

Coronavirus FAQ for Students

Update: 27th of March 2020

1. What are the consequences of the current situation for teaching and studying at HCU?..... 3
2. If my final course needs to be postponed to the summer term as a consequence of the university's shutdown, do I need to re-enroll?..... 3
3. The lecture period was postponed on 20th of April 2020. Is it possible to continue working 40 hours per week as a working student during this time? 4
4. How can I hand in my application for a transcript of records, now that I cannot get any signatures on my routing slip? 4
5. Is there any regulation for students now that we are not allowed to enter the building and the SFB advisors aren't available as well? 4
6. How can I hand in my thesis? 5
7. Presentation or exams cannot take place at the moment. Will there be a second date? If yes, will it be in April/May, or together with the next regular exam block? 5
8. Will digital teaching formats be available as a replacement for lectures etc.? 5
9. How can I validate my HCU-card to avoid problems with the HVV ticket checks? 6
10. What do the corona measures imply for the day-to-day research activities at HCU? 6
11. Can I still use HCU's library?..... 6
12. My loan period ends in the closing time. What now? 6
13. Can I return books during the shut down? 7
14. Can I reserve books at the moment?..... 7
15. Will reserved books be reserved for me until they reopen? 7
16. I received a return request before closing. What should I do? 7
17. My library membership has expired. Can it be extended during the closing time?..... 7
18. Can I order books via interlibrary loan?..... 8
19. Can I work in other libraries and borrow books? 8
20. Are acquisition proposals processed? 8
21. What information can I research via the library although the library is closed?..... 8
22. My question is not answered here. Can I reach the library team even when the library is closed? 9

23.	Is the canteen still open?	9
24.	I received a work space in the Campus Tower in the winter semester 2019/2020. Can I still use the work space until the end of the semester?	9
25.	When can I return my Campus Tower locking card and when do I get my deposit back?	9
26.	When does the allocation of student workspaces in the Campus Tower start for SoSe 2020?	10
27.	Can I use the workplaces in Tunnelstrasse?	10
28.	Can the workshops and laboratories of the HCU be used?	10
29.	Who can I contact if I have further questions about studying and teaching?	10
30.	Registration for Thesis	11
31.	Extension Deadline Thesis	11
32.	Cancellation of examination due to Corona	11
33.	No disadvantage for BAföG recipients due to coronavirus outbreak	12

We ask for your understanding for all the measures we take to keep the risk of infection for you, our employees and third parties as low as possible.

1. What are the consequences of the current situation for teaching and studying at HCU?

As a reaction to the spreading of the corona virus the start of the summer term lecture period 2020 has been postponed from April 1st to April 20th. **HCU has been closed for the time being for all students, teachers, external visitors and guests as of Monday, March 13th until 7th of June 2020.** This holds for all buildings (main building, Campus Tower) as well as facilities (Canteen, library, etc.).

No events will take place at HCU during this time. Advisory sessions can only take place via telephone or email.

We count on your understanding for these measures, which had to be taken in order to minimize the infection risk.

Since the situation is very dynamic and further measures might need to be taken on short notice with effects on teaching, research and administration, we will try to keep you informed asap, not least by our FAQ page.

Please read the updates regularly and inform yourself online about the current status!

2. If my final course needs to be postponed to the summer term as a consequence of the university's shutdown, do I need to re-enroll?

Please contact the student administration at hcu-studierendenverwaltung@vw.hcu-hamburg.de. Please use a relevant subject line. The colleagues will decide on each case.

3. The lecture period was postponed on 20th of April 2020. Is it possible to continue working 40 hours per week as a working student during this time?

The summer semester 2020 starts regularly on April 1, 2020. For the summer semester 2020 the start of the lecture period has been postponed from April 2 to April 20, 2020.

Please contact your health insurance company for details and for information on the limit of weekly hours as a working student.

4. How can I hand in my application for a transcript of records, now that I cannot get any signatures on my routing slip?

Please make sure that you returned all HCU property. If you certify this via email (please use a relevant subject line) to the student administration at hcu-studierendenverwaltung@vw.hcu-hamburg.de, we will take care of the necessary signatures. You can hand in the transcript application via regular postal service.

Please submit the certificate application by mail.

5. Is there any regulation for students now that we are not allowed to enter the building and the SFB advisors aren't available as well?

If you cannot keep the deadline, please send an email (please with a relevant subject line) to the student administration at hcu-studierendenverwaltung@vw.hcu-hamburg.de . You will receive a notification with an extension of the deadline, currently until May 31st.

