

# A-Z

## **Counselling and Service for Students**

## Legal Notice

### Publisher:

Hochschule Rhein-Waal  
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**Please direct change requests and suggestions for this brochure to the above mentioned e-mail address.**

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Völklinger Straße 49, 40221 Düsseldorf

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**Please note that most links in this document are in German language. If you need specific information or a consultation in English or any other language, please ask the listed contact persons directly!**

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## ACCOMODATION

### **Contact at HSRW:**

Amélie Klimach

[wohnung@hochschule-rhein-waal.de](mailto:wohnung@hochschule-rhein-waal.de)

[welcome-centre@hochschule-rhein-waal.de](mailto:welcome-centre@hochschule-rhein-waal.de)

**Campus Kleve:** Building 20, Ground Floor

**Campus Kamp-Lintfort:** Building 4 Ground Floor

### **Information about student housing – Student Service Organization Düsseldorf (Studierendenwerk Düsseldorf)**

#### **Contact:**

Anja Bäumker

Gebäude 21.12, Ebene 00, Raum 00.13

Universitätsstraße 1

40225 Düsseldorf

Tel. 0211 81-13286

[baeumker@stw-d.de](mailto:baeumker@stw-d.de)

**For consultation hours (personal and by phone) please see:**

<https://www.stw-d.de/studentisches-wohnen/sprechzeiten-und-ansprechpartnerinnen-ansprechpartner/>

*(Website only available in German)*

Support service for (international) students in search of accommodation.

For further information please see:

<https://www.hochschule-rhein-waal.de/en/academics/students/welcome-centre/what-we-offer/housing>

Support services of the Student Services Organization Düsseldorf.

For further information please see:

<https://www.stw-d.de/studentisches-wohnen/>  
*(Website only available in German)*

## ARBEITERKIND

### **Contact:**

ArbeiterKind.de Kleve

[kleve@arbeiterkind.de](mailto:kleve@arbeiterkind.de)

ArbeiterKind.de Kamp-Lintfort

[kamp-lintfort@arbeiterkind.de](mailto:kamp-lintfort@arbeiterkind.de)

### **Regional Coordination/ Arbeiterkind.de/NRW:**

Cara Coenen

c/o Universität Duisburg-Essen

Phone: 0201 1836290

[coenen@arbeiterkind.de](mailto:coenen@arbeiterkind.de)

[nrw@arbeiterkind.de](mailto:nrw@arbeiterkind.de)

*Why study? Which subject? How to finance it?*

The non-profit initiative ArbeiterKind.de wants to encourage and support pupils from non-academic families to start and finish an academic degree.

**Kleve:** open group meeting every third Monday of a month at 4.00 pm on the Campus Kleve, Building 12 ground floor (at the green sofas).

For more information and events please see:

<https://netzwerk.arbeiterkind.de/toro/resource/html/#!entity.25095>

*(Website only available in German)*

### **Kamp-Lintfort:**

For more information and events please see:

<https://netzwerk.arbeiterkind.de/toro/resource/html/#!entity.29044>

*(Website only available in German)*

[www.ArbeiterKind.de](http://www.ArbeiterKind.de)

*(Website only available in German)*

## ASTA - GENERAL STUDENTS' COMMITTEE OF HSRW

### Contact:

#### Campus Kleve:

Building 9 Room 09 01 004  
Marie-Curie-Str. 1 47533 Kleve

#### Campus Kamp-Lintfort:

Building 2 Room 02 00 210  
Friedrich-Heinrich-Allee 25 47475 Kamp-Lintfort

For contact details and office hours see:

<https://www.hochschule-rhein-waal.de/en/university/organisation/allgemeiner-studierendenausschuss-asta/consultation-hours-contact>

The General Student Committee (*short: AStA, "Allgemeiner Studierendenausschuss"*) is the executive organ of the student body. It is elected resp. confirmed by the Student Parliament. The Student Parliament assigns tasks to the AStA and monitors the fulfilling of those. The AStA of the Rhine Waal University is organized in the Board and the Departments. The departments provide a variety of information and services to the students.

For more information on departments see:

<https://www.hochschule-rhein-waal.de/en/university/organisation/general-student-committee-asta>

## CAREER SERVICE

### Career Service semester programme

Open to Students of all faculties. For further information, and current programme please see:

<https://www.hochschule-rhein-waal.de/en/academics/students/career-service>

### Faculty Society and Economics Career Service and Employability

Imke Hans  
[imke.hans@hochschule-rhein-waal.de](mailto:imke.hans@hochschule-rhein-waal.de)

Counselling areas: (group and individual counselling)

- Profession and Career orientation
- Strategic search for internships, possible job openings and part-time jobs
- Internships abroad
- Drafting application documents for jobs, scholarships and Master degree programs
- Preparing for interviews

### Central Career Service

Centre for Research, Innovation and Transfer (CRIT)

Marion Kraft  
[career-service@hochschule-rhein-waal.de](mailto:career-service@hochschule-rhein-waal.de)

The Central Career Service is the first point of contact for companies and other external organisations.

## CITIZENS' BUREAU / REGISTRATION OFFICE

### Citizens' Bureau of Kleve

Minoritenstraße 1  
47533 Kleve  
Phone: 02821 84600  
[buengerbuero@kleve.de](mailto:buengerbuero@kleve.de)

The Citizens' Bureau (Bürgerbüro) provides all kinds of services to citizens and residents like registration, deregistration, change of address, applying for ID cards, permits, etc.

