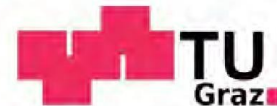




InComm

Feel at Home



Creating an
**INCLUSIVE
CLIMATE**

Customer Journey

weeks

Attractiveness,
Selection &
Application

weeks

Formalities -
1st Days

months

Onboarding -
1st 100 Days

weeks

Ambassador
Phase

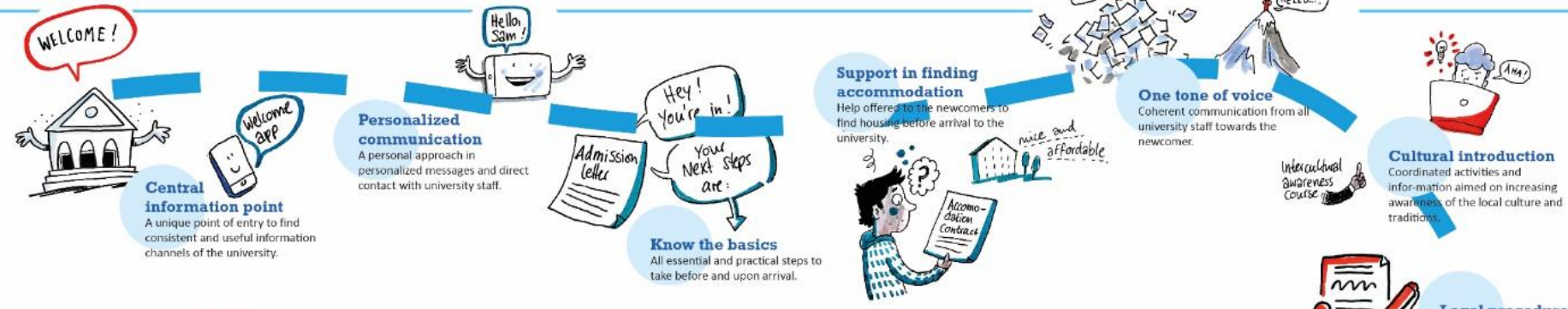
InComm Customer Journey

Feel at Home

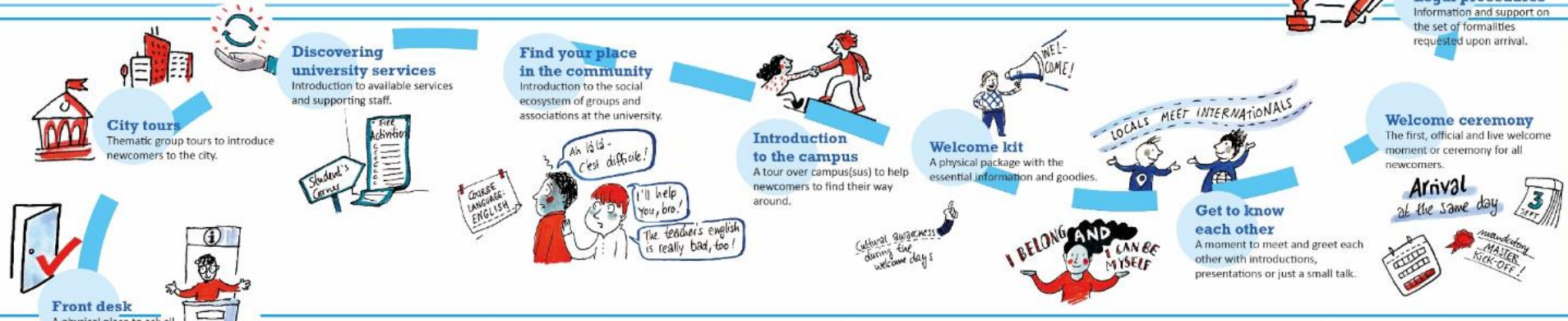
CELEBRATE OUR DIFFERENCES!

