be staying here for one semester (e.g. as part of an exchange programme) and not for the duration of the degree programme, please remind them of the following points prior to their departure from Heidelberg:

- Deregister from the immigration office and administrative office
- Close bank account
- Potentially cancel phone contract
- Potentially cancel health insurance
- Return all borrowed books and pay all unpaid fees
- Exmatriculate from Heidelberg University

## **11. TASKS THAT BUDDIES ARE NOT RESPONSIBLE FOR**

As you are volunteering as a Buddy, you should and may not assume the role of an official advisor. If your Buddy partner has questions about the German Aliens' Law, examinations or another problem that may require advice from an official body, please always refer them to the according office in the departments, in the International Relations Office or to university advising services (contact information for the respective parties is listed in the appendix as of page 25).

If your Buddy partner has not yet found accommodation upon their arrival in Heidelberg, you could provide useful tips on finding a room or flat. Please do not feel the need to find a room for them or to let them stay in your flat/room - even temporarily.

The Buddy Programme does not expect any financial liabilities on your part. We strongly advise against providing guarantees or entering into any other kind of financial obligation for your Buddy partner. If your partner encounters financial trouble, please refer them to the International Relations Office or another advising office. The respective contact information can be found in the appendix as of page 25.

# APPENDIX

## OVERVIEW OF THE GROUPS OF STUDENTS

### **Short-term students / exchange students**

Short-term students are (also) enrolled at a foreign university and spend one to two semesters at Heidelberg University. Their objective for coming to Heidelberg is to consolidate their studies, to conduct research for their final papers, to improve their language skills or to gather international experience.

Short-term students in the context of the European mobility initiative ERASMUS receive a small scholarship and must often fulfil conditions defined by their home university (e.g. attend certain courses, earn credits (ECTS), sign a learning agreement with the ERASMUS coordinators). The ERASMUS coordinators of the respective departments deal with the special questions of ERASMUS students.

Short-term students can also come to Heidelberg in the context of an exchange programme between Heidelberg University or the International Relations Office and a foreign university or department. These students have their own programme coordinators in the International Relations Office and are generally provided with a scholarship and a room in the halls of residence. The contact information for the exchange coordinators in the International Relations Office can be found in the appendix on page 27.

In addition to these scholarship-holders, there are also international students who independently come to Heidelberg, i.e. not in the context of a Heidelberg University exchange programme. These students have no exchange coordinator in the subjects or International Relations Office but generally have a departmental supervisor (lecturer/professor).

### **Students in undergraduate degree programmes**

Students in undergraduate degree programmes are aiming for a Bachelor's degree or the state examination. They either come directly from their (foreign) school or have previously studied (in their home country either for a number of semesters or for the duration of their academic programme). They are often unfamiliar with and must first get used to the German education and higher education system. This group of students in particular often experiences initial difficulties and is very grateful for support from the Buddies.

### **Students in Master's degree programmes**

Students who are aiming for a Master's degree have already obtained a first university degree (often abroad, but sometimes also in Germany). As this group is normally older than the students in the undergraduate programmes and also has previous experience at a (German or foreign) university, they normally mainly require help in navigating the new town and the respective department.

## **ARRIVAL IN HEIDELBERG**

The nearest international airports to Heidelberg are in Frankfurt and Stuttgart; both can be easily reached by either bus or train.

### **Arrival by train**

The train journey from Frankfurt Airport to Heidelberg takes approx. one hour and costs around €25 without a discount. The train journey from Stuttgart Airport to Heidelberg takes approx. 90 minutes and costs around €30 without a discount. Information on timetables and prices can be accessed at

■ [www.bahn.de/en](http://www.bahn.de/en)

### **Lufthansa Airport Shuttle**

Alternatively, there is also a Lufthansa Airport Shuttle from Frankfurt Airport to Heidelberg. The shuttle buses leave every one to two hours between 7am and 10:30pm. The final destination in Heidelberg is the Crowne Plaza Hotel at the Kurfürstenanlage. A single journey costs €24. Timetables and information on reservations can be found at