## **Citizens' Bureau of Kamp-Lintfort**

Am Rathaus 2

47475 Kamp-Lintfort – Ground Floor

Phone: 02842 912 ext. 204 - 208

## **Moving to Kamp-Lintfort**

Information desk at the town hall

Phone: 02842 912-0

## **COUNSELLING SERVICES**

### **COUNSELLING SOCIAL**

- **Addiction Counselling**

#### **Suchtberatung (Caritasverband Kreis Kleve e.V.)** **(addiction counselling in Kleve)**

**Contact:**

Gerd Engler

Hoffmannallee 66a-68

47533 Kleve

Phone: 02821 7209-900

[g.engler@caritas-kleve.de](mailto:g.engler@caritas-kleve.de)

[info@caritas-kleve.de](mailto:info@caritas-kleve.de)

**Counselling by appointment**

***Counselling is available in English and Spanish, please ask for it when you make an appointment***

#### **Suchtberatung (Caritasverband Moers-Xanten e.V., Beratungsstelle Kamp-Lintfort)** **(addiction counselling in Kamp-Lintfort)**

**Contact:**

Karin Machens

Markgrafenstraße 6

Phone: 02842 97363-04

[sucht@caritas-moers-xanten.de](mailto:sucht@caritas-moers-xanten.de)

**Open counselling hour:**

Tuesdays 11.00 am to 12.00 pm

***Ask if counselling is available in English***

#### **Drogenhilfe Kamp-Lintfort (Grafschafter Diakonie, Moers)**

**(addiction counselling in Kamp-Lintfort)**

Friedrich-Heinrich-Allee 20

47475 Kamp-Lintfort

Phone: 02842 715990

[drogenhilfe@grafschafter-diakonie.de](mailto:drogenhilfe@grafschafter-diakonie.de)

***Counselling by appointment, possible in English if you bring a translator***

Counselling for citizens of the district of Kleve in case of:

- Alcohol abuse
- Drug addiction
- Addiction to illegal drugs
- Compulsive gambling
- Eating disorders

For further information please see:

<https://www.caritas-kleve.de/soziale-hilfen/beratungsstellen-fuer-suchtfraegen/>  
*(Website only available in German)*

Counselling for citizens of Kamp-Lintfort in case of:

- Alcohol abuse
- Drug addiction

For further information please see:

<http://www.caritas-moers-xanten.de/beitraege/beratungsstelle-kamp-lintfort/269672/>  
*(Website only available in German)*

Counselling in case of illegal drug abuse if aged under 26 and counselling for relatives.

For further information please see:

[http://www.kirche-moers.de/diakonie/arbeitsbereiche/index.php?article\\_id=137](http://www.kirche-moers.de/diakonie/arbeitsbereiche/index.php?article_id=137)  
*(Website only available in German)*

## • Anti-discrimination

### Antidiscrimination portal of NRW

<http://www.nrwgegendifskriminierung.de/de/home.html>

(Website only available in German)

### Website on General Equal Treatment Act (AGG)

<http://www.agg-ratgeber.de/en/>

(Website available in different languages)

On the websites you will find information and orientation in case of discrimination due to your origin, sexual orientation or gender or if you suspect yourself being discriminated due to these categories in an individual circumstance.

The sites are supported by the authorities of the country of North-Rhine-Westphalia

## • Anonymous Crisis Helpline

Phone: 0800 1 11 01 11

Phone: 0800 1 11 02 22

**(in German, for other languages see information on the right)**

The anonymous crisis helpline has people standing by 24 hours a day. If you need someone to talk to but don't know where to turn, you can call the hotline and speak to someone immediately.

The German anonymous crisis helpline cooperates with helplines in many countries. Via these helplines counselling is available in many languages (international call!!!). For further information please see:

<https://www.telefonseelsorge.de/?q=node/7651>

(International Helplines)

## • Harrassment/ Bullying

**Phone: 0211 837 1911**

Counselling Monday till Thursday from 4 pm to 8 pm

**Ask if counselling is available in English**

Information and counselling in cases of harassment or bullying.

Official hotline of the federal state government of NRW

For offers in your area also see [self-help groups](#)

## • Self-help groups

### Self-help groups contact point District of Wesel (Selbsthilfe-Kontakt-Stelle)

<https://www.kreis-wesel.de/de/themen/selbsthilfe-kontaktstelle/>

(Website only available in German)

The Districts of Wesel and Kleve also maintain a contact point for self-help groups independently operated by the "Deutschen Paritätischen Wohlfahrtsverbandes".

They can refer you to over 360 self-help groups in the District of Wesel and the extended region.

### Self-help groups contact point District of Kleve (Selbsthilfe-Kontakt-Stelle)

<https://www.selbsthilfe-kreiskleve.de/content/>

(Website only available in German)

General information and contact details about self-help groups of various kinds please see:

<http://selbsthilfenetz.de>

(Website only available in German and Turkish)

- **Social Services of the Student Services Organization Düsseldorf**

**Contact:**

Katja Kwiatkowski  
Phone: 0211 8445150 (call forwarding active)  
[kwiatkowski@stw-d.de](mailto:kwiatkowski@stw-d.de)

**Counselling hours at Rhine-Waal University (during the semester):**

**Kleve:** Every 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of a month from 11.00 am to 14.00 pm, accommodation area, Flutstraße 30, Ground Floor

**Kamp-Lintfort:** Every 2<sup>nd</sup> Thursday of a month from 11.00 am to 14.00 pm, accommodation area, Friedrich-Heinrich-Allee 31 (Villa), Ground Floor

**Additional appointments on request.**

- General social counselling
- Individual counselling for students in difficult situations
- Advice and support in financial crises
- Assistance for disabled and chronically ill students
- Advice on social–legislative questions
- Assistance for foreign students, e.g. special insurance protection
- Childcare/day-care facilities
- Assistance and mediation for psychological support in emergency situations

For further information please see:  
<http://www.stw-d.de/beratung/>  
(Website only available in German)

- **Victim Protection**

**Victim Consultation Helpline (Opferberatungstelefon)**

Phone: (toll-free) 0800 6546546  
**Ask if counselling is available in English**

**Weißer Ring e.V.**

Office Kleve (also responsible for Kamp-Lintfort)  
**Contact:**  
Karl-Heinz Schayen  
Phone: 02821/ 9736667

**Victims helpline**

(free of charge, available daily 7 am to 10 pm.)  
Phone: 116 006  
**Ask if counselling is available in English**

**District Police Wesel (victim protection)**

Phone: 0281 107-0  
e-mail: [dirk.wesel@polizei-nrw.de](mailto:dirk.wesel@polizei-nrw.de)  
**Ask if counselling is available in English**

**District Police Kleve (victim protection)**

**Contact:**

Johannes Meurs  
Crime prevention/victim protection  
Phone: 02823 108-1977  
e-mail: [johannes.meurs@polizei.nrw.de](mailto:johannes.meurs@polizei.nrw.de)  
**Ask if counselling is available in English**

**Victim protection Phone (24 hours):**

02823 108-1999

Emergency aid for victims of violence. Operated by the regional organizations of the county of North-Rhine-Westphalia.

