Dear International Student,

This information brochure will hopefully help you in getting started at the University of Tartu. It aims at providing you with practical information that might be useful to make your stay pleasant and successful. Please keep in mind that the most updated information is available at the websites of the University of Tartu.
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### Contact information of the Study Abroad Centre (SAC)

Located in the right wing of the UT main building, Ülikooli 18, entrance from the courtyard, rooms 132 and 134 (rahvusvaheline õpirände keskus, õppeosakond)

Office hours: Monday–Thursday 13.00–16.00; [www.ut.ee/studies](http://www.ut.ee/studies)

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Tel:</th>
<th>e-mail:</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ms Ülle Tensing</strong></td>
<td>(+372) 737 5150</td>
<td><a href="mailto:ulle.tensing@ut.ee">ulle.tensing@ut.ee</a></td>
<td>132</td>
</tr>
<tr>
<td>Head of Study Abroad Centre</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Ms Annika Kalda</strong></td>
<td>(+372) 737 6085</td>
<td><a href="mailto:annika.kalda@ut.ee">annika.kalda@ut.ee</a></td>
<td>134</td>
</tr>
<tr>
<td>Erasmus Student Exchange Coordinator</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- incoming Erasmus students</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>- self-paying visiting students</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Ms Piret Saluveer</strong></td>
<td>(+372) 737 6019</td>
<td><a href="mailto:piret.saluveer@ut.ee">piret.saluveer@ut.ee</a></td>
<td>134</td>
</tr>
<tr>
<td>Traineeship and Student Exchange Coordinator</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- outgoing and incoming trainees</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- incoming and outgoing Erasmus ICM and Swiss programme students</td>
<td></td>
<td></td>
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<tr>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Ms Kristine Truija</strong></td>
<td>(+372) 737 6270</td>
<td><a href="mailto:kristine.truija@ut.ee">kristine.truija@ut.ee</a></td>
<td>132</td>
</tr>
<tr>
<td>Student Exchange Coordinator</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- student exchange within inter-university agreements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- ISEP coordinator</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Ms Jaanika Haljasmae</strong></td>
<td>(+372) 737 5151</td>
<td><a href="mailto:jaanika.haljasmae@ut.ee">jaanika.haljasmae@ut.ee</a></td>
<td>132</td>
</tr>
<tr>
<td>Erasmus Student Exchange Coordinator</td>
<td></td>
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</tr>
<tr>
<td>- outgoing Erasmus students</td>
<td></td>
<td></td>
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<tr>
<td>- Erasmus bilateral agreements</td>
<td></td>
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</tbody>
</table>
### Important numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency calls, Ambulance, Police</td>
<td>112</td>
</tr>
<tr>
<td>Tartu City info</td>
<td>744 2111</td>
</tr>
<tr>
<td>Intercity Bus Station</td>
<td>12 550 (cost 0.30€)</td>
</tr>
<tr>
<td>City Bus Information</td>
<td>17 787 (cost 0.30€)</td>
</tr>
<tr>
<td>Taxi</td>
<td>730 0200, 742 2222, 736 6666, 733 3666, 1918</td>
</tr>
<tr>
<td>Student Hostel (24 h)</td>
<td>56 620 215</td>
</tr>
<tr>
<td>Raatuse 22 dormitory (24 h)</td>
<td>56 620 215</td>
</tr>
<tr>
<td>Narva mnt 25 dormitory (24 h)</td>
<td>56 61 8041 (both Narva mnt 25 and 27)</td>
</tr>
<tr>
<td>Narva mnt 27 dormitory (24 h)</td>
<td></td>
</tr>
</tbody>
</table>

### Checklist for the beginning of studies

<table>
<thead>
<tr>
<th>After arrival to UT</th>
<th>Time schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UT username and password</strong> will be sent to you by an email. If you have not received your <strong>UT username and password</strong>, please contact SAC.</td>
<td>Before the beginning of the semester.</td>
</tr>
<tr>
<td><strong>Register for courses</strong> in the Study Information System (SIS/ÕIS).</td>
<td>By February 20 at the latest.</td>
</tr>
<tr>
<td><strong>For receiving stipend from UT</strong> open a bank account and insert it to SIS/ÕIS.</td>
<td>Within the first weeks of the semester.</td>
</tr>
<tr>
<td>Fill out your <strong>contact information</strong> in the Study Information System. Ask help from your tutor.</td>
<td>As soon as possible, <strong>but not later than</strong> 20 February.</td>
</tr>
<tr>
<td><strong>D-visa holders:</strong> request for an Estonian ID-code (isikukood) at Tartu County Government.</td>
<td>As soon as possible.</td>
</tr>
<tr>
<td>Send your <strong>Estonian ID code</strong> (isikukood) to the Study Abroad Centre: <a href="mailto:studentvisasupport@ut.ee">studentvisasupport@ut.ee</a></td>
<td>As soon as you have received it.</td>
</tr>
<tr>
<td><strong>Tuition fee and visiting student:</strong> fee is based on the number of credits to be earned,</td>
<td>The invoice will be sent by e-mail <strong>in the end of February</strong>, after your study plan has been fixed for the semester.</td>
</tr>
</tbody>
</table>
**EU citizens:** register as a citizen of Tartu in order to have the right of residence in Estonia. Within one month from the date of entering Estonia.
STUDIES AT THE UNIVERSITY OF TARTU

Degree-seeking students must also read the information in the Degree Student’s Guide.

1. Faculties

<table>
<thead>
<tr>
<th>Faculty of Arts and Humanities</th>
<th>humanities.ut.ee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dean’s office:</td>
<td><a href="mailto:hv.dekanaat@ut.ee">hv.dekanaat@ut.ee</a></td>
</tr>
<tr>
<td>Jakobi 2-118</td>
<td></td>
</tr>
<tr>
<td>Office hours: Mon-Fri 9-16</td>
<td></td>
</tr>
<tr>
<td>(+372) 737 5341</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Faculty of Social Sciences</th>
<th>socialsciences.ut.ee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dean’s office:</td>
<td><a href="mailto:sotsiaalteadused@ut.ee">sotsiaalteadused@ut.ee</a></td>
</tr>
<tr>
<td>Lossi 36-129</td>
<td></td>
</tr>
<tr>
<td>Office hours: Mon-Fri 9-12and 13-16</td>
<td></td>
</tr>
<tr>
<td>(+372) 737 5957</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Faculty of Medicine</th>
<th>medicine.ut.ee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dean’s office:</td>
<td><a href="mailto:med@ut.ee">med@ut.ee</a></td>
</tr>
<tr>
<td>Ravila 19 -1057</td>
<td></td>
</tr>
<tr>
<td>Office hours: Mon-Fri 9-12 and 14-16</td>
<td></td>
</tr>
<tr>
<td>(+372) 737 5326</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Faculty of Science and Technology</th>
<th>science.ut.ee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vanemuise 46-208</td>
<td></td>
</tr>
<tr>
<td>Office hours: Mon-Fri 9-16</td>
<td></td>
</tr>
<tr>
<td>Dean’s office:</td>
<td><a href="mailto:ltt@ut.ee">ltt@ut.ee</a></td>
</tr>
<tr>
<td>(+372) 737 5820</td>
<td></td>
</tr>
</tbody>
</table>

Detailed information on the university’s structure is available on http://www.ut.ee/en/contact.
2. Academic calendar 2016/2017 in study weeks

<table>
<thead>
<tr>
<th>Week</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon</td>
<td>29</td>
<td>5</td>
<td>12</td>
<td>19</td>
</tr>
<tr>
<td>Tue</td>
<td>30</td>
<td>6</td>
<td>13</td>
<td>20</td>
</tr>
<tr>
<td>Wed</td>
<td>31</td>
<td>7</td>
<td>14</td>
<td>21</td>
</tr>
<tr>
<td>Thu</td>
<td>1</td>
<td>8</td>
<td>15</td>
<td>22</td>
</tr>
<tr>
<td>Fri</td>
<td>2</td>
<td>9</td>
<td>16</td>
<td>23</td>
</tr>
<tr>
<td>Sat</td>
<td>3</td>
<td>10</td>
<td>17</td>
<td>24</td>
</tr>
<tr>
<td>Sun</td>
<td>4</td>
<td>11</td>
<td>18</td>
<td>25</td>
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</table>

<table>
<thead>
<tr>
<th>Week</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
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</thead>
<tbody>
<tr>
<td>Mon</td>
<td>2</td>
<td>9</td>
<td>16</td>
<td>23</td>
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<tr>
<td>Tue</td>
<td>3</td>
<td>10</td>
<td>17</td>
<td>24</td>
</tr>
<tr>
<td>Wed</td>
<td>4</td>
<td>11</td>
<td>18</td>
<td>25</td>
</tr>
<tr>
<td>Thu</td>
<td>5</td>
<td>12</td>
<td>19</td>
<td>26</td>
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<tr>
<td>Fri</td>
<td>6</td>
<td>13</td>
<td>20</td>
<td>27</td>
</tr>
<tr>
<td>Sat</td>
<td>7</td>
<td>14</td>
<td>21</td>
<td>28</td>
</tr>
<tr>
<td>Sun</td>
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<td>15</td>
<td>22</td>
<td>29</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Week</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon</td>
<td>1</td>
<td>8</td>
<td>15</td>
<td>22</td>
</tr>
<tr>
<td>Tue</td>
<td>2</td>
<td>9</td>
<td>16</td>
<td>23</td>
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<tr>
<td>Wed</td>
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<td>17</td>
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<tr>
<td>Thu</td>
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<td>Sat</td>
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<td>27</td>
</tr>
<tr>
<td>Sun</td>
<td>7</td>
<td>14</td>
<td>21</td>
<td>28</td>
</tr>
</tbody>
</table>

Spring semester begins 06.02.2017 and ends 25.06.2017.
Please note that the university is closed on public holidays.

