



SURVIVAL GUIDE FOR INTERNATIONAL STUDENTS

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THE ARRIVAL

HOW TO GET TO FRANKFURT (ODER)?

As you might have noticed Frankfurt (Oder) does not have an airport. Therefore, it is very likely that you will arrive in Berlin. In order to get to Frankfurt (Oder) as smoothly as possible, we have listed the directions from the most important arrival spots in Berlin. Before you arrive in Frankfurt (Oder), it is important that you download the apps from DB and VBB. With these apps, you will be able to buy train, trams, and bus tickets to transport yourself inside the city, around Brandenburg state, and also in Germany.



Please keep in mind that dates, times and platforms may change.

Arriving by Plane

BERLIN BRANDENBURG AIRPORT (BER) T1 & T2 → FRANKFURT (ODER)

- Leave the terminal and look for the train station that is inside the airport.
- You can buy a ticket to Frankfurt (Oder) at one of the machines on the platforms or use the apps mentioned above.
- You can switch the machines to English.
- The ticket to Frankfurt (Oder) will cost about 11€.
- One option is to take the train that goes to the stop “Ostbahnhof” or “Ostkreuz”.
- Alternatively, you could also take the S-Bahn (first the S9 towards S+U Pankow until the stop “Ostkreuz”. There, search for the train RE1 to “Frankfurt (Oder)”.

Get off at “Frankfurt (Oder)” and **NOT** at “Frankfurt (Oder)-Rosengarten”!
You have arrived in Frankfurt (Oder)!

Arriving by Bus

BERLIN ZOB (Central Bus Station) → FRANKFURT (ODER)

- Take the bus M49 from “Masurenallee/ZOB” to “Zoologischer Garten” and get off at the last stop “Zoologischer Garten”.
- You can buy a ticket to Frankfurt (Oder) at one of the machines on the platforms at “Zoologischer Garten” or with the apps mentioned above.
- You can switch the machines to English.
- The ticket to Frankfurt (Oder) will cost about 11€.
- Search for the train “RE 1” with the destination “Frankfurt (Oder)”. Please know that during the day time the train to Frankfurt (Oder) departs every 30 minutes, so always check the information regarding this in case of any changes or delays.

Get off at “Frankfurt (Oder)” and **NOT** at “Frankfurt (Oder)-Rosengarten”!
You have arrived in Frankfurt (Oder)!

Arriving by Train

BERLIN HBF (Main Station) → FRANKFURT (ODER)

- At “Hauptbahnhof” (Main train station in Berlin) search for the train “RE 1” with the destination “Frankfurt (Oder)”.
- The train usually leaves from platform 11 but please check this information always in the app or in the train station screens.
- Please know that during the day the train to Frankfurt (Oder) departs every half an hour.
- You can buy a ticket to Frankfurt (Oder) at one of the machines on the platforms or with the apps mentioned above.
- You can switch the machines to English.
- The ticket to Frankfurt (Oder) will cost about 11€.

Get off at “Frankfurt (Oder)” and **NOT** at “Frankfurt (Oder)-Rosengarten”!
You have arrived in Frankfurt (Oder)!

THE ARRIVAL

Before you arrive, you need to know certain things to be prepared and avoid being uncomfortable on your first days in Frankfurt (Oder).

BRING WITH YOU

1. Bed sheet + blanket (they won't be provided unless you have paid for the SIS-PACK).
2. Towel
3. Toilet paper
4. LAN cable + adapter in case your computer doesn't have the port for it.
5. Plug-in adapter (don't bring anything with square form, they won't fit)

WIFI AND INTERNET CONNECTION

The dorms have LAN connection, but if you want to amplify the signal and use it as WIFI, you can buy a router on Amazon, MediMax or in Media Expert in Poland. The most common routers are from the brand TP-Link, you can get them for 15 euros or more. Also, you can ask in the group chat of your residence if someone is selling one.

SUPERMARKETS AND STORES

In Frankfurt (Oder) you can find all kind of supermarkets like: ALDI, NETTO, Kaufland, REWE and EDEKA. They are located all over the city and some of them are even next or in front of the residences.

