

**A-Z**

**COUNSELLING AND  
SERVICES**

**FOR STUDENTS**

## Legal Notice

### Publisher:

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**Please note that all 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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## ACCOMMODATION

### Contact:

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)

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

For further information and accommodation offers please see: <http://www.hochschule-rhein-waal.de/en/university/services-students/accommodation>

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

### Contact:

Anja Bäumker

Gebäude 21.12, Ebene 00, Raum 00.13

Universitätstraße 1

40225 Düsseldorf

Tel. 0211 81-13286

Fax 0211 81-15776

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

Support services of the Student Services Organization Düsseldorf.

For further information please see:

<http://www.stw-d.de/Wohnen/>

(Website only available in German)

### Consultation hours (by phone):

Montag: 09.00 am – 12:00 pm

Thursday: 09.00 am – 12:00 pm

### Consultation hours (by phone):

Tuesday: 09.00 am – 12:00 pm

Wednesday: 09.00 am – 12:00 pm

## AGENTUR FÜR ARBEIT – FEDERAL EMPLOYMENT AGENCY

### Contact for Students Kamp-Lintfort:

Study and Career Consultant

Jan Höpfner

[jan.hoepfner@arbeitsagentur.de](mailto:jan.hoepfner@arbeitsagentur.de)

### 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

### 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.

For further information please see:  
<https://www.arbeitsagentur.de/en>

*Counselling is 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 program.

### Personal contact / open group meeting

**Kleve:** 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/htmI#lentity.25095>  
(Website only available in German)

<https://de-de.facebook.com/ArbeiterKind.deOrtsgruppeKleve/>

### Kamp-Lintfort:

For more information and events please see:  
<https://netzwerk.arbeiterkind.de/toro/resource/htmI#lentity.29044>  
(Website only available in German)

For more information please see:

[www.ArbeiterKind.de](http://www.ArbeiterKind.de)  
(Website only available in German):

## ASTA - GENERAL STUDENTS' COMMITTEE OF RHINE-WAAL UNIVERSITY OF APPLIED SCIENCES

### 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/de/hochschule/allgemeiner-studierendausschuss/asta-kontakt>

The General Student Committee (short: AStA, ger. "Allgemeiner Studierendausschuss") 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.

For more information on departments see:

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

<https://de-de.facebook.com/asta.hsrwl/>

## CAREER SERVICE

### Faculty Technology and Bionics

Career Service

Elena Buxsmann

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

### Faculty Life Sciences

Career Service and Study Guide

Maria Hinckers

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

### Faculty Society and Economics

Career Service and Employability

Imke Hans

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

### Faculty Communication and Environment

In case support is needed please write an email to:

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

For counselling hours and more information please see:

<https://www.hochschule-rhein-waal.de/en/university/services-students/student-helpdesk/career-service>

## Coordination Career Service

Centre-research-innovation-and-transfer

Marion Kraft

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

## CITIZENS' ADVICE BUREAU

### Citizens' Advice Bureau of Kleve

Minoritenstraße 1

47533 Kleve

Phone: 02821 84600

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

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

### Citizens' Advice Bureau of Kamp-Lintfort

Am Rathaus 2

47475 Kamp-Lintfort – G.F.

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)

*Ask if counselling is available in English*

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)

##### 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*

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)

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

Friedrich-Heinrich-Allee 20  
Phone: 02842 13069  
[drogenhilfe@grafschafter-diakonie.de](mailto:drogenhilfe@grafschafter-diakonie.de)

###### Opening hours:

Monday and Thursday 9.00 am – 4.00 pm  
Tuesday and Wednesday 12.00 pm -4.00 pm  
Friday 9.00 am to 1.00 pm  
Counselling by arrangement.

*Ask if counselling is available in English*

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

## **Harrassment / Bullying Hotline NRW**

Phone: 0211 837 1911

Counselling Monday till Thursday from 4 pm to 8 pm

*Ask if counselling is available in English*

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

Information and counselling in cases of

harassment or bullying.