Creating an INCLUSIVE CLIMATE

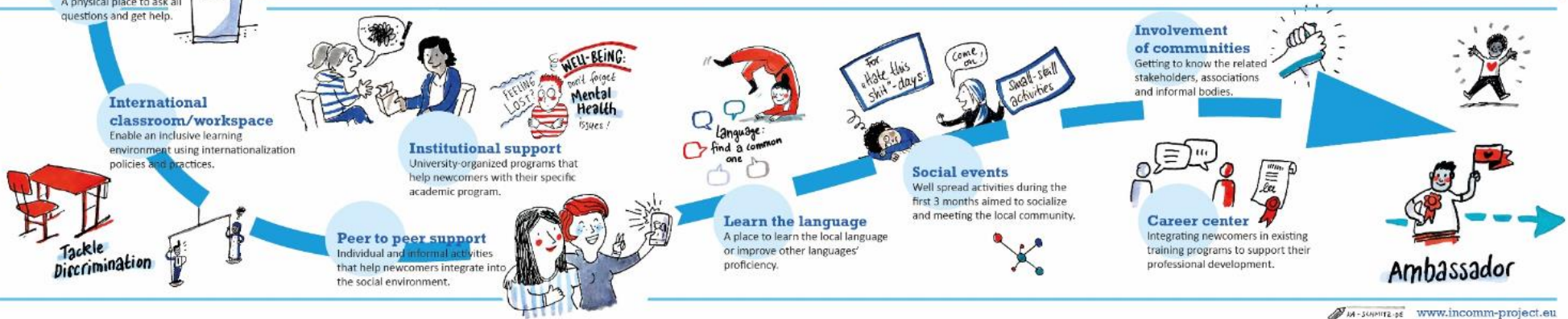
Attractiveness, Selection & Application



Intro



Onboarding





InComm Customer Journey Model Canvas

	Intro							
Element Short description	Legal procedures Information and support on the set of formalities requested upon arrival.	Welcome ceremony The first, official and live welcome moment or ceremony for all newcomers.	Get to know each other A moment to meet and greet each other with introductions, presentations or just a small talk.	Welcome kit A physical package with the essential information and goodies.	Introduction to the campus A tour over campus(sus) to help newcomers to find their way around.	Find your place in the community Introduction to the social ecosystem of groups and associations at the university.	Discovering university services Introduction to available services and supporting staff.	City tours Thematic group tours to introduce newcomers to the city.
Existing Programs/activities /channels available at institution								
Thoughts What students/PhD's think about the element								
Emotions Emotion (expected or needed)								
To improve Programs/activities /channels to improve								



Find your place in the community

Introduction to the social ecosystem of groups and associations at the university.





City tours

Thematic group tours to introduce newcomers to the city.



Buddy Programmes – Peer to Peer Support

Time for reflection &
discussion

*Support offers during the
intro stage at your university
20 minutes*

**Best Practices
during the intro stage
@ UPC & TU Graz**



HTU Graz

Vertretung. Beratung. Service.

Campus Tour

Best Practice „Introduction to the campus“ @ TU Graz

- New international students split up by study programme
- Getting acquainted with TU Graz before the start of the semester
- Presentation on their courses
- Presentation on Study Law
- Lunch



Course Selection + Study Law

- Presentation by student representatives
 - Explanation of curriculum
 - Discussion of elective courses
 - How to apply for courses and exams
 - Q&A
-
- Their rights as students
 - What they can expect from the university/professors
 - Our role as the Students' Union



What is our goal?

- Getting new students acquainted with the university
- Student-led presentations
- International students as guides
- Sharing of experiences
- Meeting other new students in similar study fields and beyond
- Camaraderie



Buddy Programme

- Connect new students with Buddies
- Help acclimatise to city and university
- Access to information on respective study programmes

- 2 ECTS for buddies
- Matching based on study programme, spoken languages, interests
- Connecting the students and encouraging them to do activities together
- Report and feedback at the end of semester



Best Practices UPC Legal Procedures



Best Practices UPC Sports session during the orientation week sessions



Best Practice „Front desk“ & „Welcome kit“ @ TU Graz

- Intro for PhD students at different points during the semester = no joint welcome ceremony possible
- High importance of front desk



Welcome Center @ TU Graz

- Located in the International House
- Opened from Mon-Fri, 8 am to 5 pm
- Welcome Meetings with new PhDs:
 - Checklists for a successful start
 - Information on Graz & TU Graz
 - Advice on legal & administrative formalities
 - Welcome kit



Checklist for international doctoral students with contract of employment

Congratulations on a job offer by an institute of TU Graz. The International Office – Welcome Center provides a checklist on multiple steps for a successful start and time of your employment as well as PhD programme at Graz University of Technology (TU Graz).