Also, if you need kitchen supplies, bathroom, cleaning stuff, material for uni, personal care and more you can visit: TEDI, WOOLWORTH, ROSSMANN or dm

PHONE PROVIDERS

In order to get a German phone number you have different options. There are o2, ALDITALK, SYMPLITEL, T-MOBILE, VODAFONE and more. You can check on their web sites and select the one you like more depending on your needs. Please note that WIFI and internet in general in Germany are not that good or advanced like in other countries so the connection can be slow or sometimes present errors.

GETTING YOUR KEY

OPTION #1

You arrive during the week **after** 12 pm (12 Uhr), or on the **weekend**

- You need to ask someone to pick up the key for your room from the “Studentenwerk” by getting the form “Schlüsselbescheinigung” from the International Office. To make it possible you must provide the information details mentioned below:
 1. You need to inform Studentenwerk about your arrival and the person who will pick up your keys. He/she needs your full name, date of birth, and your Mietvertragsnummer (which is something like D 0004XXXX).
 2. He/she then approaches the facility manager to get the key.
 3. Sign your rental agreement yourself the next day during the facility manager's (Hausmeister) opening hours at your dormitory @Studentenwerk!

OPTION #2

You arrive during the week **before** 12 pm (12 Uhr)

- You will have to go to the Studentenwerk on your own and sign the rental agreement in order to get the key from the facility manager (Hausmeister).

NOTE: Because the facility managers only work until 2 pm (Mühlenweg and August-Bebel-Straße until 4 pm) and on Tuesdays, all accommodation managers attend people until 05:00 pm, it makes more sense to get the form and the key in the morning. It is also useful to inform them in advance!



SIGNING YOUR RENTAL CONTRACT

As soon as you arrive at your dormitory (and finish your quarantine if applicable), you are asked to report to the facility manager (Hausmeister) to sign your rental contract. If you pick up your keys yourself, you will sign your contract at that exact moment. However, it can happen that you will be asked to sign your contract at the Studentenwerk Service Point. Where it is located and when it is open? you can find it [here](#).

IMPORTANT

1. Bring a copy of the rental agreement and a personal identification document (a passport or an ID card if you are an EU citizen) when you go to sign a contract.
2. Clarify beforehand how long you will stay, because the minimum stay is three months + a one-month cancellation term.
3. Cancel your contract on time! You must cancel one month before the end of the next month (extension of termination possible up to 10 working days).

AT THE DORMITORY

You will have to fill out a form/list with all the objects (furniture) in your flat (pink paper) and hand it over or throw it in the facility manager's (Hausmeister) mailbox within 3 days after receiving it!

Here are some useful tips that make life in a dormitory easier:

- Pay attention to the waste separation! Here you can find a nice explanation: <http://www.aliadventures.com/2013/02/how-to-throw-out-your-garbage-in-germany/>
- In the dormitories, you can find washing rooms with washing machines and dryers free of charge. You must book the time when you would like to use the washing machines in advance. with the washing plans that are usually on top of the washing machines, just sign in whenever you want to use them.
- There is no public WIFI in the dormitories. You can access the internet via LAN cable in your room. You can either bring a LAN cable with you or buy one here. If your laptop does not have a LAN port, you will also need to get an adapter.

- Officially, routers in any dorm are forbidden. However, there are some in use with special settings. If you do not have this special setting, you will be blocked by the IKMZ (the technical service of the university). Many students use the application 'Connectify' (It is a free app for your laptop and turns it legally into a hotspot).

STUDENT RESIDENCES INFORMATION

Facility Managers (Hausmeisters) Contacts

Residence	Phone number	Name
BA - Birkenallee	(+49 179 - 487 81 65)	Mr. Hahn
GO - Große Oderstraße	(+49 179 - 487 81 66)	Mr. Werk
LO - Logenstraße	(+49 179 - 487 81 69)	Mr. Reifschläger
MW - Mühlenweg	(+49 179 - 487 81 68)	Mr. Schulze
AB - August-Bebel-Straße	(+49 179 - 487 81 67)	Mr. Bobzien
BS - Berliner Straße	(+49 152 - 567 27716)	Mr. Liersch

