

Freie Universität



Berlin

Info-Service Studium of Freie Universität for Students and Applicants

Katrin Niemann, Academic Advisor
Sarah Hostmann, Student Team Info-Service

20.06.2012

Center for Academic Advising and Psychological Counseling

Info-Service Studium of Freie Universität for Students and Applicants

Agenda

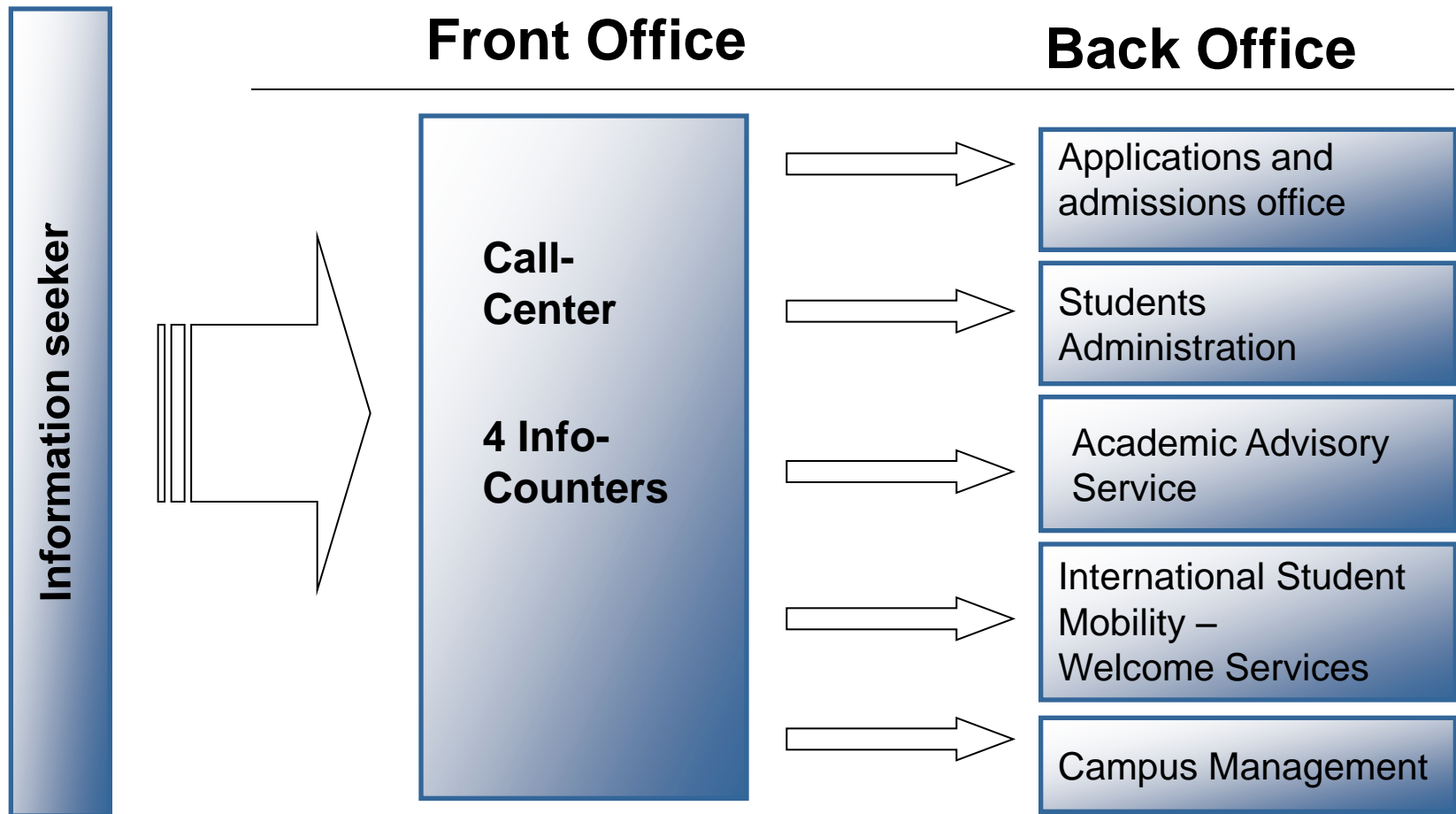
- Info-Service Studium: organization, structure, partners
- Service for outgoings
- Service for incomings, cooperation with Distributed Campus
- Project: FUSS
- Project: ISFU
- Informational events for international students: orientation days, information on Campus Management

Info-Service Studium of Freie Universität for Students and Applicants

Organization

- General office hours: daily Monday to Wednesday, Friday 09.00 - 15.00 and Thursday 09.00-17.00
- Establishment of four info-counters
- Establishment of a joint call-center (telephone and e-mail)
- Establishment of back offices for all departments (personal, e-mail and telephone)
- Front office (counters + call-center): students
- Back office: university employees

Info-Service Studium of Freie Universität for Students and Applicants



Info-Service Studium of Freie Universität for Students and Applicants

The Info-Service Studium handles and answers:

... **90%** of the requests concerning administrative processes.

... **75%** of the requests concerning student information and counseling.

... **60%** of the requests concerning the field of incoming students (because of the high proportion of documents, which are directly forwarded to the back office).