Weißer Ring is the only nationwide active victim support organisation in Germany. They are independent from state funding and committed to help victims of crime.

Hotline for victims of violence operated by Weißer Ring.  
For further information please see:  
<http://weisser-ring.de/english>

Contact details for local police. Officers are trained to give support and counselling after traumatic events.

Contact details for local police. Officers are trained to give support and counselling after traumatic events



## • Women Counselling Services

### **Frauen helfen Frauen e.V. Moers**

Uerdinger Straße 23  
47441 Moers  
Phone: 02841 28600  
[frauenhelfenfrauenmoers@t-online.de](mailto:frauenhelfenfrauenmoers@t-online.de)

#### **Opening hours:**

Mondays to Thursdays 9.00 am to 12.00 pm  
**Counselling by appointment.**  
***Counselling is also available in English, Russian and Spanish***

### **Frauenberatungsstelle Impuls e.V.**

Voßstr. 28  
47574 Goch  
[info@fb-impuls.de](mailto:info@fb-impuls.de)

#### **Opening hours:**

Monday to Wednesday 9.00 am to 12.00 pm  
Thursday 2.00 pm to 6.00 pm

#### **Counselling service is also available in: Kleve (Tuesday)**

Hoffmannallee 66a-68, Caritas-Verband Kleve e.V.

#### **Emmerich (Wednesday)**

Neuer Steinweg 25, Haus der Familie

#### **Geldern (Wednesday)**

Ostwall 1, Kanzlei Verhoeven & Partner

**Counselling by appointment, for all locations  
call: 02823 419171.**

***No counselling in English is offered.***

### **Violence against women support hotline**

(free of charge and confidential)

Phone: 0800 116 016

***Counselling is possible in 17 languages!***

### **Pregnancy counselling District of Kleve**

<http://www.kreis-kleve.de/de/fachbereich4/schwangerschaftskonfliktberatung/>

Counselling issues:

- Relationships / separation / divorce
- Domestic violence
- Sexual abuse / violence
- Coming-out
- Eating disorders

These are only some examples of the offers. You can turn to them with any issue of your concern.

For further information please see:

<https://www.frauenhelfenfrauenmoers.de/>

*(Website only available in German)*

Counselling for girls and woman as of 16 years old. Common issues are:

- Family or relationship problems
- Separation or divorce
- Domestic and sexual abuse
- Stalking
- Eating disorders
- Physical and psychological health, f. ex. related to stress
- Lack of self-esteem
- Questions concerning securing one's livelihood
- Work, apprenticeship and re-orientation concerning the professional career
- Questions concerning coming-out and sexual orientation
- Digital violence

For further information please see:

<http://www.fb-impuls.de/beratung.php>

*(Website only available in German)*

Support hotline in case of violence against women, operated by the ministry for family affairs, senior citizens, women and youth.

The hotline is available daily 24 hours. For more information please see:

<https://www.hilfetelefon.de/en.html>

Links to approved centres for pregnancy

**Pregnancy counselling District of Wesel**  
<https://www.kreis-wesel.de/de/themen/schwangerschaftsberatung/>

counselling in the District of Kleve  
(Website only available in German)

Information on approved centres for pregnancy counselling in the District of Wesel  
(Website only available in German)

## COUNSELLING PSYCHOLOGICAL

### **Psychological Counselling at HSRW**

**Contact:**

Dr. Bobby Kalveram  
[psychologische-beratung@hochschule-rhein-waal.de](mailto:psychologische-beratung@hochschule-rhein-waal.de)

For information on counselling hours in Kamp-Lintfort and Kleve please consult the university website: <https://www.hochschule-rhein-waal.de/en/university/services-students/psychological-counselling-service>

For emergencies or acute situations, please read the following: <https://www.hochschule-rhein-waal.de/en/university/services-students/psychological-counselling-service/emergencies>

### **Papillon e.V.**

(Association for psychotherapeutic offers and counselling)  
Hagsche Straße 86  
47533 Kleve  
Phone: 02821 775060

**Counselling hours:**

Monday 2.00 pm to 4.00 pm  
Tuesday and Thursday 4.00 pm to 6.00 pm  
Wednesday 12.00 pm to 2 pm  
Friday 10.00 am to 12 pm  
You're asked to arrange an appointment.

***Please ask for Ms. Heike Kummetat, if you need counselling in English or contact her directly:***  
[H.Kummetat@vereinpapillon.de](mailto:H.Kummetat@vereinpapillon.de)

**Counselling is also available in Geldern:**

Markt 6  
47608 Geldern  
Telefon: 02831 9744612

The Psychological Counselling Service of Rhine-Waal University of Applied Sciences provides short term individual counselling and support to students with personal problems. Our job is to encourage your own self-help efforts, meaning we help you better understand your problems and rediscover or build your inner strength. With this inner strength we can then develop and implement manageable solutions to your problems.

The counselling offer does not substitute a psychological therapy that might be needed, but the counselor provides information on and supports in finding a therapist.

For further information please see:  
<http://www.hochschule-rhein-waal.de/en/university/services-students/psychological-counselling-service>

offers:

- Fast counselling in crisis
- Guidance to find appropriate medical help
- Support for partners and relatives
- Support to overcome the disease
- Support to establish new contacts
- If needed support in finding new ways of living and support
- Guidance to find offers for structuring your days
- Assistance in financial questions concerning the disease
- Guidance to other support services such as debt advice services

For further information please see:  
<http://www.vereinpapillon.de/>  
(Website only available in German)

**Counselling hours:**

Monday, Wednesday, Friday 10.00 am to 12.00 pm

Tuesday 01.00 pm to 3.00 pm

Thursday 5.00 pm to 7.00 pm

**Further appointments upon request**

**District of Kleve social psychiatry  
(Kreis Kleve Sozialpsychiatrie)**

<http://www.kreis-kleve.de/de/dienstleistungen/sozialpsychiatrie/>  
(Website only available in German)

**District of Wesel Coordination of psychiatry  
(Kreis Wesel Psychiatriekoordination)**

<https://www.kreis-wesel.de/de/themen/depression-kann-jeden-treffen/>  
(Website only available in German)

<https://www.kreis-wesel.de/de/dienstleistungen/beratung-fuer-sucht-und-psychisch-krank-menschen/>  
(Website only available in German)

