

# HOW TO MAKE A REQUEST VIA CAMPUS NET

# 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
- 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.constructoruniveristy.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 displays the Constructor University dashboard. At the top, a dark blue navigation bar contains the university logo and icons for Home, Dashboard, My Data, Courses, Course Catalogue, Academic Results, Student Jobs, and Searches. Below this, a left-hand menu lists various user options, with "My Requests" circled in red. The main content area shows the user's name, a "Welcome" message, and activities for the date 01.10.2024. Two summary boxes are visible: "Today's Events" with a "Schedule" link and "Incoming messages" with an "Archive" link. A "log out" link is located in the top right corner.

ONSTRUCTOR UNIVERSITY

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

log out

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: [redacted]: 01.10.2024 on: 11:34

Welcome, [redacted]

Activities for: 01.10.2024

Today's Events:

There are no appointments scheduled! ▶ Schedule

Incoming messages:

You have no new messages! ▶ Archive

# Choose the respective request option

Application Overview

My Advisees

My Advisor's Approval

My Courses

My Course Schedule

My Job Postings

My Modules

My Registration Status

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My Timesheets

My Requests

Name: [redacted] on: 01.10.2024 on: 11:34

Welcome to online requests [redacted]

My applications						
Request	Semester	Status	Started	Released		
Request a Semester Ticket Dispensation	Semester spanning	Completed	14. Jan. 2021	14. Jan. 2021	▶ Show	▶ Print Preview
Student Self-Service	Semester spanning	Rejected	22. Jun. 2023	22. Jun. 2023		
Student Self-Service	Semester spanning	Granted	29. Nov. 2022	29. Nov. 2022		
Student Self-Service	Semester spanning	Granted	29. Mar. 2022	29. Mar. 2022		
Order a New Campus Card	Semester spanning	Submitted	8. Feb. 2021	8. Feb. 2021	▶ Show	▶ Print Preview

Current application options					
Request	Semester	Start	End		
Advisor Change	Semester spanning	1. Jan. 2024	31. Dec. 2025	▶ Start	
End my studies	Semester spanning	1. Jan. 2024	31. Dec. 2025	▶ Start	
End my Studies Exchange and Visiting Students	Semester spanning	1. Jan. 2024	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	
Request a Semester Ticket Dispensation	Semester spanning	29. May 2024	30. Mar. 2025	▶ Start	
Student Self-Service	Semester spanning	1. Jan. 2024	31. Dec. 2025	▶ Start	
Update Semester Address	Semester spanning	1. Sep. 2020	31. Dec. 2025	▶ Start	
Request to be Excused (Fall 2024)	Fall 2024	1. Sep. 2024	31. Jan. 2025	▶ Start	



# If you want to request a confirmation letter there are different types of letters you can choose from

**My Student Staff**

**My Timesheets**

**My Requests**

## Request Form

Requests can take up to two weeks to be issued.

You can receive up to 15 documents issued by Registrar Services free of charge. Once the number is exceeded a fee of 5€ per document applies.

The enrollment/disenrollment confirmation is a document that includes the following information:

- \* full name
- \* date of birth
- \* major
- \* prospective degree
- \* begin of studies
- \* end of studies
- \* expected graduation date
- \* leaves

An English Support Letter provides confirmation of the student's English proficiency

Entry	Additional Instructions
<b>Personal Information</b>	
Requested information	Entry
Matriculation Number*	20328909
Last Name*	Wells
First Name*	Diana
Degree Level*	Bachelor Degree
Major*	Industrial Engineering and Management
<b>Request Options</b>	
Requested information	Entry
Choose Letter*	Choose
Choose Letter Language*	Choose
Delivery Options*	Enrollment Confirmation Letter Disenrollment Confirmation Letter English Support Letter
Delivery Address	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div> <p><small>Please enter: Name of Institution or Person: Street: Zipcode, City: Country: Email:</small></p>

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"/>	<i>Please enter: Name of Institution or Person: Street: Zipcode, City: Country: Email:</i>
Number of Copies	<input type="text" value="0"/>	<i>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.</i>
Additional Information/Instructions	<input type="text"/>	<i>If you have any special requests or instructions, please specify here</i>

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	<i>You may also download an Institutional Letter, which provides information about the education at Jacobs University Bremen</i>
Institutional Letter Graduate	Institutional Letter GE	<i>You may also download an Institutional Letter, which provides information about the education at Jacobs University Bremen.</i>
English Support Letter Generic	English Support Letter Generic	

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

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 via email



# REQUESTS TO BE EXCUSED

**Requests to be excused must be made via CampusNet. Requests submitted via email will only be considered when technical difficulties can be proven, or the account is on hold.**

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 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 periods of illness by no more than one working day.**”

**Thank you!**