

STUDENT  
SERVICES

CAMPUS  
HEILBRONN



INTERNATIONAL





# A warm welcome to the TUM Campus Heilbronn!

Congratulations on embarking on the next stage of your academic journey. We are thrilled to have you join our diverse and vibrant community here at the Heilbronn Campus of the Technical University of Munich. On behalf of our two schools, the academic and administrative staff, I am delighted to welcome you to our ever-growing international community in Heilbronn.

At TUM Campus Heilbronn, the combination of cutting-edge research and teaching within the TUM School of Management and the TUM School of Computation, Information and Technology (CIT) creates an environment where innovation and growth flourish. As part of a global network of students, you will gain not only a world-class education but also the skills and connections to thrive in your future career.

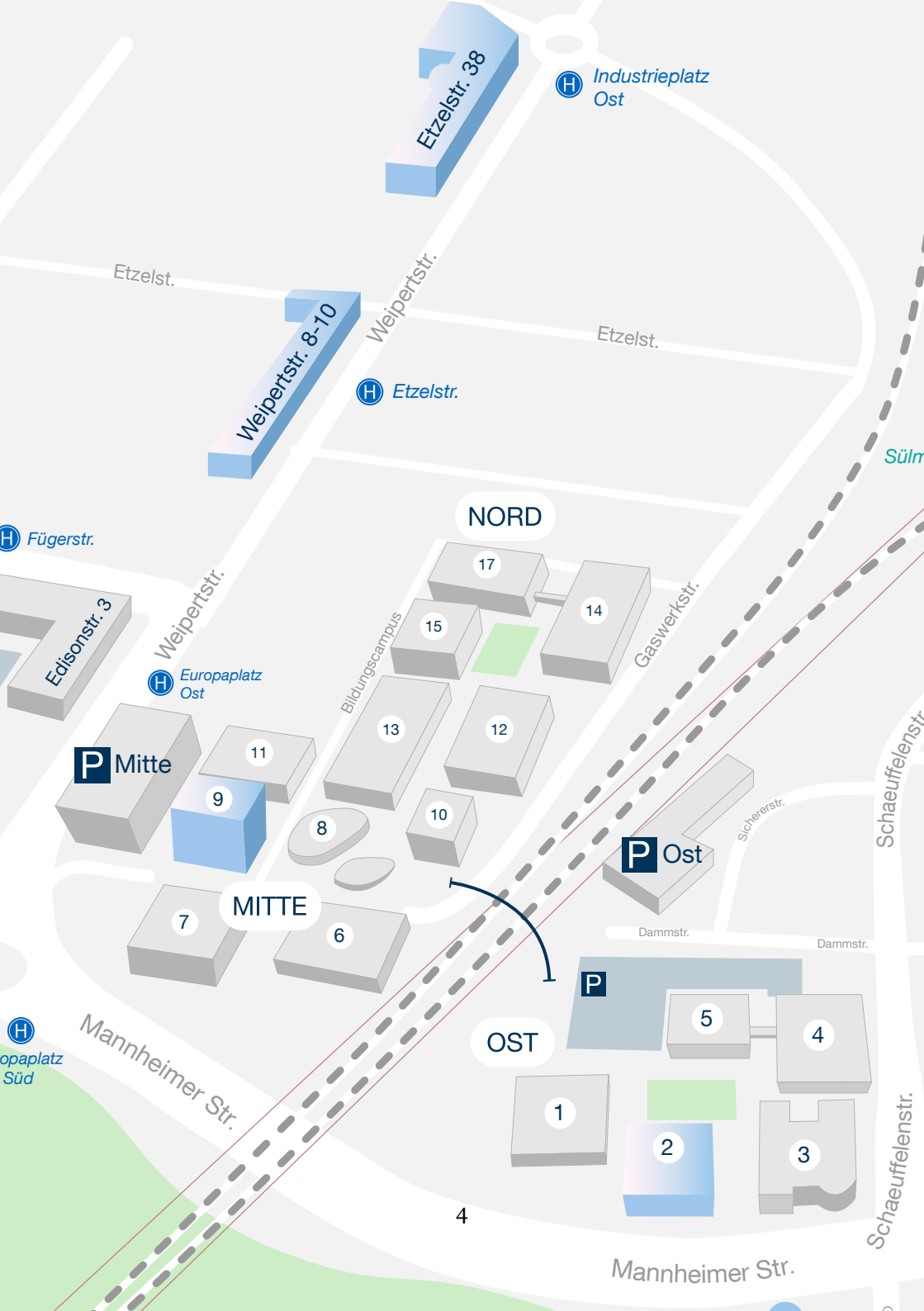
University life here offers much more than academics. It is about discovery, both in and out of the classroom. Through our “Campus Living” program, you will have the opportunity to take part in a wide range of activities – from sports and cultural programs to language courses and community events. These experiences will enrich your journey and help you build meaningful relationships that can last a lifetime.

