

Info-Service Studium Freie Universität Berlin for Students and Applicants

Center for Academic Advising and Psychological Counseling
Katharina Asbrock, Academic Advisor

Info-Service Studium of Freie Universität Berlin for Students and Applicants

Agenda

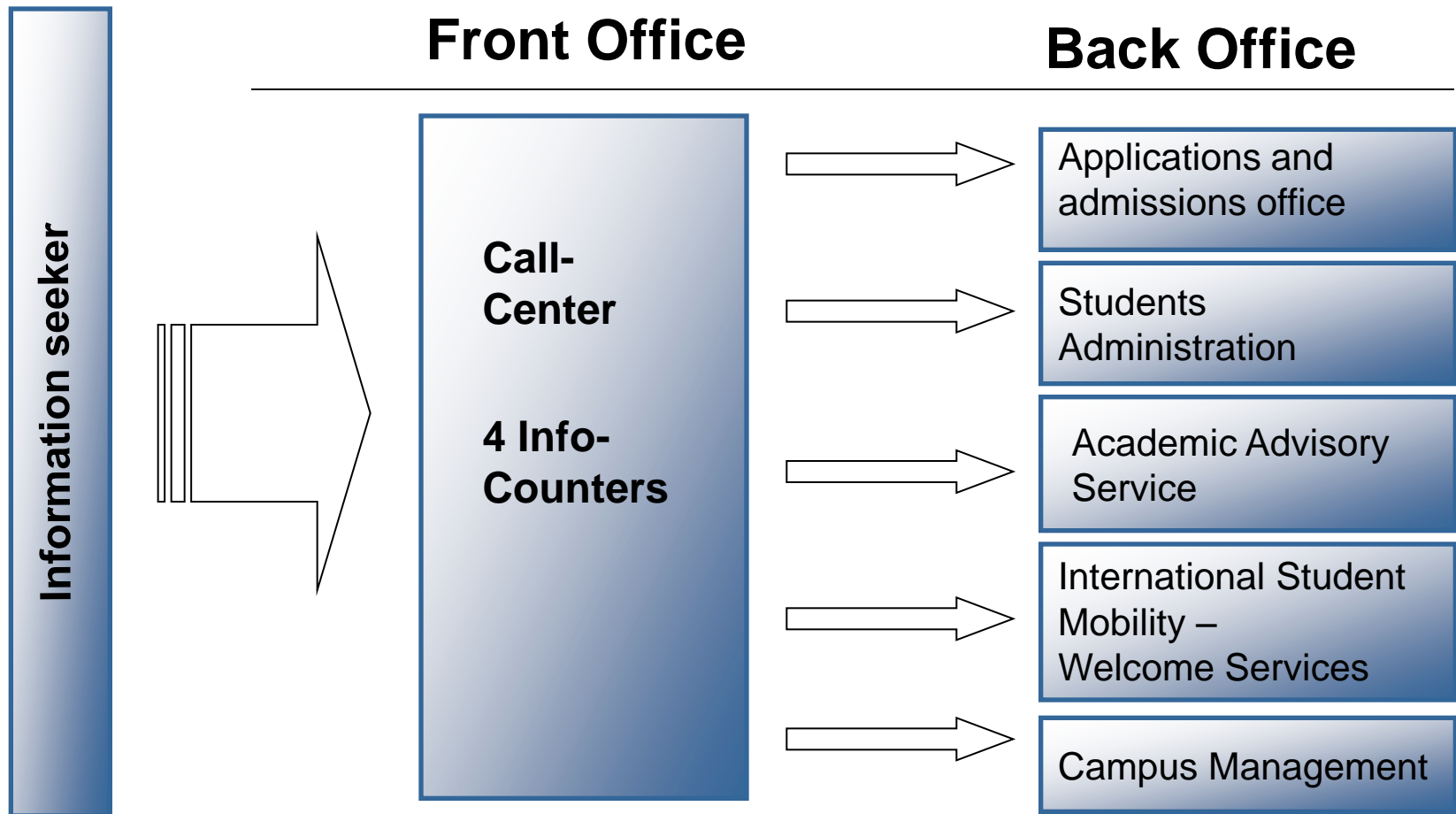
- Info-Service Studium: organization, structure, partners
- Service for outgoings
- Service for incomings, cooperation with Distributed Campus
- Project: FUSS
- Project: ISFU
- Informational events for international students: orientation days, information on Campus Management

Info-Service Studium of Freie Universität Berlin 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 Berlin for Students and Applicants



Info-Service Studium of Freie Universität Berlin 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).

Info-Service Studium of Freie Universität Berlin for Students and Applicants

Mobility

- **Outgoing students:**
guiding and general information,
front office
- **Incoming students/Erasmus:** guiding and specific information
regarding status of application, handling of documents, learning
agreement, transcript of records, questions concerning Distributed
Campus, study organization, living in Berlin...

Database: move-on



Center for Academic Advising and Psychological Counseling

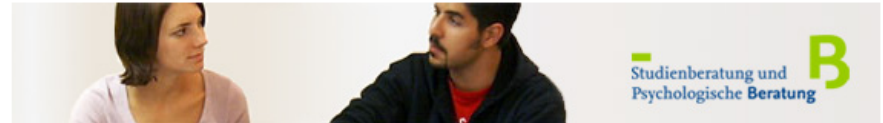
Brümmerstr. 50, next to International Student Mobility - Welcome Services

www.fu-berlin.de/en/studienberatung

CENTER FOR ACADEMIC ADVISING AND PSYCHOLOGICAL COUNSELING

Info-Service Studium for

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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



...we inform about

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

- 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

- Mailing list
- Information online (links)
- Orientation days
- Informative events regarding:
 - 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

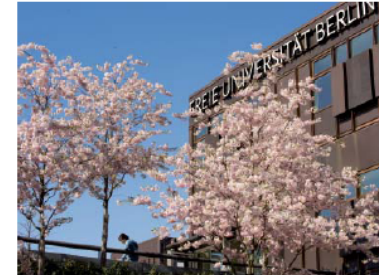
11.30 Uhr - *program structure*

- *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

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



Freie Universität



Berlin

Thank you for your attention