



**Copenhagen
Business School**
HANDELSHØJSKOLEN

A blurred, high-angle photograph of a busy school hallway. A prominent blue archway spans across the middle of the frame. Several people, including students and staff, are walking through the hallway, their figures blurred due to motion. The floor is light-colored, and the walls are a neutral tone. The overall atmosphere is one of a dynamic, active educational environment.

Copenhagen Business School

Offline Services for exchange students at CBS



Personal presentation

- Employed at the International Office, Copenhagen Business School, since June 2006
- Has personal experience from being an exchange student in Siena, Italy.
- Takes care of everything related to general enrollment, courses and exams for inbound exchange students
- Part of a team of four academic advisors. Two undergraduate advisors and two graduate advisors.



Structure of presentation

- Very brief introduction to Copenhagen Business School (CBS)
- Presentation of our office and how it is organized
- Presentation of our exchange students in numbers and percentages
- Presentation of our approach to offline services regarding academic matters: course enrollment, study culture, exam types etc.
- Presentation of our "buddy" programme: Our way of welcoming and integrating the exchange students
- Presentation of our exchange social programme: Welcome arrangements and social arrangements during the semester.



Copenhagen Business School

- Founded in 1917
- Completely independent of the University of Copenhagen
- 17,000 students, of which 3,431 are international students
- Specialized business university – in a broad sense of the term
- We offer business and management educations ”with a twist”, for instance business studies combined with languages, law, politics and culture and sociology. We also have study programmes focusing on certain areas, such as Japan, China and the United States.
- Internationalization is part of our strategy



Presentation of the International Office

- 21 full time employees divided into five teams
- Inbound team (courses and exams)
- Housing team
- Outbound team
- Summer University team
- CEMS and Double Degree team
- Exchange social programme – run entirely by student assistants



Exchange students in numbers and %

- 1200 per year: around 700 in the autumn / Winter semester and around 500 in the spring /summer semester
- Around 60 percent of our students are undergraduates, whereas 40 percent are graduates
- We are a business university, so most of our exchange students study business and economics but a few are law or language students.
- Around 60 percent of the students are Europeans, whereas 40 percent are non-Europeans
- In recent years we have welcomed an ever increasing number of exchange students from Asian countries.
- We have just over 300 student exchange partners worldwide



Offline services: courses and academic advising, official details

- online course registration prior to arrival– but ”offline” individual help in case of special requests or problems.
- After arrival: Course changes, presentation about study culture, exam types etc. Face-to face meeting with students in our offices.
- We are flexible in that we allow the students to sign up for courses from many different study programs.
- Facilitation of contact to local authorities: Visit from the officials to receive residence permit applications from Europeans.
- We make arrangements to help students open a bank account



Offline services: Courses (continued)

- Towards the exam period we remind the students about all the important exam rules, in particular the rules about plagiarism.
- During the rest of the semester we help them whenever they need some information they cannot find or if they have two exams at the same time – which is the drawback of having access to courses from many departments. We find solutions to that problem.
- After the semester has ended we issue transcripts to the student and help administer individual retake exams, if need be.
- Communicating carefully is extremely important. We aim to issue the right information at the right time, wording our emails very carefully, giving the students the right amount of information: not too much and not too little.



BUDDY PROGRAM

- First program for exchange students to be created at CBS
- Late 1990's:
 - 2 student coordinators
 - Mostly got their friends to sign up
- 2012:
 - Still 2-3 student coordinators
 - Approximately 800 Buddies per year
 - Partly automatized, but mainly manually matched
 - Developed over time by the student coordinators



EXCHANGE SOCIAL PROGRAM

- Essential for integration of exchange students
- The quality/success of the program depends on:
 - Student coordinators
 - Volunteers
- 2012:
 - 4 student coordinators
 - Managing 50 volunteers per semester
 - 700/500 incoming exchange students (Autumn/Spring)
 - Excellent motivators
 - Extremely creative – get to carry out most of their ideas