This is a unique opportunity for personal and professional growth. Your time at TUM Campus Heilbronn will undoubtedly be full of memorable experiences, challenges, and successes. I wish you all the best for an inspiring and successful time ahead.

**Prof. Dr. Ali Sunyaev**

TUM Vice President, TUM Campus Heilbronn

# TUM Campus Heilbronn at Bildungscampus



## OST

- 1 Campus Founders, FORUM
- 2 TUM
- 3 DHBW
- 4 DHBW
- 5 DHBW

## NORD

- 12 HHN
- 13 DHBW CAS, Café
- 14 HHN
- 15 Bibliothek LIV
- 17 HHN

## MITTE

- 6 AULA
- 7 aim, Erzieherakademie
- 8 Mensa
- 9 DSS, SCS, TUM, Fraunhofer IAO, Ferdinand-Steinbeis-Institut, Info
- 10 Josef-Schwarz-Schule, HHN
- 11 Campus Founders (im Bau)

## EXPANSION

- Weipertstr. 8-10 TUM
- Etzelstr. 38 TUM



# Mobility

The new Campus is located on the so-called "Bildungscampus".  
Address: Am Bildungscampus 2 and 9,  
74076 Heilbronn.

There are a number of public transport stops around the Bildungscampus - and Heilbronn's central train station can also be reached by bike in 7 minutes or on foot in 15 minutes.

You can find all possible options (car, train, bus) on how to get to the Campus here:

## CampusRad

Bike-sharing with CampusRad is the smart, environmentally-friendly way to ride through the city.

- To be able to use the offer, students and staff of the Bildungscampus and Campus Sontheim must download the Call a Bike app:
- Then you must register once and free of charge with our cooperation partner Deutsche Bahn, the one-time registration can be done with the action code: CaB\_Campus\_Heilbronn and the campus ID. Your registration will be confirmed by entering the E-mail/SMS code sent to you. This is valid for 24 hours.



- Scan QR code on the bike and start cycling!

The bikes can be rented and returned at the four locations:

- Bildungscampus Ost (below the campus bridge)
- Car park Experimenta (on the ground floor, next to the ticket office)
- Student residence W27 (Wilhelmstraße 27, Parking courtyard)
- Campus Sontheim (at the main entrance Max-Planck-Straße)

The bikes may be used free-of-charge for 120 minutes each ride (including stopovers) and may be flexibly picked-up and returned to any one of the rental and return stations. Starting from the 121st minute, 1 euro is charged for each additional half hour started. A service fee of at least 10 euros will be charged if the bikes are not returned to one of the four stations.

## E-scooters & E-bikes

E-scooters have been available in the city of Heilbronn since 2020 and offer a viable alternative for covering shorter distances in a climate-friendly way. To use this mobility service, the Tier App must be downloaded and an account must be created.

Since the end of 2022, this provider also offers e-bikes in Heilbronn. There are currently around 600 e-scooters and 300 bicycles available in the city. More information can be found on the city's website:

## Parking at TUM Campus Heilbronn

Starting in September 2021, students and employees will be able to use parking facilities at reduced rates, depending on the parking area. As usual, entry and exit is possible via the CampusCard.

These areas should preferably be used by students:

**Car park Bildungscampus Ost and opposite open-air parking lot Ost**  
GPS-address: Dammstraße 1, 74076 Heilbronn

**Car park Experimenta** (is located about a 10-minute walk from the Bildungscampus)  
GPS-address: Bahnhofstraße 6/1, 74072 Heilbronn

Fees: As of March 1, 2022, the following discounted parking rates apply:

- Per hour: starts at 1.50 euros, daily maximum fee: 3 euros
  - Night time rate (between 3 a.m. and 6 a.m.): per hour starts at 3 euros
  - The 10-day-flexticket: 18 euros for students and 25 euros for employees. It is NOT valid in the Experimenta parking garage.
  - 30-day parking ticket: 40 euros.
- Both tickets are bookable directly via the PaymentPortal.