3. Use of the university’s computer network

To use all services of the university’s computer network – to register for courses and see study results in the Study Information System – you need to have the UT user account. The username and password were sent to all newly arrived students by e-mail before the beginning of the semester. If you have not received your username, please contact your coordinator at the SAC.
In order to access different databases when you are outside of university area, you can use a secure VPN tunnel to communicate with the UT’s computer network. You can log in with the UT username and password. Please find the link for installing VPN. If you need further help, please contact IT help service either by phone 7375 500 or e-mail: arvutiabi@ut.ee. The databases open for the University of Tartu and more information how to use university’s computer network outside the university.

**How to change your password?**

To protect your privacy, change the password sent to you by e-mail before you start using the computer network services and the information systems.

Change the initial password on [https://passwd.ut.ee](https://passwd.ut.ee).

The password must be at least 8 characters long and include both letters and numbers and at least one capital letter, but do not use special symbols (for example: ?, = or *) or letters with diacritical marks (for example: ä, ö, ü).

**Helpdesk**

If you have problems with a UT computer, your UT account or password, please contact the IT helpdesk:

<table>
<thead>
<tr>
<th>E-mail: <a href="mailto:arvutiabi@ut.ee">arvutiabi@ut.ee</a></th>
<th>Tel: 737 5500</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FAQ</strong></td>
<td></td>
</tr>
<tr>
<td>Location: Ülikooli 18a, 1st floor (next to the main building).</td>
<td></td>
</tr>
</tbody>
</table>

Further information on various [IT services](#).

**Where can I use computers?**

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
<th>Opening times</th>
<th>Access to</th>
</tr>
</thead>
<tbody>
<tr>
<td>UT Library</td>
<td>737 5787</td>
<td>Opening hours of the library (<a href="http://www.utlib.ee">www.utlib.ee</a>)</td>
<td>All visitors with the library card</td>
</tr>
<tr>
<td>2nd floor</td>
<td></td>
<td></td>
<td>Only UT students and staff</td>
</tr>
<tr>
<td>3rd floor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lossi 36-116</td>
<td>737 5194</td>
<td>Mon-Fri 9.30–19.00</td>
<td>Faculty of Social Sciences</td>
</tr>
<tr>
<td>Lossi 38 – 72, 73</td>
<td>737 6020</td>
<td>Mon-Fri 8.00-18.00</td>
<td>Institute of Education</td>
</tr>
</tbody>
</table>
Physicum (Ravila 14c, 2nd floor) | 737 4602 | Mon-Fri 9.00-19.00 | Institute of Physics
---|---|---|---
J.Liivi 2-003, 004 203, 205 | 737 5873 737 5462 | Mon-Fri 8.00-16.00 Mon-Fri 8.00-20.00 | Institute of Mathematics and Statistics, Institute of Computer Science
Vanemuise 46-202 | 737 5820 | Mon-Fri 8.00-22.00 | Institute of Ecology and Earth Sciences
Narva 4-B301, B302 | 737 6310 | Mon-Fri 8.00-19.00 | All UT students (ask for key from the administrator, next to the entrance)
Puusepa 2-123 Medinfokeskus | 731 8188 | Mon-Fri 8.30-16.30 | Faculty of Medicine
Salme 1a-202, 302 | 737 5155 | Mon-Fri 8.00-20.00 | Institute of Education

For **printing and scanning service**, you can go to the **UT Multimedia Centre** (Lossi 3). The centre is open Mondays-Fridays from 8.00 to 17.00. You can take memory stick with you or send your printing requests by e-mail to meedia@ut.ee.

**Can I use Office programmes for free?**

Office 365 Education is a collection of services that allows you to collaborate and share your schoolwork. It’s **available for free** to students who are currently attending the University of Tartu. You can use the programme until you graduate or are no longer enrolled at the University of Tartu.

**4. Registration for courses**

All new students must register for courses within two weeks of the start of the semester. The courses registered make up the student’s study plan for the current semester.

**The deadline to register for or cancel courses is 20 February 2017**
Register for courses in the Study Information System (SIS, or ÔIS in Estonian). If you fail to register for some reason, please contact institute/school/college of the faculty teaching the course.

To access SIS, use the username and password you received by e-mail before the beginning of the semester. If you have not received your username, please contact your coordinator at the SAC. You can always ask your tutor for help with registration.

Some basic instructions to make registration for courses easier:

- Use your username and password to log into the Study Information System.
- Select “Registration for courses and exams”.
- Choose the correct academic year and semester and click on “add”.
- The page that appears should look like this:

![Course search screen with instructions]

- When the results appear, tick the course(s) you wish to register for and click on “register for courses selected”.
- If you wish to register for another course, repeat the procedure.
- If you do not get any results or get too many, make sure you have followed the instructions correctly and that there are no mistakes either in the numerical course code, a word in course title or any other fields.
- It is just as easy as that!
**Exchange and visiting students**

Exams can be held from the end of May, but most of them are held in June. Make sure to check your exam dates before booking your flights to leave Estonia. Please be aware that taking exams at distance, once you have left Estonia, may not be possible. Do not rely on that option unless you have agreed on taking an exam at distance with your lecturer.

At the end of the semester, ask the dean’s office of the faculty you are registered at to issue your Transcript of Academic Records – an official document showing the credits and grades you received at the UT, to be taken to your home university. The transcripts are not issued or sent automatically: **remember to ask** for it!

Dean’s office will send you the transcript by post to the address which you have inserted into the Study Information System.

*The transcripts will not be sent by post unless the student asks for that.*

5. **Courses taught in English**

When choosing courses, pay attention to the course level indicated in the last column. The list might change: the UT has the **right to cancel courses due to unforeseen circumstances** and in case there are less students attending the course than anticipated. The minimum number of attendants is assigned for each course and fixed in SIS.

To get more information on a course, use its numerical code or title for searching in the SIS. You can access general information about courses without logging into the SIS. Use the SIS also to check whether the course you are interested in has prerequisite courses (especially in case of more technical fields, such as Faculty of Science and Technology). If you have questions, contact **institute/school/college** of the faculty teaching the course.

Each course has a fixed assessment method, which cannot be changed in accordance to students’ needs or wishes. Make sure you get to know UT’s grading system and inform your home university, if necessary.
6. Grading

UT is using both differentiated and non-differentiated assessment to assess the academic results of students in courses or parts of courses.

In differentiated assessment, the students’ achievement level of learning outcomes is graded according to the following six-point scale:

'A' or "excellent" – an outstanding and particularly broad-based level of achievement of the learning outcomes characterised by exceptional, free and creative use of the knowledge and skills;
'B' or "very good" – a very high level of achievement of the learning outcomes characterised by proper and creative use of the knowledge and skills; more specific and detailed elements of knowledge and skills may reveal certain errors that are neither substantive nor serious;
'C' or "good" – a high level of achievement of the learning outcomes characterised by proper use of the knowledge and skills; more specific and detailed elements of knowledge and skills may manifest certain uncertainty and imprecision;
'D' or "satisfactory" – a sufficient level of achievement of the learning outcomes characterised by the ability to use the knowledge and skills in typical situations; non-typical situations reveal gaps and uncertainty;
'E' or "sufficient" – a minimally acceptable level of achievement of the learning outcomes characterised by a limited ability to use the knowledge and skills in typical situations; non-typical situations reveal considerable gaps and uncertainty;
'F' or "insufficient" – the knowledge and skills acquired by the student are below the minimum required level.

