

## Questions? We have the answers!

### TABLE OF CONTENTS

<b>BEFORE YOUR ARRIVE</b> .....	2
Should I contact the <i>Auslandsbüro</i> (International Office of the Faculty of Economics and Business Administration) or the central <i>International Office</i> ?.....	2
I have a question on my visa/residence permit. Who should I contact?.....	2
I need help for finding an accommodation. What can I do?.....	2
What are the important semester dates? .....	2
What is a Learning Agreement (LA)? .....	3
Which courses can I select?.....	3
Where can I find courses held in English? .....	3
Several dates are listed in the course description. Should I attend all classes?.....	4
What do the German abbreviations/terms in the course catalogue mean? .....	4
Are there German classes for beginners? .....	4
Are there German classes on an advanced level?.....	4
Are there other language courses?.....	4
How do I register for courses at Goethe University? .....	4
How can I become part of the SSIX Buddy Programme of the Faculty of Economics and Business Administration? .....	5
<b>UPON ARRIVAL</b> .....	5
What is my Goethe Card?.....	5
What is my <i>Matrikelnummer</i> ? .....	5
What is my <i>HRZ</i> account? .....	5
What is my library account? .....	5
Where can I copy, print and scan?.....	5
Can I switch classes? .....	6
Can I modify my Learning Agreement?.....	6
What is QIS?.....	6
What is OLAT? .....	6
<b>EXAMS</b> .....	6
How do I register for exams? .....	6
Until when do I have to register for exams?.....	6
How do I know that my registration was successful? .....	7
How do I know when and where my exams take place?.....	7
I have to leave before some/all of my desired exams take place. What should I do? .....	7

I want to withdraw from one of my/several exams. How does it work? .....	7
I intend to take exams at another faculty. What do I have to keep in mind?.....	8
<b>AFTER YOUR EXAMS</b> .....	8
How do I know my grades? .....	8
Can I review my exam after receiving the grade? .....	8
I have not passed an exam. What should I do?.....	8
How long do I have to stay in Frankfurt after my last exam? .....	8
How do I receive my Transcript of Records? What do I have to do? .....	8
How do I withdraw from university? .....	9
I stay for a second semester. What do I have to keep in mind?.....	9

## BEFORE YOUR ARRIVE

Should I contact the *Auslandsbüro* (International Office of the Faculty of Economics and Business Administration) or the central *International Office*?

There are **two International Offices** you will be in touch with.

One is ours, the Faculty's, the *Auslandsbüro*. We are in charge of all issues related to studying Economics/BA, and we can help you with questions on studying conditions, selecting courses, Learning Agreements, exam registration, grading and your transcript (and many other issues). We can also provide/sign confirmations you might need. Get in touch with [befas@wiwi.uni-frankfurt.de](mailto:befas@wiwi.uni-frankfurt.de).

The other one is the University's central International Office (IO), which is in charge of the administrative part of your stay, such as the application process, admissions (Letter of Admission, accommodation and enrolment. You can contact Ms Julia Freier via [incoming@uni-frankfurt.de](mailto:incoming@uni-frankfurt.de).

**I have a question on my visa/residence permit. Who should I contact?**

For all questions on your visa or residence permit, please contact the German embassy/consulate(s) in your home country. Please note that the university cannot provide you with detailed information.

**I need help for finding an accommodation. What can I do?**

You can have a look at our [homepage](#) for some links and hints for how to find housing. If you have applied for student accommodation and have questions on that, please contact Ms Julia Freier from the *International Office*.

**What are the important semester dates?**

You can find the semester dates [here](#). Classes are held during the lecture period. Only the preparatory German intensive course takes place in the month before the lecture period begins. The examination period always takes place in the three weeks after the end of the lecture period. After your last exam, your physical attendance is not required.

### What is a Learning Agreement (LA)?

The LA is an agreement between you, your home university and Goethe University; it is an EU requirement for students of the Erasmus+ programme. Usually, the LA will be provided by your home university. Besides contact information, it contains tables in which you can fill in the courses you plan to attend in Frankfurt.

We do not have a deadline until when the LA should be signed by us. If you fill it in before the new course catalogue is available (late June for winter, late January for summer), you can refer to the corresponding previous term (e.g. for winter term 2018/19 refer to winter term 2017/18; for summer term 2018 refer to summer term 2017). The offer will vary, but many courses will be available again. Since you can modify your LA upon arrival, we recommend not submitting any changed LAs before your mobility begins.

**Please note that the LA is neither a *guarantee* that you will be able to do all courses (holds in particular for courses with a restricted number of participants) nor a *registration*.**

If you are a non-Erasmus+ guest student, you do not need to fill in a LA. If your home university requires you to have your courses confirmed, you are welcome to get in touch with us via e-mail.