■ <http://frankfurt-airport-shuttles.de/en/home-2/>

### **TLS shuttle bus**

The shuttle bus run by the company TLS picks passengers up at the airport and brings them directly to Heidelberg. The shuttle bus must be booked two days in advance and a single journey costs €35. More information is available at

■ [www.tls-heidelberg.de/en/](http://www.tls-heidelberg.de/en/)

## FINDING A ROOM

### **Private room offerings of the student services organisation (Studierendenwerk)**

ServiceCenter (Triplexmensa at Universitätsplatz)

Opening hours: Mon - Thu 9am - 5pm / Fri 9am - 3pm

InfoCafé International (Zentralmensa INF 304)

Opening hours: Mon - Thu 10am - 5pm / Fri 10am - 3pm

### **Student residence halls**

Studierendenwerk Heidelberg

Marstallhof 1

Phone: +49 (0)6221 54-5400

wohnen@stw.uni-heidelberg.de

■ [www.studierendenwerk.uni-heidelberg.de/en/living](http://www.studierendenwerk.uni-heidelberg.de/en/living)

Online application for a room in the student residence halls (exchange students do not need to apply separately). Information on the application procedure is available by phone or in person from the residence hall administration office (Wohnheimverwaltung, ground floor, room 3).

### **Newspapers / advertisements**

Rhein-Neckar-Zeitung (RNZ)

Neugasse 4-6

■ [www.rnz.de](http://www.rnz.de)

Real estate section on Wednesdays and Saturdays

Wochen-Kurier

Neugasse 8-10

Phone: (06221) 519 6400

info@wochen-kurier.de

■ [www.wochen-kurier.de/kleinanzeigen/immobilienmarkt](http://www.wochen-kurier.de/kleinanzeigen/immobilienmarkt)

### **Internet**

■ [www.heidelberg.studenten-wohnung.de](http://www.heidelberg.studenten-wohnung.de)

■ [www.vierwaen.de](http://www.vierwaen.de)

■ [www.immobilienscout24.de](http://www.immobilienscout24.de)

■ [www.wg-gesucht.de](http://www.wg-gesucht.de)

■ [www.immonet.de](http://www.immonet.de)

■ [www.wg-welt.de](http://www.wg-welt.de)

■ [www.immowelt.de](http://www.immowelt.de)

■ [www.zwischenmiete.de](http://www.zwischenmiete.de)

- [www.zimmer69.de](http://www.zimmer69.de)
- [www.studenten-wg.de](http://www.studenten-wg.de)

### **Notice boards**

In the canteens, departments, cafeterias, copy shops etc.

### **Flats / rooms for short periods and temporary accommodation**

Mitwohnzentrale  
Rheindammstraße 46  
68163 Mannheim  
Phone: (0621) 19445

### **Interim accommodation in Heidelberg for the first few days**

Jugendherberge (YHA)  
Tiergartenstraße 5  
69120 Heidelberg  
Tel.: +49 (0) 6221 651190  
Fax: +49 (0) 6221 6511928  
■ [heidelberg.jugendherberge-bw.de/en/Portrait](http://heidelberg.jugendherberge-bw.de/en/Portrait)

Steffis Hostel  
Alte Eppelheimer Straße 50  
69115 Heidelberg  
Tel.: +49 (0) 6221 7782772  
■ [www.hostelheidelberg.de](http://www.hostelheidelberg.de)

Gästezimmer-Zentrale  
Häusserstraße 44  
69115 Heidelberg  
Tel./Fax: +49 (0) 6221 160363  
■ [www.gaestezimmerzentrale.biz](http://www.gaestezimmerzentrale.biz)

**The Buddy Programme**

Appendix

Lotte – The Backpackers Hostel  
Burgweg 3  
69117 Heidelberg  
Tel.: +49 (0) 6221 7350725  
■ [www.lotte-heidelberg.de](http://www.lotte-heidelberg.de)

