

# Welcome to the Student Services Center



# About us

## We are here to help you!

We are here to:

- Welcome you to Jacobs University
- Offer first level support
- Help answer your questions
- Facilitate the communication to other departments
- Offer Document pick-up service

→ **RLH 102 & 103**



# Contact

Contact us anytime at:

[studentservice@constructor.university](mailto:studentservice@constructor.university)

or just drop by during our office hours:

**Mon to Fri 10:00 to 14:00**



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# Requests

## General Information

Once you're a student at Constructor University you will receive your credentials for the platform **CampusNet**.

**Via your CampusNet you can make different requests for the following:**

- Order a confirmation letter (options: Enrollment confirmation, English support letter, Disenrollment letter)
- Request to be excused (for exams or classes)
- Order an interim transcript (Please note that it takes approximately 2 weeks!)
- Order a new campus card
- Order a new semester ticket
- Update the semester address

# Requests

How to request something on your CampusNet account  
(screenshots to be found on the following slides)

1. Use your computer/phone to go to the following website: <https://campusnet.jacobs-university.de>.
2. Log into your account using the credentials you received
3. Select „My requests“ on the menu on the left side
4. Choose the respective request option
5. Fill out the mandatory fields
6. Click „submit“

This is the start page after logging in.  
Select „My requests“ on the menu on the left side:

The screenshot shows the Constructor University dashboard. At the top is a dark blue navigation bar with the university logo and icons for Home, Dashboard, My Data, Courses, Course Catalogue, Academic Results, Student Jobs, and Searches. Below this is a left sidebar menu with various options, where 'My Requests' is highlighted with a red circle. The main content area displays the user's name 'Diana Wells', a welcome message, and a section for 'Activities for: 11.07.2023'. This section includes 'Today's Events' (no appointments scheduled) and 'Incoming messages' (no new messages).

**CONSTRUCTOR UNIVERSITY**

Home Dashboard My Data Courses Course Catalogue Academic Results Student Jobs Searches

Admission Evaluations  
Application Overview  
My Advisees  
My Advisor's Approval  
My Courses  
My Course Schedule  
My Job Postings  
My Modules  
My Registration Status  
My Student Staff  
My Timesheets  
**My Requests**

Name: Diana Wells on: 11.07.2023 on: 11:38

Welcome, Diana Wells!

Activities for: 11.07.2023

**Today's Events:**

There are no appointments scheduled! ▶ Schedule

**Incoming messages:**

You have no new messages! ▶ Archive

# Choose the respective request option

Welcome to online requests Diana Wells!

My applications					
Request	Semester	Status	Started	Released	
Order a New Campus Card	Semester spanning	Submitted	8. Feb. 2021	8. Feb. 2021	► Show ► Print Preview
Order Confirmation Letter	Semester spanning	Open	5. Jul. 2021		► Edit ► Delete
Request a Semester Ticket Dispensation	Semester spanning	Completed	14. Jan. 2021	14. Jan. 2021	► Show ► Print Preview
Request to be Excused	Semester spanning	Open	4. Dec. 2020		► Edit ► Delete

Current application options					
Request	Semester	Start	End		
Advisor Change	Semester spanning	1. Nov. 2019	31. Dec. 2025	► Start	
Order a New Campus Card	Semester spanning	1. Sep. 2020	31. Dec. 2025	► Start	
Order a New Semester Ticket	Semester spanning	1. Sep. 2020	31. Dec. 2025	► Start	
Order Confirmation Letter	Semester spanning	1. Sep. 2020	31. Dec. 2025	► Start	
Order Transcript	Semester spanning	1. Sep. 2020	31. Dec. 2025	► Start	
Report Problem with Campus Card	Semester spanning	1. Sep. 2020	31. Dec. 2025	► Start	
Request a Semester Ticket Dispensation	Semester spanning	1. Sep. 2020	31. Dec. 2025	► Start	
Request to be Excused	Semester spanning	1. Sep. 2020	31. Dec. 2025	► Start	
Update Semester Address	Semester spanning	1. Sep. 2020	31. Dec. 2025	► Start	



If you have any special requests,  
please mention that in the „Additional information/instructions“ field.