### Which courses can I select?

There is a detailed [list](#) of available courses both in German and in English. You can furthermore find information on eligibility and the different types of courses [here](#).

#### a) Can I select courses that are not on the course list?

As far as we are concerned, you are welcome to take modules from other faculties, German courses, etc. Please check the conditions of participation with the respective faculty.

#### b) I'm an undergraduate student. Am I allowed to attend courses from a Master's program?

As an exchange student, you are generally allowed to attend both Bachelor's and Master's courses. If you are an undergraduate student, please send the corresponding lecturer an email asking if you may attend their class, though.

Please note that *seminars* on the Master's level are not recommended for undergraduate students. This also holds for courses from the GSEFM, i.e. from the Ph.D. or MSQ programmes. Seminars are very different from lectures in terms of structure and demand and they present a special challenge for students (on Master's level in particular). You should only opt for a seminar if you have already gathered deeper knowledge of the subject of the course and if your knowledge of the English/German language is very good.

#### c) How many courses should I select?

The regular workload consists of 30 Credit points. That corresponds to a number of four to six modules. You are free to do more or less, if you wish. Please make sure you meet with your home university's requirements.

### Where can I find courses held in English?

There is a whole section of courses in English in the [list of courses](#). If you want to find out about modules from other faculties, please use the [search engine](#) in the general course catalogue.

### Several dates are listed in the course description. Should I attend all classes?

That depends; there are two cases.

- 1) **Dates/Times/Location Group: [no name]**  
→ In this case, you should attend classes at all dates given below. It means that the sessions will have different contents: there will be lectures, tutorials and/ or exercise sessions. [Example](#).
- 2) **Dates/Times/Location Group: Gruppe 1/Gruppe 2**  
→ In this case, you can choose between attending all sessions for Gruppe 1 or Gruppe 2. The contents will be identical. [Example](#).

### What do the German abbreviations/terms in the course catalogue mean?

#### 1) Type of course:

Vorlesung mit Übung:	lecture with exercise
Blockseminar:	compact seminar

#### 2) Frequency:

Woch (wöchentlich):	weekly
GerWoch (gerade Wochen):	even weeks
UngerWoch (ungerade Wochen):	uneven/odd weeks
Einzel:	individual date
Block:	more than one day in a row (dates given in “Duration“)

Please note that even/uneven refers to the [week number](#).

### Are there German classes for beginners?

Not at university. If you wish to learn German without prior knowledge, check [here](#) for links to other institutions, which provide German classes. Additionally, you can have a look at the [programme](#) of the *Volkshochschule* (an institution that offers a variety of courses of all kind for adult people).

### Are there German classes on an advanced level?

The [Internationales Studienzentrums](#) (ISZ) organises intensive courses from B1 level on. They take place in September/ March right before your semester abroad begins. You can register for them during the general application process with the International Office.

There are also German courses during the semester. [Here](#) you can find the current offer. For more information get in touch with [deutsch-im-studium@uni-frankfurt.de](mailto:deutsch-im-studium@uni-frankfurt.de).

### Are there other language courses?

There are “Foreign Languages for Economists” courses in English, French, Spanish and Chinese at the faculty. For more information see [here](#).

### How do I register for courses at Goethe University?

In most cases, you do not need to register for *attending* courses at the Faculty of Economics and Business Administration (while for taking exams you do register!).

**Seminars and capacity-constrained courses** mostly require a course registration in addition to the exam registration. You will do the course registration and exam registration at the same time using the *Auslandsbüro*'s registration form, which needs to be handed in at the

*Examination Office* within the corresponding deadline (cf. [How do I register for exams](#)). Some lecturers require you to additionally send them an e-mail beforehand. Please check the course information on [QIS](#) carefully!

Before choosing these courses, we would like to raise your awareness for the fact that seminars are very different from lectures in terms of structure and demand, and that they present a special challenge for the students. You should only opt for a seminar if you have already gathered deeper knowledge of the subject of the course and if your knowledge of the English/German language is very good. In general, we therefore recommend concentrating on lectures.

These courses also have limited number of places, which means that we are not able to guarantee you a space. Please keep this in mind when choosing your courses and have an alternative in mind.

### How can I become part of the SSIX Buddy Programme of the Faculty of Economics and Business Administration?

A buddy will be allocated to you automatically. He/she will get in touch with you via email in September for autumn arrivals/in March for summer arrivals.

Please note that there is a university-wide Buddy programme offered by the *International Office*. It is equivalent to our Buddy programme so that you do not need to take part in both.

## UPON ARRIVAL

### What is my Goethe Card?

Your Goethe Card is your student ID card. You can use it for library services (borrowing books and printing), the canteens/cafeterias, and it serves as your ticket for public transport.

### What is my *Matrikelnummer*?

Your *Matrikelnummer* is your personal ID at Frankfurt University. You can find it on your Goethe card: it consists of the last seven digits of the long number (e.g. 30000**1234567**).