Tourist Information  
Willy-Brandt-Platz 1  
69115 Heidelberg  
Tel.: +49 (0) 6221 58444444  
Fax: +49 (0) 6221 5840254  
■ [www.heidelberg-marketing.de/service/tourist-information.html](http://www.heidelberg-marketing.de/service/tourist-information.html)

**Accommodation service of the International Relations Office**

**Service for scholarship-holders**

Seminarstraße 2, Raum 32  
69117 Heidelberg  
Phone: (06221) 54-12759  
[aaazimmer@zuv.uni-heidelberg.de](mailto:aaazimmer@zuv.uni-heidelberg.de)  
Opening hours: see poster

## ADMINISTRATIVE OFFICES (BÜRGERÄMTER)

<p><b>Bürgeramt Altstadt</b>          Marktplatz 10 (Rathaus)          Phone: (06221) 58-1 38 10          Fax: (06221) 58-46 13 810  <a href="mailto:buergeramt-altstadt@heidelberg.de">buergeramt-altstadt@heidelberg.de</a></p>	<p>Mon and Fri          Tue and Wed          Thu</p>	<p>8 am - 12 pm          8 am - 4 pm          8 am - 6 pm</p>
<p><b>Bürgeramt Boxberg/Emmertsgrund</b>          Emmertsgrundpassage 17          Phone: (06221) 58-1 38 50          Fax: (06221) 58-4 61 38 50  <a href="mailto:buergeramt-emmertsgrund@heidelberg.de">buergeramt-emmertsgrund@heidelberg.de</a></p>	<p>Mon and Fri          Tue and Thu          Wed</p>	<p>8 am - 12 pm          8 am - 4 pm          8 am - 6 pm</p>
<p><b>Bürgeramt Handschuhshheim</b>          Dossenheimer Landstraße 13          Phone: (06221) 58-1 38 20          Fax: (06221) 58-4 61 38 20  <a href="mailto:buergeramt-handschuhshheim@heidelberg.de">buergeramt-handschuhshheim@heidelberg.de</a></p>	<p>Mon and Fri          Tue and Wed          Thu</p>	<p>8 am - 12 pm          8 am - 4 pm          8 am - 6 pm</p>
<p><b>Bürgeramt Kirchheim</b>          Schwetzinger Straße 20          Phone: (06221) 58-1 38 60          Fax: (06221) 58-4 61 38 60  <a href="mailto:buergeramt-kirchheim@heidelberg.de">buergeramt-kirchheim@heidelberg.de</a></p>	<p>Tue, Wed, Fri          Thu</p>	<p>8 am - 4 pm          8 am - 6 pm</p>
<p><b>Bürgeramt Mitte          (Bahnhof, Bergheim, Weststadt, Südstadt)</b>          Bergheimer Straße 69          Phone: (06221) 58-4 79 80          Fax: (06221) 58-4 91 50  <a href="mailto:buergeramt-mitte@heidelberg.de">buergeramt-mitte@heidelberg.de</a></p>	<p>Mon and Fri          Tue and Thu          Wed</p>	<p>8 am - 12 pm          8 am - 4 pm          8 am - 5:30 pm</p>
<p><b>Bürgeramt Neuenheim</b>          Rahmengasse 21          Phone: (06221) 58-1 38 30          Fax: (06221) 58-4 61 38 30  <a href="mailto:buergeramt-neuenheim@heidelberg.de">buergeramt-neuenheim@heidelberg.de</a></p>	<p>Tue          Wed, Thu, Fri</p>	<p>8 am - 6 pm          8 am - 4 pm</p>