In non-differentiated assessment, the students are considered to have passed the course, if all the requirements set forth in the syllabus have been fulfilled. Students may be given the following grades:

"pass" – given where the student shows that he/she has acquired the knowledge, skills and competences required in the subject syllabus;
"fail" – given where the student fails to show that he/she has acquired the knowledge, skills and competences required in the subject syllabus.
Credits

The system of credits in use (European Credit Transfer and Accumulation System, ECTS) is a cumulative calculation of credit points based on the workload of the student. It is a student-centred credit system to measure the workload required to achieve the objectives and learning outcomes of a curriculum. One credit point corresponds to 26 hours of studies (lectures, seminars, practice, homework or independent work, assessment of learning outcomes) performed by the student. ECTS credits are allocated to course units and are awarded to students who successfully complete the course by satisfying the assessment requirements.

7. Exams and pass/fail evaluations

By registering for a course, the student assumes the obligation to take the exam or pass/fail evaluation in the course during the semester it is taught.

The student is allowed to take the exam if he/she has:
- registered for the course;
- fulfilled all the requirements necessary to take the exam.

The examiner (the teaching staff member responsible or the person nominated by him/her) is responsible for checking the fulfilment of the requirements established in the syllabus for allowing the student to take the exam. The syllabi are available in the Study Information System.

Times of exams

The student must choose between two regular exam times (it is an exception if more times are given). Exam times are fixed at the same time with timetables. Timetables are accessible in the Study Information System also without logging in.
Registration for exams

In general, you do not have to register for the exams separately.

All students who have registered for the course and have chosen one of the exam times are automatically considered for taking the exam.

If a very large group of students is registered for a course, the teaching staff member responsible for the course may ask for separate registration. In this case, you’ll have to register for the exam in the Study Information System:

- **not later than three days before the exam is held**, if up to 60 students are registered for the course;
- **not later than three days before the first exam takes place**, if more than 60 students are registered for the course.

If you have failed an exam and wish to take a resit, you must register for the resit. The registration for the resit and the right to cancel the registration ends two days before the resit is held.

Exam results

The exam graded in the range from A to E is regarded as a pass. The exam graded with an F is regarded as a failure. Grades will be entered into the Study Information System within:

- **four working days** after the exam, if up to 50 people took the exam,
- **seven working days** after the exam, if 51–80 people took the exam,
- **eleven working days** after the exam, if more than 80 people took the exam.

Despite the number of the people having taken the exam, the grades must be entered not later than two working days before the resit in the respective course, and by the end of the semester at the latest.

If you cannot take an exam

If a student does not take the exam, the note "not present" is recorded in the exam minutes. In calculating an average grade, "not present" equals to zero and one exam option is considered used. "Not present" note is annulled if the
student submits a document, within 5 working days from the day the exam took place, where reason(s) of absence are given. During one semester, the student can take the exam twice in one course (one regular exam and one resit). If both exams are graded negatively (failed), the student must register for the course and pass it once again in one of the following semesters. A resit is not obligatory if the student decides to pass the course for a second time. More detailed info and the rules applying to the students of Medicine can be found in the Study Regulations.

8. Confirmations/proofs

If you need a confirmation that you have started studies at the University of Tartu, either for social authorities or for your home university, contact the Study Abroad Centre. Degree-seeking students can get the proof of studies from the dean’s office of their faculty. Exchange students who get a stipend from the University of Tartu and need a proof can get necessary documents from the Study Abroad Centre.

Please note that it takes at least one day to get the confirmation or any other document.

9. Exchange students receiving a stipend from the UT

Exchange students who have been informed beforehand that they receive a stipend from the University of Tartu must open a bank account in a local bank during the first week of the semester and inform SAC of their account number. Stipends are transferred to the student’s bank account. If there are some obstacles, stipends can also be paid out in cash. In any case, please consult your coordinator which option is best for you personally.

Exchange students who have not opened a bank account within the first weeks of February can get their first stipend after 15 February in cash from the Financial Office.

Financial Office
Jakobi 4 (behind the main building of the university), 2nd floor,
counter desk with the sign “KASSA”
Opening hours: Mon–Fri 13.00–16.00.
NB! Please make sure that you insert your Estonian bank account number to SIS.

- Students coming here under bilateral agreement and ISEP: the stipend is paid only for the period when student lives and studies in Tartu (calculated by student being here over 15th day of the month every month)! No stipend for February will be paid if the student arrives later than February 20. No stipend for June is paid if student leaves in May.
- Erasmus ICM programme students must sign the grant agreement before they can get the grant. Additional information about the grant and the payments is sent directly to students by the coordinator.

10. Degree-seeking students receiving a stipend from the UT

If you have been granted stipend by the Ministry of Foreign Affairs or the Archimedes Foundation, you will get information on the payment from the Study Abroad Centre at the beginning of semester. Open a bank account in a local bank and send the bank account number to the International Student Service. Note that the first stipend will be transferred to your bank account only at the end of the first month.

11. Tuition fees and invoices

Fee-paying students only! Exchange students do not pay the tuition fee.

- Visiting students will get their tuition invoice after 20 February, when their study plan is fixed for the coming semester. The invoice will be sent directly to student’s e-mail. When you have problems with registering for the courses, please contact your coordinator at the SAC.
- Degree-seeking students who have to pay the tuition fee will have the tuition invoice directly sent to their e-mail address after they have signed the tuition fee contract at the dean’s office of their faculty. Further information on covering the cost of tuition.

There are two options to pay the tuition fee:

1. By transfer to the following account:
   University of Tartu
Account No. EE281010102000234007
code 605201 in SEB Pank
BIC: EEUHEE2X
Address for the transfer: SEB Pank AS, Tornimäe 2, 15010 TALLINN
Address of the SEB Pank Tartu Office: Ülikooli 2, 50099 TARTU

2. In cash at the university’s cash-desk (Jakobi 4, 2nd floor), from Monday to Friday during opening hours (13.00–16.00).

12. Student cards

You can get your Estonian Student Identification Card from the dean’s office of the faculty you are registered to, starting from the beginning of the semester. Check your admission letter or SIS to identify the faculty. Please take one photo in a standard size with you. The card is a generally accepted form of student identification in Estonia. If the Estonian Student Identification Card gets lost, there is a fee 3.20 EUR to issue a new one. In that case the student needs to make an application in the dean’s office (s)he is registered to and make a payment to the UT's Financial Office.

It is also possible to get an International Student Identification card (ISIC) that proves your student status all over the world and gives discount in more than 700 places in Estonia. It takes about 10 working days to receive the ISIC card.

You can apply for the ISIC card (to get ISIC card with debit card functions) online on or at the SEB bank or Swedbank.

Note that the Student Identification Cards are not the same as Student Library or Student Sports Centre cards, and will not grant access to the library or athletic facilities.

13. University Library

Please note! The University Library is closed due to the renovation. See further information about pop-up reading rooms on the homepage.
At the moment, library cards are issued at Liivi St 4, where the pop-up library is situated.
Books can, as an exception, be requested from the reading room open collections via the e-catalogue ESTER. NB! Books located in the stacks cannot be requested.

| Address: Struve 1, Tartu 50091  
| Tel: 737 5702; Fax: 737 5701  
| E-mail: library@utlib.ee  
| www.utlib.ee/en/ |

One of the main functions of the University of Tartu Library is to gather, preserve and make available the information necessary for the study and research work of the University of Tartu. The library is an irreplaceable assistant to students in academic and research work.

Reading and lecture rooms, computer classes individual booths, a conference hall, a book museum and a cafeteria are at the users’ disposal. You can also print and make photocopies of your materials. During the exam period, the library is open to students at night in cooperation with the Student Council.

You can access many books and magazines online, using your username for the university computer network, e.g. for the Ebrary and DSpace databases of Estonian e-books. A number of services (registration as reader, ordering books, etc.) are also available via the Internet.

All new international students can participate in the library excursion during the orientation course. During the introduction, students receive information on how to become a library user, what services the library offers and how to use the library. More information about the library excursion is given during the orientation course.

If you borrow an item from the library, make sure to return it on time, or you have to pay for the delay. You can renew the due dates of your borrowed items via phone, using the online library system, by e-mail (laenutus@utlib.ee) or at the library.

14. Student Council

Address:
Ülikooli 18b, 51014 Tartu (next to UT main building)
http://www.tyye.ee/en
Tel: 737 5400
E-mail: info@tyye.ee
Hours: Mon–Fri, 11.30–16.30

The Student Council is the largest student organisation in Estonia. Its mission is to represent the interests of all UT students within the university administration, the Estonian government and society. First established in 1923, forced to shut down by the Soviet occupation, and re-established in 1990, the Student Council is an assembly that is democratically elected by the student body.

