

A-Z

Counseling and Service for Students

Legal Notice

Publisher:

Hochschule Rhein-Waal
Rhine-Waal University of Applied Sciences
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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

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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:

wohnung@hochschule-rhein-waal.de

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

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

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.

For information on how to access the services of Arbeiterkind please see:

Kleve:

<https://netzwerk.arbeiterkind.de/toro/resource/html#!entity.25095>
(Website only available in German)

<https://m.facebook.com/ArbeiterKind.deOrtsgruppeKleve/>

Kamp-Lintfort:

<https://netzwerk.arbeiterkind.de/toro/resource/html#!entity.29044>
(Website only available in German)

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/general-student-committee-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>

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

CAREER SERVICE

Career Service offers

Open to Students of all faculties. For further information please see:

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

Among others access to the moodle courses on career service

Faculty Society and Economics Career Service and Employability

Imke Hans

imke.hans@hochschule-rhein-waal.de

Michaela Muhr

michaela.muhr@hochschule-rhein-waal.de

Counseling areas: (group and individual counseling)

- 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

Counseling by appointment

CITIZENS' BUREAU / REGISTRATION OFFICE

Citizens' Bureau of Kleve

Minoritenstraße 1
47533 Kleve
Phone: 02821 84600
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

COUNSELING SERVICES

COUNSELING SOCIAL

- **Addiction Counseling**

Suchtberatung (Caritasverband Kreis Kleve e.V.)
(addiction counseling in Kleve)

Contact:

Barbara Kortland
Hoffmannallee 66a-68
47533 Kleve
Phone: 02821 7209-900
b.cortland@caritas-kleve.de
info@caritas-kleve.de

Counseling by appointment
Counseling is possible in English and Spanish, please ask for it when you make an appointment

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

Contact:

Karin Machens
Markgrafenstraße 6
Phone: 02842 97363-04
sucht@caritas-moers-xanten.de

Open counseling hour:
Tuesdays 11.00 am to 12.00 pm
Ask if counseling is possible in English

Drogenhilfe Kamp-Lintfort (Grafschafter Diakonie, Moers)

(addiction counseling in Kamp-Lintfort)
Friedrich-Heinrich-Allee 20
47475 Kamp-Lintfort
Phone: 02842 715990
drogenhilfe@grafschafter-diakonie.de

Counseling by appointment
Counseling possible in English if you bring a translator.

Counseling 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/fuer-psychisch-und-suchtkranke-menschen/suchtberatung/suchtberatung?searchterm=Suchtberatung>

(Website only available in German)

Counseling 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)

Counseling in case of illegal drug abuse if aged under 26 and counseling for relatives.

For further information please see:

<https://www.drogenhilfe-kamp-lintfort.de/start.html#top>

(Website only available in German)

• Anti-discrimination

Contact Person for antidiscrimination at HSRW

Ms Anja Große-Kreul

antidiskriminierung@hochschule-rhein-waal.de

Counseling by appointment

Antidiscrimination portal of NRW

<http://www.nrwgegendiskriminierung.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)

Information and counseling for University members who feel discriminated because of their origin, sexual orientation or gender. Support with taking further steps.

On these 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 counseling is available in many languages (international call!!!).

For further information please see:

<https://www.telefonseelsorge.de/international-helplines/>

• Harrassment/ Bullying

Phone: 0211 837 1911

Counseling Monday to Thursday from 4 pm to 8 pm

Ask if counseling is possible in English

General information f.ex. on suitable counseling centers Monday to Friday 8 am to 6 pm

Information and counseling 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/>

Self-help groups contact point District of Kleve (Selbsthilfebüro)

<https://www.selbsthilfe-kreiskleve.de/content/>
(Websites only available in German)

The Districts of Wesel and Kleve 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 extended region.

For further information 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

Counseling 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 Wednesday 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 counseling
- Individual counseling 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

Violence against women support hotline

(free of charge and confidential)
Phone: 0800 116 016

The hotline is available 24 hours daily.

Counseling is possible in 17 languages!

Violence against men support hotline

(free of charge and confidential)
Phone: 0800 1239900

Ask if counseling is possible in English

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

For more information please see:

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

Support hotline in case of violence against men.