Request Options		
Requested information	Entry	Additional Instructions
Choose Letter*	<input type="text" value="Choose"/>	
Choose Letter Language*	<input type="text" value="Choose"/>	
Delivery Options*	<input type="text" value="Choose"/>	
Delivery Address	<input type="text"/>	Please enter: Name of Institution or Person: Street: Zipcode, City: Country: Email:
Number of Copies	<input type="text" value="0"/>	You can receive up to 15 documents issued by Registrar Services free of charge during your entire studies. Once the number is exceeded a fee of 5€ per document will apply.
Additional Information/Instructions	<input type="text"/>	If you have any special requests or instructions, please specify here

You may also download an Institutional Letter, which provides information about the education at Jacobs University Bremen and a generic English Support Letter

Downloads		
Requested information	Entry	Additional Instructions
Institutional Letter Undergraduate	Institutional Letter UG	You may also download an Institutional Letter, which provides information about the education at Jacobs University Bremen
Institutional Letter Graduate	Institutional Letter GE	You may also download an Institutional Letter, which provides information about the education at Jacobs University Bremen.
English Support Letter Generic	English Support Letter Generic	

User data		
This e-mail address is stored with your user account		0
Matriculation no.		20328809

[Save](#) [Save and open requests summary](#) [Requests overview](#) [Check for completeness and submit data](#)

**!! Don't forget to click „submit“ at the end. Please note that requests with the status „open“ don't get processed !!**

# Document Pick-up

Hard copies of various documents can be collected at our reception desk during opening hours:

Mon to Fri between 10am and 2pm

## CampusNet Request

- If you request one of the offered confirmation letters, a transcript etc. on your campusNet you can choose whether you want to receive the digital version via email or pick up the hard copy at our office
- After issuing the respective document as a hard copy we will inform you that you can come pick it up

## Residence Permit

- After your residence permit interview at the BSU they will send your permit to our office
- As soon as we receive your permit you will be informed via email and you can pick it up at the reception desk

# REQUESTS TO BE EXCUSED

Requests to be excused must be made via Campus Net. Requests submitted via email will be disregarded.

When making a request to be excused please follow the guidelines outlined in the [Academic Policy](#) (Page 15)

„Illness must be documented with a sick certificate issued by a qualified physician. This certificate needs to verify the date and time of the in person visit occasioned the confirmation that the student is unable to fulfill his/her academic obligation (either attend class/lab or take the examination). The university reserves the right to request a second medical opinion. Other emergencies must be appropriately documented in writing. **Sick certificates and documentation for personal emergencies must be submitted to Registrar Services by the third calendar day from the beginning of illness/of the emergency.** These three days include the first day of the illness/of the emergency. If the third calendar day is a Saturday, Sunday or a public holiday, the deadline is extended to the next working day. If students submit a sick certificate after the deadline, an excuse may be issued, when applicable, only for the submission date and the two calendar days preceding it. Predated or backdated sick certificates – i.e., when the visit to the physician takes place outside of the documented sickness period – will be accepted provided that **the visit to the physician precedes or follows the period of illness by no more than one working day. (...) Regardless of the reason for their absence, students must inform the IoR and Registrar Services before the beginning of the examination or class/lab session that they will not be able to attend.**“

**If you cannot access Campusnet, please send us an email with your sick certificate within three days!!!**

# SPECIAL NEEDS

All students whose capacity to study is impaired by health reasons have the right to apply for special arrangements irrespective of the form of impairment

## How to apply for special examination arrangements:

1. Please fill out this [application form](#)

→ you'll need to detail in which way your ability to study/take examination is impaired and indicate which special arrangements are needed

2. Send the application together with a medical certificate as an email to the SSC ([studentservice@constructor.university](mailto:studentservice@constructor.university))

→ the medical certificate:

- needs to indicate the appropriate measures
- should not be older than 5 years

# WELCOME MONEY

As a new resident each student is entitled to receive Welcome Money (150 €) from the city of Bremen