Prior to arrival

- Contact the [Welcome Center of TU Graz](#) to assist you during the preparation phase.
- Check the basic conditions for international PhD students if you have not yet applied for admission to the [PhD programme](#). Submit all necessary documents for admission by post or in person to the [Registrar's Office](#) within the [admission period](#).
- Check the basic conditions for your stay (start of work, duration of stay, field of activity, etc.) as well as the necessary documents for your employment contract at TU Graz if applicable. Please ask the institute to confirm the arranged conditions in writing. Please note that personal documents issued in languages other than German or English require an official translation and sometimes even a legalization.
- Find out whether you (and your family) need an [entry or residence permit](#) for your stay in Austria.
- From the beginning of your employment at TU Graz (if your monthly salary exceeds the minimum of € 475.86) you will be covered by health, personal accident and retirement insurance. Your public health insurance provider is [BVAEB](#). You have the opportunity of co-insuring your family members. Please bring along any medical and/or vaccination records. Please make sure to take out a travel insurance for the period up to the start of your contract.
- Search for an apartment or accommodation in Graz ([list of accommodation](#)).

Checklist for international students

Congratulations on your letter of admission to TU Graz! The International Office – Welcome Center provides a checklist on multiple steps for a successful start at Graz University of Technology (TU Graz). In case you have not applied for admission yet, please contact the [Registrar's Office of TU Graz](#) for further information.

Please note: if you are an exchange student please contact your exchange coordinator.

Prior to arrival

- Find out whether you need an [entry visa or residence permit](#) for your stay in Austria in due time (*Please note: The admission letter for your study programme is needed to apply!*).
The International Office – Welcome Center is glad to assist you with the application process (Lessingstraße 32, 8010 Graz or via welcomecenter@tugraz.at).
- Please make sure to obtain translations and legalizations of important documents (diploma degrees, birth certificate(s), marriage certificate, etc.).
- Search for accommodation in Graz ([list of accommodation](#)). Student residences are available throughout the city and provide a smooth start for new students.
- Find useful information on our [information hub for international students](#)

During your stay

- Contact the International Office - Welcome Center of TU Graz (Lessingstraße 32, 1st floor, 8010 Graz) for a first orientation.
- Sign your rental contract/agreement.
- Complete your study registration at the Registrar's Office (Rechbauerstraße 12, 8010 Graz) in person and receive your TU Graz Card.
- Anybody living in Austria is required to register within three working days of his or her arrival.

Welcome kit

- For new international students & staff
- Information on
 - Service units @ TU Graz
 - City of Graz
 - Goodies (pen, paper, sweets)