For more information please see:

<https://www.maennerhilfetelefon.de/?fbclid=IwAR35gjesLESB6UMnUU79e2toTB4TTHDw8LfXpgYLuiogejE5kSpGWIGaZys> (Website only available in German)

Victim Consultation Helpline (Opferberatungstelefon)

Phone: (toll-free) 0800 6546546

Ask if counseling is possible in English

Emergency aid for victims of violence.

Operated by the regional organizations of the county of North-Rhine-Westphalia.

Weißer Ring e.V.

Office Kleve (also responsible for Kamp-Lintfort)

Contact:

Karl-Heinz Schayen

Phone: 02821/ 9736667

Victims helpline

(free of charge, accessible daily 7 am to 10 pm.)

Phone: 116 006

Ask if counseling is possible in English

District Police Wesel (victim protection)

Phone: 0281 107-0

e-mail: dirk.wesel@polizei-nrw.de

Ask if counseling is possible 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 counseling is possible in English

Victim protection Phone (24 hours):

02823 108-1999

• Women Counseling 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

Counseling by appointment.

Counseling is also available in English, Russian and Spanish

Frauenberatungsstelle Impuls e.V.

Voßstr. 28

47574 Goch

info@fb-impuls.de

Counseling is also possible in Kleve, Emmerich and Geldern.

Weißer Ring is the only nationwide active victim support organization 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 counseling after traumatic events.

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

Counseling 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)

Counseling 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.

Counseling by appointment.

To arrange an appointment for all locations call:
02823 419171.

Monday to Wednesday 9.00 am to 12.00 pm

Thursday 2.00 pm to 6.00 pm

No counseling in English is offered.

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:

<https://www.fb-impuls.de/>

(Website only available in German)

Pregnancy counseling District of Kleve

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

Links to approved centers for pregnancy counseling in the District of Kleve

(Website only available in German)

Pregnancy counseling District of Wesel

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

Information on approved centers for pregnancy counseling in the District of Wesel

(Website only available in German)

COUNSELING PSYCHOLOGICAL

Psychological Counseling at HSRW

Contact:

Pia Weigelt-Lindemann

psych-contact@hochschule-rhein-waal.de

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

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

The Psychological Counseling Service of Rhine-Waal University of Applied Sciences provides short term individual counseling 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 counseling 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-counseling-service>

Papillon e.V.

(Association for psychotherapeutic offers and counseling)

Hagsche Straße 86

47533 Kleve

Phone: 02821 775060

Counseling only by appointment

Please ask for Ms. Anna Kirschberger, if you need counseling in English or contact her directly:

A.Kirschberger@vereinpapillon.de

Counseling center in Geldern:

Markt 6

47608 Geldern

Telefon: 02831 9744612

Counseling only by appointment

Counseling center in Goch

Am Steintor 10

47574 Goch

Telefon: 02823/4193 216

Counseling only by appointment

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

The counseling center of Papillon offers:

- Fast counseling 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

For further information please see:

<http://www.vereinpapillon.de/>

(Website only available in German)

The counseling centers of the districts offer immediate help through consultation, specialized medical diagnoses, and direct referral to support services. This offer is directed at the following groups:

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

Among others website includes list of operating therapists:

<https://www.ptk-nrw.de/patientenschaft/psychotherapeutensuche>
(Website only available in German)

DGB HOCHSCHULGRUPPE HSRW

Contact:

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 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 English)

DISABILITY AND CHRONIC DISEASES

Contact:

Students Advisory Service

study@hochschule-rhein-waal.de

The Student Advisory Service provides information and counseling 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

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

(Website available in various languages)

District of Wesel

Office Wesel

Viktoriastr. 10 | 46483 Wesel

Phone: 0281 16435886 oder -87

www.teilhabeberatung-kreis-wesel.de

(Website only available in German)

Office Moers

Hanns-Albeck-Platz 2 | 47441 Moers

Phone: 02841 900031 oder -32

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:

Silke Neuhaus

nextstep@hochschule-rhein-waal.de

Counseling only by appointment

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 counseling services specialized 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

(Website is available in English)