The Student Council offers consulting, information and solutions for problems that students come up against. It also organises different cultural events such as Night Library during exam sessions, University Anniversary Ball, various concerts and parties. It is generally a voice on behalf of the students and their interests in Estonia.

15. Support services for UT students

Tutors are senior students who volunteer to help newly arrived students, both international and Estonians, to adapt into academic environment at the University of Tartu. They are ready to provide additional guidance and information on several matters, ranging from a study system and student life to living conditions in Tartu. All newly arrived international students are divided into small groups, and each group will get a tutor.

If you have questions on how to manage your studies at the University of Tartu (register for courses etc.), get into the student life, or find important locations (computer classes, lunch rooms etc.), do not hesitate to contact your tutor. If you have problems with getting in contact with your tutor, please contact your coordinator at the ISS.
Specialists of Academic Affairs at the school/college/institute can help you in questions related to your study programme, the organisation of studies at the UT and your rights and duties as a UT student. You can find them at the dean’s office of your faculty.

If you cannot get an answer to a question regarding the organisation of studies from your faculty, you can also contact the Student Advisor at the Office of Academic Affairs:

Ene Küüner
Ülikooli 18–131, Tartu
Mon-Fri 9:00-16:00
noustaja@ut.ee, Tel: 737 5622

Student psychologist supports students in difficulties they may face in their studies and personal lives. The psychologist may be able to help you in questions or problems related to:

- communication and relationships,
- self-assertion,
- self-esteem,
- adapting to new environments and excessive stress,
- depression or being tired of life,
- excessive worrying and anxiety,
- examination or public speaking stress,
- motivation to study and use of time, and
- difficult events or experiences in life.

UT offers psychological counselling in Estonian, English and Russian (free of charge).

Psychological counselling:
To make an appointment, please contact: psyhholoog@ut.ee

Career counselling helps students make decisions related to their work and education, plan and develop their career and develop their job search skills. Career Service Coordinator can help students to:

- choose their specialisation and plan further education;
• plan their working life (applying for a job, drawing up documents and preparing for a job interview);
• understand themselves (their knowledge, abilities, skills, interests, values, needs and characteristics);
• see and evaluate the real situation (including study and work opportunities); and
• re-evaluate the situation and make new choices and decisions.

Entrepreneurship counsellor can help students to:
• analyse the business potential of business ideas,
• analyse feasibility and plan business, and
• develop a business

Support students assist fellow students with special needs. They are volunteers who are prepared to help those in need. Students with special needs and others interested in the subject are welcome to contact the Student Advisor:

ESN (Erasmus Student Network) supports all international students studying at the University of Tartu, not only Erasmus programme students as generally viewed.

Please also check here to learn as whom to contact for various purposes.
LIVING IN ESTONIA

1. **Right of residence and residence permits (Estonian ID-card)**

*Right of residence for EU citizens*

Citizens of the member states of the European Union, the European Economic Area and the Swiss Confederation (“EU citizens”) are allowed to stay in Estonia on the basis of a valid travel document or identity card for the period of up to three months. If you stay in Estonia for longer (as international students normally do), you have to **register your right of temporary residence of an EU citizen**.

1) Within **one month** from the date of entering Estonia, **register your right of residence at the Population Register Office**. If you live in Tartu, you can register as a citizen of Tartu at the Population Register Office:

<table>
<thead>
<tr>
<th>Population Register Office</th>
</tr>
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<tbody>
<tr>
<td>Küüni 5</td>
</tr>
<tr>
<td>Tel: 736 1140</td>
</tr>
<tr>
<td>Opening hours: Mon 9–12, 15–18; Tue 9–10, Wed–Fri 9–12, 14–16.</td>
</tr>
</tbody>
</table>

Take an identity document and your tenancy contract (proof of accommodation) with you.

Once you have registered yourself as a citizen of Tartu, you receive the Estonian ID code (*isikukood*). Please remember to send/take this number to your coordinator at the SAC.

2) Within **one month** from registering your residence, **apply for the Estonian identity card** which certifies your right of temporary residence:
Migration Bureau in Tartu
(Kodakondsus- ja Migratsioonibüroo Tartu teenindus):
Riia 132
Tel: 612 3000
e-mail: ppa@politsei.ee
Opening hours: Mon–Fri 9.00–17.00

Officers in the Migration Bureau mostly speak Estonian, some Russian and only few of them English. It is a good idea to take your tutor or someone who speaks Estonian with you.

Required documents for the identity card:
- application form (can be filled in at the Migration Bureau);
- identity document;
- coloured photograph sized 40x50 mm (you can also take a photo, free of charge, at the photo booth at the office);
- document certifying the payment of the state fee (25 EUR for EU citizens, can be paid either at the office or by bank transfer).

After registration, the right of temporary residence is granted for a period of five years.

More information on Bureau’s homepage.

Residence permits for non-EU citizens

The following information is for the students who are going to apply for a residence permit in Estonia. You don’t have to apply for the residence permit if you are in Estonia for up to one year, provided that your D visa is valid for one year.

Start applying within the two first weeks of the semester. If you start later, you may not receive the permit within 90 days. If you have not received your residence permit within 90 days, you must leave Estonia immediately! If you need to apply for the residence permit in Estonia, make sure to attend the workshop called “How to apply for a residence permit in Estonia”.

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Application documents:

- all application forms available online;
- document certifying the payment of the state fee (64 EUR, more information);
- identity document;
- coloured photograph sized 40x50 mm (or take a photo, free of charge, at the photo booth at Tartu Migration Bureau).

In principle, the applicant needs to assure there he/she has sufficient income and has adequate medical insurance. Documents listed below need to be presented upon request by the migration authorities.

- document which certifies your legal income (or that of your family members who finance your studies) during the six months preceding the submission of the application, including the amount, regularity and sources of the income (you can also submit a proof of any stipend/grant you get during studies at UT, bank statement, etc.);
- health insurance contract guaranteeing that any costs related to medical treatment as a result of illness or injury during the period of validity of the residence permit will be met;

You have to submit the application package in person at the Migration Bureau:

<table>
<thead>
<tr>
<th>Migration Bureau in Tartu</th>
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<tr>
<td>(Kodakondsus- ja Migratsioonibüroo Tartu teenindus):</td>
</tr>
<tr>
<td>Riia 132</td>
</tr>
<tr>
<td>Tel: 612 3000</td>
</tr>
<tr>
<td>e-mail: <a href="mailto:ppa@politsci.ee">ppa@politsci.ee</a></td>
</tr>
</tbody>
</table>

Opening hours: Mon–Fri 9.00–17.00. You can go directly to the bureau, but it is also possible to make a reservation online.

Officers in the Migration Bureau mostly speak Estonian, some Russian and only few of them English. It is a good idea to take your tutor or someone who speaks Estonian with you.

A residence card issued for studies in Estonia is not valid as a travel document, but you need to have it along while travelling outside Estonia.
Within one month after receiving your residence permit, register your residence at the Population Register Office. If you live in Tartu, you can register as a citizen of Tartu at Population Register Office in Tartu, Kűünü 5, phone 736 1140.

Once you have received your Estonian residence permit card, send your Estonian ID code (isikukood) to your coordinator at the SAC!

Note that students who have been given a temporary residence permit for studies are allowed to work, when it does not disturb their studies. Students holding the temporary residence permit must study full-time (at least 22.5 ECTS per semester), except for exchange and visiting students, who need to earn 15 ECTS per semester as required by UT.

Extending the residence permit

The requirements mentioned above apply also to the extension of the residence permit. If you need to extend your residence permit, apply at least 2 months before the expiry of the existing residence permit.

Long-stay (D) visa for non-EU students staying for one semester

D-visa can be applied for a number of reasons such as study, work or family relations and it may be issued for single or multiple entries into Estonia with a period of stay up to 12 months. D visa can be applied both in Estonian embassies abroad and in Estonia, Police and Border Guard Board (Migration Bureau in Tartu). The visiting students holding D visa do not apply for the Estonian temporary residence permit. The documents to be submitted for D-visa application are listed here: D-visa:

Migration Bureau in Tartu
(Kodakondsus- ja Migratsioonibüroo Tartu teenindus):
Riia 132
Tel: 612 3000
e-mail: ppa@politsei.ee
The visiting (short-term) students holding D visa (or before applying to D visa) and would like to benefit from the transportation discounts, they must apply for Estonian ID code from the Tartu Country Government. ID-code is necessary to be able to use transportation discounts and open bank account.

**Tartu County Government**
(Tartu Maavalitsus, perekonnaseisusakond)
Tiigi 12, Tartu
Tel: (+372) 742 0960
Office hours: Mon-Wed 9.00-12.00 and 13.00-16.00
Thurs 9.00-12.00

D-visa enables to travel in the Schengen area **for up to 90 days in a six-month period** under the same conditions as the holder of a residence permit.

