

# HOW TO MAKE A REQUEST VIA CAMPUS NET

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## Requests

#### Generalinformation

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

#### Via your Campus Net 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

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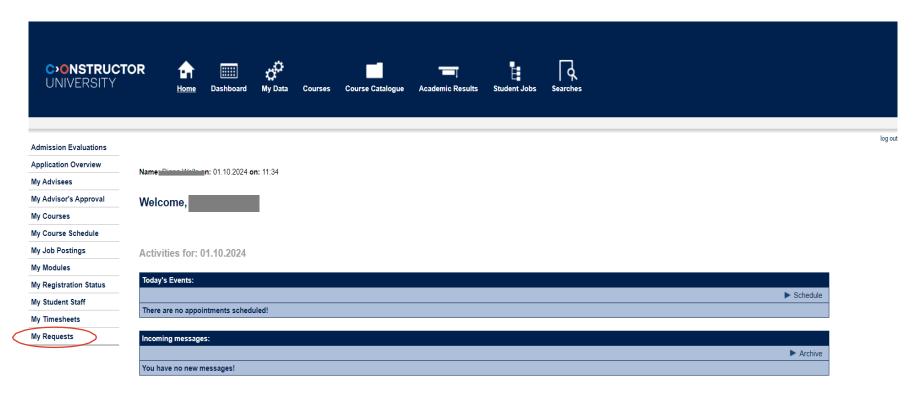
## Requests

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:



#### 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

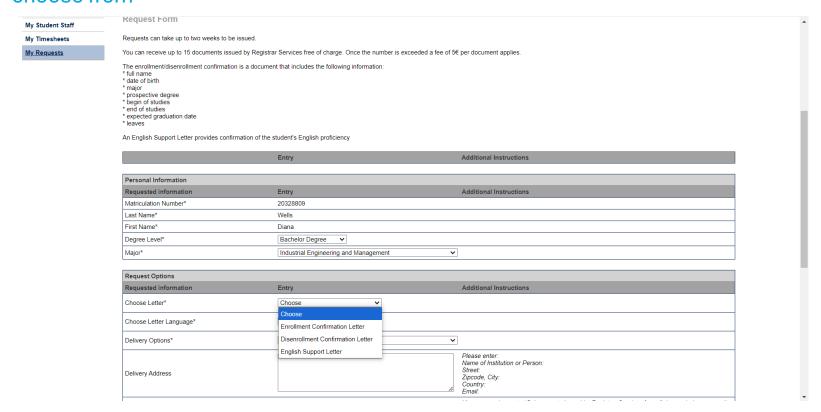


Welcome to online requests

My applications						
Request	Semester	Status	Started	Released		
Request a Semester Ticket Dispensation	Semester spanning	Completed	14. Jan. 2021	14. Jan. 2021	► Show I	➤ 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. ► Start

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



If you have any special requests, please mention that in the "Additional information/instructions"

field.

Request Options							
Requested information	Entry	Additional Instructions					
Choose Letter*	Choose						
Choose Letter Language*	Choose						
Delivery Options*	Choose						
Delivery Address	a a	Please enter: Name of Institution or Person: Street: Zipcode, City: Country: Email:					
Number of Copies	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		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:

#### **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 <a href="Student Self-Service">Student Self-Service</a>

## 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 <a href="mailto:registrar@constructor.university">registrar@constructor.university</a>.

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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- 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 <a href="mailto:registrar@constructor.university">registrar@constructor.university</a>

## Requests to be excused

#### Illness

When making a request to be excuse please follow the guidelines outlined in the <u>Academic Policy</u> (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!

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