A-Z Counselling and Service for Students
Legal Notice

Publisher:
Hochschule Rhein-Waal
Rhine-Waal University of Applied Sciences
Marie-Curie-Straße 1
47533 Kleve (Germany)
Phone: +49 – (0)2821 806 73 – 0

Edited by:
Prof Dr Marion Halfmann
Vice President for Studies, Teaching and Continuing Training

Staff of the Centre for Academic Development and Quality (ZfQ)

Coordination:
Dr Rebecca Müller: rebecca.mueller@hochschule-rhein-waal.de

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

Rhine-Waal University of Applied Sciences is a publicly run institution. It is represented by the Executive Board.

Competent Supervisory Authority:
Ministerium für Innovation, Wissenschaft und Forschung des Landes Nordrhein-Westfalen (MIWF)
Ministry of Innovation, Science and Research of North Rhine-Westphalia
Völklinger Straße 49, 40221 Düsseldorf

Limitation of liability for external links
This brochure contains links to the websites of third parties (‘external links’). As we have no control over the current or future content of third party websites, we cannot assume any liability for their content. By placing external links in this document, Rhine-Waal University of Applied Sciences in no way assumes ownership of the linked content. In all cases, the content provider of a linked website is liable for the information provided on that website. When external links were first placed in this document, each site was carefully scrutinised by Rhine-Waal University of Applied Sciences for any illegal or illicit content. We recognised neither infringements of the law, nor offensive content on any linked website. Nevertheless, if an external link to a third-party website contains illegal or offensive content which went unnoticed by us, then Rhine-Waal University of Applied Sciences, hereby expressly disassociates itself from said content. Continuous monitoring of external links without any indication of infringements of the law is not reasonable to Rhine-Waal University of Applied Sciences. As soon as an infringement of the law in an external link becomes known to us, we will immediately remove said link from this document. If you discover any illegal or illicit content via external links placed on official pages of Rhine-Waal University of Applied Sciences, please contact us immediately at info@hochschule-rhein-waal.de.

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!
<table>
<thead>
<tr>
<th>INDEX</th>
<th>INDEX</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACADEMIC TRANSCRIPT</td>
<td>IT-SERVICES</td>
</tr>
<tr>
<td>ACCOMODATION</td>
<td>KEY SKILLS</td>
</tr>
<tr>
<td>ADDICTION COUNSELLING</td>
<td>LEARNING A LANGUAGE</td>
</tr>
<tr>
<td>ANONYMOUS CRISIS HELPLINE</td>
<td>LANGUAGES/ INTERCULTURAL COMM.</td>
</tr>
<tr>
<td>ANTI-DISCRIMINATION</td>
<td>LANGUAGE TANDEM</td>
</tr>
<tr>
<td>APPLYING TO THE UNIVERSITY</td>
<td>LIBRARY</td>
</tr>
<tr>
<td>ARBEITERKIND</td>
<td>LINK PROFESSORS</td>
</tr>
<tr>
<td>ASTA – GENERAL STUDENTS’ COMMITTEE</td>
<td>MENTORING/LOCALS4STUDENTS</td>
</tr>
<tr>
<td>CAREER SERVICE</td>
<td>PSYCHOLOGICAL COUNSELLING</td>
</tr>
<tr>
<td>CHANGE OF STUDY COURSE</td>
<td>REGISTRATION FOR EXAMS</td>
</tr>
<tr>
<td>CITIZENS’ BUREAU / REGISTRATION OFFICE</td>
<td>SCHOLARSHIPS FOR GOING ABROAD</td>
</tr>
<tr>
<td>COUNSELLING SERVICES</td>
<td>SCHOLARSHIPS AND GRANTS</td>
</tr>
<tr>
<td>DE-REGISTRATION</td>
<td>SELF-HELP GROUPS</td>
</tr>
<tr>
<td>DGB HOCHSCHULGRUPPE</td>
<td>SEMESTERTICKET</td>
</tr>
<tr>
<td>DISABILITY AND CHRONIC DISEASES</td>
<td>SOCIAL COUNSELLING</td>
</tr>
<tr>
<td>DOUBT ABOUT STUDIES / DROPPING OUT</td>
<td>START-UP COACHING</td>
</tr>
<tr>
<td>ENROLMENT</td>
<td>STUDENT ADVISORY SERVICE (ZSB)</td>
</tr>
<tr>
<td>EQUAL OPPORTUNITIES</td>
<td>STUDENT PARLIAMENT</td>
</tr>
<tr>
<td>ERASMUS</td>
<td>STUDENT COUNCIL /FSR (AT FACULTY)</td>
</tr>
<tr>
<td>EXAMINATION BOARDS (AT FACULTY)</td>
<td>STUDENT SERVICE ORGANIZATION</td>
</tr>
<tr>
<td>EXAMINATION SERVICES (CENTRAL)</td>
<td>STUDENT SERVICES</td>
</tr>
<tr>
<td>FACILITY MANAGER</td>
<td>STUDY GUIDES</td>
</tr>
<tr>
<td>FAMILY SERVICE</td>
<td>STUDYING WITH A CHILD</td>
</tr>
<tr>
<td>FEDERAL EMPLOYMENT AGENCY</td>
<td>STUDYING AND CARING FOR FAMILY MEMBERS</td>
</tr>
<tr>
<td>FINANCING OF STUDIES</td>
<td>UNIVERSITY MUSIC</td>
</tr>
<tr>
<td>GOING ABROAD</td>
<td>UNIVERSITY SPORTS</td>
</tr>
<tr>
<td>HARASSMENT / BULLYING</td>
<td>VICTIM PROTECTION</td>
</tr>
<tr>
<td>IMMIGRATION OFFICE</td>
<td>VISA</td>
</tr>
<tr>
<td>INTERNATIONAL CENTER (CENTRAL)</td>
<td>WELCOME CENTRE</td>
</tr>
<tr>
<td>INTERNATIONAL EXCHANGE (AT FACULTY)</td>
<td>WOMEN COUNSELLING SERVICES</td>
</tr>
<tr>
<td>INTERNATIONAL STUDENTS</td>
<td></td>
</tr>
</tbody>
</table>
## ACCOMMODATION