If you wish to park your bicycle in a safe place, you can use the bicycle stop at the Experimenta parking lot.

# Your Journey begins

## Student Counseling

If you have academic questions, you can contact the program management team of your study program.

For questions about the programs of the TUM School of Management (Bachelor in Management & Data Science, Master in Management and Master in Management & Digital Technology), please contact the program management team at:

or drop in during the weekly consultation hours. More information is available on the following website under the respective study program:

For questions regarding the programs of the TUM School of Computer Science, Information and Technology (CIT), please contact the Student and Academic Affairs (SOH-A) using the respective email addresses of their study programs:

Bachelor in Information Engineering:

The SOH-A consultation hours for bachelor's students are available at the following link:

### STUDENT SERVICES NEWSLETTER

Our newsletter always provides you with the current information and offers related to your student life. Stay tuned for more activities and events with our monthly Student Services Newsletter:

Master in Information Engineering:

The SOH-A consultation hours for master's students are available at the following link:



## Service Point

Your first contact point for all service related non-academic questions and matters on Heilbronn Campus is the Service Point. There you will receive information and advice on offers on campus and on important issues of your student life.

The Service Point is located in Campus Ost, Building 2, ground floor:

Contact:  
Email:  
Phone: +49 7131 26418 699



## Campus Living

Campus Living is a non-academic multidimensional program that complements the academic activity of our students during their studies in Heilbronn.

Campus Living focuses on the interface between people and knowledge and offers students a unique environment in which they can open up new perspectives on life and learning, develop their personality and new skills, as well as create and maintain new contacts. This unique program allows students to become responsible people and leaders in an innovative environment. The Campus Living concept supports students with its wide range of services and offerings in the following categories:

- Career & Skills
- Ethics & Values
- Buddy Program
- Arts & Culture
- Sports
- Networking & Connections, Fireside Chat and Learning from Legends stand out in this category.

Are you curious about what Campus Living has to offer? Then stop by the Student Service Point, subscribe to our newsletter and come to our Fireside Chats. Try it out!



## Buddy Program

TUM Campus Heilbronn has a Buddy Program for new students to help our newcomers get settled in at TUM and in Heilbronn. The Buddy Program matches a group of first-year students with a TUM Buddy who support them during their first semester at TUM Campus Heilbronn. Buddies do an important job in ensuring new students to have a successful and enjoyable start at TUM Campus Heilbronn.



If you are interested in being part of the Buddy Program, please send an email to

and they will send you all the necessary information.

INCOMINGS: Please register and send an email to stating that you are an incoming.

We will pass on your name and e-mail address to your future Buddy/ies and they will get in touch with you. Please allow for some time to pass between your registration and hearing back from your buddy.

You can find more information at:

### Code of Conduct

The Code of Conduct is a guideline to ensure a respectful and welcoming environment for all our students at TUM. You can find more information at:

Let's commit to the highest ethical standards.

## Events and other offers

The Student Services team organizes and offers a variety of activities for an inspiring student life called "Campus Living".

Feel free to take a look at our upcoming events below:

For all freshers we have planned a special "Campus Start Program" with different events and information sessions. Please find more information here:

## University Sports

In cooperation with the Heilbronn University of Applied Sciences, we offer a wide range of sports and workout classes to complement your study and teaching routine. Check our information and help desk offers and promotions, and find out more here:

## TUM Sport Community Heilbronn

There are many different sports offers via the TUM Sport Community in Heilbronn. If you are interested, please contact the Service Point or send an email to:

## Heilbronn Fireside Chat

The Fireside Chat will take place on Wednesdays at 7 p.m. every two weeks and will provide you with an informal setting for exchanging ideas and broadening your horizons. Every few weeks we invite external guests who will give you new impulses and perspectives on various topics. You are also invited to actively participate at the event and contribute with your own ideas and topics. For more information, please contact the Campus Living.

E-Mail:

## Cooperation with the Heilbronn Theater

One of the special offers is the theater flat rate for students. The theater enables the students from three days prior to the performance a free admission ticket (in all price categories, depending on availability) against the presentation of a valid student ID.

The Theater Heilbronn offers plays with English surtitles for selected productions.