Official hotline of the federal state government of  
NRW

## **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)

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

<http://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://selbsthilfennetz.de>

(Website only available in German and Turkish)

## **Social Service of the Student Service 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 am to 2 pm, accommodation area, Flutstraße 30, Ground Floor

**Kamp-Lintfort:** Every 2<sup>nd</sup> Thursday of a month from 11 am to 2 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*

Emergency aid for victims of violence.

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

### **Weißen Ring e.V.**

Office Kleve (also responsible for Kamp-Lintfort)

#### **Contact:**

Karl-Heinz Schayen

Phone: 02821/ 9736667

Victims helpline  
(free of charge)

Phone: 116 006

*Ask if counselling is available in English*

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

Available daily 7 am to 10 pm. Hotline for victims of violence operated by Weißen Ring.

For further information please see:

<http://weisser-ring.de/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*

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

### **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*

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

**Victim protection Phone (24 hours): 02823 108-1999**

## Women´s 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*

#### **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:

<http://www.frauenhelfenfrauenmoers.de/>  
(Website only available in German)

### **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.*

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)

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

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

*Counselling languages: German, English, French, Spanish, Russian and Turkish*

Support hotline in case of violence against women. The hotline is available daily 24 hours. It is operated by the ministry for family affairs, senior citizens, women and youth.

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

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

Links to approved centres for pregnancy counselling in the District of Kleve  
(Website only available in German)

### **Pregnancy counselling District of Wesel**

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

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

## **COUNSELLING PSYCHOLOGICAL**

### **Psychological Counselling at HSRW**

#### **Contact:**

**N.N.**

Due to a change in staff, the university's psychological counselling office is temporarily vacant. Until the position has been filled, please consult the services for general or emergency counselling needs listed below.

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

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.

For further information please see:

<http://www.hochschule-rhein-waal.de/en/university/services-students/psychological-counselling-service>

### **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 Mr. Bernard Majkowski, if you need counselling in English or contact him directly:  
[B.Majkowski@vereinpapillon.de](mailto:B.Majkowski@vereinpapillon.de)*

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:

Counselling is also available in Geldern:  
Markt 6  
47608 Geldern  
Telefon: 02831 9744612

<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 by arrangement

### **District of Kleve social psychiatry (Kreis Kleve 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/>  
(Website only available in German)

<https://www.kreis-wesel.de/de/dienstleistungen/beratung-fuer-sucht-und-psychisch-kranke-menschen/>  
(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](mailto:info@ptk-nrw.de)

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

### **Anonymous crisis helpline**

Phone: 0800 1 11 01 11  
Phone: 0800 1 11 02 22  
(Counselling only available in German, for English speaking counselling you have to make an international call. For further information please see the website)

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.

For further information please see:  
<http://www.telefonseelsorge.de/?q=node/7651>

## DGB HOCHSCHULGRUPPE HSRW

kontakt:

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

Jugendbildungsreferent

Fabian Kuntke Telefon: 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 one of the most powerful trade unions in Germany, the DGB, they organize events around the subjects studying, career entry, student job, society, reform of university system and trade unions.

For more information please see:

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

(Website only available in German)

## DISABILITY AND CHRONIC DISEASES

**Contact:**

Julia Ilg

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

Counselling for students with special needs due to illness or disability. For example compensating measures for doing examinations.

## DOUBT ABOUT STUDIES / DROPPING OUT

**"Next Step Niederrhein" provides support to students doubting their studies and considering dropping out of University**

**Contact:**

Stefanie Winde

Tel: 02821-80673-9769

[stefanie.winde@hochschule-rhein-waal.de](mailto: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 p.m. in room 04 01 410

**Kleve:** every 2nd and 4th Thursday of a month from 13.00-15.00 p.m. in room 2A 01 006

**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 visit:

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

## EQUAL OPPORTUNITIES

### Central Equal Opportunities Officer

Linda van Dijk

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

### Deputy Representatives:

Nele Wild-Wall (Kamp-Lintfort)

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

### Central Equal Opportunities Office:

Dr. Sarah Vader

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

Stefanie Aunkofer, M.A.

