

# Magdeburg for Internationals – Support and Services



# How do you inform international talents?

- ✓ Webpages of universities (international office, study advisory service etc.)
- ✓ Webpage foreigners authority /City of Magdeburg
- ✓ Social media (Facebook, Instagram, Youtube)
- ✓ Marketing via student recruitment agencies
- ✓ Summer school
- ✓ Visit of study fairs and German schools abroad
- ✓ Using study ambassadors
- ✓ Alumni work
- ✓ via partner universities
- ✓ Inquiries via E-mail and telephone and face-to-face

# Which information do you give to international talents about moving in a new city?

Otto von Guericke University	Magdeburg Stendal University of Applied Sciences	City of Magdeburg / Foreigners authority
Housing	accommodation / housing	fact sheets in different languages - which documents are needed
Registration at the citizen and foreigners' office	visa matters formalities after arrival (residents' registration office, bank account, foreigners registration office etc.)	
Finances / bank account	Insurances financial support costs	
Enrollment / Public Transport and further students account	public transport	
Health Care		
Studies & Exams	How to get to: university, students residence etc.	
Deregistration	buddyprogramme	

The international office, buddy program, intercultural students and further initiatives provide information and support at each step.

# Do you distinguish between different target groups?

**Magdeburg:** 240.000 citizens, about 20.000 foreign citizens (8,3 %), 190 nations

**University:** 16 % international students, 11 % staff/teachers , 100 nations

**University of applied sciences:** 5 % students , 3% staff



14.100  
EU &  
Worldwide

- Students (exchange and degree )
- PhDs and researchers / staff
- Spouses and families
- visiting scientists
- Permanent settlement permit and humanitarian stay

4.615  
Asylum

- asylum seekers
- recognised refugees
- subsidiary protection beneficiaries

1.050 return  
management

- Rejected asylum seekers
- Persons obliged to leave the country

# Organization of special support

## Offers by the International Office:

- ✓ Orientation days
- ✓ Support in finding accommodation
- ✓ Support in visa and insurance matters
- ✓ Visit of authorities
- ✓ Buddy Programme

## Offers by different facilities of the university:

- ✓ Late Summer School
- ✓ Peer Writing Assistant Programme: Trained student peer tutors give answers to questions about scientific writing and support with valuable hints for writing all kinds of academic documents from a first paper till the final thesis.
- ✓ Continuing Education: courses for gaining soft skills, application trainings, IT etc.
- ✓ Career Service: support in finding jobs, internships, thesis, application check etc.
- ✓ Tutor and mentor programmes
- ✓ Scouts
- ✓ Language courses

# Organization of special support

## Offers by foreigners Authority:

- ✓ Collaboration with the migration advisory bodies
- ✓ Publishing of the migration guide to newly arrived persons with basic information about life in Magdeburg
- ✓ Networking: regular consultations with the International Offices of both universities and with all responsible staff of the other scientific institutions and annual working group meeting with all institutions
- ✓ special dates for students at the beginning of the semester, special opening days can be arranged in the team if required



# Support for partners and families

We do not have offers especially for international university members but they can use the support of **the international office** and all offers of our **family service center**:

1. On our campus in Magdeburg we offer an hourly 1-to-1 childcare by students of social work (they receive credits for it) or by an external supervisor. In Stendal we offer childcare by students of applied childhood studies.
2. Parents-child-office, for temporary working with (sick) child: <https://www.hs-magdeburg.de/hochschule/beratung-und-services/familie-und-soziales/eltern-kind-buero.html>
3. Day care center of the Studentenwerk on the campus of the Otto-von-Guericke University
4. Day care in the evening hours in the day care center of the Studentenwerk. When the daycare closes, up to 8 hours per week.
5. Special working time models for employees: part-time, teleworking from home, trusted working time.
6. ComPass for students in special living conditions: Studying with a child, with a disability, with the need of family care: On request, a compass is obtained which recognizes this particular living situation. The compass allows you to negotiate special conditions with the lecturers, such as time advantages (more time for housework, less attendance in lectures, etc.)
7. Facilities for diaper changing and breastfeeding on campus
8. Holiday camp(us) during the school holidays for children from 6 to 14 years

# Main challenges and difficulties

## Magdeburg Stendal University of Applied Sciences

- Finding furnished accommodation; especially for short time renting
- Not enough information in English, e.g. letters and websites of authorities
- Finding places in day care centers, schools for children of staff and scientists
- Orientation in the city; e.g. no free internet at main train station
- Attitude of some citizens towards foreign people
- No public preparatory college in Magdeburg

## City of Magdeburg / Foreigners authority

- the personnel situation and space situation
- Idea for the future: concept close to Universities and the scientific institutions and the use of an electronic file



# Problems can not be reduced to language barriers only

Aspects	Main problems	Measures
<b>Housing</b>	<ul style="list-style-type: none"> <li>• Furnished apartments are scarce and more expensive.</li> <li>• Demand for low-price housing is high during April and October</li> <li>• Student services – registration at least 4 month before stay</li> <li>• Local housing market - Language barriers at the private housing market for apartments and shared flats</li> <li>• Contract and housing information is available in German only</li> </ul>	<p>Accommodation support is trying to overcome language barriers, but is confronted with little housing opportunities for short term stay of furnished apartments.</p> <p>Dorm tutors give additional advice and consultation for on campus living.</p>
<b>Registration at the citizen and foreigners' office</b>	<ul style="list-style-type: none"> <li>• Official letters are available in German only.</li> </ul>	<p>Student initiatives translate and accompany students when asked to do so.</p>
<b>Finances</b>	<ul style="list-style-type: none"> <li>• Many local bank reject program students who are in need of a short term bank account</li> </ul>	<p>Supporting services refer to the banks that give short term contracts</p>
<b>Enrollment</b>	<ul style="list-style-type: none"> <li>• Late visa by the local embassies. Students arrive late in Magdeburg and have difficulties to register in time.</li> </ul>	
<b>Health Care</b>	<ul style="list-style-type: none"> <li>• High differences between low price private health insurance and more expensive public health care. Students don't feel the need for public health insurance that covers more.</li> </ul>	<p>Consultation hours of health care agencies on campus</p>
<b>Studies &amp; Exams</b>	<ul style="list-style-type: none"> <li>• Overrepresentation of some nationalities in some international study programs.</li> <li>• International keep among themselves (Erasmus)</li> <li>• relatively little German &amp; international mixed groups</li> </ul>	
<b>Deregistration</b>	<ul style="list-style-type: none"> <li>• Students lack awareness for cancelation periods and start to prepare their departure too late.</li> </ul>	<p>International office and student initiatives point out cancelation periods and to-dos at the arrival already.</p>

# Problems differ between international target groups

## Students:

We know their biggest problems:

- Getting the visa and arriving before the semester starts
- Finding affordable housing
- Getting information in English

We know how to reach them:

- Registration at the international office
- Support via student initiatives (IKUS, buddy program, MIPS)

We know how many are accepted but know how many actually arrive

We mostly know when they arrive

Many offers but little participation by the international students

## PhDs and researchers:

We don't know when they arrive

We only partly know their biggest problems

- Comfortable and affordable housing
- Support during the first few weeks

We don't know how many they are

We need better coordination and information between university, faculties and research institutes to know problems and needs

## Spouses and families:

Child care offered by student services (closely affiliated with the university)

family representative with family office, kindergarden and parents-childroom, family scholarship

- no English webpage, difficult for international students/researchers