**Directory of psychotherapists in NRW  
(Psychotherapeutenkammer NRW)**

Phone: 0211 522847-0  
[info@ptk-nrw.de](mailto:info@ptk-nrw.de)

The counselling centre of the district offers immediate help through consultation, specialised medical diagnoses, and direct referral to support services. This offer is directed at the following groups:

- Mentally-ill and disabled persons
- [Legal and illegal drug addiction](#)
- Mentally handicapped persons
- Relatives of people from these groups

The counselling centre of the district offers immediate help and connects you to other counselling and/or therapy services:

- In a mental emergency
- In case of depressions
- In case of [addiction problems](#)

Help looking for a therapist. Please also see :  
<https://www.ptk-nrw.de/de/patienten.html>  
(Website only available in German)

**DGB HOCHSCHULGRUPPE HSRW****Contact:**

[www.fb.com/DGBj.HSRW](http://www.fb.com/DGBj.HSRW)

**Jugendbildungsreferent**

Fabian Kuntke

Phone: 0203 99 275 15

[fabian.kuntke@dgb.de](mailto:fabian.kuntke@dgb.de)

The DGB-Hochschulgruppe is a valuable contact for you in every question concerning “working and studying“

As the youth organization of the trade union confederation of the most powerful trade unions in Germany, the DGB, they organize events around the subjects studying, career entry, student job, society, reform of the university system and trade unions.

For more information please see:

<http://nrw.dgb.de/jugend>

(Website only available in German)

<https://dgb.de>

(Website available in German, English, French and Spanish)

## DISABILITY AND CHRONIC DISEASES

### Contact:

Students Advisory Service  
[study@hochschule-rhein-waal.de](mailto:study@hochschule-rhein-waal.de)

The Student Advisory Service provides information and counselling for students with special needs due to illness or disability. For example compensating measures for doing examinations.

### Social Participation Advising Ergänzende unabhängige Teilhabeberatung (EUTB)

#### For District of Kleve

Nassauerstraße 1  
47533 Kleve  
Phone: 02821 780021  
[teilhabeberatung-kreis-kleve@paritaet-nrw.org](mailto:teilhabeberatung-kreis-kleve@paritaet-nrw.org)

Social participation advising: It's important to know and take advantage of the right support services so that you can lead a self-determined life. This advising service will guide you through available offers and how you can benefit from them. Peer counseling is also available.

For more information, visit:  
[www.teilhabeberatung-kreis-kleve.de](http://www.teilhabeberatung-kreis-kleve.de)

Office hours:  
Monday 9.00-13.00 Uhr  
Wednesday 10.00-13.00 and 15.00-18.00  
Friday 9.00-13.00 Uhr

[www.teilhabeberatung-kreis-wesel.de](http://www.teilhabeberatung-kreis-wesel.de)

*(Websites only available in German)*

#### District of Wesel

##### Office Wesel

Viktoriastr. 10 | 46483 Wesel  
Phone: 0281 16435886 oder -87

Office hours:  
Wednesday 15.00 – 18.00  
Thursday 9.00 – 12.00  
and upon request

##### Office Moers

Hanns-Albeck-Platz 2 | 47441 Moers  
Phone: 02841 900031 oder -32

Office hours:  
Monday 15.00 – 18.00  
Tuesday 9.00 – 12.00  
and upon request

[info@teilhabeberatung-kreis-wesel.de](mailto:info@teilhabeberatung-kreis-wesel.de)

## DOUBT ABOUT STUDIES / DROPPING OUT

### “Next Step Niederrhein” provides support to students doubting their studies and considering dropping out of University

#### Contact:

Stefanie Winde

Phone: 02821-80673-9769

[stefanie.winde@hochschule-rhein-waal.de](mailto:stefanie.winde@hochschule-rhein-waal.de)

#### Walk-in Office Hours:

**Kamp-Lintfort:** every 1<sup>st</sup> and 3<sup>rd</sup> Thursday of a month from 13.00-15.00 pm in room 04 01 425

**Kleve:** every 2<sup>nd</sup> and 4<sup>rd</sup> Thursday of a month from 13.00-15.00 in room 5A 01 005

#### Further appointments are available in Kleve and Kamp-Lintfort upon request.

To schedule an appointment, please send an email with your query, your preferred date and time, and your contact details.

The project “Next Step Niederrhein” offers coaching sessions for students with severe doubts about their studies and for those seriously considering dropping out altogether.

- For students with doubt: we’ll help you articulate your doubts and come to a conclusion or a decision.
- For students considering dropping out: we’ll guide you through the process and help you find an alternative career path such as an apprenticeship or vocational training.
- We can also refer you to additional counselling services specialised in further education, vocational training opportunities or apprenticeships.

For more information please see:

<https://www.hochschule-rhein-waal.de/en/university/facilities-and-initiatives/centre-academic-development-and-quality-zfq/next-step>

[www.next-step-niederrhein.de](http://www.next-step-niederrhein.de)

*(Website is available in English)*

## EQUAL OPPORTUNITIES

### Central Equal Opportunities Officer

Imke Hans, M.A.

[gleichstellungsbeauftragte@hochschule-rhein-waal.de](mailto:gleichstellungsbeauftragte@hochschule-rhein-waal.de)

### Deputy Representatives:

N.N.

[gleichstellung@hochschule-rhein-waal.de](mailto:gleichstellung@hochschule-rhein-waal.de)

### Central Equal Opportunities Office:

Stefanie Aunkofer, M.A.

[gleichstellung@hochschule-rhein-waal.de](mailto:gleichstellung@hochschule-rhein-waal.de)

### Representatives at the faculties:

#### Technology and Bionics:

Frau Dr.rer.nat. Alina Leson

Dr Lilly Chambers (Deputy Representative)

[gleichstellung-fk1@hochschule-rhein-waal.de](mailto:gleichstellung-fk1@hochschule-rhein-waal.de)

#### Life Sciences:

Dr. Nadine Merettich

Prof PD Dr-Ing Sylvia Moenickes (Deputy Representative)

[gleichstellung-fk2@hochschule-rhein-waal.de](mailto:gleichstellung-fk2@hochschule-rhein-waal.de)

Equal opportunities for women and men and a healthy work-life balance are steadfast principles of Rhine-Waal University of Applied Sciences and a motor for continuous development and improvement. The Central Equal Opportunities Representative and her team advise the Executive Board and all central and peripheral committees on implementing these principles and provide accompanying support with numerous projects.