Office Hours

	BERLINER STRASSE	BIRKENALLEE	MÜHLENWEG	AUGUST-BEBEL-STR.	GROSSE ODER STR.	LOGEN-STRASSE
Monday	Only via Phone	8:00 - 8:30 AM	8:00 - 8:45 AM	8:00 - 8:45 AM	8:00 - 9:00 AM	8:00 - 8:45 AM
Tuesday	Only via phone	4:00 - 5:00 PM	4:00 - 5:00 PM	4:00 - 5:00 PM	Only via phone	4:00 - 5:00 PM
Wednesday	Only via phone	8:00 - 8:30 AM	1:30 - 2:30 PM	1:30 - 2:30 PM	4:00 - 5:00 PM	1:30 - 2:30 PM
Thursday	8:00 - 9:00 AM	1:00 - 1:30 PM	1:30 - 2:30 PM	1:30 - 2:30 PM	Only via phone	1:30 - 2:30 PM
Friday	Only via phone	8:00 - 8:30 AM	8:00 - 8:45 AM	8:00 - 8:45 AM	8:00 - 9:00 AM	8:00 - 8:45 AM

PAYMENT OF THE CONTRIBUTION FEE

The semester/contribution fee should normally be paid at the Cashier's office but transferring the money via online banking/SEPA is common now (Covid-19).

Especially for those who are coming from non-Euro countries, there have been problems in the past with exchanging the right amount of money.

The amount of the semester contribution depends on the status of the student and varies from semester to semester. The actual semester contribution for the winter semester of 2023/24 is explained below:

For new students: 370.50 €

This is how the semester contribution is composed:

- 100,00 € student union fee
- 13,50 € student body contribution
- 51,00 € registration or re-registration fee
- 200,00 € compulsory semester ticket
- 6,00 € Student ID (only for first-year students)

For online payment

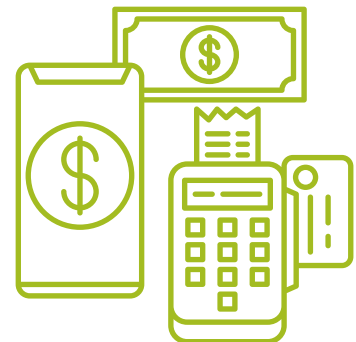
Recipient: Europa-Universität Viadrina Frankfurt (Oder)

Bank: Sparkasse Oder-Spree

IBAN: DE27 1705 5050 3600 365591

BIC/SWIFT: WELADED1LOS

Purpose: Matriculation number and name



NOTE: Ask for a **copy/ proof of payment**. You might need it later on!

In case you are not going to be physically present the whole semester and you would like to get the transportation ticket fees back, please contact semesterbeitrag@europa-uni.de

HEALTH INSURANCE

To become an official student at any German university, it is necessary to have valid EU insurance. Because of that, any extra insurance that you arrange in a non-EU country is not valid in Germany in 99.99 % of the cases. To avoid a lot of double work and stress on both sides, we recommend signing a contract with the health insurance companies which are represented at our university, Allgemeine Ortskrankenkasse (AOK), Techniker Krankenkasse (TK), or BARMER which is conveniently located in the center of Frankfurt Oder.



BARMER

WHERE	Auditorium Maximum (AM, red building), next to the Service Point	Karl-Marx-Straße 1, 15230 Frankfurt (Oder)	Logenstraße 8, 15230 Frankfurt (Oder)
OFFICE HOURS	Monday and Wednesday: 10.00 a.m. – 2.00 p.m. Tuesday and Thursday: 1.00 - 5.00 p.m. Friday: 09.00 a.m. - 1.00 p.m.	Wednesday 11.00 a.m. - 3.00 p.m.	Monday to Wednesday: 9.00 a.m. – 6.00 p.m. Thursday: 9.00 a.m - 7.00 p.m. Friday: 09.00 a.m. - 4.00 p.m.
YOU NEED	Passport Bank Account Number Letter of Acceptance sent by Viadrina	Passport Bank Account Number Letter of Acceptance sent by Viadrina	Passport Bank Account Number Letter of Acceptance sent by Viadrina

Please note: if you need an appointment for the **BARMER** insurance, you can write an email to incomings@esn-frankfurtoder.de to get help from the Erasmus Student Network.

For students coming from Turkey:

If you bring the AT11 document, you do not need to obtain German health insurance.

For EU students:

If you bring your European health card or the form E104, you do not have to get additional insurance.

In both cases, health insurance (TK or AOK) needs to see and sign a proof, that you do not need additional insurance.

