

HOW TO MAKE A REQUEST VIA CAMPUS NET

Student Services and Welcome Center

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 the following requests:

- Order a confirmation letter (options: Enrollment confirmation, English support letter, Disenrollment letter)
- Request to be excused (for exams or classes)
- Order a transcript
- Update the semester address
- Request a semester ticket dispensation

Requests

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

1. Use your computer/phone to go to the following website: campusnet.constructor.univeristy
2. Log into your account using your university credentials
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 “Check for completeness and submit data”
7. Click “Submit”

Your request will only be processed if it is submitted. The request form will confirm with the text “Your request has been submitted” on your screen upon completion.

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

CONSTRUCTOR 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: **Diana Walker** on: 01.10.2024 on: 11:34

Welcome, **[REDACTED]**

Activities for: 01.10.2024

Today's Events:

► Schedule

There are no appointments scheduled!

Incoming messages:

► Archive

You have no new messages!

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
- My Student Staff
- 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 Exchnage 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 would like 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
Personal Information	
Requested information	Entry
Matriculation Number*	20328809
Last Name*	Wells
First Name*	Diana
Degree Level*	Bachelor Degree
Major*	Industrial Engineering and Management
Request Options	
Requested information	Entry
Choose Letter*	Choose
Choose Letter Language*	Choose
Delivery Options*	Enrollment Confirmation Letter
	Disenrollment Confirmation Letter
	English Support Letter
Delivery Address	Please enter: Name of Institution or Person: Street: Zipcode, City: Country: Email:

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

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:

Monday – 9:30 AM – 3:30 PM

Tuesday – 09:30 AM – 11:00 AM & 12:00 PM – 3:30 PM

Wednesday - 9:30 AM – 3:30 PM

Thursday - 9:30 AM – 3:30 PM

Friday - 9:30 AM – 3:30 PM

CampusNet Request

After issuing the requested document as a hard copy we will inform you that you can come pick it up

If you don't require a hard copy of your document, please use the [Student Self-Service](#)

Requests to be excused

In case a student needs to miss an examination due to circumstances beyond their control, they can apply for an official excuse from that examination/assessment. If granted, their absence is excused, and they do not lose one of their examination attempts.

Requests to be excused must be made via CampusNet. If your CampusNet account has a hold, please submit your request within the same timeline as reflected in the Academic Policy via email to registrar@constructor.university.

Your request will be processed after your hold is lifted but your original submission date will be considered.

Please provide clear documentation of the situation (e.g. doctor's note, internship contract, screenshot of your examination schedule etc.).

The request form on CampusNet includes different reasons considered acceptable for being excused and they are:

- Illness
- Personal emergency
- Two or more exams in one day
- Other examination during the same timeslot
- Mandatory internship

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- Illness
- Personal emergency
- Two or more exams in one day
- Other examination during the same timeslot
- Mandatory internship

In case of two or more exams in one day your request to be excused must be submitted at latest on the same day as the exam you wish to be excused from takes place.

Regardless of the reason for the absence, students must inform the Instructor on Record before the beginning of the examination or class/lab session of their absence otherwise, the request cannot be granted.

If you feel that your justification for your excuse application is not properly reflected in the options below, please send your application via e-mail to registrar@constructor.university

Requests to be excused

Illness

When making a request to be excused please follow the guidelines outlined in the [Academic Policy](#) (Page 21):

„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!