



WHO TO CONTACT

Access to *Semesterticket*

The *Semesterticket* will be provided by the **Student Service**. However, it can only be issued once you handed in all necessary documents for matriculation through the Application Portal and have paid the semester contribution (*Semesterbeitrag*).

Documents for matriculation

When applying through our Application Portal, you will see an overview of the things we need from you for matriculation. If in doubt, check with our **International Admissions team** (study@hs-fresenius.de) at the Faculty of Economics & Media. If you study at the Faculty of Design, check with **your known student counselor/contact person**.

Issues with Health Insurance confirmation

In order to be matriculated, you will need to show proof of health insurance. In case of doubts, which exact documents are needed, check with **our International Admissions team** (study@hs-fresenius.de) at the Faculty of Economics & Media. If you study at the Faculty of Design, check with **your known student counselor/contact person**.

Visa / Residence Permit (Aufenthaltstitel) / City Registration (Anmeldung)

The **International Office** at your location is happy to assist you with all bureaucraties, such as your visa application, registering with your local municipality or applying for a residence permit.

Payment Confirmations

If there are any issues concerning your tuition payments, such as the need for a payment confirmation or if you have trouble paying the tuition on time etc., please contact the **Student Service**.

Certificate of Study (Studienbescheinigung)

The **Student Service** is happy to issue you a Certificate of Study (*Studienbescheinigung*).



Registration for Exams

If you have trouble registering for the exams, make sure to contact your local **examination office** immediately.

Student Counselling

If you are troubling concerning (social) integration in Germany, if you are facing problems with your studies (writing, speech or exam anxiety, lack of success, academic pressure or psychological stress) or if you are experiencing any other private problems, please don't hesitate to get in touch with Mr. Marc Venner (info@marcvenner.com), an external counsellor, or Mrs. Bianca Humbert (bianca.humbert@hs-fresenius.de), who will treat your issues confidentially and in private.

LogIn data/Access to ILIAS/Service Portal

If you lost/forgot your login data or can't login, please contact our **IT department** via the support buttons on ILIAS or the Service Portal.

Finding a part-time job

For all questions concerning finding a (part-time) job, CV checks or further assistance in these matters, please get in touch with the **Career Development** at your location.

Changing Locations

If you study at the Faculty of Economics & Media and would like to study at another campus, please contact the **Student Service** or the **International Admissions team** in case you are not yet matriculated. If you study at the Faculty of Design, please contact the **Study Organization** or **your known student counselor/contact person**. Please bear in mind the respective deadlines.

Canceling Study Contract

If you study at the Faculty of Economics & Media and would like to end your studies with us, please contact the **Student Service** or the **International Admissions team** in case you are not yet matriculated. If you study at the Faculty of Design, please contact the **Study Organization** or **your known student counselor/contact person**. Please bear in mind the respective deadlines.



Taking a semester off

If you study at the Faculty of Economics & Media and would like to take a semester off, please contact the **Student Service** or the **International Admissions team** in case you are not yet matriculated. If you study at the Faculty of Design, please contact the **Study Organization** or **your known student counselor/contact person**. Please bear in mind the respective deadlines.

Starting at a later semester

If you have not started your studies yet and would like to start at a later semester, please contact the **International Admissions team** (study@hs-fresenius.de) at the Faculty of Economics & Media. If you study at the Faculty of Design, check with **your known student counselor/contact person**, so they can provide you with a new study contract.