### What is my *HRZ* account?

Your *HRZ* account consists of a username starting with an s followed by seven numbers (e.g. s7654321) – **it is not the same as your *Matrikelnummer*!** – and a password. You need your *HRZ* account to log in on QIS, on OLAT and to use WiFi on Campus. After enrolment, it may take up to two weeks until you receive your Goethe card and the *HRZ* account.

### What is my library account?

Your library account is the long number on your Goethe Card (e.g. 300001234567) as username and your date of birth as password (DDMMYY). You can change the password after logging in to the library account.

With your library account, you can administer your borrowing account; you also need it for using the computers in the library. You have to activate your account before using it. You should have received information on that via post or email. If you have questions, contact the [HRZ service centre](#).

There are [various libraries](#) you are free to use.

### Where can I copy, print and scan?

You can copy, print and scan in the libraries; either via USB or Follow-me-print (from the library computers). If you need help, you can ask the librarians or fellow students. Please note

that you will need to charge your Goethe card with money for paying the service. Use the charging machines next to the [validating machines](#).

There are also various copy shops close to Campus Westend and Bockenheim. They offer all varieties of services related to printing etc. Prices vary and may be higher or lower than at Uni; if you have to print a lot, you should compare price lists.

### Can I switch classes?

You can switch classes without compulsory attendance as often as you wish. Please note that this is only possible before the deadline of exam registration/withdrawal expires. If you have registered and you do not attend the exam the failed grade will be included on your transcript (report of your achievements).

### Can I modify my Learning Agreement?

There is a part of the LA called “Changes during the mobility”. Once you have decided which classes to take, you can have it signed by us. Please wait until you are sure, but also be aware of potential deadlines at your home university.

### What is QIS?

The [QIS/LSF system](#) is Goethe University’s online system through which the course catalogue is made available. You can also log in with your HRZ account and create your timetable, download study confirmations and check both your registration for exams and grades.

### What is OLAT?

[OLAT](#) is the **University’s online learning platform**. Lecturers will provide their materials such as the syllabus, slides, problem sets and further readings through OLAT. Make sure you register for all your courses which have an OLAT group (at this faculty, the use of OLAT is very common; other faculties use it less). You need your HRZ account for logging in.

If you are *required* to register for a course via OLAT before you receive your HRZ account, please contact the corresponding lecturer.

## EXAMS

### How do I register for exams?

**In contrast to regular students, who register for their exams via QIS, you will register for your exams with the *Examination Office of Faculty 02*.**

You will receive the registration forms from the International Office of the Faculty via e-mail in due time. Those forms should be handed in at the examination office within the registration deadline. The form is also available on our [homepage](#).

Please note that the examination office will only accept hard copies. No electronic version will be accepted. You can use the letter box of the examination office in the entrance area of SSIX Info Centre.

### Until when do I have to register for exams?

In winter term 19/20, you can register for most exams (Bachelor’s and Master’s level) until **January 10<sup>th</sup>**. **Please note that after the deadline it will be impossible for you to register for regular exams at the faculty!**

The exam registration deadline for some courses on the Master's level, seminars and capacity contained courses is **October 23<sup>rd</sup>**. Please [check](#) carefully if this applies to your choice!

#### How do I know that my registration was successful?

If you are a **student enrolled at this faculty**, you can log in to [QIS](#), click on "My functions" (upper left) → "administration of exams" → "info on registered exams" → small info button → there you can find your registered exams.

If you are **not from this faculty**, you will not be able to check your registration online. You will have to contact the examination office of our faculty preferably via phone to check.

If something is wrong with your registration, please get in touch with the examination office as soon as possible.

#### How do I know when and where my exams take place?

[Here](#) you can find the exam timetable. It is available from the beginning of each semester on.

In order to find out the **exam rooms**, please log in to [QIS](#), click on "My functions" (upper left) → "administration of exams" → "info on registered exams" → small info button → there you can find the room for each exam (check about two weeks before your exams). If you are **not a student from the faculty**, please **contact the examination office preferably via phone**.

#### I have to leave before some/all of my desired exams take place. What should I do?

If you have to leave earlier due to the new semester beginning at your home university, it is possible to take prescheduled written or (in most cases) oral examinations. It is important that you contact the respective lecturers in the first place to make sure they are willing to examine you at an earlier date. Please note the lecturers are not obliged to do so; however, most of them are ready to offer prescheduled exams.