Greetings

Grüß Gott

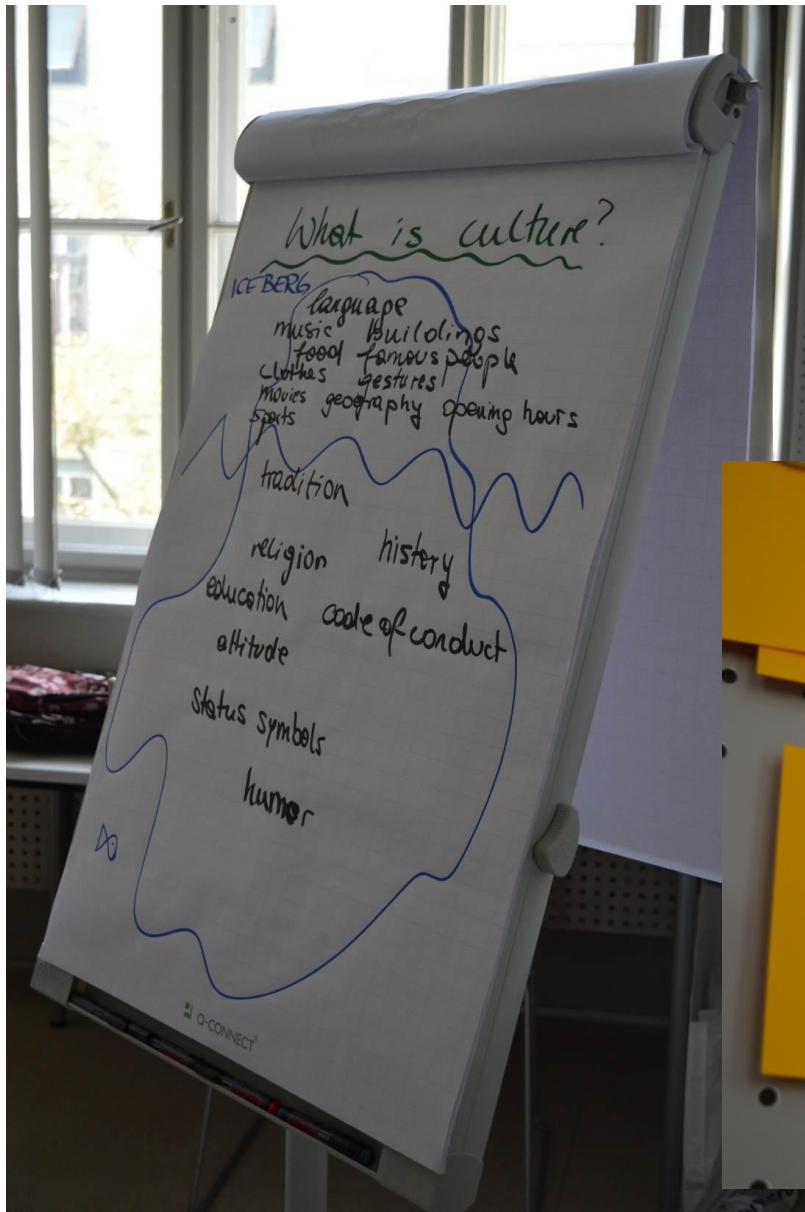


Best Practice „Get to know each other“ Intercultural Awareness Session @ TU Graz

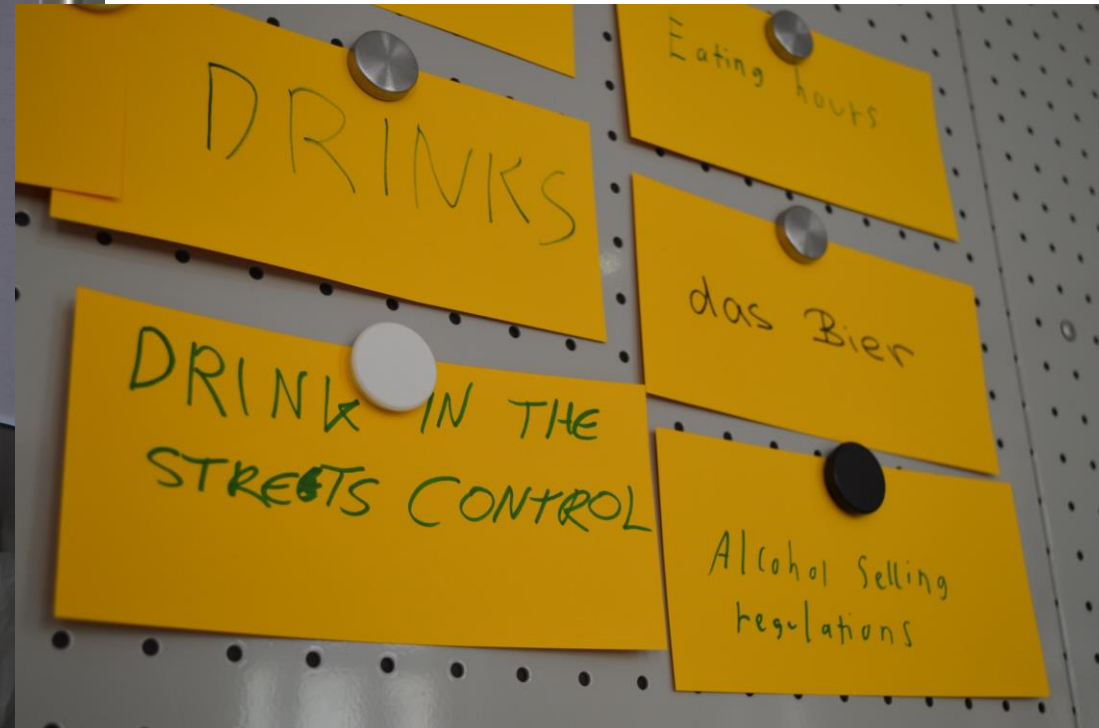
- to maximize the study experience
- to give students some insight into the theory of intercultural communication
- to provide students with coping strategies to overcome culture shock
- to provide a platform for informal exchange