STRENGTHS AND CHALLENGES

- Too many students?
 - Reaching a level which is creating many restraints
- Cutting back = Loss of brand value
- Programs cannot be run without volunteers
 - Value of volunteer work through the International Office exceeds 140,000 EURO!
 - Buddies: approx. 5 hours * 120 kr./hour = 420,000 kr.
 - ESP Crew: approx. 50 hours * 120 kr./hour = 600,000 kr.
- Most semesters we have excellent student coordinator teams
 - When we are not so lucky, full time staff has to take over some tasks



JOB DESCRIPTION: student assistants

- **Student assistants at the CBS International Office**
- **4 ESP Coordinators**
- **15 hours in average pr. week**
- **Responsibilities**
 - Planning and execution of the Exchange Social Program
 - Negotiating with various suppliers and external partners
 - Creating promotion material
 - Pricing
 - Making budgets and accounts
 - Evaluating
 - Recruiting, motivating and leading the volunteers
 - Planning and conducting team-building events for the volunteers



EXCHANGE SOCIAL PROGRAM

- **A social/cultural program offered each semester to all the incoming exchange students**
- **Purpose**
 - To ease the integration process for the exchange students
 - To help them build a social network
 - To introduce them to Danish culture, Copenhagen and CBS
- **Financed solely by users' fee except for the salary of the ESP Coordinators**



INTRODUCTION WEEKS

- **Crash Course Week**
 - A social/cultural evening activity program
 - Two weeks before the semester begins
 - A supplement to a Danish language course offered during the daytime
 - A package deal
 - Price: 350 DKK (45 EUR)
 - 25-30 percent of the exchange students purchase the package
 - 119 participants (Spring, 2012)
 - 150 expected participants (Fall, 2012)



INTRODUCTION WEEKS

- **Introduction Week**
 - A social/cultural evening activity program
 - One week before the semester begins
 - A supplement to the mandatory and free daytime activities (e.g. a campus tour, a city tour and a library presentation)
 - A package deal
 - Price: 450 DKK (60 EUR)
 - 80-85 percent of the exchange students purchase the package
 - 388 participants (Spring, 2012)
 - 550 expected participants (Fall, 2012)
 - Marketed one month prior to arrival via e-mail



MEET 'N' MINGLE



This will be a unique opportunity for you to get to know your fellow exchange students. This event is an organized form of "meet and mingle" which focuses on meeting a lot of people in a short period of time. You will have a face-to-face conversation with one person and move on to another when a signal is given. Each meeting will last for five minutes.

TIME: 19:00 – 22:00

LOCATION: Ovnhallen
Porcelæns haven 24
2000 Frederiksberg

DIRECTIONS: Take the metro to Fasanvej Station. Take a left onto Nordre Fasanvej (400 meters) until you reach Porcelæns haven on your left.

REMINDER: Soda and snacks will be provided.





DANISH FOLK DANCING

Time after time, Danish Folk Dancing is the event that gets the best feedback. Most of the dances are from around 1780-1880, and were originally danced by farmers and poor people. A professional folk dance group will teach you the steps accompanied by live music.



- TIME:** 19:00 – 21:00
- LOCATION:** Frederiksberg Gymnasium
Falkoner Plads 2
2000 Frederiksberg
- DIRECTIONS:** Take the metro to Frederiksberg Station. Take a left onto Falkoner Plads (25 meters) until you reach Frederiksberg Gymnasium on your left.
- REMINDER:** Beverages can be purchased at very reasonable prices. Please bring cash.

PARK PARTY

After the dancing lessons a party has been arranged for you at the night club Park. Park is located in the area of Copenhagen called Østerbro. The club is exclusively reserved for the Introduction Week Social Package participants.



- TIME:** 22:00 – 03:00
- LOCATION:** Park
Østerbrogade 79
2100 København Ø.
- DIRECTIONS:** Take the metro to Nørreport Station. Take bus number 14 (final stop Klampenborg Station). Get off at Gustav Adolfs Gade (fifth stop).
- REMINDER:** There will be free admission from 22:00 until 23:00. There will be student friendly prices in the bar all night.