[Stefanie.aunkofer@hochschule-rhein-waal.de](mailto:Stefanie.aunkofer@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 further information please see:

<https://www.hochschule-rhein-waal.de/en/university/organisation/key-university-officers-and-employee-representatives/equal-opportunities>

### Representatives at the faculties:

#### Technology and Bionics:

Frau Dr.rer.nat. Alina Leson

Prof. Dr-Ing. Stefanie Dederichs (Deputy Representative)

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

#### Life Sciences:

Dr Nadine Merettig

Prof PD Dr-Ing Sylvia Moenckes (Deputy Representative)

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

#### Society and Economics:

Rebecca Knecht, M.A.

Claudia-Livia Balan, M.A. (Deputy Representative)

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

#### Communication and Environment:

Anna Seidel

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

## EXAMINATION OFFICE

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

## FINANCING OF STUDIES

### **BAFÖG**

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

Phone: 0211 81-13381

Counselling Centre about BAföG by the Student Services Organization Düsseldorf.

#### **Opening hours:**

Mondays 10.00 am – 1.00 pm (not Sept. to Nov.)

Tuesdays 1.00 pm – 3.00 pm

Thursdays 10.00 am – 1.00 pm

For more information please see:

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

#### **Consultation hours by phone**

Tuesdays and Fridays: 10.00 am – 12.00 pm

### **Financial Orientation by student service organization**

#### **Düsseldorf**

#### **Contact:**

Sven Kolberg

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

#### **Consultation hours (in Düsseldorf):**

Mondays and Wednesdays 10.00 am – 12.00 pm

Tuesdays and Thursdays 2.00 pm – 4.00 pm

And on demand in Kleve or Kamp-Lintfort

### **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:

#### Campus Kleve:

#### Contact:

#### Erasmus and Outgoings:

María Alarcos

#### Consultation hours

Tuesday 11.00 am - 12.00 pm

Thursday 2.00 pm - 3.00 pm

Room 2A EG 005

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>

#### Incomings:

Anne-Carolin Ahrberg

#### Consultation hours

Wednesday 3.00 pm - 4.00 pm

Room 2A EG 005

### **PROMOS and STIBET:**

Jochen van Bentum

#### Consultation hours:

Monday 3.00 pm - 4.00 pm

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 p.m.

Raum 07 00 140

### Languages and Intercultural Communication:

#### Coordinator

Vera Nikovska-Conrads

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

#### Co-Coordinator

Brett Ellis

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

The International Center offers a great variety of language courses as well as additional services. It is responsible for:

- Language courses
- Software-based language learning
- Placement tests for different languages
- Language tandem in cooperation with the Welcome Centre

For further information and course schedules please see:

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

## Language lab:

**Campus Kleve:** Room 18 01 015

**Campus Kamp-Lintfort:** Room 04 01 320,

Please check opening hours via moodle

For general questions on language courses (f.ex. registration) please see staff at language lab during opening hours

## Learning guidance:

**Please register for a learning guidance session via moodle**

### **Campus Kleve:**

#### Guidance on DaF:

Ms Ratka Sozovska

Tuesday 13.30-15.30 pm, Room 18 01 014

Thursday 13.30-15.30 pm, Room 18 01 014

Ms Elfriede van Dijk

Tuesday 13.00-15.00 pm, Room 18 01 013

Wednesday 13.00-15.00 pm, Room 2A EG 005

For special questions on how to learn a language please see a staff member responsible for learning guidance.

This kind of advisory requires prior registration via moodle!

#### Guidance on learning English:

Ms Corinna Roth

Friday 16.00-17.00 pm, Room 18 01 013

### **Campus Kamp-Lintfort (Gebäude 7, Villa Kellermann):**

#### Guidance on DaF:

N.N.

#### Guidance on Learning English:

Ms Corinna Roth

Thursday 14.30 -15.30 pm, Room 07 00 140

## **INTERNATIONAL EXCHANGE (AT FACULTY)**

### **Faculty Technology and Bionics**

Doris Garland

[doris.garland@hochschule-rhein-waal.de](mailto:doris.garland@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.