**Contact at HSRW:**
Amélie Klimach  
wohnung@hochschule-rhein-waal.de

welcome-centre@hochschule-rhein-waal.de

**Campus Kleve:** Building 20, Ground Floor  
**Campus Kamp-Lintfort:** Building 4 Ground Floor

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

---

**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

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)

---

**ARBEITERKIND**

**Contact:**
ArbeiterKind.de Kleve  
kleve@arbeiterkind.de

ArbeiterKind.de Kamp-Lintfort  
kamp-lintfort@arbeiterkind.de

**Regional Coordination/ Arbeiterkind.de/NRW:**
Cara Coenen  
c/o Universität Duisburg-Essen  
Phone: 0201 1836290  
coenen@arbeiterkind.de

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#lentity.25095  
(Website only available in German)

**Kamp-Lintfort:**  
For more information and events please see:
https://netzwerk.arbeiterkind.de/toro/resource/html#lentity.29044  
(Website only available in German)
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 contact details and office hours see: https://www.hochschule-rhein-waal.de/en/university/organisation/allgemeiner-studierendenausschuss-asta/consultation-hours-contact

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

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

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
buergerbuero@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

<table>
<thead>
<tr>
<th>COUNSELLING SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>COUNSELLING SOCIAL</td>
</tr>
<tr>
<td>• Addiction Counselling</td>
</tr>
</tbody>
</table>

**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
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

**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

*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-suchtfragen/
*(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
*(Website only available in German)*
- **Anti-discrimination**

  Antidiscrimination portal of NRW  
  [http://www.nrwgegendiskriminierung.de/de/home.html](http://www.nrwgegendiskriminierung.de/de/home.html)  
  (Website only available in German)

  Website on General Equal Treatment Act (AGG)  
  (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](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/](https://www.kreis-wesel.de/de/themen/selbsthilfe-kontaktstelle/)  
  (Website only available in German)

  Self-help groups contact point District of Kleve (Selbsthilfe-Kontakt-Stelle)  
  [https://www.selbsthilfe-kreiskleve.de/content/](https://www.selbsthilfe-kreiskleve.de/content/)  
  (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.

  General information and contact details about self-help groups of various kinds please see:  
  [http://selbsthilfenetz.de](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

Counselling hours at Rhine-Waal University (during the semester):
Kleve: Every 1st and 3rd Wednesday of a month from 11.00 am to 14.00 pm, accommodation area, Flutstraße 30, Ground Floor

Kamp-Lintfort: Every 2nd 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
*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
*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

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

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.kreiskleve.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**
[Website only available in German](https://www.kreis-wesel.de/de/themen/schwangerschaftsberatung/)

**Counselling in the District of Kleve**
[Website only available in German](https://www.kreis-wesel.de/de/themen/schwangerschaftsberatung/)

---

**COUNSELLING PSYCHOLOGICAL**

**Psychological Counselling at HSRW**

**Contact:**
Dr. Bobby Kalveram  
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](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](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

---

**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:  

---

**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 dept advice services

For further information please see:  
[http://www.vereinpapillon.de/](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/](http://www.kreis-kleve.de/de/dienstleistungen/sozialpsychiatrie/)
(Website only available in German)

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

**District of Wesel Coordination of psychiatry**
(Kreis Wesel Psychiatriekoordination)
[https://www.kreis-wesel.de/de/themen/depression-kann-jeden-treffen/](https://www.kreis-wesel.de/de/themen/depression-kann-jeden-treffen/)
(Website only available in German)

(Website only available in German)

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

**Directory of psychotherapists in NRW**
(Psychotherapeutenkammer NRW)
Phone: 0211 522847-0
info@ptk-nrw.de

Help looking for a therapist. Please also see:
[https://www.ptk-nrw.de/de/patienten.html](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

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

As the youth organization of the trade union conference 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](http://nrw.dgb.de/jugend)
(Website only available in German)
[https://dgb.de](https://dgb.de)
(Website available in German, English, French and Spanish)
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: 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
www.teilhabeberatung-kreis-wesel.de

(Websites only available in German)
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