For more information please see:

<https://www.hochschule-rhein-waal.de/de/hochschule/organisation/interessenvertretungen-und-beauftragte/gleichstellung>

### **Society and Economics:**

Rebecca Knecht, M.A.

[gleichstellung-fk3@hochschule-rhein-waal.de](mailto:gleichstellung-fk3@hochschule-rhein-waal.de)

### **Communication and Environment:**

Andrea Da Silva, M.A.

[gleichstellung-fk4@hochschule-rhein-waal.de](mailto:gleichstellung-fk4@hochschule-rhein-waal.de)

## **EXAMINATION BOARDS (AT FACULTY)**

### **Faculty Technology and Bionics**

Examination board secretariat:

[pruefungssekretariat-tub@hochschule-rhein-waal.de](mailto:pruefungssekretariat-tub@hochschule-rhein-waal.de)

Examination Boards are the contact point at a faculty for questions concerning examinations, grades etc. For further information please contact your faculty.

### **Faculty Life Sciences**

Enquiries via Dean´s office staff

[birthe.janssen@hochschule-rhein-waal.de](mailto:birthe.janssen@hochschule-rhein-waal.de)

### **Faculty Society and Economics**

Office of the examination board

[pruefungsausschuss-fgo@hochschule-rhein-waal.de](mailto:pruefungsausschuss-fgo@hochschule-rhein-waal.de)

For more information see:

<https://www.hochschule-rhein-waal.de/en/faculties/society-and-economics/advice-and-service/examination-board>

### **Faculty Communication and Environment**

Examination board secretariat

[pruefungsausschuss-fku@hochschule-rhein-waal.de](mailto:pruefungsausschuss-fku@hochschule-rhein-waal.de)

## **EXAMINATION SERVICES**

In order to get in contact with the Examination Office please turn to the staff members at student advisory service [study@hochschule-rhein-waal.de](mailto:study@hochschule-rhein-waal.de) or write an e-mail to:

[pruefungsservice@hochschule-rhein-waal.de](mailto:pruefungsservice@hochschule-rhein-waal.de)

The Examination Office provides all kind of information and support that is examination-related.

For further information about the services please see:

<https://www.hochschule-rhein-waal.de/en/academics/students/examination-office>

## **FACILITY MANAGER**

### **Facility Manager Campus Kleve**

Room 04 00 008

### **Facility Manager Campus Kamp-Lintfort**

Room 03 00 205

## FAMILYSERVICE

- **Studying with a child**

### pme Familienservice

#### Contact:

[ruhrgebiet@familienservice.de](mailto:ruhrgebiet@familienservice.de)

Phone: 0800 801007080

You may arrange an individual appointment at the university. Counselling in English is possible.

**The offer is generally free of charge for students and employees of HSRW. The child care arrangements may entail costs. The consultation takes place in German, English and other languages.**

- Advice and consulting during pregnancy
- Individual consulting and help finding child/day-care
- Placement of qualified nannies
- Assistance in finding suitable childcare facilities
- Short-term childcare during business trips, further education, illness or during school holidays

For further information please see:

<https://www.familienservice.de/home>

(Website only available in German)

### Equal Opportunities and Familyservice

Special offers for parents on campus

The Central [Equal Opportunities](#) Representative and her team are also responsible for pregnant students and parents. They offer a variety of services:

- Reservation of the parent-child room
- guide [Studying with child](#)
- Organization of Parent-Café on a regular basis
- 

For further information please see:

[https://www.hochschule-rhein-](https://www.hochschule-rhein-waal.de/en/university/organisation/advocacy-representatives/equal-opportunities/family-children)

[waal.de/en/university/organisation/advocacy-representatives/equal-opportunities/family-children](https://www.hochschule-rhein-waal.de/en/university/organisation/advocacy-representatives/equal-opportunities/family-children)

### Maternity Protection Act

For questions on Pregnancy during your studies and on the regulations of the maternity protection act please contact the responsible person at your faculty as listed here:

<https://www.hochschule-rhein-waal.de/en/university/facilities-and-initiatives/centre-academic-development-and-quality-zfq/social-and-3>

- **Studying and caring for family members**

### **Benefit-at-work**

**Service-Portal:** [benefit-at-work.de](https://benefit-at-work.de)

### **Individual Counselling:**

Phone: 0331 231 879 40

[info@benefit-at-work.de](mailto:info@benefit-at-work.de)

**Counselling is available in English and other languages, please ask for it**

- supports with individual and professional consultation on matters relating to the care of relatives.
- Or do you want to make provisions for yourself?
- You can receive expert advice on the subjects of healthcare proxy („Vorsorgevollmacht“), patient decree and



The access PIN for the service portal for university members can be obtained from the Family Service / Equal Opportunities Team of the HSRW. Please send an email to [familienservice@hochschule-rhein-waal.de](mailto:familienservice@hochschule-rhein-waal.de).

Counselling is available in English and other languages, please ask

care directive.

For more information please see: <https://www.hochschule-rhein-waal.de/en/university/organisation/advocacy-representatives/equal-opportunities/caring-family-members>

## FEDERAL EMPLOYMENT AGENCY

### Contact for Students Kamp-Lintfort:

Study and Career Consultant  
Jan Höpfner  
[jan.hoepfner@arbeitsagentur.de](mailto:jan.hoepfner@arbeitsagentur.de)

### Contact for Students Kleve:

Study and Career Consultant  
Monika van Eimern  
[monika.eimern@arbeitsagentur.de](mailto:monika.eimern@arbeitsagentur.de)

Once in a semester counselling hours are offered on campus. Please contact [Career Service](#) for further information and for scheduling an appointment for these counsellings.