If you have any problems concerning your rights as a D-visa holder, please contact Police and Border Guard Board immediately.

**Police and Border Guard Board:**
E-mail: teenindus@politsei.ee
Client information: 612 3000 (Mon-Fri 8–19)

2. **How to use your Estonian ID card**

ID-card and digi-ID are the easiest, most convenient and most secure methods of using internet banking and other e-services.

In order to use your ID card and digi-ID, you need the following services:

- ID-card software – download the software at the address installer.id.ee.
- PINs – issued with an ID-card. In the event that you have lost the codes, you will be able receive new codes from a service office of the Citizenship and Migration Bureau of the Police and Border Guard Board or a bank branch that offers ID-card follow-up services
- valid certificates – if the certificates have expired, you will be able to renew them yourself with the ID-card administration tool or in the internet at the address www.sk.ee/id-kontroll
- a computer with an internet connection
- a card reader – ask for one from a computer store or your local bank branch

You can read more for using Estonian ID-card: [http://www.id.ee](http://www.id.ee) and [https://e-estonia.com](https://e-estonia.com).

### 3. Health insurance

International students studying in Estonia are not covered by the Estonian Health Insurance Fund (*Haigekassa*), unless they are (1) full time PhD students holding the temporary residence permit or right of residence, (2) employed in Estonia or (3) have the permanent residence permit or permanent right of residence. Thus, the students not belonging to the groups mentioned above need to ensure that they have some private health insurance for the period of study in Estonia.

Full-time PhD degree seeking students will be informed separately regarding the right for the national health insurance. Visiting PhD students are not covered with the Estonian Health Insurance Fund.

#### a. EU health insurance card for EU citizens

If you are an EU citizen and have valid health insurance in your home country during your studies in Estonia, you can apply for the **EU health insurance card** (EHIC) or substitute certificate of an EU health insurance card (form E128). You should apply for that from the social service authorities in your home country before arriving in Estonia.

**EHIC is not an alternative to travel insurance.** It does not cover private healthcare, visit fees or costs such as a return flight to your home country or lost/stolen property. [More information](#) (> Estonia) about what is covered with EHIC in Estonia.

To be eligible for an EHIC, you must be insured by or covered by a state social security system in any member state of the European Union, Iceland, Liechtenstein, Norway or Switzerland.
EU and EEA students studying in Estonia for a degree are not covered by the Estonian Health Insurance Fund, unless they are employed in Estonia or have the right of permanent residence. EU and EEA students not covered by the Estonian Health Insurance Fund can receive the EHIC from their home country, and only if they are covered by the social security system of their home country.

If you cannot get the EHIC for the reasons described above, please check if any of the private health insurances listed on the next page meets your expectations/needs. **You should not be without any health insurance!**

**b. Private health insurance for those applying for residence permit**

Non-EU students and EU students who cannot have the EU health insurance card should purchase private insurance cover from an insurance company.

Most often, international students in Estonia choose one of the following insurance companies:

- AON Student Insurance: [www.aonstudentinsurance.com](http://www.aonstudentinsurance.com)
- ERGO Insurance: [www.ergo.ee](http://www.ergo.ee)
- AS Inges Kindlustus
- SwissCare International Student Health Insurance: [https://swisscare.com/](https://swisscare.com/)

Whichever insurance you are using, be prepared to cover your medical costs yourself first. If you have to pay for medical services, keep all the cost documents and apply for refund from your insurance provider according to the provider’s procedures. If the costs are eligible under your insurance policy, the provider will make the refund.

**c. Full-time PhD degree seeking students**

You will have the Estonian national health insurance coverage once you have the temporary residence permit (non-EU/EEA citizens) or have registered your right of residence and have provided the UT with your Estonian ID card number. That enables the UT to pay you a doctoral allowance that in turn guarantees national health coverage.
4. Health care system in Estonia

Family practitioners

All insured people should choose a family practitioner, who is the first contact point in case of illness. The family practitioner treats minor illnesses, can make home visits and gives referrals to visit a medical specialist. No referral is needed to visit a psychiatrist, gynaecologist, dermatovenerologist, ophthalmologist, dentist, pulmonologist (for tuberculosis treatment), infection specialist (for HIV/AIDS treatment), surgeon or orthopaedist (for traumatology).

Read here for more information on family practitioners. The list of family practitioners in Tartu is available on www.tartu.ee. As the information is in Estonian, ask your tutor’s help when choosing and signing up with a family practitioner. In case the doctor does not speak English, you could also try asking your tutor to come with you to the appointment. Do not forget to take your EHIC or private health insurance documents with you.

English speaking family practitioners in Tartu:

- Doctor Liina Kask-Fligt
  Family Physicians of the City centre of Tartu
  Address: Gildi 8, Tel. +372 744 1288
- Ülikooli Perearstikeskus (Family Physicians of the UT)
  Address: Puusepa 1a, 1st floor, rooms 1171, 1170, 1182, 1167
  Tel. +372 7319268

As the practitioners serve people according to the registration, if you need to visit a family practitioner, call beforehand and make an appointment! You must pay for the health services, provided by the family practitioner, yourself. Keep all the cost documents and referrals and apply for compensation from your insurance provider.

Visit costs approx. 20 EUR, plus fees of other procedures done by the practitioner.

For 24-hour medical telephone counselling, call 1220.
The service is guaranteed in Estonian and Russian.
Emergency medical service and accident ward

Emergency medical care unit:
L. Puusepa 8, Section G1. Tel: 731 8195, 731 8202

The accident ward and the emergency medical service unit are open 24/7 and you may seek help from them in case of emergency, especially at weekends and at night time when family practitioners are off duty. In Tartu, both the emergency medical care unit and the accident ward are located in Puusepa St. 8.

In the case of emergency treatment, you may always go to the emergency reception or call an ambulance.

You can call an ambulance on 112 from all over Estonia.

Transportation by ambulance in the case of emergency is free of charge. Visit fee of up to 5 EUR can be charged if you go to the emergency reception.

Specialised medical care

All visits to medical specialists are organised via the family practitioner except for some specialists listed below. International students are advised to consult the family practitioner when choosing a particular medical specialist. Appointment of a medical specialist is not free of charge, yet the prices are fixed by respective service provider. It is advisable to ask about the visit fee when making the appointment.

Medical specialist may find that you need hospitalisation. If you are insured, in-patient fee of up to 2.50 EUR per day is charged for up to 10 days per hospitalisation.

Please be prepared to pay for the treatment yourself. Keep all the cost documents and referrals and apply for compensation from your insurance provider. If you have any problems using your EHIC card in Estonia, you can ask for information and advice from your insurance provider or the Estonian Health Insurance Fund by calling their information line 16363. If
you have private health insurance, ask information from your insurance provider.

Tartu department of the Estonian Health Insurance Fund:
Põllu St. 1a
Info line: 16363, e-mail: tartu@haigekassa.ee

**Dentists**

Adults have to pay for dental care. A usual visit may cost from 15 EUR upwards depending on the problem. There are many dental care providers in Tartu, the most central one is the Stomatology Clinic of Tartu University (Town Hall Square 6, 2nd floor, tel. 731 9100).

You can find information on dental care providers on www.tartu.ee (it is in Estonian, so please ask further assistance from your tutor).

**Pharmacies**

There are many pharmacies all over the Tartu, usually situated in the department stores or close to a grocery store. Usually the pharmacist can assist you with the simple medical problems. 24-hour pharmacy, Tartu Raeapteek, is located in the town hall building (at Town Hall Square).

5. **Telecommunication**

**Calling in Estonia:** you do not need to use the Estonian country code (372), but only a 7- or 8-digit number as they are in Estonia.

**International long distance calls:** dial 00 + country code + area code and local number.

**Calling to Estonia from abroad:** dial whatever you need to get an international line in your home country, then 00372 (Estonia’s country code), and then the local number.

There are several mobile communication operators in Estonia. They offer many different price packages – you have to choose which one is best for you. The easiest way is to use a prepaid SIM card (the initial credit may vary in different companies), as then you do not need any contract. All
international students get a prepaid SIM card at the orientation course, but you can also buy them at shops and kiosks.

Main mobile operators:
Telia (office in Tasku), Elisa (in Kaubamaja) and TELE2 (in Kaubamaja).

If you have decided to make a contract with a local company, be aware that calls are billed on a monthly cycle. For example, your phone bill for January is delivered in mid-February. Estonian telephone bills are not itemised, but it is possible to ask for a printout of the calls made (most of the times for an additional fee).