Important: In any case, ask for a proof! You will need it later on.

REGISTERING AT THE CITY HALL

Every new student living in Frankfurt (Oder) is obliged to register at the city hall. It should be done forthwith after signing the contract with Studentenwerk.

The appointment at the city hall can be booked online at frankfurt-oder.de [here](#).

1. Choose Bürgerbüro (registration office).
2. Then Anmeldung/Ummeldung ohne Fahrzeugummeldung (registration).
3. Then select the date and time you wish for your registration appointment.
4. Then you will receive by email the confirmation and information of the appointment.

ATTENTION! International Office at Viadrina University has informed us that there will be special appointments at the city hall just for international students of Viadrina. You can contact International Office about this matter. head-office@europa-uni.de

Please do not register yourself using the Bürgerbüro website unless instructed otherwise.

For getting registered in Frankfurt (Oder) you will need the following things:

- Passport and/or ID card!
- The “Wohnungsgeberbescheinigung”, is a paper that you will receive from the Studentenwerk after having signed your rental contract and which is very important at the registration.

If you need to issue a visa (non-EU students), you can book an appointment using the same website.

Why is important to register? Well, even Germans have to do it. It is part of the German bureaucracy. You are allowed to stay in Germany for only three months without being registered. If you decide to stay longer, you will be considered a citizen of Frankfurt (Oder) and you must register.

Therefore, there is no option of not getting registered.

RESIDENCE PERMIT

WHY

You are allowed to stay in Germany for three months without a residence permit. Therefore, those three months are free (no extra papers are needed). If you are going to stay longer, you will have to get yourself a residence permit in case you are a non-EU citizen. For that, however, you will have to pay.

WHERE

1. Click [here](#).
2. Choose is Ausländerbehörde (foreigners office).
3. Then select Aufenthaltserlaubnis für Studenten (student residence permit).
4. Then select Ich möchte für 1 Student eine Aufenthaltserlaubnis.
5. Then select the date and time you want for your appointment.
6. You will get the confirmation and information by email.

WHEN

To register for a residence permit, you MUST be already registered at the city hall (Bürgerbüro)

YOU NEED

- [Application Form](#) (Antrag auf Erteilung Verlängerung Aufenthaltstitel EN)
- Original + Copy certificate of enrollment.
- Original + Copy of the grant authorization verification of adequate means of financial support, currently €861.00 per month (if monthly gross rent is less than €325.00 the amount to be verified is reduced accordingly).
- Original + Copy of evidence of insurance with a German health insurance provider (in the case of private health insurance, a certification showing that the services provided by statutory health insurance are included in the scope of required services provided by the private health insurance).
- Original + copy of tenancy agreement.
- Two up-to-date biometric passport photographs.
- Original + Copy Passport.

Note: Information taken from the Bürgerbüro. More information [here](#).

COSTS

Issue of a residence permit:

- a) for a period up to one year: 100 €
- b) for a period of more than one year: 110 €

Extension of a residence permit:

- a) for up to the next three months: 65 €
- b) for more than additional three months: 80 €

ADDITIONAL

Students who receive a grant from public funds for their stay in Germany are exempt from the fees mentioned above in accordance with § 52 para. Residence Ordinance.

OPENING A GERMAN BANK ACCOUNT

Every visiting student needs a German bank account to pay the accommodation rent and insurance fees. We suggest opening a bank account at the “Deutsche Bank” but please know that you have several options regarding this topic like the ones below:



Deutsche Bank

- How to get to “Deutsche Bank”: Take the tram 1 direction “Stadion” or tram 2 direction “Europa-Universität” and get off at the station “Zentrum”. Enter the building “Lenné- Passagen” and take the escalator or elevator to get to the first floor.
- **Important:** You have to book an appointment with a qualified Deutsche Bank employee, not all of them speak English so we suggest you ask for someone who does.
- **You will need:**
 1. Passport (Non-EU) or ID (EU)
 2. Copy of your matriculation certificate
 3. Rental agreement

