



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 "meel 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

Porcelænshaven 24 2000 Frederiksberg

DIRECTIONS: Take the metro to Fasanvej Station. Take

a left onto Nordre Fasanvej (400 meters) until you reach Porcelænshaven on your

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JANUARY

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.

Beverages can be purchased at very REMINDER:

reasonable prices. Please bring cash.

PARK PARTY

TUESDAY

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JANUARY

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 Osterbro. 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

TUESDAY 24

JANUARY

(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.



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NATIONAL GALLERY

The National Gallery is Denmark's preeminent 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

Sølvgade 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 Sølvgade. Take a left onto Sølvgade (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



WEDNESDAY







Copenhagen **Business School HANDELSHØJSKOLEN**

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 Kas.

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. Nytory Station.

Take a left onto Lille Kongensgade (100 meters) until you reach Karel van Mander

THURSDAY

26

JANUARY

on you 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.



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 conveniences 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 restaurant. However they cannot avoid getting caught up by their pasts.

20:00 - 22:30 TIME:

LOCATION: SPs01

> Solbjerg Plads 3 2000 Frederiksberg

DIRECTIONS: Take the metro to Frederiksberg Station.

Take a right onto Solbjerg Plads (25

meters).

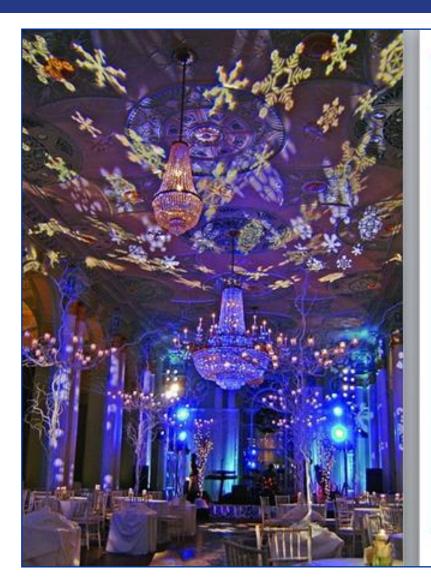
REMINDER: Soda and popcorn will be provided.



FRIDAY

JANUARY





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

Porcelænshaven 24

2000 Frederiksberg

DIRECTIONS: Take the metro to Fasanvej Station. Take

a left onto Nordre Fasanvej (400 meters) until you reach Porcelænshaven on your

SATURDAY

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

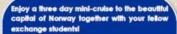
- Friday-Sunday
- 145 tickets available
- First-come, first-served
- Price: 1.500 DKK (200 EUR)
- Marketed one month prior to arrival via e-mail



Copenhagen
Business School
HANDELSHØISKOLEN



MARCH 2 - MARCH 4



We will be leaving Copenhagen Friday March 2 in the affernoon and be back Sunday March 4 in the morning. You will be staying in 4 persons Seaways Class Cabin with an en-sulte tollet/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 beautitul 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 nightcubs, 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



BERLIN TRIP

APRIL 20 - APRIL 22

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

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

After the anival friday afternoon we will have dinner in a very alternative restaurant named White Trash. Thereafter, you will have tree time to explore the Berlin nightlile on your

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

Sefore going back to Copenhagen on Sunday we will visit the Sachenhausen 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 SACHENHAUSEN MEMORIAL
- ✓ FREE ENTRANCE TO THE NIGHT
 CLUB CASCADE
- ✓ TWO METRO TICKETS



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



NEWSLETTER

MARCH

Dear exchange students,

Welcome to the March edition of the ESP Newsletter!

In this month we would like to invite you to the two ESP Semester Activities National Bank and Fastelavns Party. Furthermore the Language Partner Program will have its $2^{\rm nd}$ Language Café. These activities are all tree and available

For those of you, who have tickets, please remember the Parliament Tour on March 5 and the Handball Match on March 21.

Have a great month!

Best Regards,

Carlotta, Lasse, Mathias & Tilde **Exchange Social Program Coordin**



The Opera House, the Old Stage and the Royal Danish Playhouse opens its doors to a wide choice of free fover events.

Enjoy free artistic experiences in a relaxed and informal atmosphere, including literary salons, chamber concerts, singing, juzz brunch, and afternoon tea. Indulge in coffee and cakes in the historic surroundings of the Old Stage. Or enjoy a glass of wine and a snack in the spectacular Opera House foyer—and how about a designer cocktail at the Royal Dunish Playhouse with its stunning harbour views?