## University e-Library TUM eAccess

LIV (Learn – Inform - Connect) is the joint library of Hochschule Heilbronn (HHN), the Duale Hochschule Baden-Württemberg (DHBW) and Technical University of Munich (TUM). As a TUM student at the Campus Heilbronn, you have access to the complete literature inventory of LIV. The offers and services of the library are mostly free of charge via your Campus-Card. In order to use the LIV, you must register in person at the library's information desk.

**eAccess** is a convenient way to use the electronic media under license at the **TUM University Library**. This includes electronic e-journals, e-books and databases. Your eAccess is web-based and requires no plug-ins, client software or special browser settings.

For more information, please refer to:

## Language Courses

You have different possibilities to learn German. We strongly recommend all non-native German speakers to improve their language skills in German. You can attend a course at aim academy on Bildungscampus:

Since 2022, we offer online group courses (5-week sublevel) as well as intensive courses in Schwäbisch Hall (3-week sublevel during the semester break), both in cooperation with the Goethe-Institut. For more information, please contact the Student Service Point.

We also have a cooperation with the VHS. Courses on the levels A1, A2 and the sublevels B1.1, B1.2 and B2.1 are offered at the Bildungscampus.

### REGISTRATION

We bundle the registrations for the German courses of aim, vhs and the Goethe-Institut centrally via the Service Point (Campus Ost, building 2, 0.02). If you are interested, please contact us in person or by email at

#### Other options:

### IMPORTANT INFORMATION

Please note that it is extremely important that you notify if you are unable to attend a class. In some cases it is not sufficient to inform the instructor. Please check the course in which you are enrolled and notify your absence to the corresponding address:

#### aim:

#### vhs:

Inform directly the instructor of the course

#### Goethe Institut:

- a) on-site: schwaebisch-hall@goethe.de
- b) online: inform directly the instructor of the course

Since the courses are free of charge, the organizers need to know if there is a sufficient reason preventing you from attending the course.

If you fail to observe this rule, you'll be suspended from all courses for the entire semester.

## TUMtandem

- You are a student or employee at TUM?
- You have basic knowledge of the foreign language you would like to learn?
- You have native speaker fluency in the language you offer?

In the TUMtandem program we will find a tandem partner for you within TUM.

TUMtandem partnerships are possible with every language offered at the TUM Language Center.

How the registration works:



## My Bildungscampus App

The “My Bildungscampus” app is now available: The new app for the Heilbronn campus can be downloaded free of charge and without registering from the iOS (Apple App Store) and Android (Google Play Store) stores. It contains relevant information on important topics such as parking garage occupancy, public transportation, media offerings and much more.

In real time, the app keeps students and employees up to date at all times, e.g. about the departure times of public transport around campus. If you are in need of a parking space, you can find out which parking garage has free spaces. You can use the CampusCard with the app 24 hours a day and anywhere.

The LIV library even allows you to search for suitable literature in the media stock via the app.

**Install now:**

**More information:**



## CampusCard & TUM Student Card

Please note that you will receive two student ID cards: the TUM Student Card and the CampusCard. You need both cards, because they have different functions.

As a student of the TUM Heilbronn Campus, you will receive the TUM Student Card for all student services at the TU Munich and for services offered by the Munich Student Union as well as outside the University. You will also need the Student Card, for example, for student discounts on admission to museums, theaters, swimming pools and other facilities, for subscriptions to newspapers and magazines, etc. You will receive the TUM Student Card directly from Munich by mail, if you are completely enrolled and have entered a German address in TUMonline.

Your CampusCard has other functions: you can use it to pay in the cafeteria, at the café, at the vending machines and in some residence halls. It is also used to pay parking fees and for access to the LIV library (including book lending). The CampusCard is valid only for the Heilbronn Bildungscampus. To receive the card, you must be completely enrolled. Then you will receive an email with the link where you can start your registration.

More information at

You will then receive an email and can pick up the card at the Service Point after activation.

## Infrastructure at TUM Campus Heilbronn

### IT introduction for Students

Are you a new TUM student and wondering how the IT infrastructure works? How do you get an email address? How do you register for courses and exams? How does the Wi-Fi work on campus? You can find answers to these questions on our website here:

For all questions concerning TUMonline please contact the IT-Support:

E-Mail:

Telefon: + 49 89 28917123

## Wi-Fi

Free and open Wi-Fi is available via the Bildungscampus network welcome@bildungscampus. Further access is possible via the Wi-Fi university-network EDUROAM at all TUM sites. Your TUM-ID plus the ending @eduroam.mwn.de (e.g.: gu72dap@eduroam.mwn.de) as well as your self-chosen password is required for the login.