**Counselling is only available in German**

Counselling topics:

- General advice on request to study
- Counselling in case of wish to change the university
- Possible fields of employment as well after the decision to dropout
- Career entry strategies
- Creation of a professional profile
- Financial support when eligible

For further information please see:

<https://www.arbeitsagentur.de/en>

## FINANCING OF STUDIES

### BAFÖG

[bafoegamt@stw-d.de](mailto:bafoegamt@stw-d.de)  
Phone: 0211 81-13381

**For consultation hours please see:**

<https://www.stw-d.de/studienfinanzierung/kontakt/>  
(Website only available in German)

### Financial Orientation by student service organization Düsseldorf

**Contact:**

Sven Kolberg  
[kolberg@stw-d.de](mailto:kolberg@stw-d.de)  
Phone: 0211 81-13378

**For consultation hours (in Düsseldorf) please see:** <https://www.stw-d.de/studienfinanzierung/kontakt/>

(Bafög und Daka)

**Counselling is possible in Kleve or Kamp-Lintfort on demand**

Counselling Centre about BAföG by the Student Services Organization Düsseldorf.

For more information please see:

<http://www.stw-d.de/studienfinanzierung/bafoeg/>  
(Website only available in German)

Information about financing your studies based on loans or credits (other than BAföG) by the Student Services Organization Düsseldorf.

For more information please see:

[www.stw-d.de/en/Finanzierung/index.html](http://www.stw-d.de/en/Finanzierung/index.html)  
(Website only available in German)



### **Private Study loans:**

Information provided by HSRW:

<https://www.hochschule-rhein-waal.de/en/academics/students/costs-scholarships-and-grants/private-loans>

### **Scholarships and grants:**

Information provided by HSRW:

<https://www.hochschule-rhein-waal.de/en/academics/students/costs-scholarships-and-grants/scholarships-and-grants>

## **INTERNATIOAL CENTER (CENTRAL)**

- **Student mobility**

The International Center is responsible for stay abroad (semester abroad, DAAD-grant, Erasmus)

### **Campus Kleve:**

#### **Outgoings (Non-European partner universities), Erasmus + Internships:**

Ellen Schönfeld

#### **Consultation hours**

Tuesdays 11.00 am - 12.00 pm

Infopoint; Room 2A EG 005

For further information please see:

<https://www.hochschule-rhein-waal.de/en/international>

### **Erasmus and Outgoings:**

#### **Consultation hours**

Wednesday 3.00 pm - 4.00 pm

Infopoint; Room 2A EG 005

### **Incomings, PROMOS and STIBET:**

Jochen van Bentum

#### **Consultation hours:**

Monday 3.00 pm - 4.00 pm

Infopoint; Room 2A EG 005

### **Campus Kamp-Lintfort**

(Building 7, Villa Kellermann):

#### **Consultation hour concerning all programs coordinated by International Center**

Wednesday 13.00-14.00 pm

Room 07 00 140

- Office of Languages and Intercultural Communication

#### **Head Coordinator**

Vera Nikovska-Conrads

[vera.nikovska-conrads@hochschule-rhein-waal.de](mailto:vera.nikovska-conrads@hochschule-rhein-waal.de)

#### **Deputy Coordinator**

Brett Ellis

[brett.ellis@hochschule-rhein-waal.de](mailto:brett.ellis@hochschule-rhein-waal.de)

- Language Labs

Kleve Campus: **18 01 014**

Kamp-Lintfort Campus: **04 01 315**

**See Moodle for opening hours**

- Learning Guidance

Kleve Campus:

#### **German**

**General questions, Speaking Practice (from A2/B1)**

Ratka Sozovska

**Registration and times in Moodle**

**General questions, DUO (from B2)**

Elfriede van Dijk

**Registration and times in Moodle**

#### **English**

Corinna Roth

**Appointments by request:**

[corinna.roth@hochschule-rhein-waal.de](mailto:corinna.roth@hochschule-rhein-waal.de)

Kamp-Lintfort Campus

#### **German and DUO**

**Appointments by request:**

Ratka Sozovska

[ratka.sosovska@hochschule-rhein-waal.de](mailto:ratka.sosovska@hochschule-rhein-waal.de) or

Elfriede van Dijk

[elfriede.vandijk@hochschule-rhein-waal.de](mailto:elfriede.vandijk@hochschule-rhein-waal.de)

#### **English**

Corinna Roth

**Appointments by request:**

[corinna.roth@hochschule-rhein-waal.de](mailto:corinna.roth@hochschule-rhein-waal.de)

We (the International Center) offer a wide variety of language courses as well as robust range of support services. We are responsible for:

- Language courses (semester courses, German intensive courses)
- Placements / determining language levels
- Coaching (Learning Guidance)
- General advising on language learning topics
- Software-based language learning

For more information, please visit:

<https://www.hochschule-rhein-waal.de/en/international/language-courses>

For general questions on language courses (signing up, rules etc.) please visit our student assistants in the Language Lab during opening hours or write them an email:

[languages@hochschule-rhein-waal.de](mailto:languages@hochschule-rhein-waal.de)

Learning Guidance is a coaching service that can be a valuable extension of your language course or a useful tool when learning German or English on your own. This service is offered at no charge to HSRW students. You can only benefit from it.

Learning Guidance is offered as a one-on-one appointment between you and the teacher of your choice.

For information on appointments and to download the required registration form, please see Moodle.

## INTERNATIONAL EXCHANGE (AT FACULTY)

### Faculty Technology and Bionics

Prof Dr William Megill

[ftb-intl@hochschule-rhein-waal.de](mailto:ftb-intl@hochschule-rhein-waal.de)

### Faculty Life Sciences

Anna Eliseeva

[anna.eliseeva@hochschule-rhein-waal.de](mailto:anna.eliseeva@hochschule-rhein-waal.de)

### Faculty Society and Economics

Dr Anne Tempel

[anne.tempel@hochschule-rhein-waal.de](mailto:anne.tempel@hochschule-rhein-waal.de)

### Faculty Communication and Environment

Prof Dr Habil Waltraud Kofer

[waltraud.kofer@hochschule-rhein-waal.de](mailto:waltraud.kofer@hochschule-rhein-waal.de)

Students who wish to spend an academic semester or their internship abroad can directly turn to the person responsible for international exchange of their faculty. Here it is possible to ask about recognition of credits etc.

For further information and consultation hours please see:

<https://www.hochschule-rhein-waal.de/en/international/international-center-team/consultation-hours>

## IT-SERVICES

### IT-Service Desk

Phone Kleve: 02821 80673-199

Phone Kamp-Lintfort: 02821 80673-199

### Consultation hours:

#### Campus Kleve:

9:30 – 10:30 am, 1:30 – 2:30 pm

No afternoon hours on Fridays

Library building, ground floor

#### Campus Kamp Lintfort:

9:30 – 10:45 am, 1:30 – 1:45 pm

No afternoon hours on Fridays

Student Service Point, Building 2 (Room: 02 00 505)

IT Services responsible for:

- University user account
- E-mail
- WLAN
- sciebo
- HIS access
- Moodle access
- using photocopying machines

For further questions please visit the consultation hours of the IT Services (only during semester).

