

International Visa Students

FAQ - UE's Study Guarantee

Berlin, 31st August 2020

Important note

Students that hold an entry visa for Germany are expected and obliged according to their study contract to start their studies in September 2020. You have two options: join either offline or online. Students who are still awaiting a visa decision or do not have a visa appointment have the option to start online and test UE's virtual teaching facilities until October 30th, 2020 risk-free.

Also, please note that the following information are all subject to change.

Is UE offering lectures on campus?

Yes, according to governmental regulations, UE will offer lectures on campus in accordance with hygiene and security measures set by the Federal States of Berlin, Hamburg and North-Rhine Westphalia. UE's plans are subject to change. However, it is planned to offer a mix of online, hybrid and offline classes during the Winter Semester 2020.

How do hybrid classes work?

Hybrid classes means that UE will have a group of students in class, while students from the same programme join online. Imagine your programme consists of 20 students. On Monday 10 students would join online, while the other 10 students join the classes on campus. On Tuesday, it would be the other way around for example. To understand the concept of hybrid teaching further, please have a look at the following video link: <https://www.youtube.com/watch?v=VEw1i2qh9Lk&feature=youtu.be>.

Can I start my course via online streaming under the Study Guarantee?

Yes, you can start your course by online streaming. UE ensures that your academic year starts without delay. We will make sure that the ongoing Covid-19 situation does not lead to any delay in your personal study planning and that you still receive high quality teaching and mentoring.

How does the online course work?

We conduct all scheduled classes online, digital, interactive and live. You can participate from anywhere (even if you are not in Germany). There will be no delay in your studies. The classes will be carried out in a video conference as provided in your schedule.

For this purpose, we will use the software Microsoft Teams (MS Teams). You can download and install this software free of charge. To do so, please go to portal.office.com and register there with your "@uegermany.de" email address and your password. Then you will have access to the complete office suite and can download and install MS Teams locally.

During the semester, you dial into MS Teams at the scheduled time, open the class (that is set up there as a team) and can then participate (incl. return channel and the possibility to form groups - just like in real life).

We will make sure that you will receive all necessary documents for your courses both via CampusNet (Online Campus) and MS Teams.

We will provide you with more information on how to work with MS Teams on CampusNet:

<https://onlinecampus.btk-fh.de>

<https://onlinecampus.bits-hochschule.de>

I am a new student and have not been on campus yet. How do I get access to the Online Campus and virtual teaching?

All new students will receive the login data to the Online Campus via email and will be informed on how to access the virtual classes.

Can I start even without an entry visa for Germany?

Yes, you can also start your studies with UE without an entry visa. As long as you have paid a reservation fee, you can already start your degree programme with us. We will support you with issuing visa support letters, so that you can apply for a German visa once the German embassies/consulates reopen. For example, you could complete the whole first semester successfully online and travel to Germany for the start of the 2nd semester provided you obtain the visa and travel bans are lifted.

If I start my course online, when should I apply for my study visa?

As soon as you secure a visa appointment slot, you can apply for a study visa. We will provide all necessary supporting documents, so that when you go for the visa interview you can submit everything that is needed.

Can I travel to Germany and then start my course online?

Under the current conditions, a full return to the campus is unlikely until the end of 2020. But unlike most other universities, UE has taken the decision to offer selected classes on campus under consideration of hygiene standards. Strict security concepts have been developed, so that UE will inform its students in the course of the month of September 2020. Your health and safety is our absolute priority. Although you can also start online classes out of Germany, UE will offer classes on campus as well.

If my arrival in Germany is delayed due to Covid-19, what will happen to my enrolment?

UE is planning to offer the complete 1st semester online and offline (hybrid model). We will ensure that all students can start and complete the 1st semester online. We encourage you to do so, as studying from the comfort of your home also brings about various benefits. We still look forward to welcoming you on campus and *expect so from students that hold an entry visa for Germany.*

What happens if my German visa application is rejected?

If the German embassy rejects your visa application, UE will refund you of course even if you started the 1st semester with UE. In this case, UE will refund you the whole paid amount minus an administration fee of 250,-Euro. The refusal letter as well as a refund form will need to be submitted to UE or your nearest representative in writing, so that UE can process the refund. Usually, it takes 21 working days to process a full refund.

Can I also defer the start of my studies?

The Winter Semester starts on the September 01st, 2020. Usually, you would need to defer your start by the September 01st, 2020. Due to the current situation, we encourage you to start online with UE. Should you NOT hold an entry visa for Germany and decide that studying online is not an option for you, you would need to inform UE in writing by October 30th, 2020. In that case, we would defer your start date free of charge to the coming intake. Students that hold an entry visa need to start online or offline according to the study contract you signed.

Is there any risk if I start my studies with UE in Winter Semester 2020?

No, there isn't. As mentioned previously, within our Study Guarantee we allow you to test our virtual learning facilities. We are certain that you will enjoy studying online with UE in the 1st semester. We also prefer having you on campus. However, at the same time we need to adapt to the current developments. Hence, we encourage you to start online. Should you not like it, you can still defer your studies by one semester free of charge until October 30th, 2020. *There is no risk for you!*

Will I need to pay my semester fees, if I start online?

Semester fees are still payable. However, UE is aware of the difficult situation and has amended its payment terms accordingly. Students can join our lectures online and test us until October 30th, 2020 provided a deposit/reservation fee has been paid. If you still do not have a visa you can defer your start by one semester free of charge if you stick to the deadline mentioned above. You cannot defer your studies from November 01st, 2020 anymore and will be invoiced for the remaining 1st semester. Students who decide to defer their start date between September 28th, 2020 (lecture start) and October 30th, 2020 will be charged an administration fee of 250,-Euro.