BRING A **PASSPORT AS PROOF OF ID** EVEN IF YOU ARE FROM THE EU TO AVOID COMPLICATIONS DURING THE PROCESS



- How to get to “Sparkasse”:
 1. Take Tram 1 direction “Stadion”, get off at the station “Zentrum” and walk for 4 min.
 2. Take Tram 2 direction “Europa-Universität”, get off at the station “Kleist Forum” and walk 2 min.
- Sparkasse Oder-Spree - main office in Franz-Mehring-Straße 22, 15230 Frankfurt (Oder), Alemania.
- **Important:** You have to book an appointment, they do not speak English so we suggest to go with a person who can translate.
 - **You will need:**
 1. Passport (Non-EU) or ID (EU)
 2. Copy of your matriculation certificate
 3. Rental agreement

BRING A **PASSPORT AS PROOF OF ID EVEN** IF YOU ARE FROM THE EU TO AVOID COMPLICATIONS DURING THE PROCESS

ONLINE BANK OPTIONS



N26

- **How to get your account:** Go to their web page <https://n26.com/en-eu> or download the app on your phone.
- **Important:** They will need a valid phone number so you can get an SMS. So make sure that during the process your phone has service or your Roaming service is ON. Also, make sure you have a strong WIFI signal for the video call.
- **You will need:** Passport (Non-EU) or ID (EU), in many cases IDs from the EU are presenting issues of being accepted because during the call they can not get the information clearly.

BRING A **PASSPORT AS PROOF EVEN IF YOU ARE FROM THE EU** TO AVOID COMPLICATIONS DURING THE PROCESS



vivid

- **How to get your account:** Go to their web page <https://vivid.money/en-eu/> or download the app on your phone.
- **Important:** They will need a valid phone number so you can get an SMS. So make sure that during the process your phone has service or your Roaming service is ON. Also, make sure you have a strong WIFI signal for the video call.
- **You will need:** Passport (Non-EU) or ID (EU), in many cases IDs from the EU are presenting issues of being accepted because during the call they can not get the information clearly.

BRING A **PASSPORT AS PROOF EVEN IF YOU ARE FROM THE EU** TO AVOID COMPLICATIONS DURING THE PROCESS

COMMON QUESTIONS

Do I have to be in Germany to open a bank account?

A: Yes. The bank has to see you in person as you have to prove whom you are by showing them your ID/Passport.

Are there any fees I have to pay for opening a bank account?

A: Depends on the Bank you choose. Some banks as Deutsche Bank or Sparkasse could have fees, so is better that you ask before you make your appointment. On the other hand, If you use an online bank you won't have to pay any fee for the bank account.

Why do I have to go to the "Deutsche Bank"?

A: You do not have to. However, you will definitely need a German bank account as Studentenwerk will not withdraw the monthly rent from a non-German account.

What is a "Block Account"?

A: This is a special security account for Germany and also for you. Having a block account means that you have to show proof of a certain amount of money in your bank account in order to pay your monthly expenses (food, rent, health insurance, and others). Even though you get a block account you will have to get a German account so they can make the deposits every month there. Please note that you will have to pay a one-time fee for this.

If you are required to get one of these in order to get to Germany, we can suggest you use the below companies:



For more information please visit the web sites
<https://www.fintiba.com/> and <https://www.expatrio.com/>

VIACAMPUS – ENROLLMENT

By now, you should have received your personal log-in data from the university for ViaCampus. One of the attached documents, sent with one of the former emails, is called “Viacampus”. This is the platform that organizes your virtual student life. Please register there, at the end you should get a PDF of three pages. You will need the first page to matriculate as a student at Viadrina.

Please follow the steps below to complete the process:

1. You will receive an email from the International Office with your university data:
 - euvxxxxxx
 - Password
2. Go to this link <https://viacampus.europa-uni.de/>
3. Using your credentials log in and change your password for a new one (Write it down somewhere, so you won't forget it. You'll need it for the rest of the semester).
4. Click on “Studienangebot”/ “Studies offered” and then select “Studienbewerbung”/ “Online application”.
5. Click on “Immatrikulation beantragen”/“Online Enrollment”.
6. You will get to a site where you need to add some data of yours. If you are not sure how to fill out a certain position simply press “weiter”/“Continue”. You can always change the data when you go back to ViaCampus – don't worry.
7. Insurance (Versicherungspflichtig) will be the last one on the list. This is one of the most important parts. A reason for that is discussed more in the section Health Insurance.
8. After that, you'll see different kinds of documents. One of them will consist of a three-page-document. There you'll find your application number and your matriculation number (Matrikelnummer).
9. Make sure you have this number when you go to the cashier or make the bank transfer to pay your contribution fee (Semesterbeitrag).
10. You will have to print the first page and fill in the blanks before you can hand it in at the Service Point or send it by email signed for your matriculation process.