6. How can I hand in my thesis?

You can keep the deadline by handing in any written examination with a deadline (Bachelor Thesis, Master Thesis, seminar papers, etc) at the west entrance of HCU with the security guards, monday through friday from 7 am until 7 pm.

Please note, however, that even with this solution the following regulation applies:

If you

- show any acute symptoms of a respiratory disease or
- in the last 14 days have been in one of the RKI defined risk areas or
- have had personal contact with someone who has been

in any one of these cases **it is not possible that you hand over your exam** to the security staff.

You can always send your examination via regular postal service.

7. Presentation or exams cannot take place at the moment. Will there be a second date? If yes, will it be in April/May, or together with the next regular exam block?

We have not yet decided on the schedule, we will inform you ASAP.

8. Will digital teaching formats be available as a replacement for lectures etc.?

During the summer semester, the HCU exclusively offers digital teaching-learning formats (DIGITAL ONLY). These are currently under development. We try to convert all courses listed in the course catalogue into a digital format as far as possible. This will certainly not be the case for all courses. These will then be offered again in another semester.

Projects and other forms of real cooperation in the form of seminars or workshops will not take place in the summer semester 2020.

The MOODLE platform is central to digital teaching. **Other technical solutions will include webinar solutions, cloud storage and video broadcasting software. Please check the relevant websites regularly to find out which form your lecturers use.**

9. How can I validate my HCU-card to avoid problems with the HVV ticket checks?

Since there is currently no possibility to validate your HCU Card, you can use the HVV public transport without a new validation until 30th April 2020, if you additionally print out your Enrollment Certification for the summer semester 2020 and have it with you together with the HCU card from 1st April 2020 onwards.

Your Online Semester Documents are available for download via ahoi as usual after payment of the semester contribution. We will inform you promptly about further developments.

10. What do the corona measures imply for the day-to-day research activities at HCU?

Research at HCU can be continued in compliance with hygiene regulations and distance rules.

11. Can I still use HCU's library?

The library of HCU Hamburg is closed until further notice, at least until 7.6.2020. Regardless of this, online offers can still be used. In agreement with the teachers, we will try to procure missing digital resources as far as possible. Furthermore, we will ask the teachers and examiners to ensure that this limited access to literature and sources is taken into account for exams and final theses, so that you will not suffer any disadvantage.

12. My loan period ends in the closing time. What now?

We have extended all loan periods for you that fall within the shutdown of the HCU. You can view the new loan periods in your library account at any time.

13. Can I return books during the shut down?

As the HCU is closed, it is currently not possible to return books. However, there are no fees for you: we have extended all loan periods that fall within the HCU's shut down for you.

14. Can I reserve books at the moment?

Yes. However, please note that collection is only possible when the HCU is open again.

15. Will reserved books be reserved for me until they reopen?

As the closing period now lasts until at least 7.6.2020, we will make arrangements with the library.

16. I received a return request before closing. What should I do?

Please return the book immediately after reopening. If this is not possible for you, please contact us by e-mail in time (bibliothek@hcu-hamburg.de).

During the closing period there are no additional fees for late returns. Fees incurred before the closing time will remain in effect.

17. My library membership has expired. Can it be extended during the closing time?

Since no borrowing is currently possible, we ask you to renew your membership after reopening.

Exception: HCU members and students can also send us the scanned documents by email.

18. Can I order books via interlibrary loan?

No. Currently all libraries have closed and are reducing their services. Therefore the interlibrary loan option has been deactivated in the union catalogue (GVK).

19. Can I work in other libraries and borrow books?

No, all libraries are currently closed to prevent the further spread of COVID-19 ("Coronavirus"). Orders from other libraries are also currently not possible.

20. Are acquisition proposals processed?

As long as the book trade can supply us and the library is staffed accordingly, your requests will be processed as usual. If this is not possible, we will update this page and your suggestions will be processed when the HCU is open again. Please note that collection is then only possible after the reopening. **However, digital offers currently enjoy the highest priority!**

21. What information can I research via the library although the library is closed?

At the moment there is only access to the freely accessible information (Open Access) and - for HCU members - to the licensed e-media (e-books, e-journals, databases).

Hint:

- Use the filter "online" to limit your search in the literature search engine with "yes".
- It is still possible to search for DIN standards or other fact databases.
- Under Learning & Working you will find information on off-campus access for HCU employees.

22. My question is not answered here. Can I reach the library team even when the library is closed?

The best way to contact us is by email via our function addresses. In this way we ensure that your questions can be answered even when someone is absent or in home office.