6. Banking system

There are several banks between which you can choose to open your bank account or use any other bank-related services, including internet banking:

<table>
<thead>
<tr>
<th>Bank</th>
<th>Address</th>
<th>Opening hours</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swedbank</td>
<td>Turu 1</td>
<td>Mon-Fri 9-17</td>
<td><a href="http://www.swedbank.ee">www.swedbank.ee</a></td>
</tr>
<tr>
<td>SEB Pank</td>
<td>Ülikooli 2</td>
<td>Mon-Fri 9-17</td>
<td><a href="http://www.seb.ee">www.seb.ee</a></td>
</tr>
<tr>
<td>Nordea</td>
<td>Kaluri 2</td>
<td>Mon-Fri 9-18</td>
<td><a href="http://www.nordea.ee">www.nordea.ee</a></td>
</tr>
<tr>
<td>LHV Pank</td>
<td>Kaluri 2 (III floor)</td>
<td>Mon-Fri 9-18</td>
<td><a href="https://www.lhv.ee/">https://www.lhv.ee/</a></td>
</tr>
</tbody>
</table>

Current account. You can open current accounts in euros or in foreign currency. When opening an account, pay attention to the service fees and charges. Information about prices can be found at the webpages of each bank or from the bank offices (also see more information at: http://www.ut.ee/en/welcome/banking-system). Please be prepared that account opening may take 5-7 days.

To open a bank account, go to any branch of a bank. In most cases, you need:

a) valid ID with photo (usually passport);  
b) document that proves your student status at the University of Tartu (student card or confirmation of studies).

Debit cards. Upon opening your account, you usually receive a debit card free of charge. However, there might be a small monthly fee. In Estonia and abroad, the debit card enables you to pay for goods and services and to
withdraw cash from ATMs. There are different options available especially for students, but the most widespread are NPNK Euro<26 Student card (Swedbank) and ISIC card (SEB and Swedbank). These cards enable many special offers and prove your student status at ISIC or NPNK partners.

**Money transfers from abroad.** The quickest option is an international payment order. For this the following information about the recipient is required: recipient’s name and address; recipient’s account number and recipient’s bank data (address and SWIFT or IBAN code). In the European Union, IBAN codes are used for processing international payments efficiently and quickly. Keep in mind that the European payment (SEPA payment) is one of the least expensive ways to make a euro payment within the EU.

**Money transfers and online banking in Estonia**
Money transfers using Internet banking are the simplest and cheapest way to make a payment. Most banks in Estonia provide online banking also in English.

### 7. Currency exchange

Estonian official currency is euro (EUR).

Some options for currency exchange in Tartu:

<table>
<thead>
<tr>
<th>Exchange Office</th>
<th>Address</th>
<th>Open</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tavid</td>
<td>Ringtee 75 (Lõunakeskus)</td>
<td>Mon–Fri 9–21, Sat–Sun 10–19</td>
</tr>
<tr>
<td>Silver</td>
<td>Raatuse 41-4</td>
<td>Mon–Fri 9–19, Sat 9–17</td>
</tr>
<tr>
<td><strong>Swedbank:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dorpat</td>
<td>Turu tn. 1</td>
<td>Mon–Fri 9–17</td>
</tr>
<tr>
<td>Annelinn (Eeden)</td>
<td>Kalda tee 1c</td>
<td>Mon–Fri 10–18, Sat 10–16</td>
</tr>
<tr>
<td>Lõunakeskus</td>
<td>Ringtee 75</td>
<td>Mon–Fri 10–19, Sat 10-18,</td>
</tr>
<tr>
<td><strong>SEB Pank:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ülikooli</td>
<td>Ülikooli 2</td>
<td>Mon–Fri 9–17</td>
</tr>
<tr>
<td>Eeden</td>
<td>Kalda tee 1c</td>
<td>Mon–Fri 10–19, Sat 10–16</td>
</tr>
</tbody>
</table>
8. Public holidays

Lots of places, including the UT, have limited opening hours on the previous day and are closed on the public holiday.

<table>
<thead>
<tr>
<th>Date</th>
<th>English Name</th>
<th>Estonian Name</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1</td>
<td>New Year's Day</td>
<td>uus aasta</td>
<td></td>
</tr>
<tr>
<td>February 24</td>
<td>Independence Day</td>
<td>iseseisvuspäev</td>
<td>National holiday - celebrates the declaration of independence in 1918.</td>
</tr>
<tr>
<td></td>
<td>Moveable Friday</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Good Friday</td>
<td>suur reede</td>
<td>In 2017, March 30.</td>
</tr>
<tr>
<td></td>
<td>Moveable Sunday</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Easter Sunday</td>
<td>ülestõusmis-pühade 1. püha</td>
<td>Commonly known as lihavõtted. In 2017, 1 April.</td>
</tr>
<tr>
<td>May 1</td>
<td>May Day</td>
<td>kevadpüha</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Moveable</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Whitsunday (Pentecost)</td>
<td>nelipühade 1. püha</td>
<td>In 2017, 20 May.</td>
</tr>
<tr>
<td>June 23</td>
<td>Victory Day</td>
<td>võidupüha</td>
<td>Celebrates the victory in the Battle of Võnnu during the Estonian War of Independence.</td>
</tr>
<tr>
<td>June 24</td>
<td>St. John's Day or Midsummer Day</td>
<td>jaanipäev</td>
<td>Jaaniõhtu is celebrated in the night before Midsummer Day.</td>
</tr>
<tr>
<td>December 24</td>
<td>Christmas Eve</td>
<td>jõululaupäev</td>
<td></td>
</tr>
<tr>
<td>December 25</td>
<td>Christmas Day</td>
<td>esimene jõulupüha</td>
<td></td>
</tr>
<tr>
<td>December 26</td>
<td>Boxing Day</td>
<td>teine jõulupüha</td>
<td></td>
</tr>
</tbody>
</table>
STUDENT LIFE

1. Student festivals

The tradition of the festival called Student Days began at the beginning of 1960s. Today, Student Days are arranged seasonally. See http://www.studentdays.ee/en.

Spring Days are held at the end of April, early May. During one week about 80 events are organised. The most popular events are boat race on the river Emajõgi, the race of self-made vehicles and the Night Song Festival. Numerous parties outside or in pubs and clubs take place.

Autumn Days are similar to the Spring Days but they are held in October and the emphasis is on indoor activities. Competition for the best student film and the best student band are held.

Winter Days are organised in February in Pärnu, Western Estonia. Free buses take students from Tallinn and Tartu to a weekend there. Highlights of the Winter Days are the Pub Bus and the Morning Rehab, but also competitions and parties similar to other Student Days are organised: http://www.talvekad.ee/.

In addition to Student Days, there are Students Summer Games held in July in Kääriku, a sports centre 50 km from Tartu. Students can participate in various competitions ranging from orienteering or triathlon to egg tossing and Frisbee playing.

2. Sports

The activities are carried out by means of various amateur and professional groups under the instruction of the Academic Sports Club of the University of Tartu. The trainings take place mainly in the sports buildings of the University of Tartu:

The main sports hall: Ujula St. 4;
Stadium and gym: Staadioni St. 21 (next to the sports hall);
Toomeoru outside tennis-courts: in Toomemägi, Baeri St. 6;
Rowing is located in Emajõe rowing base, Ranna tee 1.
To choose an activity, and get to know schedules and fees, please contact the Sports Club (Ujula St. 4).

University Sports Club:
Ujula St. 4, 51008
E-mail: info@tysk.ee
Tel: 737 6280
www.tysk.ee

Fitness club:
Ujula St. 4, 51008
E-mail: ivika.varton@ut.ee
Tel: 56 478 117
www.tysk.ee/fitness/

In addition to the facilities of the university, you can also choose from various sports clubs in town. Most of these clubs offer discounts for students, but are normally more expensive than the university facilities.

The water centre Aura (Turu 10) has a big swimming pool, water park and fitness club. The prices range from 3-13 EUR per visit. For more information, check www.aurakeskus.ee.

Information about sports activities in Tartu: www.visittartu.com

3. Academic organisations and societies

There are several fraternities, sororities and other student organisations in Tartu (including Fraternitas Fennica – the organisation of Finnish students), as well as male and female choirs. Other organisations include:

- AIESEC (Association Internationale des Étudiants en Sciences Économiques et Commerciales),
- ARCHE (Association of Archaeology Students), ISA (International Student Association),
- Circle of International Relations (RSR),
- EGEA (European Geography Association for Students and young Geographers),
- AEGEE (Association des Etats Généraux des Etudiants de l’Europe),
- Association of Estonian Medical Students,
- Foundation for Science and Liberal Arts Domus Dorpatensis
- Baltic-German Cultural Society, Estonian Academic Oriental Society,
- Estonian Academic Legal Society, etc.

Additional information about student life in Tartu.

