

#### **Student Service Center**



#### Responsibilities

- Application and Admission
- General Student Affairs
- Examination Office
- International Student Affairs

https://www.hcu-hamburg.de/en/sv

## We are here for you during your studies from the application until the graduation



1

## Application and Admission

- Admission requirements
- Online Application
- Required documents
- Admission and Enrollment

2

#### **General Student Affairs**

- Re-registration / Semester contribution / Online semester documents
- HCU-Card / Semesterticket
- Part-time studies / Leave of absence
- De-registration

3

#### **Examination Office**

- Issuing transcripts of records
- Entering recognition of study and exam achievements into the Campus Management System
- Thesis admission
- Issuing degree certificates

4

### **International Student Affairs**

- Advice of exchange students in administrative matters
- Visa
- Certificate of Attendance / Learning Agreement

#### **Contact Details**



Ticket System: <a href="https://ticket.hcu-hamburg.de/open.php">https://ticket.hcu-hamburg.de/open.php</a>

**E-Mail:** <u>studierendenservice@vw.hcu-hamburg.de</u>

**Telephone:** 040/42827

- 4025 (Letters A-G)
- 4039 (Letters H-O)
- 4022 (Letters P-Z)

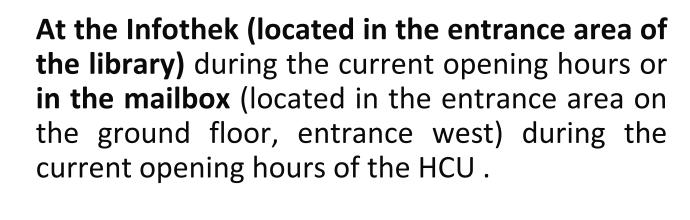
**Phone consultation hours:** Mo – Th from 9:00 - 12:00

Personal appointments can only be requested by email or telephone.





#### **Submission of documents**









#### **Couseling Offers**



#### **Individual Counseling**

1st Step: Quick Orientational appointment after registration

2nd Step: depending on the topic Individual appointments

Group appointments, workshops

Referral to another service outside the

university

#### **Group Counseling**

Topics: HOPES (orientation and support for students with mental illnesses), procrastination, dealing with stress-related issues for PhD students (in English)

Closed groups at regular intervals, 1,5 – 2 hours

Attendance after prior registration at the psychological counseling service

Further informationen under <a href="https://www.uni-hamburg.de/psychologischeberatung">www.uni-hamburg.de/psychologischeberatung</a>

#### **Further Offers**



#### **Workshops and Coachings**

- Various workshops: learning strategies, time management, skills development during in exam situations, procrastination, self-doubt etc.
- Online and on site
- In cooperation with the Center for **Acadmic Advising**
- Further information and registration online via <a href="www.uni-hamburg.de/woc">www.uni-hamburg.de/woc</a>

#### **Open Counseling Hour**

- Always on Monday from 11 to 12 am
- Without prior registration: via telephone
  - 040 42838 -8916
- With prior registration: in person at the Campus Center in the Alsterterrasse 1
- Crisis intervention Contact via the registration portal
- In case of an acute crisis 112



# Thank you for your attention. We wish you a successful start of your studies