<p><b>Bürgeramt Pfaffengrund</b> Am Markt 21 Phone: (06221) 58-1 38 70 Fax: (06221) 58-4 61 38 70 buergeramt-pfaffengrund@heidelberg.de</p>	<p>Tue Wed, Thu, Fri</p>	<p>8 am - 6 pm 8 am - 4 pm</p>
<p><b>Bürgeramt Rohrbach</b> Seckenheimer Gässchen 1 Phone: (06221) 58-1 38 80 Fax: (06221) 58-4 61 38 80 buergeramt-rohrbach@heidelberg.de</p>	<p>Tue Wed, Thu, Fri</p>	<p>8 am - 6 pm 8 am - 4 pm</p>
<p><b>Bürgeramt Wieblingen</b> Mannheimer Straße 259 Phone: (06221) 58-1 38 90 Fax: (06221) 58-4 61 38 90 buergeramt-wieblingen@heidelberg.de</p>	<p>Mon and Fri Tue, Wed Thu</p>	<p>8 am - 12 pm 8 am - 4 pm 8 am - 6 pm</p>
<p><b>Bürgeramt Ziegelhausen / Schlierbach</b> Kleingemünder Straße 18 Phone: (06221) 58-1 38 40 Fax: (06221) 58-4 61 38 40 buergeramt-ziegelhausen@heidelberg.de</p>	<p>Tue, Wed, Fri Thu</p>	<p>8 am - 4 pm 8 am - 6 pm</p>

## IMMIGRATION OFFICES

### **Stadtbezirk Heidelberg, Zuwanderungs- und Ordnungsangelegenheiten**

Bergheimer Straße 147, Landfriedgebäude, Eingang B, 69115 Heidelberg

Phone: (06221) 5 81 75 20

Fax: (06221) 5 81 79 00

buergeramt@heidelberg.de

Opening hours Infoportal: Mon and Fri 8am-12pm; Tue and Thu 8am-4pm; Wed 8am-5:30pm

Appointments are required for personal consultations!

■ [www.heidelberg.de/hd,Lde/HD/Rathaus/Buergeramt.html](http://www.heidelberg.de/hd,Lde/HD/Rathaus/Buergeramt.html)

### **Landratsamt Rhein-Neckar-Kreis**

Kurfürstenanlage 38-40, D-69115 Heidelberg

Phone: +49 (0)6221 5220 - Appointments are required for personal consultations!

Opening hours: Mon, Tue, Thu, Fri 7:30am-12pm, Wed 7:30am-5pm

Responsible for Bammental, Brühl, Dossenheim, Eberbach, Edingen-Neckarhausen, Epfenbach, Eppelheim, Eschelbronn, Gaiberg, Heddesbach, Heddesheim, Heiligkreuzsteinach, Helmstadt-Bargen, Hemsbach, Hirschberg, Ilvesheim, Ketsch, Ladenburg, Laudenbach, Lobbach, Malsch, Mauer, Meckesheim, Mühlhausen, Neckarbischofsheim, Neckargemünd, Neidenstein, Nußloch, Oftersheim, Plankstadt, Rauenberg, Reichartshausen, Sandhausen, Schönau, Schönbrunn, Schriesheim, Spechbach, St. Leon Rot, Waigstadt, Walldorf, Wiesenbach, Wilhelmsfeld

### **Hockenheim, Ausländeramt**

Rathausstraße 1, 68766 Hockenheim

Phone: (06205) 21-0

info@hockenheim.de

Responsible for the municipalities Hockenheim, Altlußheim, Neulußheim and Reilingen

Opening hours only available after prior appointment with your personal advisor (depending on the first letter of your surname). More information at

■ [www.hockenheim.de/main/rathaus\\_politik/verwaltung/fachbereiche/ordnungsamt/ausl\\_nderbeh\\_rde](http://www.hockenheim.de/main/rathaus_politik/verwaltung/fachbereiche/ordnungsamt/ausl_nderbeh_rde)