To qualify, you need:

to be a new resident (registered with the authorities in Bremen) of the city as of/after 01.01.08 and

to have not had a permanent residence in Bremen during the last 12 months and

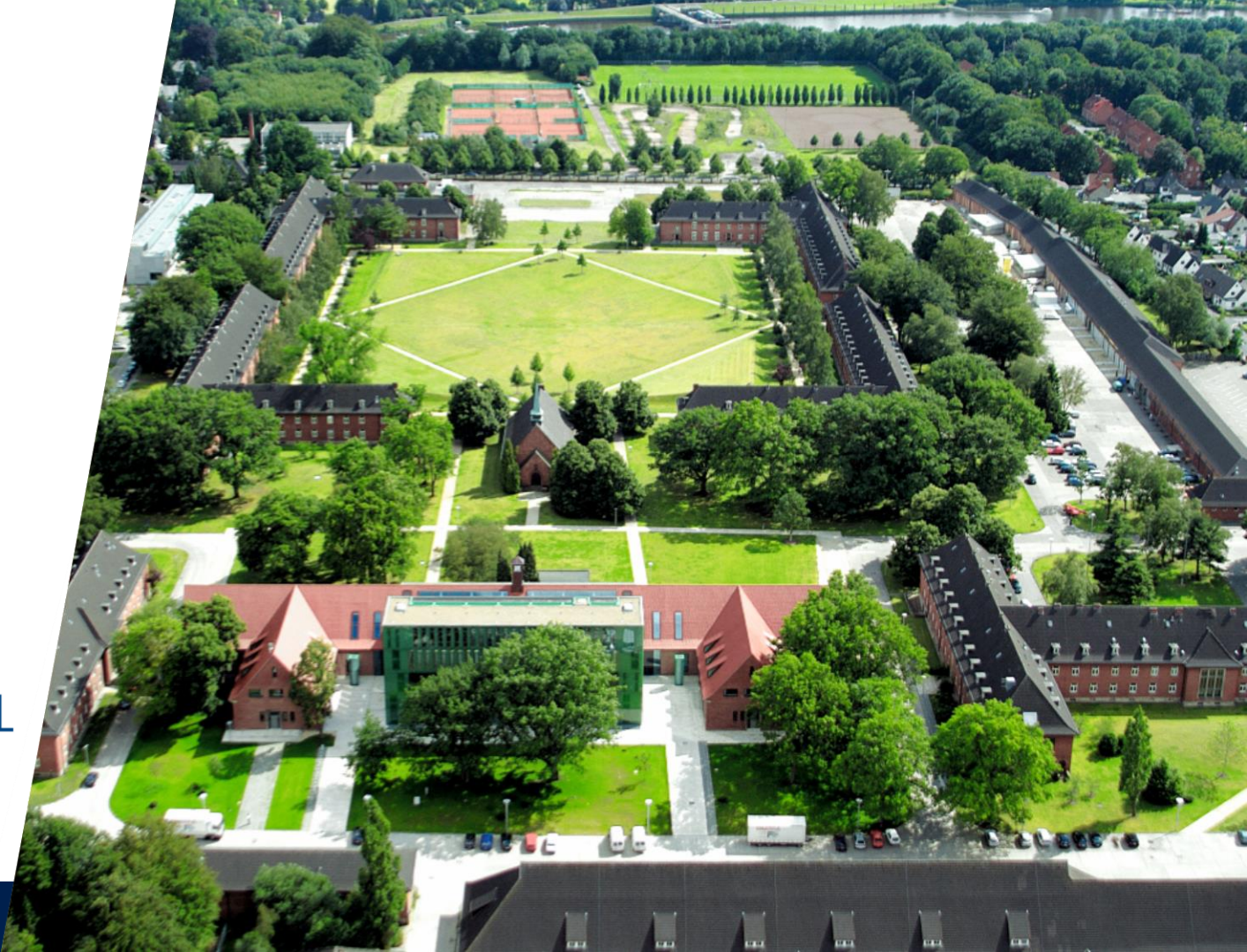
to have a residence permit that is valid at least for 12 months and one day (!) (does not apply for EU/EAA/Swiss students)

## How to apply

Visit <https://info.constructor.university/student-records/non-academic-services/registration-and-residence-permit> and follow the instructions on the website.

→ In case of questions please contact [visa@constructor.university](mailto:visa@constructor.university)

WE ARE LOOKING  
FORWARD TO MEETING  
YOU ON OUR BEAUTIFUL  
CAMPUS!





**Thank you!**