Center for Academic Advising and Psychological Counseling

Brümmerstr. 50, next to International Student Mobility - Welcome Services

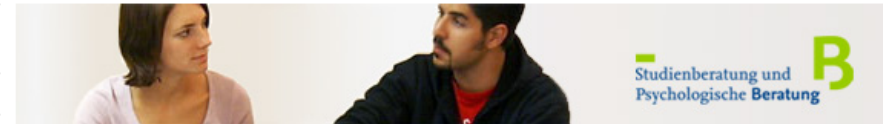
www.fu-berlin.de/en/studienberatung

CENTER FOR ACADEMIC ADVISING AND PSYCHOLOGICAL COUNSELING

Info-Service Studium for

...we can inform you about

- Study programs,
- Content of programs,
- Entry requirements,
- Selection of programs,
- Change of programs and transfer to FU
- All other questions concerning studying at FU



Homepage » Sites » Center for Academic Advising and Psychological Counseling

Welcome!

If you are considering enrolling or are already enrolled in a degree program at Freie Universität Berlin, we can provide



- Problems with academic writing?
- Difficulties to talk in courses?
- Exam nerves?
- Home sickness?

The counselors are there to assist you.
They are bound to professional discretion.

FUSS – Freie Universität Students and Schools

www.fu-berlin.de/en/sites/studienberatung/info-service/FUSS

Informational events held by students of Freie Universität for pupils and students (in German and English)

- Application process and admissions
- How does an academic program “work”?
- What is everyday life at the university like?
- Available academic programs and possible combinations



www.fu-berlin.de/en/sites/studienberatung/info-service/ISFU

CENTER FOR ACADEMIC ADVISING AND COUNSELING SERVICE

Info-Service of Freie
Universität for ...

ISFU - International students at
FU



Homepage » ... » Center for Academic Advising ... » Info-Service of Freie ... » ISFU - International students at FU

ISFU – International students at FU

The project "**ISFU - International students at FU**" has been conceptualized by the Center for Academic Advising and Counseling Service of Freie Universität Berlin and offers advisory service for international applicants and students. "**ISFU**" organizes and offers informative events regarding different topics:

- Application and Admission
- Beginning of studies at Freie Universität Berlin
- Academic curriculum, credit requirements, and completion of studies



International Students
Source: David Ausserhofer

- Chat
- Mailing list
- Information online (links)
- Orientation days
- Informative events concerning:
 - Academic research and writing
 - Studies and work
 - Application and admission

First contact via Info-Service Studium

Orientierungstage für internationale Studierende an der Freien Universität Berlin

Orientation Days for international Students

Dienstag, 3. April 2012

Austauschstudierende / Exchange students (Deutsch / English), Hörsaal 1a

14.00 Uhr Wie immatrikuliere ich mich als Austauschstudent? / *How to enroll as an exchange student?*

16.00 Uhr Anmeldung zum Deutschenprüfungstest / *Registration for the German language placement test*

Veranstaltungsort / Location:

Habelschwerdter Allee 45 „Rost- und Silberlaube“,
14195 Berlin (U Thielplatz)

Mittwoch, 4. April 2012

Austauschstudierende und Internationale Studierende / Exchange students and degree seeking students (Deutsch / English), Hörsaal 1a/1b

10.00 Uhr - Eröffnung der Orientierungstage / *Opening session*

- Begrüßung durch das Präsidium der Freien Universität Berlin / *Welcome address by the Executive Office of FU Berlin*

- Vorstellung des Internationalen Clubs der FU Berlin / *Presentation of the General Student Council*

- Vorstellung des Allgemeinen Studierendenausschusses der FU Berlin / *Presentation of the Student Union*

- E-Mail, Internet und PC-Nutzung an der FU Berlin, Zentraleinrichtung für Datenverarbeitung (ZEDAT) / *Introduction to IT use at FU Berlin (ZEDAT)*

Austauschstudierende und Internationale Studierende / Exchange students and degree seeking students

11.00 Uhr Kaffeepause / Anmeldung zur Bootsfahrt
coffee break / Registration for the boat trip

Austauschstudierende / Exchange students (Deutsch / English), Hörsaal 1a

11.30 Uhr - Studienplanung und Campus Management

organizing the class schedule and registering for classes

- ECTS-Punkte / Transcripts / *ECTS points / transcripts*

- Besondere Lehrveranstaltungen für Austauschstudierende

Special classes for exchange students

Internationale Studierende (Deutsch), Hörsaal 2

11.30 Uhr - Aufbau des Studiums

- Stundenplan

- Studienorganisation

- Campus Management

- Beratung

International degree seeking students (English), lecture room L 115

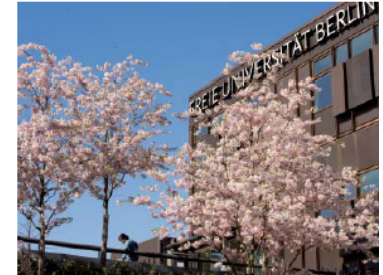
11.30 Uhr - program structure

- class schedule

- organization of studies

- Campus Management

- counseling service



Exchange students



International degree
seeking students
(German)

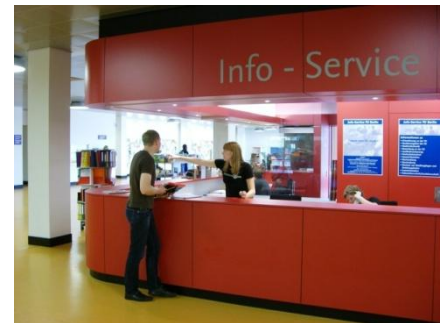


International degree
seeking students
(English)

Info-Service student team

Qualifications

- Sufficient English skills
- Close to fellow students
- Sensitivity: “the question behind the question”, emotional intelligence
- Intensive training before and on the job, regular team meetings with back office partners
- Thorough knowledge concerning structure, organization and student life of Freie Universität



Freie Universität



Berlin

Thank you for your attention

828 177 requests, 627 per day.

Anfragen 1.6.2005-31.5.2010

gesamt 828 177

E-Mail 210 000

persönlich 260 000

telefonisch 350 000