For further information please see:

<https://www.hochschule-rhein-waal.de/en/university/facilities-and-initiatives/it-services>

## KEY SKILLS

### Contact:

Rolf Kerkhoff

[Schluesselqualifikationen@hochschule-rhein-waal.de](mailto:Schluesselqualifikationen@hochschule-rhein-waal.de)

The Centre for Academic Development and Quality (ZfQ) offers courses, seminars and workshops for all faculties on topics such as:

- Rhetoric
- Scientific writing
- Job application and presentation training
- Soft skills

For further information and schedules please see:

<https://www.hochschule-rhein-waal.de/en/university/facilities-and-initiatives/centre-academic-development-and-quality-zfq/key-skills>

## LIBRARY

### Kleve Campus

Building 18

Phone: 02821 806 73 – 42215

### Kamp-Lintfort Campus

Building 1

Phone: 02842 908 25 – 9700

[bibliothek@hochschule-rhein-waal.de](mailto:bibliothek@hochschule-rhein-waal.de)

Contact Persons

<https://www.hochschule-rhein-waal.de/en/university/facilities-and-initiatives/university-library/service/contact-persons>

We are always happy to assist you in your search for media and information.

We also encourage you to participate in one of our many free workshops where you can learn to find sources and information like a professional researcher.

Please register via:

<https://moodle.hochschule-rhein-waal.de/course/view.php?id=8695>  
[bibliotheksschulung@hochschule-rhein-waal.de](mailto:bibliotheksschulung@hochschule-rhein-waal.de)

For further Information please see:

[www.hochschule-rhein-waal.de/library](http://www.hochschule-rhein-waal.de/library)

[www.facebook.com/BibliothekHSRW](https://www.facebook.com/BibliothekHSRW)

## LINK PROFESSORS

### Faculty Technology and Bionics

- Prof. Dr. Matthias Krauledat  
[matthias.krauledat@hochschule-rhein-waal.de](mailto:matthias.krauledat@hochschule-rhein-waal.de)
- Prof. Dr. Stefanie Dederichs  
[stefanie.dederichs@hochschule-rhein-waal.de](mailto:stefanie.dederichs@hochschule-rhein-waal.de)

### Faculty Life Sciences

- Prof. Dr. Kerstin Koch  
[kerstin.koch@hochschule-rhein-waal.de](mailto:kerstin.koch@hochschule-rhein-waal.de)
- Prof. Dr. Matthias Kleinke  
[matthias.kleinke@hochschule-rhein-waal.de](mailto:matthias.kleinke@hochschule-rhein-waal.de)

### Faculty Society and Economics

- Prof. Dr. Ute Merbecks  
[ute.merbecks@hochschule-rhein-waal.de](mailto:ute.merbecks@hochschule-rhein-waal.de)
- Prof. Dr. Ralf Bauer  
[ralf.bauer@hochschule-rhein-waal.de](mailto:ralf.bauer@hochschule-rhein-waal.de)

### Faculty Communication and Environment

- Prof. Dr. Freda-Marie Hartung  
[freda-marie.hartung@hochschule-rhein-waal.de](mailto:freda-marie.hartung@hochschule-rhein-waal.de)
- Prof. Dr. Frank Zimmer  
[frank.zimmer@hochschule-rhein-waal.de](mailto:frank.zimmer@hochschule-rhein-waal.de)

Link professors provide help, counselling and guidance especially in these areas:

- mediate between students and lecturers
- contact person for problems with studies
- Open-door policy when it comes to problems personally or on compassionate grounds

## MENTORING / LOCALS4STUDENTS

In case of concrete questions you may contact:  
[locals4students@hochschule-rhein-waal.de](mailto:locals4students@hochschule-rhein-waal.de)

Citizens of Kleve and Kamp-Lintfort act as mentors für international students, e.g. help settling in Germany, contacting authorities, housing and job applications

For further information please see:  
<https://www.hochschule-rhein-waal.de/en/academics/students/welcome-centre/what-we-offer/locals4students>

## SEMESTERTICKET

<https://www.hochschule-rhein-waal.de/en/university/services-students/public-transportation/semesterticket>

## START-UP COACHING

**Centre for Research, Innovation und Transfer (ZFIT)**

[innovation@hochschule-rhein-waal.de](mailto:innovation@hochschule-rhein-waal.de)

Coaching and information for students and scientific staff interested in starting-up a business.

## STUDENT ADVISORY SERVICE (ZSB)

**Hotline: 02821 80673-360**  
[study@hochschule-rhein-waal.de](mailto:study@hochschule-rhein-waal.de)

**Opening Hours:**  
**Campus Kleve**  
(Building 20, Herzogstraße),  
Monday to Friday 9.00 am to 12.00 pm  
Monday to Wednesday 1.00 pm to 3.00 pm

**Campus Kamp-Lintfort**  
(Building 4, Ground Floor)  
Monday to Friday 9.00 am to 12.00 pm  
Monday to Wednesday 1.00 pm to 3.00 pm

For further information please see:  
<https://www.hochschule-rhein-waal.de/en/academics/students/student-advisory-service>

The student advisory service is valuable contact point for both students and prospective students.

