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
Where to find us

We are located in the building next to the main gate → RLH 102 & 103
Contact

Contact us anytime at:

studentservice@constructor.university

or just drop by during our office hours:

Mon to Fri 10:00 to 14:00

Stella Jiyoung Byun
Student Services Officer
Email: sbyun@constructor.university
Office: Reimar Lüst Hall, 103

Rudy Flores Soto
Student Services Officer
Email: rfloressoto@constructor.university
Office: Reimar Lüst Hall, 103
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:
Choose the respective request option

Welcome to online requests Diana Wells!

### My applications

<table>
<thead>
<tr>
<th>Request</th>
<th>Semester</th>
<th>Status</th>
<th>Started</th>
<th>Released</th>
<th>Show</th>
<th>Print Preview</th>
<th>Edit</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request to be Excused</td>
<td>Semester spanning</td>
<td>Open</td>
<td>4. Dec. 2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Current application options

<table>
<thead>
<tr>
<th>Request</th>
<th>Semester</th>
<th>Start</th>
<th>End</th>
<th>Start</th>
</tr>
</thead>
</table>
If you have any special requests, please mention that in the „Additional information/instructions“ field.

!! 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 excuse 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)
   → 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


→ In case of questions please contact visa@constructor.university
WE ARE LOOKING FORWARD TO MEETING YOU ON OUR BEAUTIFUL CAMPUS! 😊
Thank you!