NATIONAL GALLERY



The National Gallery is Denmark's pre-eminent museum of art. The museum offers a rich and varied selection of works from art history – dating from the early Renaissance to contemporary art. Your visit will begin with an exclusive presentation of the major features in Danish art history and the current trends, whereafter you will have time to explore the collections on your own.

TIME: 17:00 – 20:00

LOCATION: The National Gallery
Sølgade 48-50
1307 København K

DIRECTIONS: Take the metro to Nørreport Station. Take a left onto Nørre Voldgade /Øster Voldgade (800 meters) until you reach Sølgade. Take a left onto Sølgade (50 meters) until you reach the National Gallery on your right.

REMINDER: Please bring a 10 DKK coin if you want a locker for your belongings. Photography is permitted





V.I.P. PARTY

After the Buddy Dinners, a party has been arranged for you at one of the most popular and exclusive night clubs in Copenhagen *Karel van Mander*. *Karel van Mander* is located in the heart of Copenhagen close to Kgs. Nytorv. Throughout the night there will be various types of entertainment. The V.I.P. lounge is exclusively reserved for the Introduction Week Social Package participants.



TIME: 22:00 – 05:00

LOCATION: Karel van Mander
Lille Kongensgade 16
1074 København K.



DIRECTIONS: Take the metro to Kgs. Nytorv Station. Take a left onto Lille Kongensgade (100 meters) until you reach Karel van Mander on your right.

REMINDER: There will be free entrance from 22:00 until 24:00 and a welcome drink for the first 100 to arrive. There will be very student friendly prices in the bar all night.

K A R E L
van Mander

MOVIE NIGHT

This will be a relaxing evening with a great Danish movie with English subtitles. The comedy *Blinkende Lygter* (Flickering Lights) from 2000 will be shown. Torkild is the head of a small gang, pulling small jobs for a gangster known as the "Eskimo". After his 40th birthday and a botched heist involving 4 million kr, Torkild and his gang are forced to hide out in an abandoned inn in the middle of nowhere. The gang has to wait only until Peter, who was shot, is well enough to travel, so they can continue on to Barcelona. But after meeting some of the locals and finding moments of peace in this secluded hideaway, Torkild convinces the rest of the gang that staying put may be the future for which they are all looking. The gang uses the money to buy the inn and renovate it, making it into a restaurant. However they cannot avoid getting caught up by their pasts



TIME: 20:00 – 22:30

LOCATION: SPs01
Solbjerg Plads 3
2000 Frederiksberg

DIRECTIONS: Take the metro to Frederiksberg Station. Take a right onto Solbjerg Plads (25 meters).

REMINDER: Soda and popcorn will be provided.





WELCOME DINNER



The formal welcome dinner is the big finale of the two introductory weeks. This will be the warmest winter party you have ever seen. A welcome drink and a delicious three-course menu will be served. After the dinner the amazing band *Funky Business* will start the party, whereafter a DJ will take over. This will be an unforgettable night.

TIME: 18:00 – 02:00

LOCATION: Ovnhallen
Porcelænsghaven 24
2000 Frederiksberg



DIRECTIONS: Take the metro to Fasanvej Station. Take a left onto Nordre Fasanvej (400 meters) until you reach Porcelænsghaven on your left.

REMINDER: Beverages can be purchased at very reasonable prices. Please bring cash. As it is a formal dinner please dress accordingly. There will be entrance from 18:00 until 19:00.





WEEKEND TRIPS

- **Berlin Trip**
 - Friday-Sunday
 - 100 tickets available
 - First-come, first-served
 - Price: 1.500 DKK (200 EUR)
 - Marketed one month prior to arrival via e-mail
- **Oslo Cruise**
 - Friday-Sunday
 - 145 tickets available
 - First-come, first-served
 - Price: 1.500 DKK (200 EUR)
 - Marketed one month prior to arrival via e-mail



OSLO CRUISE

MARCH 2 – MARCH 4



Enjoy a three day mini-cruise to the beautiful capital of Norway together with your fellow exchange students!