### Information on:

- Structure, content and requirements of degree programs
- Application and admission procedures for prospective students and when changing the degree program
- Specific entry requirements such as portfolio assessment and preparatory internships
- Social issues such as funding and financial problems, accommodation etc.
- Dates and deadlines regarding application, information events, introductory events and bridging courses

### Counselling:

- General questions regarding studies
- The decision-making process concerning the choice of study
- Management of social and cultural challenges within the different study phases
- Change of program, dropouts, temporary break or professional re-orientation

### Workshop's and information events:

- Workshops on information research, decision-

- making and choice of study
- Support in the orientation process for first semester students
- Open Days and extended opening hours
- Training sessions for teachers addressing study and vocational orientation
- Information events for parents

## STUDENT COUNCIL / FSR (AT FACULTY)

### Faculty Technology and Bionics:

- [fsr-technologie-bionik@hsrw.org](mailto:fsr-technologie-bionik@hsrw.org)
- <https://de-de.facebook.com/fsrtechnology/>

### Life Sciences:

- [fsr-life-sciences@hsrw.org](mailto:fsr-life-sciences@hsrw.org)
- <https://de-de.facebook.com/fsr.life.sciences/>

### Society and Economics:

- [fsr-gesellschaft-oekonomie@hsrw.org](mailto:fsr-gesellschaft-oekonomie@hsrw.org)
- <https://www.facebook.com/fsr.gesellschaft.oekonomie>

### Communication and Environment:

- [fsr-kommunikation-umwelt@hsrw.org](mailto:fsr-kommunikation-umwelt@hsrw.org)
- <https://de-de.facebook.com/FachschaftCommEn/>

Elective body representing students in a particular faculty.

Student-run support service for social and academic matters for students of that faculty.

## STUDENT PARLIAMENT

### StuPa of Rhine-Waal University

[stupa@hsrw.org](mailto:stupa@hsrw.org)

Represents the interests of the student body in university government.

For further information please see:

<http://www.hochschule-rhein-waal.de/en/university/organisation/student-parliament>

<https://www.facebook.com/stupa.hsrw>

## STUDENT SERVICES

In order to get in contact with the student services please turn to the staff members at [student advisory services](#) or use the contact form:

<https://www.hochschule-rhein-waal.de/en/academics/students/student-services>

The Student Services is responsible for:

- Application
- Registration / enrolment
- Academic records
- Change of degree program
- Academic leave of absent
- De-registration (exmatriculation)

For further information please see:

<https://www.hochschule-rhein-waal.de/en/academics/students/student-services>

## STUDENT SERVICE ORGANIZATION

The Student Service Organization Düsseldorf is a special point of contact for all students of Rhine-Waal University

[www.stw-d.de](http://www.stw-d.de)

*(Website only available in German)*

For social counselling see [Social Service of the Student Service Organization \(Düsseldorf\)](#)

For financing your studies see [Financing of Studies](#)

For student housing see [Accommodation](#)

Different services for students.

## STUDY GUIDES

### Faculty Technology and Bionics:

Elena Buksmann

[elena.buksmann@hochschule-rhein-waal.de](mailto:elena.buksmann@hochschule-rhein-waal.de)

### Faculty Life Sciences

Lena Völkel (B.Sc.):

[lena.voelkel@hochschule-rhein-waal.de](mailto:lena.voelkel@hochschule-rhein-waal.de)

### Faculty Society and Economics

Ejikeme Anthony Efonemchi

[ejikeme-anthony.efonemchi@hochschule-rhein-waal.de](mailto:ejikeme-anthony.efonemchi@hochschule-rhein-waal.de)

### Faculty Communication and Environment

Elena Buksmann, M.Sc.

[elena.buksmann@hochschule-rhein-waal.de](mailto:elena.buksmann@hochschule-rhein-waal.de)

Study Guides offer the following services to students within each faculty:

- First address at a faculty for any problem. Guidance to who is responsible within the faculty and/or university, if needed.
- Counselling with any problems you may be experiencing during studies.
- Re-organization of study plan if needed for social, organizational or academic reasons
- Referring students to off-campus specialists (if needed)
- Advice on study mile stones (such as first semester, electives, thesis) and in case of problems affecting academic progress
- Proactive addressing of students
- They offer information events and workshops

## Coordination of Study Guides

Dr Rebecca Müller

[rebecca.mueller@hochschule-rhein-waal.de](mailto:rebecca.mueller@hochschule-rhein-waal.de)

for students in different study phases

- Advice on maternity protection act

For further information please see:

<https://www.hochschule-rhein-waal.de/en/university/facilities-and-initiatives/centre-academic-development-and-quality-zfq/social-and>

## UNIVERSITY MUSIC

### Contact:

[hochschulmusik@hochschule-rhein-waal.de](mailto:hochschulmusik@hochschule-rhein-waal.de)

For further information please see:

<https://www.hochschule-rhein-waal.de/en/university/about-university/university-music>

<https://www.facebook.com/Hochschulmusik-Hochschule-Rhein-Waal-275367246201812/>

and on moodle:

<http://bit.ly/hsrwmusic>

## UNIVERSITY SPORTS

[hochschulsport@hochschule-rhein-waal.de](mailto:hochschulsport@hochschule-rhein-waal.de)

### Contact:

Peter Garzke (Kleve)

[peter.garzke@hochschule-rhein-waal.de](mailto:peter.garzke@hochschule-rhein-waal.de)

Heiko Osthaus (Kamp-Lintfort)

[heiko.osthaus@hochschule-rhein-waal.de](mailto:heiko.osthaus@hochschule-rhein-waal.de)

Sarah Pullich

[sarah.pullich@hochschule-rhein-waal.de](mailto:sarah.pullich@hochschule-rhein-waal.de)

For information concerning the current sports program please see:

<https://www.hochschule-rhein-waal.de/en/university/about-university/hsrw-sport/university-sports-z>

## VISA

Please refer to the Immigration Office of your city of residence in Germany for all questions relating visas and residency permits. For help with translations, please contact the [Welcome Centre](#) and see:

<https://www.hochschule-rhein-waal.de/en/academics/students/welcome-centre/what-we-offer/residence-permit-support>



## WELCOME CENTRE

### Coordination:

Amélie Klimach

[welcome-centre@hochschule-rhein-waal.de](mailto:welcome-centre@hochschule-rhein-waal.de)

The duties and responsibilities of Student Tutors include:

- Providing a student's perspective on questions relating to studies / student life,
- Contributing to orientation week
- Referring students to on-campus points of contact,
- Helping students locate flats for rent,
- Assisting students with official German-language documents and phone calls,
- Basic interpreting into German for students at the local immigration office,
- Resolving cross-cultural conflicts
- Helping latecomers orient to the ongoing semester,
- Coordinating offers focused on low-threshold language learning and cultural exchange (e.g. [language tandem](#)),
- Coordinating the mentoring program [Locals4Students](#),
- Producing video tutorials to help new students adjust to university life.

More information and upcoming dates:

<https://www.hochschule-rhein-waal.de/en/academics/students/welcome-centre>

<https://www.facebook.com/WelcomeCentreHSRW>