4. ESN - Erasmus Student Network

Erasmus Student Network (ESN) is one of the biggest interdisciplinary student associations in Europe, founded in 1990 for supporting and developing student exchange. There are nearly 300 higher education institutions in the network and it is constantly developing and expanding. ESN is operating on three levels: local, national and international.

ESN Tartu is an organisation that aims to support all international students of the universities in Tartu. It works in close contacts with the Student Council and with the UT International Student Service. ESN Tartu provides all kind of practical information to international students via Facebook and mailing list (students@esn.ee), organises leisure activities, such as sports events, trips and parties, that all bring international students closer to local life.

For more information, see www.esn.ee or e-mail info@esn.ee.
LIFE IN TARTU

1. Safety – for new citizens of Tartu

The aim of this chapter is not to scare you off but to inform you. Tartu is a safe town, but we want you to know what you can do to keep you away from serious troubles.

As many studies indicate that often a victim’s inappropriate behaviour has facilitated a crime, Tartu Police has collected several good recommendations you can follow.

- Do not drink alcohol with people you do not know and avoid intimate contacts with strangers.
- Do not walk late in parks and other lonely places. If this is inevitable, choose more crowded and well-lit routes.
- Wearing a pedestrian reflector during the darker months is compulsory!
- If you do not feel secure, you might provide yourself with defence devices. An act that has been committed to resist an unlawful assault is justified if the defence is commensurate with the character of the assault (Art. 28 of the Penal Code). If you are at least 16, you may buy defence devices for civilian use, such as portable alarm signals and tear or pepper-gas spray that do not need to be registered (Art. 19 of the Weapons Act). Nerve gases and electric shock devices are prohibited in Estonia.
- Keep your handbags or backpacks with you. Do not carry your wallet in the outside pockets of your coat or trousers or lying on top in your handbag or backpack. Keep personal documents separately from your money. Never attach the PIN-code to your banking card. If you have to, write the PIN-code in an encoded form somewhere else.
- Get a good U-lock for your bicycle. The bicycle is in danger in lonely places!
- Park your car in a guarded parking lot and install an alarm signal in the car. When you choose a radio for your car, prefer models which you can take with you when you leave the car. If you leave valuable things – sport bags, laptops or other electronic devices – in the car, this can become the reason for breaking into your car.
If you get into serious trouble, immediately inform the police by calling to the emergency number 112.

- Keep the scene of a crime untouched and identify possible witnesses.

If you do not speak Estonian, find somebody who can translate for you in an emergency case.

2. Getting around

Public bus transportation: inner-city

From September 2015, the City of Tartu started using a modern ticketing system which can be used in many places throughout Estonia (Tallinn, Harjumaa, Kohtla-Järve and Tartumaa, and on Go Bus intercity lines) and Europe. The new ticketing system uses credit card-sized bus cards and similarly sized stickers, which can be attached to a wallet, telephone, or other handy item. Both the card and the sticker function as bus cards, and passengers can decide which one is most convenient for them.

When boarding a bus, hold your card or sticker up to the validator until you hear a beep. If your card has credit or a valid ticket, but you have not validated your trip, you may be fined. You can check your account balance by swiping your card a second time. Up to five people can travel together with single tickets using one card. First, register your card at the validator, then choose the number of tickets to be purchased using the arrows on the validator, and then confirm your purchase by pressing OK and swiping your card again. Additional travellers can buy full tickets only.

Bus cards and stickers can be purchased at R-Kiosk, shopping centres, and other stores. A list of retailers online. Cards cost €2. You can load money onto your card or buy one-time ticket from the bus driver.

In order to receive travel discount, students have to personalise the card. Bus cards can be personalised at sales points and online. You can load money onto your card on web or from the retailers. If you upload money from web or through retailer, then the minimum amount is 5 EUR.
Students have the right to receive discount and can personalize their bus card only when they have sent their ID-code to Study Abroad Centre: studentvisasupport@ut.ee. The university needs to send ID-codes to the national system. Therefore, according to the origin of the student:

- EU students must have the right of residence;
- Students with temporary residence permit need to inform SAC of their ID-code;
- D-visa holders must register themselves at the Tartu County Government and send their ID-code to SAC.

**Ticket prices**

<table>
<thead>
<tr>
<th>Ticket Type</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 single ticket</td>
<td>0.83 EUR</td>
</tr>
<tr>
<td>1 single ticket with discount</td>
<td>0.51 EUR</td>
</tr>
<tr>
<td>1 ticket from bus</td>
<td>1.50 EUR</td>
</tr>
<tr>
<td>1 h ticket</td>
<td>0.96 EUR</td>
</tr>
<tr>
<td>1-day ticket</td>
<td>2.11 EUR</td>
</tr>
<tr>
<td>10-day ticket</td>
<td>7.03 EUR</td>
</tr>
<tr>
<td>10-day ticket with discount</td>
<td>3.52 EUR</td>
</tr>
<tr>
<td>30-day ticket</td>
<td>15.34 EUR</td>
</tr>
<tr>
<td>30-day ticket for students</td>
<td>7.67 EUR</td>
</tr>
</tbody>
</table>

**Bus info**

Bus info online.

Buses and minibuses operate regularly from 6.00 to 23.00. The web page tartu.peatus.ee helps you to use Tartu public transportation network in the most efficient way. You can check timetables for stations and bus lines (both ordinary and express buses).

To get outside of Tartu, check the timetables and prices on:
- www.peatus.ee (intercity buses)
- www.tpilet.ee
- www.elron.ee (trains)

**Cycling**

Tartu is small enough to get around by bike. You could
• rent a bike: http://www.visittartu.com/en/bicycle-rent-4/
• or buy a second-hand bike (prices start from 65 EUR):

Rattaring: Aardla 112, tel. 5045 961, Mon-Fri 10-18, Sat 10-15
Jalgratas: Laulupeo pst 19, tel. 7421 731, Mon-Fri 10-18, Sat 10-15
Velotandem: Näituse 26, tel. 7406 116, Mon-Fri 10-19, Sat 10-16
Rattur: Side 8, tel. 734 8053, Mon-Fri 10-17, Sat 10-16

3. Cultural centres

Cultural centres provide information and organise a wide range of events. In addition, they operate as cultural embassies or networks for the nations whose culture they represent.

Finnish Institute
Ülikooli 11, tel.: 7427 319, www.finist.ee

The Finnish Institute operates a small Finnish language library with current daily newspapers from Finland, information about Finland and cultural events. It is open from Mon-Fri 10-16 and Wed 10-18. It is possible to borrow Finnish magazines and textbooks.

Academic French Institute
Ülikooli 17-201, tel.: 5069 641, www.prantsuseteaduslikinstituut.ee

Tartu Institute of German Culture
Kastani 1, tel.: 7422 639, www.dki.ee

4. Public access internet points (PAIP)

<table>
<thead>
<tr>
<th>PAIP</th>
<th>Address</th>
<th>Phone</th>
<th>Open</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tartu Public Library (main building)</td>
<td>Kompanii 3/5</td>
<td>736 1379</td>
<td>Mon–Fri 9–20, Sat 10–16</td>
</tr>
<tr>
<td>Reading Room of Public Library</td>
<td>Raekoja plats 11</td>
<td>748 3012</td>
<td>Mon-Fri 9-20, Sat 10-16</td>
</tr>
<tr>
<td>Annelinna Branch Library (Public Library)</td>
<td>Kaunase pst 23</td>
<td>746 1042</td>
<td>Mon–Fri 9-20, Sat 10-16</td>
</tr>
<tr>
<td>Karlova-Ropka Branch Library (Public Library)</td>
<td>Tehase 16 (Sisustus E-Kaubamaja)</td>
<td>730 8472</td>
<td>Mon–Fri 10–19, Sat 10–16</td>
</tr>
</tbody>
</table>
5. Main public places with Wifi

Most pubs and cafés in Tartu have free WiFi: look for the WiFi sticker on the door or simply search for connection. In addition, there is WiFi on the entire Town Hall Square.

6. Leisure time

Theatres
Theatre “Vanemuine” and Vanemuise Concert Hall – Vanemuise 6
Theatre “Vanemuine” small building – Vanemuise 45A
Harbour Theatre – Soola 5b
Check [www.vanemuine.ee](http://www.vanemuine.ee) Performances are mainly in Estonian.

Tartu Uus Teater – Lai 37
Check [http://www.uusteater.ee](http://www.uusteater.ee) Performances are mainly in Estonian.
Karlova Theatre – Tähe 66
Check [http://www.suveteater.ee](http://www.suveteater.ee) Performances are mainly in Estonian.

