

Information Services in Aachen

RWTH Aachen University Services (Academic Matters)

Student Councils within Faculties

The student council consists of selected student representatives from a particular faculty or course of study. They can help you with questions regarding your studies or with personal issues and represent your interests in within the university and externally.

Additionally they provide the following:

- general information about the course and lectures
- help with creating a timetable
- course catalogues and information
- practice exams (mostly with model answers)

The web addresses of all student councils at RWTH Aachen can be found at the following link

<http://www.rwth-aachen.de/go/id/wrk>

Departmental Advisors

Departmental advisors can supply information on all aspects of your studies including:

- questions about the progress of your studies
- issuing a student progress certificate
- optimising your schedule

The contact details of all departmental advisors can be found on the following page:

<http://www.rwth-aachen.de/go/id/tmy>

Central Examination Office

The central examination office is responsible for exam registration, issuing certificates and grade overviews. Further information and contact details can be found here:

http://www.rwth-aachen.de/cms/root/Die_RWTH/Einrichtungen/Verwaltung/Dezernate/1_0_Akademische_und_studentische_Angel/~rcv/Abteilung-1-3-Zentrales-Pruefungsamt/?lidx=1

Registrar's Office

The registrar is responsible for your university matriculation, rematriculation, exmatriculation and applying for leave of absence. Further information at:

http://www.rwth-aachen.de/cms/root/Die_RWTH/Einrichtungen/Verwaltung/Dezernate/1_0_Akademische_und_studentische_Angel/Abteilung_1_2_Studentische_Angelegenhe/~ciss/Studierendensekretariat/?lidx=1

Student Advice Centre

The Student Advice Centre can help you decide which course of studies you wish to follow. They also offer support in organising your studies , time management and general university life. They also offer psychological advice such as stress management, workshops and general information about course offers by RWTH Aachen University. For more information please see:

http://www.rwth-aachen.de/cms/root/Studium/Im_Studium/Beratung_Hilfe/~rcw/Abteilung-1-4-Zentrale-Studienberatung/?lidx=1

RWTH Aachen University Services (Non-academic Matters)

Psychological Counselling

Psychological Counselling Services at the Student Advice Centre

Templergraben 83, 1st/2nd floor, 52062 Aachen

For psychological counselling please contact::

Psych.Beratung@rwth-aachen.de

Dipl.-Psych. Kerstin Platt

kerstin.platt@zhv.rwth-aachen.de

Appointments by telephone

Tel.: 0241 80 94049

Dipl.-Psych. Van Tien Tran

van-tien.tran@zhv.rwth-aachen.de

Appointments by telephone

Tel: 0241 80 99411

Center for Mental Health for Undergraduate and Postgraduate Students

Kullenhofstraße 52, opposite to Uniklinikum Aachen

zpg@ukaachen.de

Tel: 0241 80 80827

www.ukaachen.de/zpg

Family Services Center

Advice regarding maternity rights, maternity/paternity leave, studying abroad with a child, childcare, school holidays, combining career/university studies with family, family and equal rights

Templergraben 92, 52062 Aachen

familienervice@rwth-aachen.de

Tel.: 0241 80 93579

The Student Union: AStA

The Student Union (AStA) represents the interests of students at RWTH Aachen University. Representatives are selected each year from the student parliament. The AStA represents the students' political interests and offers a range of services such as:

- advice on social, financial or legal issues
- International Students Identity Cards (ISIC)
- Information brochures (tuition fees, social security system, newcomers' guide etc.)
- general advice on student life, cultural events
- document certification
- cultural events

The AStA also provides assistance and information on various social matters:

- Tuition and financing studies
studiengebuehren@asta.rwth-aachen.de
- Accommodation
wohnen@asta.rwth-aachen.de
- BAföG (student loans)
bafoeg@asta.rwth-aachen.de
- Student jobs
jobben@asta.rwth-aachen.de
- Studying with a child
kind@asta.rwth-aachen.de
- Studying abroad
Studieren-im-ausland@asta.rwth-aachen.de
- Representation of interests of chronically sick and disabled students
ibs@asta.rwth-aachen.de

The AStA is located in Pontwall 3, 52062 Aachen.

Office hours: Mon-Fri.: 10.00am - 02.00pm

Tel.: 0241 80 93792

asta@rwth-aachen.de

For further information: <http://www.asta.rwth-aachen.de>.

Foreigners' Representation (AusländerInnenvertretung)

The Foreigners' Representation is a group of foreign student representatives at RWTH Aachen University. They provide:

- general counselling and advisory services for foreign students
- legal advice
- cultural events

The Foreigners' Representation is located in Humboldt-Haus on the 1st floor, Pontstraße 41, 52062 Aachen.