23. Is the canteen still open?

No. Due to the general decree issued by the Authority for Health and Consumer Protection on March 15, 2020 to contain the coronavirus, the canteens and cafés of the Studierendenwerk will be closed from March 16, 2020 to June 7th, 2020.

Also from Monday, March 16, 2020, the BeSi study finance, housing, social & international advisory centers and the BAföG offices in Grindelallee and Nagelsweg will be closed to visitors until further notice. Please contact the Studierendenwerk by phone or email or use BAföG-Online. (Source: Studierendenwerk, access: March 16, 20)

24. I received a work space in the Campus Tower in the winter semester 2019/2020. Can I still use the work space until the end of the semester?

Unfortunately, it is no longer possible to use student workplaces.

25. When can I return my Campus Tower locking card and when do I get my deposit back?

You have the option of returning the Campus Tower card to the security guard at the entrance on the upper floor. Please note the health security regulations under FAQ 6!

After receiving the card, you will receive the deposit of € 60 back within a few weeks.

26. When does the allocation of student workspaces in the Campus Tower start for SoSe 2020?

Due to current developments, the allocation of student workspaces in the Campus Tower will also be delayed. As soon as it is possible for us, we will give you access again. You will then be informed of this by email. We assume that the allocation can only start in May.

27. Can I use the workplaces in Tunnelstrasse?

The Tunnelstrasse property is closed and will be finally closed on March 31, 2020.

28. Can the workshops and laboratories of the HCU be used?

No. Access to the workshops and laboratories is unfortunately not possible, until further notice.

29. Who can I contact if I have further questions about studying and teaching?

If you have any further questions relating to topics in the student service, including:

- all questions about exams, certificate documents, ToRs, deadlines, theses' etc.
- re-enrollment procedures, validations, health insurance, fees, etc.
- questions of all kinds from incomings
- all questions about the application and admission procedure in winter semester 20/21
- questions about registration for courses and exams
- everything you assume lies in our field

please post your questions directly in the ticket system <https://cn-ticket.hcu-hamburg.de/open.php/> or send them to studierendenservice@vw.hcu-hamburg.de.

30. Registration for Thesis

Due to the current situation regarding the spread of the coronavirus COVID-19 we cannot guarantee the necessary general framework for adequate academic research (libraries, computer pools and laboratories are closed etc.). Therefore, according to the current state of planning, you cannot register for a Bachelor or Master thesis and get a topic for it until April 20. **We will inform you soon about the digital way to do this.**

But even now you can apply for admission to the thesis examination. If there are any further questions, please contact us by writing a support ticket <https://cn-ticket.hcu-hamburg.de/open.php/> or an e-mail studierendenservice@vw.hcu-hamburg.de

31. Extension Deadline Thesis

If you are currently working on your Bachelor or Master Thesis and you want to apply for an **extension** of the processing time because of the current situation regarding the spread of the coronavirus COVID-19 you can hand in an **informal request** by writing a support ticket <https://cn-ticket.hcu-hamburg.de/open.php/> or an e-mail studierendenservice@vw.hcu-hamburg.de.

Your request will be approved in the following way:

A deadline between March 16 and April 20 will be postponed to a date after April 20 for the number of days between March 16 and the original deadline. For example: If your original deadline is March 20 then you have to hand in the thesis on April 24.

After submitting your informal request, you will of course receive a confirmation with your **individual new deadline**.

If there are any further questions please contact us by writing a support ticket <https://cn-ticket.hcu-hamburg.de/open.php/> or an e-mail studierendenservice@vw.hcu-hamburg.de

32. Cancellation of examination due to Corona

If you are unable to complete and submit your individual assignment (written assignment, project work etc.) until March 31 due to the current situation regarding the spread of the Coronavirus COVID-

19, please contact us via support ticket <https://cn-ticket.hcu-hamburg.de/open.php/> or e-mail studierendenservice@vw.hcu-hamburg.de by mentioning the number of the exam and the corresponding course/module.

Your registration for this examination in the current semester will then be cancelled and you will be registered for the corresponding examination in the summer semester 2020.

The details of submission in the summer semester please discuss then directly with your professor/examiner.

33. No disadvantage for BAföG recipients due to coronavirus outbreak

Recipients of federal training assistance, or BAföG, will continue to be funded even when schools and higher education institutions are shut down or travel bans restrict their movement. This decision was taken by the Federal Ministry of Education and Research (BMBF) in a ministerial order that the Länder will now bring into force.

Further information about BAföG can also be found on the website of the Studierendenwerk https://www.studierendenwerk-hamburg.de/studierendenwerk/de/finanzen/aktuelle_infos/ or at www.bafög.de.