You will get your TUM-ID from the LRZ (Leibniz Rechenzentrum) as soon as you are enrolled at TUM.

## TUMonline manuals

The following link contains multiple documents and videos aimed at making the platform accessible and understandable to you:

## Moodle

Moodle is the Learning Management System of TUM. Moodle offers online course rooms for lecturers to provide learning materials as well as many different activities for communication, collaboration and self learning. Students can use Moodle independent from regional and temporal limits and according to their own needs.

## Printers on campus

The students' printers are located in Building 2, on the second floor in room 2.06 (don't forget to validate your CampusCard at the entrance of the building to open the door), and in the Building 9, on the first floor in the workplace at the sitting area. You can print up to 15 pages per day for free if you log in with your TUM-ID.

## Fire protection, escape routes and assembly points

Please refer to the current fire safety schedules. The notices can be found on each floor of Campus Ost, Building 2 and Campus Mitte, Building 9.

They also indicate the assembly points where you should meet when the fire alarm goes off. Please familiarize yourself with them in advance in case of a fire.



## TUM Student Clubs – shape your time at TUM

Students at our university are getting involved in a variety of projects they are passionate about. Currently there are over 180 student clubs and over 8,000 TUM students who are committed to these initiatives.

You can get involved in a student club at TUM to share your enthusiasm with like-minded people, discover your talents, and achieve great things together. Be part of a TUM Club!

Would you like to get active and start a student initiative on the Campus Heilbronn? In this sheet, you will find all relevant information:

You are always welcome to contact the Service Point for more information or help.

# Mental Health

## Fürstenberg Institut's Mental Health

From time to time, we all end up in situations where we cannot think straight and when it is helpful to talk openly to someone who is neutral and professional. We are very pleased to inform you that we can offer you the Fürstenberg Institut's Mental Health Coaching service in several languages.

The Fürstenberg Institut has been active in this field for over 35 years with many renowned institutes. Whenever you feel the need, you can quickly and unbureaucratically book individual coaching 365 days a year on topics relating to your study life, mental health, or other personal issues. All these services are confidential and customized to your individual needs and free of charge. Program Management will inform you in detail about this new offer. You may also contact the Service Point for more information: , such as the login data and appointment scheduling.

## Counseling at TUM Campus Heilbronn

Counseling at TUM Campus Heilbronn is provided by Volker Kreß from Studierendennetzwerk Heidelberg.

You can address issues such as exam stress, depression, anxiety, problems with decision-making, low self-esteem, and more. Please schedule an appointment by phone or email:  
Phone: +49 173 5853171  
E-Mail:

Office: Bildungscampus 14, Room 1.36  
Office hours:  
Thursday, 9 a.m. - 4 p.m.

Counseling and supervision on Campus are also offered by the Church on Campus. Please find out more about their services

In addition to our mental health coaching and on-campus counseling services, you will also be able to find telephone support here:

- Telefonseelsorge
- Samaritans (English)
- Muslim Counseling (Turkish, Arabic, Urdu)

## Family doctor

Once you are settled in Heilbronn it is convenient to look for a family doctor. Doctors in Germany are independent professionals, and you must be admitted in their list of patients to be able to go to their medical office. For more information, contact the Service Point.

## Health insurance

Anyone who wants to study in Germany needs health insurance. Proof of insurance must be provided at the time of enrollment. There are two types of health insurance in Germany: public and private. Please check the differences between the two, because once you are privately insured, you can no longer switch to statutory health insurance during your studies.

For more information, please visit

## IN CASE OF AN EMERGENCY

In case you have an emergency in Germany, remember that you can always dial the following numbers:

**110 Police or  
112 Ambulance/Fire Department.**

Please note that you should use ambulance services only for life-threatening situations like unconsciousness, respiratory arrest, heart problems, seizures or severe bleeding. In any case it is included in your health insurance and you can make use of this service.

**Dial 116117 for Medical Help** in the evening, on weekends and public holidays:

The medical on-call service (only in Germany) is helpful when these three conditions are met:

- Doctor's practices are closed
- You need medical help today
- The situation is not life-threatening

If a situation is **life-threatening** or there is a risk of permanent injury, please call **the emergency number 112**.