EQUAL OPPORTUNITIES

Central Equal Opportunities Officer

Imke Hans

gleichstellungsbeauftragte@hochschule-rhein-waal.de

Deputy Representatives:

Anja Große-Kreul

gleichstellung@hochschule-rhein-waal.de

Central Equal Opportunities Office:

Stefanie Aunkofer

Victoria Scheyer

gleichstellung@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/en/university/organisation/advocacy-representatives/equal-opportunities>

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

Society and Economics:

Marieke Fröhlich

Katja Flockau

gleichstellung-fk3@hochschule-rhein-waal.de

Communication and Environment:

Andrea Da Silva

gleichstellung-fk4@hochschule-rhein-waal.de

EXAMINATION BOARDS (AT FACULTY)

Faculty Technology and Bionics

Examination board secretariat:

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

Faculty Society and Economics

Office of the examination board

pruefungsausschuss-fgo@hochschule-rhein-waal.de

Students of Society and Economics; 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

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

For telephone consultation hours please see the website.

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-services>

FACILITY MANAGER

Facility Manager Campus Kleve

Room 04 00 008

Facility Manager Campus Kamp-Lintfort

Room 03 00 205

- **Studying with children**

pme Familienservice

Contact:

ruhrgebiet@familienservice.de

Phone: 0800 801007080

You may arrange an individual appointment at the university.

The offer is generally free of charge for students and employees of HSRW. The child care arrangements may entail costs.

Counseling is possible in German, English and other languages, please ask for it.

- 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 Familienservice

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
- Moodle-Course: "[Family Service / Study with Children](#)"
- 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-service)

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

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/study-guidance-1>

Pregnancy counseling see

[women counseling services](#)

- **Studying and caring for family members**

Benefit-at-work

Service-Portal: benefit-at-work.de

Individual Counseling:

Phone: 0331 231 879 40

info@benefit-at-work.de

- support 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

Counseling is possible in English and other languages, please ask for it

(„Vorsorgevollmacht“), patient decree and care directive.

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.

For more information please see:

<https://www.hochschule-rhein-waal.de/en/university/organisation/advocacy-representatives/equal-opportunities/study-and-work-while-having-1>

FEDERAL EMPLOYMENT AGENCY

Contact for Students Kamp-Lintfort:

Study and Career Consultant

Stefanie Wiedwald

stefanie.wiedwald@arbeitsagentur.de

Contact for Students Kleve:

Study and Career Consultant

Sebastian Overgoor

sebastian.overgoor@arbeitsagentur.de

Counseling topics:

- General advice on request to study
- Counseling 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>

Once in a semester counseling hours are offered at the University. For further information and for scheduling an appointment please contact: career-service@hochschule-rhein-waal.de.

Counseling is only possible in German

FINANCING OF STUDIES

BAFÖG

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)

Counseling 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)

Financial Orientation by student service organization D' dorf

Contact:

Sven Kolberg

kolberg@stw-d.de

Phone: 0211 81-13378

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

(Website only available in German)

For consultation hours (in Düsseldorf) please see: <https://www.stw-d.de/studienfinanzierung/sprechzeiten-und-ansprechpartnerinnen-ansprechpartner/>

[d.de/studienfinanzierung/sprechzeiten-und-ansprechpartnerinnen-ansprechpartner/](https://www.stw-d.de/studienfinanzierung/sprechzeiten-und-ansprechpartnerinnen-ansprechpartner/)
(Alternativen zu BAföG und DaKa)

Counseling is possible in Kleve or Kamp-Lintfort on demand

Private Study loans:

Information provided by HSRW:

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

Scholarships and financial aid:

Information provided by HSRW:

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

INTERNATIOAL CENTER (CENTRAL)

- **Student mobility**

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

For further information please see:

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

Please note that International center currently cannot offer consultation hours in person due to the ongoing efforts to stop the spread of the SARS-CoV-2 virus. However, students can contact the center by email (international-center@hochschule-rhein-waal.de) to arrange an appointment for an online consultation hour.