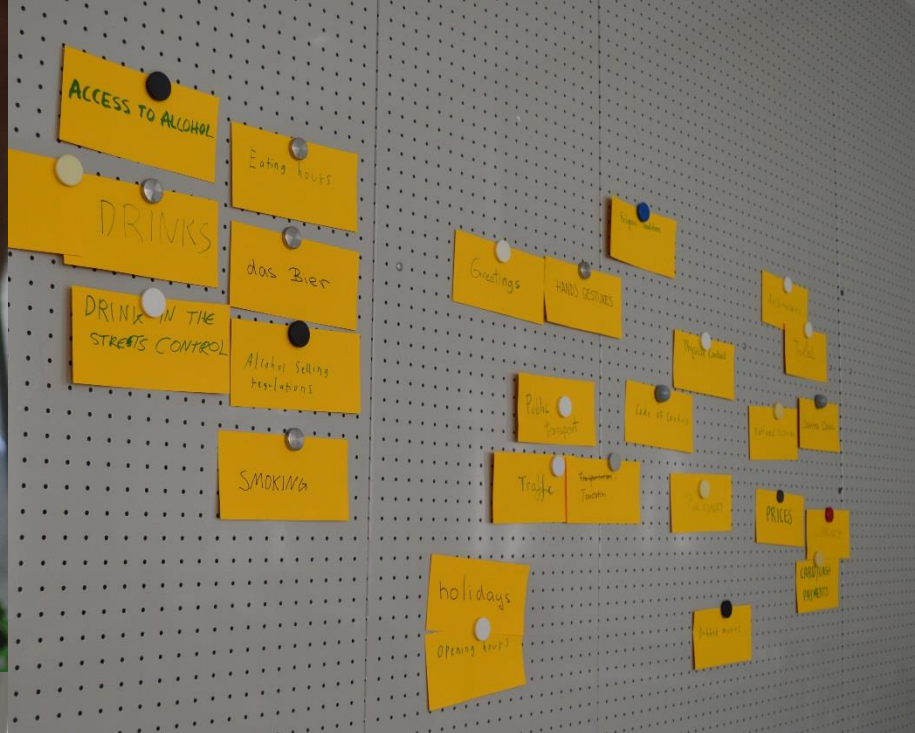
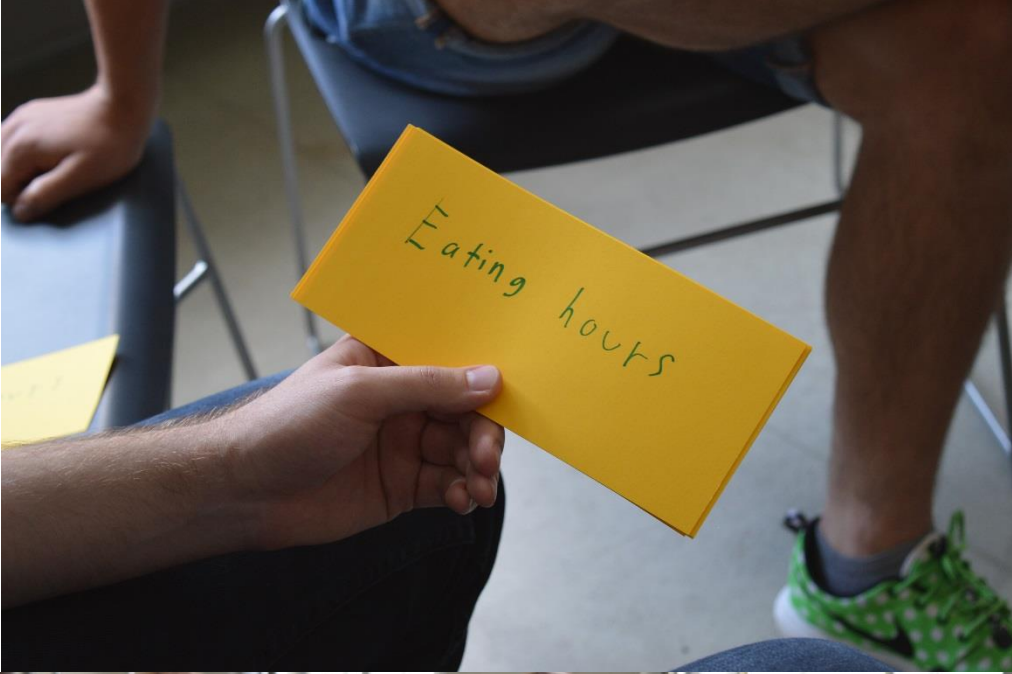
Quick facts

- **Interactive session**
- **Reflecting about experience of studying and living in a foreign country**
- **Compulsory half-day session**
- **Group of 20 students**



- **What is culture?**
- **Where does it influence us in our daily lives?**









4,2

LEICHT-VERPACKUNGEN

entsorgt!
Abfallwirtschaftsamt
Bielefeld

ARA
Abfallwirtschaftsamt
Bielefeld

90% RECYCLED

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Talking about transition experience



TU/e