For further Information see: <https://www.asta.rwth-aachen.de/beratung/asta/rechtsberatung/>

By appointment only

Free Legal Advice

General Legal Advice, Civil Law at the AStA:

Appointments can be made at AStA
Tel.: 0241 80 93792
asta@rwth-aachen.de

Legal Advice Regarding Residency:

Foreigners' Representation (AV)
Tel.: 0241 80 99153
av@asta.rwth-aachen.de
By appointment only

Financial Emergencies

International Office

Ms. Tamara Weber, Humboldt Haus, Pontstr. 41, 1st floor,
Tel.: 0241 80 99151
tamara.weber@zhv.rwth-aachen.de

AStA

<http://www.asta.rwth-aachen.de/de/beratung>

ESG - Evangelic Student Society:

The ESG can apply for financial support for highly committed students
Nizzaallee 20, 52072 Aachen
Tel.: 0241 918670
Ms Kornelia von Kaisenberg, Tel.: 0241 9186714
esg-kaisenberg@rwth-aachen.de

KHG – University Catholic Community Aachen

Pontstr. 74-76, 52062 Aachen
Tel.: 0241 47000
Fax: 0241 4700143
Mr. Markus Reissen
Tel: 0241 4700123
mr@khg-aachen.de
Office hours: Mon., Wed., Fri.: 10:00am - 12:30pm; Tues., Thurs.:
01:30pm - 04:30pm

City Advisory Services

Debt Counselling

Schuldnerberatung Aachen e.V.
Dennewartstraße 17, 52068 Aachen
Tel.: 0241 9039404,
kontakt@schuldnerberatung-ac.de
Mon-Fri.: 09:00am - 12:00pm; Tues. & Thurs. 02:00pm – 16:00pm
<http://www.schuldnerberatung-ac.de>

Parenting Advice Center in Aachen

Reumontstrasse 7a, 52064 Aachen
Tel: 0241 33953/33954
eb-ac@mercur.caritas-ac.de
Mon-Fri. 09:00am - 12:00pm; Mon-Thurs.: 02:00pm - 05:00pm
For personal counselling please make an appointment
<http://www.beratung-caritas-ac.de/>

Psychological and Psychotherapeutic Counselling for Students

Lothringerstr. 83, 52070 Aachen, Fax: 0241 537360

Psychological Counselling Center for Foreign Refugees:

Mariahilfstraße 16, 52062 Aachen
Tel.: 0241 406500
psz.ac@gmx.de

Telephone Helplines

For telephone or personal counselling we recommend the
Telefonseelsorge Deutschland (German crisis helpline):
Tel.: 0800 111 0 111 or 0800 111 0 222
24 hours a day, anonymous, confidential, trustworthy and free of charge.

Telephone Doweria – Russian Speaking Helpline

Tel.:030 440308 454; 24-hour-service

German Consortium for Youth and Marriage Advice (DAJEB):

www.dajeb.de/suchmask.htm
Tel.: 089 4361091

Emergency Helpline for Female Rape Victims:

www.frauennotruf-aachen.de
Tel.: 0241 542220
Franzstraße 107, 52064 Aachen, 2nd floor

Helpline for Gay Victims of Violence

Tel.: 0241 19228; Tues. 07:00pm - 09:00pm

Addiction Helpline Aachen:

Tel.: 0800 7824800
<http://www.suchtnotruf-kreis-ac.de>

Psychological Centre for Refugees 'PÄZ' e.V.

Mariahilfstraße 16, 52062 Aachen

Tel.: 0241 406500,

psz.ac@gmx.de

AIDS Counselling at the Public Health Department:

Open office hours (testing possible without an appointment)

Mon.: 10:00am - 12:00pm and 03:00pm - 05:00pm

Thurs: 03:00pm - 04.00pm

Personal appointments can be made by phone

<https://www.staedteregion-aachen.de/de/navigation/aemter/gesundheitsamt-a-53/beratung-und-hilfe/hiv-sprechstunde/>

Sick without Health Insurance

If you have financial problems and are therefore unable to pay your health insurance, there are some advisory centres that provide contact information for doctors and further advisory services. In emergencies doctors are required by law to provide medical aid.

Caritas Special Service for Integration/Migration

Scheibenstr. 16, 52070 Aachen

Tel.: 0241 949270, Fax: 0241 94927 289

k.duepper@caritas-aachen.de, i.radocaj@caritas-aachen.de

Café Zuflucht

Zollernstr. 5, 52070 Aachen

Tel.: 0241 511811, Fax: 0241 4465211

info@cafe-zuflucht.de

Pedagogical Center PÄZ

Mariahilfstr. 16, 52062 Aachen

Tel.: 0241 49000, Fax: 0241 49004

paez.ac@t-online.de

Amnesty International

Adalbertsteinweg 123 a/b, 52070 Aachen

Tel. /Fax: 0241 513653

info@amnesty-aachen.de