- Office of Languages and Intercultural Communication

Head Coordinator

Vera Nikovska-Conrads

vera.nikovska-conrads@hochschule-rhein-waal.de

Deputy Coordinator

Brett Ellis

brett.ellis@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>

- Language Labs

Kleve Campus: **18 01 014**

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

Due to the current situation the language labs are not open. For further information please contact:

languages@hochschule-rhein-waal.de

- Learning Guidance

German and DUO

Ratka Sozovska

ratka.sosovska@hochschule-rhein-waal.de or

Elfriede van Dijk

elfriede.vandijk@hochschule-rhein-waal.de

English

Corinna Roth

corinna.roth@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.

In the current situation please contact the responsible person via email for any further information or questions you might have.

INTERNATIONAL EXCHANGE (AT FACULTY)

Faculty Technology and Bionics

Doris Gerland

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.

In the current situation please contact the responsible person via email for any further information or questions you might have.

IT-SERVICES

IT-Service Desk

Due to the corona pandemic situation, there will be no personal support.

You can get support via:

- Webex Teams über die Gruppen "Public Chat" oder "Students help Students"
- Mail: itsupport@hochschule-rhein-waal.de
- Phone: 02821 80673 199

IT Services is responsible for:

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

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

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

- Applied communication
- Self-management
- Applied software competence

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

The library personnel is happy to assist you in your search for media and information.

For further Information please see:

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

bibliothek@hochschule-rhein-waal.de

www.facebook.com/BibliothekHSRW

Contact persons

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

LINK PROFESSORS

Faculty Technology and Bionics

- Prof. Dr.-Ing. Joachim Gebel
joachim.gebel@hochschule-rhein-waal.de
- Prof. Dr. Alexander Struck
alexander.struck@hochschule-rhein-waal.de

Link professors provide help, counseling 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

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 Merbecks
ute.merbecks@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-offer/locals4students>

SEMESTERTICKET

For information on the public transport ticket for students please see:

<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

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

Campus Kleve

Building 20, Herzogstraße

Campus Kamp-Lintfort

Building 4, Ground Floor

Consultation hours in person are currently limited due to the coronavirus pandemic. Please contact us preferably via Virtual Student Service Point, by phone or email. For further information please see:

<https://www.hochschule-rhein-waal.de/en/academics/students/student-advisory-service/contact-information>

The student advisory service is valuable contact point for both students and prospective students. The Student Advisory Service informs about:

- Structure, content, curriculum, majors and requirements regarding our programs
- Application and admission
- 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, informational events, introductory events and bridging courses
- De-registration

The Advisory Service consults regarding the following issues:

- Key questions regarding the studies during study orientation
- The decision-making process concerning the choice of study

- Coping with social, cultural and individual challenges throughout the studies
- Change of program, dropouts, temporary break or professional re-orientation

For further information please see:

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

STUDENT COUNCIL / FSR (AT FACULTY)

Faculty Technology and Bionics:

- fsr-technologie-bionik@hsrw.org
- <https://www.facebook.com/fsrtechnology>

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/>

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

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/contact-form-faq-students>

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 counseling 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

Faculty Life Sciences

Lena Völkel

lena.voelkel@hochschule-rhein-waal.de

Faculty Society and Economics

- Studyguide (general student advisory)

studyguide-fgo@hochschule-rhein-waal.de

- Program managers (academic student advisory)

<https://www.hochschule-rhein-waal.de/en/faculties/society-and-economics/advice-and-service/student-advisory-service-i-academic>

Faculty Communication and Environment

Elena Buksmann

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.
- Counseling 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 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/study-guidance>

UNIVERSITY MUSIC

Contact:

musik@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

Contact:

Peter Garzke (Kleve)

peter.garzke@hochschule-rhein-waal.de

Heiko Osthaus (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:

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

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:

Nele Decker

welcome-centre@hochschule-rhein-waal.de

Student Tutors...

- provide a student's perspective on questions relating to studies / student life,
- Refer students to on-campus points of contact,
- Help students locate flats for rent,
- Assist students with official German-language documents and phone calls,
- Do basic interpreting into German for students at the local immigration office,
- Resolve cross-cultural conflicts
- Help late arrivals to orient to the ongoing semester,
- Coordinate offers such as low-threshold language learning and cultural exchange (e.g. [language tandem](#)),
- Coordinate the mentoring program [Locals4Students](#),
- Produce 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>