

# Hints for Buddies

## “Stay in Touch”

After receiving the email address of “your” students from the coordinator, please be in regular contact with the students. They have lots of questions and are very grateful for the support you can give them.

## Arrival

Please clarify with the student the **travel date** and the **arrival time** as soon as possible.

Confirm with the student exactly **when and where to meet** for the first time. We recommend you to have a **backup plan** in case you both cannot meet at the planned place or time (to exchange mobile numbers can be helpful). There is always a chance that things won't work as planned (flight delay, baggage delay, train delay etc.). You can ask the Graduate School coordinators for the passport picture of your student so you can recognize the person you would like to pick up. 😊

## Housing

Please ask the student to inform you about the accommodation information he will receive. In case he does not receive any information regarding his accommodation until one week before his departure, please get in touch with Ms Litterst (SWFR - regarding housing in the student residence) or Ms Michel (Graduate School Office, B033 - regarding private housing). They can inform you about where your student will be accommodated for his/her stay in Offenburg.

Be aware, that you can only get the **keys of the student residences** at Ms Litterst's office during the normal office hours on weekdays, but not on the weekend. Therefore, please organise the keys already some days in advance.

In the **student residences**, please explain to the student how the washing machine works and where to buy the washing card. International students often do not know **how the garbage should be separated and where to dispose** and how to use the kitchen and toilets.

If your student has been allotted a **private residence**, please contact the landlord/landlady and arrange the student's arrival. It would also be appreciated if you inform students about their neighbourhood (nearest supermarket, transportation etc.).

## Bureaucracy & Banking

1. At the **registration office of the Graduate School** (E001, D312) the student receives an official paper stating that he/she is enrolled in a master's degree program at the Offenburg University of Applied Sciences for the winter semester (*Immatrikulationsbescheinigung*). This proof of enrollment is necessary to get a visa extension/residence permit, to open a student bank account and to contract health insurance etc...).

2. During the first week after their arrival, please take the students to the **Einwohnermeldeamt** and the **Ausländerbehörde / Office for Non-German Residents** and help them fill out the necessary forms to register in town and to extend their visa.

The students must register at the *Einwohnermeldeamt* of the town they live in. The responsible *Einwohnermeldeamt* for the city of Offenburg and the villages which belong to Offenburg is the *Bürgerbüro*, located in the city centre of Offenburg. The *Ausländerbehörde* for these students is the *AusländerBüro* right next to the *Bürgerbüro*.

For students living in other towns of the region Ortenau, including Gengenbach, the responsible *Ausländerbehörde* is the *Landratsamt* in Offenburg.

In order to extend their visa, the students need to show the *Immatrikulationsbescheinigung*, their housing contract documents, documents that show their financial situation (blocked account) that they also had to present in their home country in order to get the entrance visa and their passport.

In most offices it is necessary to mark an online appointment. Therefore, before taking your students to the mentioned institutions, ask them to make an appointment and get the forms which you can fill out with them at home before the official appointment date.

While completing the formalities please explain to your student the content of the documents before letting them sign them (e.g. rental contract).

3. One of the most important bureaucratic works to be done in the beginning is opening a **bank account**, since this is necessary for health insurance, room rent, telephone bills etc. Students are free to open a bank account at any bank of their choice. Please be aware that in order to open a bank account at *Deutsche Bank* in Offenburg, you need to mark an appointment ahead of time. Please inform the student that banks do not charge any fees if the student can prove that he / she is enrolled, therefore they need the *Immatrikulationsbescheinigung*. Make sure that you explain to your student briefly the functions of the ATM machines too.

## Health Insurance

For the students who arrive for the start of the winter semester in October, we ask the buddies to accompany them to a health insurance agency if the new students do not have a valid health insurance for Germany. Please inform the students that they have the freedom to choose their legal health insurance company and that the services of the public health insurance don't differ much from one another. Explain the health insurance companies' smart card functions (*Versichertenkarte*), e.g. for visiting a doctor. Don't forget to make them bring an *Immatrikulationsbescheinigung* and the bank details when you take them to the insurance office.

Please take a note that, if your students are above the age of 30 years, they have to contract private health insurance. In this case we recommend the insurance of the Deutsche Studierendenwerk. Information is also available in room B 033.

## OSKAR

Within the first days after their enrollment, students will receive an OSKAR card (**O**ffenburger **S**tudierenden **KAR**te). Please explain the various functions of the card (student ID, copies, "Mensa", terminal in the lobby for re-enrolment and records, charge money on the card etc.).

## Shopping in Offenburg

Spend some time with your students going around the supermarket to explain him/her about the different products which might look the same but are not the same at all. Refer them to some of the ethnic food shops (Turkish, Asian...) and the farmer's market on Tuesdays & Saturdays.

## Telephone / prepare for FAQs

Some of the frequent questions will be: "which is the cheapest way to call?"; "what's the number I have to dial before calling home?"; "where is the post office and what are the costs?"; "which public transportation is there to Freiburg, Strasbourg etc.", "how can I get a mobile phone"?

## Leisure Time

For free leisure activities please refer the students to: swimming pools, lake Gifz, university sports, city library, bicycling, climbing etc.



## Important addresses

Please remember that all of the below-mentioned institutions can only be visited on appointment.

<b>Einwohnermeldeamt/Bürgerbüro Offenburg</b> (residents registration office)  For city of Offenburg: Bürgerbüro Offenburg Fischmarkt 2 77652 Offenburg Tel. +49 781 / 822 000 Fax. + 49 781 / 827 251  Mo to Fr 08:00 to 12:00 Sa 08:00 to 12:00  Apply for an appointment <a href="#">Bürgerbüro Offenburg</a> .	<b>Ausländerbehörde Offenburg</b> (office for non-German residents)  Ausländerbüro Spitalstraße 2 77652 Offenburg Tel.: + 49 781-822223 Fax: + 49 781-827525  Mo, Tue, We, Fr 08.00 to 12.00 Thurs. 13.00 to 18.00  Apply for an appointment <a href="#">Offenburg Ausländerbüro Appointment</a> .
<b>Einwohnermeldeamt der Stadt Gengenbach</b>  Hauptstr. 13 77723 Gengenbach  Tel: +49 7803 930 108	<b>Ausländerbehörde (for Gengenbach)</b>  Landratsamt Ortenaukreis Badstraße 20a 77652 Offenburg  Tel: +49 781 805 9014 Fax: +49 781 805 9007  Mo, Tue, We, Fr 08:30 to 12:00 Thurs 14:00 to 16:00  Apply for an appointment <a href="#">Online-Terminvereinbarung</a> .



☺ Be patient even if your student asks never-ending questions ☺