**The Buddy Programme**  
Appendix

**Leimen, Ausländeramt**

Rathausstr. 1-3, 69181 Leimen

Phone: (06224) 70 40

Fax: (06224) 70 42 50

stadt@leimen.de

Opening hours: Mon, Fri 8am-12pm, Tue 8am-12pm and 2.30-6.30pm, Thur 8am-5pm

**Schwetzingen, Ausländerbehörde**

Hebelstraße 1, 68723 Schwetzingen

Phone: (06202) 87 0

Fax: (06202) 87 11 1

Opening hours: Mon, Thu 8am-6pm, Tue 8am-4pm, Wed, Fri 8am-12pm

**Sinsheim, Ausländerbehörde**

Wilhelmstraße 14-18, 74889 Sinsheim

Phone: (07261) 40 40

Fax: (07261) 40 41 65

ordnungsamt@sinsheim.de

Responsible for the municipalities Sinsheim, Angelbachtal and Zuzenhausen

Opening hours: Mon, Tue, Thu, Fri 8am-12pm, Wed 2-5.30pm

**Weinheim, Ausländerbehörde**

Weinheim Galerie 3. OG, Zimmer 308

Dürrestraße 2, 69469 Weinheim

Phone: (06201) 82 22 7

Fax: (06201) 82 50 8

auslaenderbehoerde@weinheim.de

Opening hours: Mon, Tur, Fri 8am-12 pm, Thu 8am-12pm and 2-6pm

**Wiesloch, Ausländerbehörde**

Marktstraße 13, 69168 Wiesloch

Phone: (06222) 8 40

Fax: (06222) 8 43 77

info@wiesloch.de

Responsible for the municipalities Wiesloch and Dielheim

Opening hours: Mon, Fri 8am-12pm, Wed 8am-12pm and 2-6pm

**Mannheim, Ausländerbehörde**

K7, 2. Obergeschoss, 68159 Mannheim

Phone: (0621) 2 93 32 21

Fax: (0621) 2 93 26 24

auslaenderbehoerde@mannheim.de

Opening hours: Mon 8am-2pm, Tue, Wed, Fri 8am-12pm, Thu 8am-6pm

**Ludwigshafen, Ausländerbehörde**

Marienstraße 8, 67063 Ludwigshafen

Phone: (0621) 5 04 32 97

Fax: (0621) 5 90 96 40

aufenthaltsrecht@ludwigshafen.de

■ [www.ludwigshafen.de/buergernah/buergerservice/dienstleistungen-a-z/detail/services-detail/aufenthaltstitel-visum](http://www.ludwigshafen.de/buergernah/buergerservice/dienstleistungen-a-z/detail/services-detail/aufenthaltstitel-visum)

Opening hours: Mon, Tue 2-4pm, Wed 8am-12pm and 2-4 pm

# ADVISING AND CONSULTATION SERVICES OF THE UNIVERSITY AND THE TOWN OF HEIDELBERG

## THE INTERNATIONAL RELATIONS OFFICE

Heidelberg University's International Relations Office is the point of contact for prospective international students, doctoral candidates and visiting scholars.

International students who have been admitted to study at Heidelberg University can contact the International Relations Office for information about studying and living in Heidelberg, assistance with the German Aliens' Law, student administration (enrolling in and changing degree programmes, leaves of absence, exmatriculation etc.) as well as with other questions or issues. The first port of call should be the Service Portal for international students (room 33).

Furthermore, the International Relations Office offers an extensive range of activities during the semester including field trips and relevant cultural events. A specific advisory service for international students also provides individual support for all questions and issues related to studying and living in Heidelberg.

For general information, please go to the Service Portal for prospective students and students (rooms 35 and 33).  
Phone: +49 (0)6221 54-5454, [studium@uni-heidelberg.de](mailto:studium@uni-heidelberg.de)  
Opening hours: Mon - Thu 10am - 4pm / Fri 10am - 2pm

## Responsibilities in the International Relations Office

### Department 7.1: Administrative and Admissions Office for International Students

Phone: (06221) 54-5454 (keine direkte Durchwahl), Fax: (06221) 54-12791  
Office hours: Mo, Tue, Thu, Fr 10am-12pm, Wed 1:30pm-3:30pm

#### Head of department:

Doris Kuhn (room 25) kuhn@zuv.uni-heidelberg.de

#### Rooms 22 - 24: Consultants for enrolled international students

(Responsibility determined by the first letter of the surname)