We will be leaving Copenhagen Friday March 2 in the afternoon and be back Sunday March 4 in the morning. You will be staying in 4 persons Seaways Class Cabin with an en-suite toilet/shower and air conditioning.

Upon arrival in Oslo Saturday morning, you will have all day to explore this intriguing maritime city, with its bustling center and beautiful natural surroundings.

On board the cruise ship you will experience high standard and comfort, while you are enjoying a delicious meal in one of the nice restaurants, dancing the night away in the nightclubs, going for a swim in the pool/jacuzzi area or watching a movie in the on board theatre.

If you purchase the trip you will receive more detailed information when we get closer to the departure.



WHAT IS INCLUDED:

- ✓ TWO NIGHTS IN A 4 PERSONS SEAWAYS CLASS CABIN
- ✓ DELICIOUS THREE-COURSE-MENU INCLUDING A WINE MENU AT THE RESTAURANT THE BLUE RIBAND
- ✓ TWO BREAKFAST BUFFETS AT THE RESTAURANT SEVEN SEAS
- ✓ TWO HOUR GUIDED TOUR IN OSLO
- ✓ DINNER BUFFET INCLUDING ONE GLASS OF SODA, WINE OR BEER AT THE RESTAURANT SEVEN SEAS.
- ✓ LUNCH BAG IN OSLO

LIMITED SEATS!



BERLIN TRIP

APRIL 20 – APRIL 22



With its historical buildings, lively culture and energetic atmosphere, the German capital is one of Europe's most fascinating cities!

We will be leaving Copenhagen by bus Friday April 20 early in the morning and be back Sunday April 22 in the evening. You will be staying at Hotel Seifer*** which is located within a short distance of the legendary boulevard Kurfürstendamm.

After the arrival Friday afternoon we will have dinner in a very alternative restaurant named White Trash. Thereafter, you will have free time to explore the Berlin nightlife on your own.

On Saturday you will get the opportunity to explore the city. First on a three hour guided tour to visit the most famous sights, then on your own. In the night time we will go to one of the most popular night clubs in Berlin, Cascade.

Before going back to Copenhagen on Sunday we will visit the Sachsenhausen Memorial which was the nerve center of the Nazi concentration camp system.

If you purchase the trip you will receive more detailed information when we get closer to the departure.



WHAT IS INCLUDED:

- ✓ TRANSPORTATION BY BUS
- ✓ TWO NIGHTS AT HOTEL SEIFERT***
- ✓ TWO BREAKFAST BUFFETS AT HOTEL SEIFERT
- ✓ TWO LUNCH BAGS FROM CAFÉ AROMA
- ✓ THREE COURSE MENU AT THE RESTAURANT WHITE TRASH
- ✓ THREE HOUR GUIDED TOUR IN BERLIN
- ✓ TWO HOUR GUIDED TOUR AT THE SACHSENHAUSEN MEMORIAL
- ✓ FREE ENTRANCE TO THE NIGHT CLUB CASCADE
- ✓ TWO METRO TICKETS

LIMITED SEATS!





SEMESTER ACTIVITIES

- **Semester Activities**
 - Social-, cultural-, sports- and business activities
 - Offered to all exchange students
 - Free of charge
 - Limited seats
 - First-come, first-served
 - Marketed via the monthly ESP Newsletter
- **Language Partner Program (LPP)**
 - A reciprocal, extra-curricular language program
 - Offered to all CBS students
 - Free of charge
 - 2 Language Cafés during the semester
 - Marketed via posters, flyers and the monthly ESP Newsletter



Current challenges, offline services

- **Courses: due to higher intake of students to degree programmes some departments are becoming tight about the courses available to exchange students. We aim to keep access to as many courses as possible for the exchange students.**
- **Presently the exam dates are announced too late for the exchange students. We aim to influence the departments to change this.**
- **Necessary official details: Residence permit application complications due to introduction of biometric requirements. At top level CBS and other Danish universities are working to alleviate the impact of the legislation about biometrics.**
- **ESP: Too many students? Not enough venues to accommodate everyone.**