MATRICULATION

Where:

- Service Point in AM (Audimax)

Monday – Thursday: 9 am - 3 pm

Friday: 9 am – 1 pm

- Immatrikulationsamt

Monday (only by phone): 9 am - 1 pm

Tuesday and Thursday (on site): 9 am - 1 pm

You have to take with you:

- Proof of insurance.
- Proof of paid contribution fee.
- Printed, filled out, and signed 1st page of the online enrollment you got from ViaCampus.
- If you did not upload a picture of yourself, you should bring one for your student ID.

You can hand in all of this at the service point in the Audimax building. They will send you an email telling you when can you pick up your student ID.

Keep in mind that the ticket is only valid from the 1st official day of the Semester.
Before this date, you will not receive any student ticket from the university.

After you have handed in all the necessary documents, you will be given one matriculation proof. **You should copy it multiple times because you will need it many times!**

If you need a matriculation certificate from ViaCampus, please follow the next steps (Note this option will be available only after you finish your matriculation process and your payment has been processed by the University).

1. Go to <https://viacampus.europa-uni.de/>
2. Click on "Studienservice"/"Student service"
3. Click on "Bescheinigungen"/"Certificates"
4. Click on "Immatrikulationsbescheinigung"/"Certificate of matriculation"
5. Click on "PDF erstellen"/"Create a PDF"

European Credit Transfer System (ECTS)

- You can find all the information regarding ECTS here: https://www.europa-uni.de/de/internationales/Students/Outgoings/Exchange-studies/Bildungsprogramme_und_ECTS/ects/index.html

ECTS NOTE <i>ECTS GRADE</i>	IN WORTEN <i>REMARKS</i>	NOTE <i>LOCAL GRADE</i>	
		Kulturwissenschaften <i>Social and Cultural Sciences</i> Wirtschaftswissenschaften <i>Business Administration and Economics</i>	Rechtswissenschaften <i>Law</i>
A	Excellent: <i>outstanding performance with only minor errors</i>	1 , 0	18 17 16 15 14
		1 , 3	13
B	Very Good: <i>above average standard but with some errors</i>	1 , 7	12 11
		2 , 0	10
		2 , 3	9
C	Good: <i>generally sound work with a number of notable errors</i>	2 , 7	8
		3 , 0	7
D	Satisfactory: <i>fair but with significant shortcomings</i>	3 , 3	6
		3 , 7	5
E	Sufficient: <i>performance meets the minimum criteria</i>	4 , 0	4
F / FX	Fail: <i>considerable further work is required</i>	5 , 0	3 - 0

GETTING AROUND IN FRANKFURT (ODER)

- You can find all the information regarding Frankfurt (Oder) here:
<https://www.frankfurt-slubice.eu/de>
- You will find the trams and busses schedule here: <http://www.svf-ffo.de/de/zeiten-und-netze/linienfahrplaene.html>

Please keep in mind that those time schedules could also change from time to time.

- Why are the stations “Dresdener Platz” and “Witzlebenstraße” important?
 1. **Dresdener Platz**: this is mainly important for those who live in Mühlenweg/Birkenallee because there is no direct connection to University. Therefore, you will have to change from Tram 5 to Tram 3, at Dresdener Platz.
 2. **Witzlebenstraße**: is the station to get off for the language courses. The language center (Sprachenzentrum) is directly located there. It is an old building with yellow bricks.
 3. **Collegium Polonicum**: most of the courses from European New School are taking place in Collegium Polonicum. There is a bus 983 that goes from the Center and Main Train station to this stop.



- There are several apps for your smartphone that will help you move through Berlin-Brandenburg and Germany, such as:
 1. **VBB – Bus and Bahn or BVG**: These apps will show you all train, bus, sub, metro, and practically any transportation connections that exist in Berlin-Brandenburg.
 2. **DB Navigator**: This one shows you all the connections for any kind of public transportation (bus, train, metro, sub) all over Germany.