#### **Consultation hours:**

Thursday 9.45 am to 12.00 pm, Room 08 01 016

### **Faculty Life Sciences**

Anna Eliseeva

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

#### **Consultation hours:**

Thursday 3.00 pm to 4.00 pm, Room 12 02 014

## **Faculty Society and Economics**

Dr Anne Tempel

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

### **Consultation hours:**

Wednesday 1.00 pm to 4.00 pm, Room 2A 01 015

## **Faculty Communication and Environment**

Prof Dr Habil Waltraud Kofer

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

### **Consultation hour:**

Wednesday 16.00-17.00, Room 07 00 140

## **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

### Campus Kleve

Phone: 02821 80673- 42215

Information desk of our University Libraries.

### Campus Kamp-Lintfort

Phone: 02842 90825- 52300

## LINK PROFESSORS

### Faculty of Technology and Bionics

Prof. Dr. Matthias Krauledat

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

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

Prof. Dr. Stefanie Dederichs

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

### Faculty of Life Sciences

Prof Dr Kerstin Koch

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

Prof Dr Peter Scholz

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

### Faculty of 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 of 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)

## 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 can act as mentors for 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>

## STUDENT ADVISORY SERVICES

Hotline: 02821 80673-360

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

### Opening Hours:

#### Campus Kleve (Building 18, "Wissensspeicher")

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, Gr.FI.)

Monday to Friday 9 am to 12.00 pm

Monday to Wednesday 1.00 pm to 3.00 pm

The student advisory service support students and prospective students with tips, suggestions and services related to studies as well as social and cultural related study issues.

### 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)

### Technologie und Bionik:

[fsr-technologie-bionik@hsrw.org](mailto: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](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/>

## 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 service 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](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.

## STUDYING AS A PARENT

### BUK Family Services

#### Contact:

Rosa Mendes

[mendes@buk-familienservice.de](mailto:mendes@buk-familienservice.de)

Telefon: 0231-557408 152

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

A free service for employees and students at HSRW

- 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
- Holiday childcare programmes

For further information please see:

<https://www.buk-familienservice.de/>

(Website only available in German)

### Equal Opportunity Office

Special offers for parents on campus

The Central [Equal Opportunities](#) Representative and her team are also responsible for pregnant students and parents. In order to use the parent-child room, the room must be booked on the desired date.

For further information please see:

<https://www.hochschule-rhein-waal.de/en/university/organisation/key-university-officers-and-employee-representatives/equal-opportunities-11>

## **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>

## **Pregnancy counselling District of Kleve**

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

Links to approved centres for pregnancy counselling in the District of Kleve  
(Website only available in German)

## **Pregnancy counselling District of Wesel**

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

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

## **STUDY GUIDES**

### **Faculty Technology and Bionics:**

In case support is needed please write an email to:  
[Education-Management@hochschule-rhein-waal.de](mailto:Education-Management@hochschule-rhein-waal.de)

### **Faculty Communication and Environment**

In case support is needed please write an email to:  
[dekanat-fku@hochschule-rhein-waal.de](mailto:dekanat-fku@hochschule-rhein-waal.de)

### **Faculty Society and Economics**

Study Guide  
Ejikeme Anthony Efonemchi  
[ejikeme-anthony.efonemchi@hochschule-rhein-waal.de](mailto:ejikeme-anthony.efonemchi@hochschule-rhein-waal.de)

### **Faculty Life Sciences**

Career Service and Study Guide  
Maria Hinckers  
[maria.hinckers@hochschule-rhein-waal.de](mailto:maria.hinckers@hochschule-rhein-waal.de)

### **Coordination of Study Guides**

Dr Rebecca Müller  
[rebecca.mueller@hochschule-rhein-waal.de](mailto:rebecca.mueller@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 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-3>

## UNIVERSITY MUSIC

### Contact:

Sarah Lampe  
Phone: 02821 80673-9840  
[sarah.lampe@hochschule-rhein-waal.de](mailto:sarah.lampe@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)

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.

## WELCOME CENTRE

Coordinator: 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 and misunderstandings,
- Helping latecomers orient to the ongoing semester,
- Coordinating offers focused on low-threshold language learning and cultural exchange (e.g. language tandem, in cooperation with the language centre),
- 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>