Opera House/ Old Stage
The foyer is open prior to opera performances on all Fridays,
Saturdays and Sundays.

Royal Danish Playhouse The foyer is open Monday-Saturday 10000-23:00 and Sundays 10:00-18:00 (October-May only open on Sundays prior to performances at the Main Stage).

Use the link below for free events at all three venues of the Royal Danish Theatre (the event list is constantly updated and subject to change). There is free admission to all events listed.



a Language Pal The CBS Language Partner Program

DO NOT MISS OUT on the 2nd Language Café. is going to be a night where you will meet people from all over the world and where you will have the opportunity of exchanging an raming new languages. The Café will end with an international Party. so join us for a night of international fun. Please sign-up via the acebook link in the bottom

Friday, March 23

18:00 - 01:00

ECO BAR at Dalgas Have Dalgas Have 15 2000 frederiksberg

HAVESDAY

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MARCH

http://www.facebook.com/events/245843495501580/

FASTELAVNS PARTY

LOCATION:

After the Buddy Dinner 2.0 an amazing Fastelayns Party has been arranged for you at the night club Rosie McGee's, Fastelayn is a Danish celebration and is often referred

to as the Nordic Halloween because people dress up. So find a costume and dress up. There will be attractive prizes for the best costumes.

22:00 - 04:00

LOCATION:

REMINDER:

Rosie McGee's Vesterbrogade 2A

1620 Kebenhayn V.

DIRECTIONS: Take the metro to Norreport Station and then the S-Tog. Get off at Kobenhavn H. and exit via Bernstoffsgade. Make a left onto Bernstoffsgode (250 meters) until you reach Vesterbrogade. Make a right (200 meters) until you reach Rose McGee's on vour left.

> There will be free admission from 22:00 until 23:00. There will be student friendly prices in the bar all night. Please bring ID.





DANISH DESIGN CENTRE

The Danish Design Centre, designed by internationally accidened Danish architect tenning Larsen, opened its doors to the public in 2000. The centre houses two permanent exhibitions and also features a number of changing special whibitions. The beautiful glass facades and the elegant simplicity of the building are halimarks of nning Larsen's architecture.

t DDC's Café Dansk, delicate "smerrebred" ac nand in hand with sustainable furniture designs. The terior was outfitted by design firm SPACE and the New Nordic menu was designed in cooperation with renowned Danish chef Calus Meyers. In ince, the alm has been to create a modern and intimate space for discriminate midday snackers and business-lunchers alike.

The DDC Shop offers a wide choice of Danish and candinavian designs, ranging from timeless classic to cutting-edge contemporary. "Iravel Light" is a special design series teaturing compact, lightweight designs ideal for easy, hassie-free ravel. The DDC Shop also has an excellent range of Danish and International books on design and

Danish Design Centre is located at H.C. Andersens Boulevard 27, 1553 København V. Opening hours: 10:00 – 17:00 (Mon to Fri), Wednesday 10:00 – 19:00.

BUDDY DINNER 2.0

THURSDAY, MARCH 29

PRIDAY

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MARCH

NATIONAL BANK

Danmarks Naffonalbank is Denmark's central bank, its main functions are to conduct monetary and exchange-rate policy to keep the Danish krone stable against the

euro, and to produce the Danish currency. The Nationalbank building is located in the heart of Copenhagen and is designed by the famous Danish architect Ame Jacobsen. On this one and half hour visit you will get a unique opportunity to learn about the Danish monetary policy, what the central banks tasks are and what role it plays in the society. The visit is exclusively arranged for the ESP.

LOCATION: Denmarks National Bank

Havnegade 5 (in front of the glass doors) 1093 Kobenhavn K.

DIRECTIONS: Take the metro to Kgs. Nytory Station. Take a right onto Kas. Nytov (200 meters). Continue straight onto Niels Jules Gade (200 meters) until you reach Havnegade. Take a right (50 meters) until you reach the National Bank on your right.

REMINDER: The event is tree. Tickets can exclusively be picked up at the ESP Coordinators office on Wednesday March 21 from 11:00 until 14:00. There are limited seats, so it is first-come, first-served





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.