A – F	H. Okenwa	(room 22)	okenwa@zuv.uni-heidelberg.de
G – L	C. Taomoto Reyes	(room 22)	taomoto@zuv.uni-heidelberg.de
M – R	N. Gökçen	(room 24)	goekcen@zuv.uni-heidelberg.de
S – Z	B. Krampen	(room 24)	krampen@zuv.uni-heidelberg.de

#### Room 27: Academic preparation courses, Master's degree programmes for continuing education, scholarship-holders

Monika Obermeier	obermeier@zuv.uni-heidelberg.de
Dorothee Zimmermann	zimmermann@zuv.uni-heidelberg.de
Kristina Koturic	kristina.koturic@zuv.uni-heidelberg.de
Regina Bender	regina.bender@zuv.uni-heidelberg.de

## **Department 7.2: Guidance and support of international students and scholars**

### **Head of departments; student advisory service, German Academic Exchange Service scholarship-holders**

Ulrike Riedling (room 30), Phone +49 (0)6221 54-12720,

riedling@zuv.uni-heidelberg.de

Office hours: Tue and Thu 10am-12pm, Wed 1:30pm-3:30pm

### **General student advisory service, BIDS programme**

Anna Kloppenburg (room 30), Phone +49 (0)6221 54-12723,

kloppenburg@zuv.uni-heidelberg.de

Office hours: Mon, Fri 10am-12pm, Wed 1:30-3:30pm

### **Guidance and support for students in preparatory courses (Studienkolleg); questions about German Aliens' Law; international student associations**

Gabriele Monzel (room 29), Phone +49 (0)6221 54-12724,

monzel@zuv.uni-heidelberg.de

Office hours: Mo, Tue, Thu, Fr 10am-12pm, Mo, Wed 1:30pm-3:30pm

### **Guidance and support of students in German courses, allowance**

Monika Obermeier (room 29), Phone +49 (0)6221 54-12724,

monika.obermeier@zuv.uni-heidelberg.de

Office hours: Tue 2:30pm-4:30pm

### **Guidance and support of students with a refugee background**

Maria Herting (room 30), Phone +49 (0)6221 54-12722,

maria.herting@zuv.uni-heidelberg.de

Office hours: Mon 2-4pm

### **Field trips**

Tatjana Poletajew (room 33), Phone +49 (0)6221 54-12727,

tatjana.poletajew@zuv.uni-heidelberg.de

Hans Eugen Schauppel (room 33), Phone +49 (0)6221 54-12727,

schauppel@zuv.uni-heidelberg.de

### **Department 7.3: Exchange programmes**

#### **Head of department, Western Europe, Latin America**

Nicole Dorn (room 134), Phone +49 (0) 6221 54-12730,  
dorn@zuv.uni-heidelberg.de

Office hours: Mon-Fri 10am-12pm, Thu 1pm-3pm

#### **USA**

Elisabeth Trnka-Hammel (room 130a), Phone +49 (0)6221 54-12740,  
trnka@zuv.uni-heidelberg.de

Office hours: Mon-Fri 10am-12pm, Thu 1pm-3pm

#### **Asia (excluding China and Taiwan)**

Oliver Ehrhardt (room 127), Phone +49 (0)6221 54-12734,  
oliver.ehrhardt@zuv.uni-heidelberg.de

Office hours: Mon-Thu 10am-12pm, Thu 1pm-3pm

#### **Central and Eastern Europe, Israel, Turkey, Africa**

Katharina Reinhardt (room 124), Phone +49 (0)6221 54-12737,  
katharina.reinhardt@zuv.uni-heidelberg.de

Office hours: Mon-Fri 10am-12pm

#### **China and Taiwan**

Dr. Dietlind Wünsche (room 132), Phone +49 (0)6221 54-12741,  
dietlind.wuensche@zuv.uni-heidelberg.de

Office hours: Mon-Thu 10am-12pm, Thu 1pm-3pm

#### **Canada, Australia, New Zealand**

Doris Treichler (room 126), Phone +49 (0)6221 54-12739,  
treichler@zuv.uni-heidelberg.de