The procedure is as follows:

1. Hand in your normal exam registration form at the *examination office* if you have not done that, yet.
2. With the regarding lecturer's approval, you can fill in the courses into the **approval form for prescheduled exams**. This requires signatures from 1.) Your home university 2.) The lecturers to proof that they have agreed to let you take a prescheduled exam 3.) yourself
3. To register yourself please hand it in at the *Auslandsbüro* until **January 10<sup>th</sup> 2020**

You will arrange an examination date with each professor individually; please note that the exam will not appear on your QIS account. The lecturer will fill in a "**Examination Certificate/Leistungsbescheinigung**" with your grade and the credit points. Afterwards, a copy is passed to you and the original should be sent to the International Office of the Faculty of Economics and Business Administration (Auslandsbüro FB02/ Nathalie Radzey room 1.247/ RUW building/ Hauspostfach 37). Sometimes they also give you the original document; please hand it in yourself. On demand, we are happy to provide you with a copy.

#### I want to withdraw from one of my/several exams. How does it work?

Please note that you can withdraw from exams in Bachelor's level and prescheduled exams only during the registration deadline (**until January 10<sup>th</sup>**). You can withdraw from Master's courses (*late* registration deadline) until one week before the exam.

You can withdraw from courses on Master's level with the early registration deadline, as well as from seminars and capacity-constrained courses **only** within the registration deadline (**until October 23<sup>rd</sup>**).

To do so you will have to fill in the [withdrawal form](#) provided by the *Auslandsbüro* and hand it in at the *examination office of the faculty 02*. Please note that again they will only accept original versions sent via mail (or left in the post box in the entrance area).

#### **I intend to take exams at another faculty. What do I have to keep in mind?**

If you intend to take exams at another faculty of our university, please make sure to get the lecturers' approval. Then you should get in touch with their examination office/exchange coordinator to be informed about the registration procedure.

**If you want these courses to appear in your transcript, you need to make sure we receive the results.** For exams outside of our faculty, we recommend using the [form](#) provided by the central *International Office*.

### **AFTER YOUR EXAMS**

#### **How do I know my grades?**

Your grades will appear on your QIS account if you are a student from the faculty (cf. [How do I know that my registration was successful?](#)). If you are from a different faculty, you will again have to contact the examination office preferably via phone.

Please note that grades from prescheduled exams, courses from different faculties and German courses which are not registered via our faculty, will not be published on QIS (you will receive either the original certificates with your grades or copies if requested).

#### **Can I review my exam after receiving the grade?**

There are post-exam review sessions for all exams. You can check [here](#) for the dates. Please note that you have to be physically present for the review session or send someone with a power of attorney; viewings via skype etc. are not possible!

#### **I have not passed an exam. What should I do?**

**If you have failed an exam, you cannot retake it** except for few courses in the Master's programmes. You can check [here](#) dates for retake exams.

If you stay at Goethe University for two semesters, you can try again in the second term provided that the course is offered again. Apart from that, everything else should be taken care of at your home university.

Please note that we cannot leave out failed exams in your transcript.

#### **How long do I have to stay in Frankfurt after my last exam?**

You can leave right after you finished your exams. You do not need to be physically present for anything.

#### **How do I receive my Transcript of Records? What do I have to do?**

**The *Auslandsbüro* will automatically issue your transcript after you finished your exams.** You do not need to apply for the transcript or get in touch with the faculty even if you were asked to by the *International Office*.



Please note that it takes around four weeks after the end of the examination phase for all your grades to be published.

In order to avoid delays, **please hand in all additional certificates for courses/exams you took outside of the Faculty, certificates for any prescheduled exam and seminar, as well as language course certificates** (DIA, AkadeMi, Zeitung – Lesen und Verstehen etc.). Otherwise, we cannot include the course on your Transcript of Records.

#### How do I withdraw from university?

To withdraw from university you will have to fill out a form which can be found [here](#). The form is only available in German. Please hand in the filled-in form at the Student Registration Office located at Campus Westend, PEG-Building, 1st floor or send it to the Student Registration Office:

Goethe-Universität  
Studien-Service-Center  
Studierendensekretariat  
Postfach 11 19 32, 60629 Frankfurt am Main  
Telephone: +49 (0)69 798 7980; Fax: +49(069) 798 763 79049

Please remember to give notice of departure at the residents' registration office (*Bürgeramt*) before leaving Frankfurt.

#### I stay for a second semester. What do I have to keep in mind?

If you are staying for a second semester, you will receive an email as a **reminder for paying the Re-enrolment fee**.

About a week after transferring the money, you can check on QIS if your status has been adapted: Sign in and go to “Administration of Studies” (upper left) → View charges account. You can also download a new matriculation confirmation. If your status has not changed until two weeks after the transfer, please take your receipt to the Study Service Center to ask for help.

As soon as your status has changed to “Enrollment renewed”, you can **‘revalidate’ your semester ticket on the Goethe card**. That means you enter your card into a machine similar to the ones for charging them with money, and wait until it is reprinted. [Here](#) you can find a map of where there are validating machines. You can do that even though the new semester has not begun yet.