Walk-in Office Hours:

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

Kleve: every 2nd and 4th 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:
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

Deputy Representatives:
N.N.
gleichstellung@hochschule-rhein-waal.de

Central Equal Opportunities Office:
Stefanie Aunkofer, M.A.
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

Life Sciences:
Dr. Nadine Merettich
Prof PD Dr-Ing Sylvia Moenickes (Deputy Representative)
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

Communication and Environment:
Andrea Da Silva, M.A.
gleichstellung-fk4@hochschule-rhein-waal.de

EXAMINATION BOARDS (AT FACULTY)

Faculty Technology and Bionics
Examination board secretariat:
pruefungssekreteriat-tub@hochschule-rhein-waal.de

Faculty Life Sciences
Enquiries via Dean`s office staff
birthe.janssen@hochschule-rhein-waal.de

Faculty Society and Economics
Office of the examination board
pruefungsausschuss-fgo@hochschule-rhein-waal.de

Faculty Communication and Environment
Examination board secretariat
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 or write an e-mail to: 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
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 childcare arrangements may entail costs. The consultation takes place in German, English and other languages.

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-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:

- Studying and caring for family members

**Benefit-at-work**
Service-Portal: benefit-at-work.de

**Individual Counselling:**
Phone: 0331 231 879 40
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?
- Your 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.

Counselling is available in English and other languages, please ask for more information.
**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

---

**INTERNATIONAL 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

  **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

  For further information please see:
  https://www.hochschule-rhein-waal.de/en/international
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](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

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

Faculty Life Sciences
Anna Eliseeva
anna.eliseeva@hochschule-rhein-waal.de

Faculty Society and Economics
Dr Anne Tempel
anne.tempel@hochschule-rhein-waal.de

Faculty Communication and Environment
Prof Dr Habil Waltraud Kofer
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:

KEY SKILLS

Contact:
Rolf Kerkhoff
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:
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

For further information please see:
www.hochschule-rhein-waal.de/library
www.facebook.com/BibliothekHSRW

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

**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

Contact Persons

**LINK PROFESSORS**

**Faculty Technology and Bionics**
- Prof. Dr. Matthias Krauledat
  matthias.krauledat@hochschule-rhein-waal.de
- Prof. Dr. Stefanie Dederichs
  stefanie.dederichs@hochschule-rhein-waal.de

**Faculty Life Sciences**
- Prof. Dr. Kerstin Koch
  kerstin.koch@hochschule-rhein-waal.de
- Prof. Dr. Matthias Kleinke
  matthias.kleinke@hochschule-rhein-waal.de

**Faculty Society and Economics**
- Prof. Dr. Ute Merbeck
  ute.merbeck@hochschule-rhein-waal.de
- Prof. Dr. Ralf Bauer
  ralf.bauer@hochschule-rhein-waal.de

**Faculty Communication and Environment**
- Prof. Dr. Freda-Marie Hartung
  freda-marie.hartung@hochschule-rhein-waal.de
- Prof. Dr. Frank Zimmer
  frank.zimmer@hochschule-rhein-waal.de
MENTORING / LOCALS4STUDENTS

In case of concrete questions you may contact: 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-offerlocals4students

SEMESTER TICKET

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

START-UP COACHING

Centre for Research, Innovation und Transfer (ZFIT)
inovation@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

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
- https://de-de.facebook.com/fsrtechnology/

Elective body representing students in a particular faculty.
Student-run support service for social and academic matters for students of that faculty.

**Life Sciences:**
- fsr-life-sciences@hsrw.org
- https://de-de.facebook.com/fsr.life.sciences/

**Society and Economics:**
- fsr-gesellschaft-oekonomie@hsrw.org
- https://www.facebook.com/fsr.gesellschaft.oekonomie

**Communication and Environment:**
- fsr-kommunikation-umwelt@hsrw.org
- https://de-de.facebook.com/FachschaftCommEn/

**STUDENT PARLIAMENT**

**StuPa of Rhine-Waal University**
stu@hsrw.org

Represents the interests of the student body in university government.

For further information please see:

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
(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

STUDY GUIDES

Faculty Technology and Bionics:
Elena Buksmann
elena.buksmann@hochschule-rhein-waal.de

Faculty Life Sciences
Lena Völkel (B.Sc.):
lena.voelkel@hochschule-rhein-waal.de

Faculty Society and Economics
Ejikeme Anthony Efonemchi
ejikeme-anthony.efonemchi@hochschule-rhein-waal.de

Faculty Communication and Environment
Elena Buksmann, M.Sc.
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

for students in different study phases
• Advice on maternity protection act

For further information please see:

UNIVERSITY MUSIC

Contact: hochschulmusik@hochschule-rhein-waal.de

For further information please see:


UNIVERSITY SPORTS

hochschulsport@hochschule-rhein-waal.de

Contact:
Peter Garzke (Kleve)
peter.garzke@hochschule-rhein-waal.de

Heiko Osthau (Kamp-Lintfort)
heiko.osthaus@hochschule-rhein-waal.de

Sarah Pullich
sarah.pullich@hochschule-rhein-waal.de

For information concerning the current sports program please see:

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

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