Office hours: Mon - Thu 10am - 12pm

#### **ERASMUS**

Alexandra Braye (room 133), Phone +49 (0)6221 54-12731,  
braye@zuv.uni-heidelberg.de

Office hours: Mon-Fri 8am-12pm, Thu 1pm-3pm

## **CENTRAL STUDENT ADVISORY OFFICE / CAREER SERVICE**

The Central Student Advisory Office is the first point of contact for prospective students of Heidelberg University and surrounding institutes of higher education. You can find out and receive advice about all aspects of university life in one-on-one meetings. The office offers a broad range of informative workshops in which applicants are assisted in their choice of degree programme, and supported during their time at university as well as when they transition from university to their respective careers. The Central Student Advisory Office is an independent advisory service. The main focus is on the students' interests, goals, perspectives and issues.

■ [www.uni-heidelberg.de/studium/kontakt/zsw/index.html](http://www.uni-heidelberg.de/studium/kontakt/zsw/index.html)

## **ADVISOR FOR STUDENTS WITH A DISABILITY OR CHRONIC ILLNESS**

Information and guidance for students with a disability or chronic illness.

■ [www.uni-heidelberg.de/courses/contact/handicap/englindex.html](http://www.uni-heidelberg.de/courses/contact/handicap/englindex.html)

## **ACADEMIC ADVISORS**

Academic advisors can answer content-related questions about your degree programme. In addition, they are the first port of call for all questions related to recognition, examination management and certificates for presentation to administration. Students can also discuss timetables and examination deadlines with the academic advisors.

■ [www.uni-heidelberg.de/studium/kontakt/fachstudberatung.html](http://www.uni-heidelberg.de/studium/kontakt/fachstudberatung.html)

## **STUDENT SERVICES ORGANISATION (STUDIERENDENWERK)**

The Student Services Organisation (Studierendenwerk) Heidelberg is responsible for most halls of residence, social matters, child care and canteens.

■ [www.studierendenwerk.uni-heidelberg.de/en](http://www.studierendenwerk.uni-heidelberg.de/en)

## **CHILDREN AT UNIVERSITY - KIDS**

Students with children can access a broad range of support measures from the university, the student services organisation (Studierendenwerk), the municipality and the federal state.

■ [www.uni-heidelberg.de/studium/imstudium/KidS/index\\_en.html](http://www.uni-heidelberg.de/studium/imstudium/KidS/index_en.html)

## **LEGAL ADVICE**

The student services organisation (Studierendenwerk) offers legal advice to students. Office hours are normally once per week.

■ [www.studierendenwerk.uni-heidelberg.de/en/advice\\_legal](http://www.studierendenwerk.uni-heidelberg.de/en/advice_legal)

## **PSYCHOTHERAPEUTIC COUNSELLING SERVICE (PBS)**

The Psychotherapeutic Counselling Service offers professional and free counselling session for students dealing with a crisis. Counselling sessions are free and strictly confidential.

■ [www.uni-heidelberg.de/studium/beratung/pbs.html](http://www.uni-heidelberg.de/studium/beratung/pbs.html)

## **SOCIAL COUNSELLING**

Social counselling at the Heidelberg student services organisation (Studierendenwerk) is intended as a complement to the Psychotherapeutic Counselling Service, the legal advice service of the Heidelberg student services organisation and the university's student advisory service.

■ [www.studierendenwerk.uni-heidelberg.de/en/advice\\_social\\_counselling](http://www.studierendenwerk.uni-heidelberg.de/en/advice_social_counselling)

## **EQUAL OPPORTUNITIES OFFICE**

The aim of the Equal Opportunities Office is to afford equal opportunities to men and women and enable a better reconciliation of family life and work.

■ [www.uni-heidelberg.de/gleichstellungsbeauftragte/index\\_en.html](http://www.uni-heidelberg.de/gleichstellungsbeauftragte/index_en.html)