Cinemas
Cinamon – [www.cinamon.ee](http://www.cinamon.ee), Turu 2 (Tasku Centre)
Ekraan – [www.forumcinemas.ee](http://www.forumcinemas.ee), Riia 14
Tartu Elektriteater – [https://elektriteater.ee](https://elektriteater.ee)
AHHAA 4D Cinema [www.ahhaa.ee/en](http://www.ahhaa.ee/en), Ringtee 75 (Lõunakeskus)

Movies are mostly in English with subtitles in Estonian.

AHHAA Science Centre – [www.ahhaa.ee/en](http://www.ahhaa.ee/en)

Museums
Information is available on [www.visittartu.com](http://www.visittartu.com)
Shopping centres

Tartu Kaubamaja – Riia 1, www.kaubamaja.ee
Opening hours: Mon–Sat 9-21, Sun 10-19

Tasku Centre – Turu 2, www.tasku.ee
Opening hours: Mon–Sat 10-21, Sun 10-18

Opening hours: Mon–Sat 10-21, Sun 10-19

Lõunakeskus – Ringtee 75, www.lounakeskus.com
Opening hours: Mon–Sun 10-21

Zeppelin – Turu 14, www.zeppelin.ee
Opening hours: Mon–Sun 10-20

Eeden – Kalda 1C, www.eeden.ee
Opening hours: Mon–Sun 10-21

Grocery stores: You can pay with a debit and credit card almost in every shop. In the centre (close to Raatuse, Narva and Pepleri dormitories) you can find

Comarket – Raatuse 20
Opening hours: Mon–Sun 9-23

Kivi Konsum – Narva mnt 25a
Opening hours: Mon–Fri 7:30-23, Sat–Sun 9-23

Ujula Konsum – Ujula 2
Opening hours: Mon-Sun 9-22

Tartu Kaubamaja – Riia 1
Opening hours: Mon–Sat 9–22, Sun 10-20

Rimi – Turu 2 (Tasku Centre) and Küüni 7 (Kesklinna Centre)
Opening hours: Mon–Sun 8-22 (Kesklinna), 8-23 (Tasku)

Maksimarket – Riia 2 (Kvartal)
Opening hours: Mon–Sat 9–22, Sun 9-20

The closest ones to the Purde dormitory are:

Sõbra Selver – Sõbra 56
Opening hours: Mon–Sun 8-23
Sõbra Prisma – Sõbra 58
Opening hours: Mon–Sun 8-23

There are two types of markets in Tartu: **market hall and open market**. Market hall (Vabaduse pst 1) is open Mon–Fri 7:30-17, Sat 7:30-16, Sun 7:30-15. Open market (Soola 10) is open Mon–Fri 7-17, Sat 7-16 and Sun 7-15. Open market is closed during the winter period.

Please remember that you can pay in cash only when making your purchases on the market. Communication is in Estonian and Russian, some sellers might speak a little English, so it is a good place to practice your Estonian.

USEFUL READING

Culture shock

‘Culture shock’ describes a common reaction to moving to a new, often unfamiliar environment. Culture shock may involve anxiety, a feeling of loss of direction or purpose, and an uncertainty of how to do things and what is appropriate in the new cultural context.

Symptoms can be physical, psychological or both, including aches, pains, allergies and other illnesses; feeling melancholy, angry, irritable, bored; crying without reason; being preoccupied with health; suffering from insomnia, overeating, loss of appetite; feeling vulnerable or powerless, and so on.

The symptoms of cultural shock can appear at different times, but often cycle through stages described in the literature as honeymoon, negotiation, adjustment and mastery. Sometimes, a fifth stage is included, namely the “re-entry shock” you may feel upon returning home.

Although not all people experience culture shock, many report feeling a double reaction of surprise and disappointment in themselves, which further complicates the process of adjustment. Although one can experience real pain from culture shock, this transitional time can also be seen as an opportunity for redefining one’s values and objectives. Culture shock can help you develop a better understanding of yourself and stimulate personal creativity.

If you feel stressed, look for help.

More information and some pointers for getting through culture shock as painlessly as possible can be found on various sites on the internet; see, e.g. Guanipa, C. (1998). Culture Shock. (Retrieved August 2004, from edweb.sdsu.edu/people/Cguanipa/cultshok.htm).

Where to get help and more information:
- Talk to your tutor.
- Talk to the psychologist – phone number 737 6211.
- Read about cross cultural conflict and adjustment. There are books and a lot of articles available on the internet (search “culture shock” in Google).
**Glossary - Sõnavara**

<table>
<thead>
<tr>
<th>Estonian</th>
<th>English</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tartu Ülikool</td>
<td>TÜ University of Tartu, UT</td>
</tr>
<tr>
<td>peahoone (ph)</td>
<td>main building</td>
</tr>
<tr>
<td>TÜ aula</td>
<td>UT assembly hall</td>
</tr>
<tr>
<td>ruum, auditoorium</td>
<td>classroom</td>
</tr>
<tr>
<td>õppeinfosüsteem, ÖIS</td>
<td>Study Information System, SIS</td>
</tr>
<tr>
<td>Tere!/Tervist!</td>
<td>Hi/Hello</td>
</tr>
<tr>
<td>Head aega!/Nägemist!</td>
<td>Good bye</td>
</tr>
<tr>
<td>Tšau (ciao)</td>
<td>Hello, Good bye (informal, between friends)</td>
</tr>
<tr>
<td>Aitäh!/Tänan!</td>
<td>Thank you, Thanks</td>
</tr>
<tr>
<td>Palun!</td>
<td>Here you are, Here it is, You're welcome, Please</td>
</tr>
<tr>
<td>Terviseks</td>
<td>Cheers, Bless you (literally: to/for health)</td>
</tr>
<tr>
<td>Jaa, Jah</td>
<td>Yes</td>
</tr>
<tr>
<td>Ei!</td>
<td>No!</td>
</tr>
<tr>
<td>Tänan, ei!</td>
<td>No, thanks!</td>
</tr>
<tr>
<td>Vabandust</td>
<td>Excuse me, I’m sorry</td>
</tr>
<tr>
<td>Mis su nimi on?</td>
<td>What is your name? (informal, between friends, fellow students)</td>
</tr>
<tr>
<td>Mis Teie nimi on?</td>
<td>What is your name? (formal, polite, between strangers)</td>
</tr>
<tr>
<td>Minu nimi on …</td>
<td>My name is …</td>
</tr>
<tr>
<td>Palun üks kohv.</td>
<td>A coffee, please.</td>
</tr>
<tr>
<td>Palun üks õlu.</td>
<td>A beer, please.</td>
</tr>
<tr>
<td>Kui palju see maksab?</td>
<td>How much is it?</td>
</tr>
</tbody>
</table>
Ma ei saa (eesti keelest) aru. I do not understand (Estonian).

Ma ei räägi eesti keelt. I do not speak Estonian.

Palun aeglasmalt. Slower, please.

Avatud & Suletud Open & Closed

Lahti & Kinni Open & Closed / Occupied

Mehed & Naised Men & Women

WC ▼ (Men’s) ▲ (Women’s)

Sissepääs & Väljapääs Entrance / Admission & Exit

Tasumine sularahas! Paying in cash (only)!

Tasuta! For free!

Head isu! = Jätke leiba! Bon appétit! = Lit: Have enough bread!

Head nädalavahetust/Head nädalalõppu! Have a nice (good) weekend!

Head reisi! Have a nice trip!

Jõudu tööle! Jõudu! Have strength! Lit: Have strength while working!

Kõike head! All the best! (Lit: all good)

Ole tubli! Olge tublid! Take care! (Lit: be good)

Palju edu! Edu! Good luck!

Palju önne sünnipäevaks! Happy birthday!

Palju önne! Congratulations!

üks, kaks, kolm, neli, viis, kuus, seitse, kaheksa, üheksa, kümme, üksteist,
kakskümmend, kolmsada, neli tuhat – 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 20, 300, 4000

E, T, K, N, R, L, P (first letters of weekdays, often used in opening hours)
esmaspäev, teisipäev, kolmapäev, neljapäev, reede, laupäev, pühapäev – Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday
Who to contact for important matters

The following table describes generally expected procedures, there can be exceptions, so please be flexible.

<table>
<thead>
<tr>
<th>Item</th>
<th>Dean’s office</th>
<th>Institute/School/College</th>
<th>Study Abroad Centre</th>
<th>Programme director (contact person only for degree students)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student card</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transcript of Records</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course registration and counselling in the case of problems/questions</td>
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<tr>
<td>Residence issues: right of residence, residence permit, visas</td>
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<tr>
<td>Study abroad options and questions (degree seeking students)</td>
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<tr>
<td>Confirmations on arrival/departure (short term students)</td>
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<tr>
<td>Learning Agreements (short term students)</td>
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