They will also help you find English-speaking medical practices where you can make an appointment during normal opening hours. And they offer support in eight other languages, in addition to English and German.



# Living

## Accommodation

To plan your search for accommodation, the following 10 districts of Heilbronn have public transport connections: Heilbronn (Bildungscampus is located in this district), Biberach, Böckingen, Frankenbach, Flein, Horkheim, Kirchhausen, Klingenberg, Neckargartach, Sontheim.

For current rent levels in Heilbronn visit:

You can find a list of private student dormitories in Heilbronn here:

**WARNING**  
PLEASE BE CAREFUL WHEN SIGNING  
A CONTRACT WITH THIRD PARTY  
PROVIDERS!

## Broadcasting Fee

After you registered in Heilbronn, you will automatically receive a letter requesting you to pay a mandatory fee of € 18.36 for using the public broadcasting service, even if you don't own a television. In a shared apartment the fee has to be paid only once and not per person. Here you can find further information:

## Liability insurance

Liability insurance is not mandatory in Germany but highly recommended and more and more student residences are requesting it.

Liability insurance in Germany protects you in case of unintentional damage to a person or entity or their belongings. In Germany it is very normal that in case of damage or accident, you are sued and the expenses are high.

If you already have a personal liability insurance in your home country, you should check whether it covers your long-term stay in Germany.



## Living in Heilbronn

You can find further information about life in Heilbronn as well as sports, museums, theater and concerts here:

# Administrative matters

## Residence registration

All citizens of every nationality are obliged to register within a short period of time once they have a fixed residence in Germany. It is important that you bring your ID or passport and a confirmation letter from your landlord (“Wohnungsgeberbestätigung”):

You should repeat this procedure every time you change your place of residence in Germany.

Students from non-EU countries will have to make a second appointment at the immigration office (“Ausländerbehörde”) to obtain the residence permit:

For all our new students in Heilbronn, TUM offers exclusive student appointments in cooperation with the Citizens’ Registration Office and the Immigration Office in the winter semester. Other deadlines apply to these appointments.

For more information contact the Service Point:

The second appointment can only be made after making the first appointment with TUM, as these are scheduled appointments.

Please make sure to bring the required documents to the appointment.

### **Immigration Office Heilbronn:**

City Hall (Rathaus, entrance from Lohtorstrasse, 2nd Floor)  
Marktplatz 7, 74072 Heilbronn

Hours: Monday, Wednesday, Friday from 8:30 a.m. to 12 p.m.  
Tuesday from 8:30 a.m. to 12 p.m.  
(only for asylum seekers)  
Thursday from 2 p.m. to 6 p.m.

Students who move to a surrounding region of Heilbronn (Landkreis) should register at the local public administration office:

General opening hours of the district administration office  
Monday to Friday 8 a.m. to 12 p.m.  
Wednesday 1:30 p.m. to 6 p.m.



## WELCOME PACKAGE OF THE CITY OF HEILBRONN

Students studying in Heilbronn will receive a welcome package from the municipality when they register Heilbronn as their primary residence for the first time. The welcome package includes a voucher from Heilbronn Marketing GmbH, ten free tickets for the indoor or outdoor pool as well as a participation for the annual Raffle of Heilbronn City Bikes.

For all first-year students, a sports pass is also issued for a one-year free membership in one of the participating sports clubs. The costs for the membership – a maximum of 75 euros per year – are covered by the city of Heilbronn.

Further information about visa, registration, residence permit, work permit can be found here:



# Public transportation

The public transportation network runs buses and suburban trains ("Straßenbahn") in Heilbronn. The same ticket is valid for all forms of public transportation – i.e., you do not need a different ticket if you move from train to bus.

The most common mean of transportation in Heilbronn is biking. The bike paths are well developed and it is easy to get around by bike due to the size of the city. Taxi service is a relatively expensive choice of transportation.

The D-Ticket JugendBW is a ticket for students under 27 years of age, which has the same conditions as the Deutschland-Ticket but at a reduced price. For ca. 365 euros per year or 39.42 euros per month, young people from Baden-Württemberg can use public transport throughout Germany.

For Students aged 27 and older, the monthly 58 € D-Ticket is also available if they wish to travel across Germany.

You can get it at:

**KundenCenter Heilbronn HNV**

Olgastrasse 2

Phone: +49 7131 888860,

Email:

Opening hours: Monday to Friday from 9 a.m. to 5 p.m.

