Information Services in Aachen

RWTH Aachen University Services (Academic Matters)

Student Councils within Faculties
The student council consists of selected student representatives from a particular faculty or course of study. They can help you with questions regarding your studies or with personal issues and represent your interests within the university and externally.
Additionally they provide the following:
- general information about the course and lectures
- help with creating a timetable
- course catalogues and information
- practice exams (mostly with model answers)

The web addresses of all student councils at RWTH Aachen can be found at the following link
http://www.rwth-aachen.de/go/id/wrk

Departmental Advisors
Departmental advisors can supply information on all aspects of your studies including:
- questions about the progress of your studies
- issuing a student progress certificate
- optimising your schedule

The contact details of all departmental advisors can be found on the following page:
http://www.rwth-aachen.de/go/id/tmy

Central Examination Office
The central examination office is responsible for exam registration, issuing certificates and grade overviews. Further information and contact details can be found here:
http://www.rwth-aachen.de/cms/root/Die_RWTH/Einrichtungen/Verwaltung/Dezernate/1_0_Akademische_und_studentische_Angel/~rcv/Abteilung-1-3-Zentrales-Pruefungsamt/?lidx=1

Registrar’s Office
The registrar is responsible for your university matriculation, rematriculation, exmatriculation and applying for leave of absence. Further information at:
http://www.rwth-aachen.de/cms/root/Die_RWTH/Einrichtungen/Verwaltung/Dezernate/1_0_Akademische_und_studentische_Angel/Abteilung_1_2_Studentische_Angelegenhe/~ciss/Studierendensekretariat/?lidx=1
**Student Advice Centre**
The Student Advice Centre can help you decide which course of studies you wish to follow. They also offer support in organising your studies, time management and general university life. They also offer psychological advice such as stress management, workshops and general information about course offers by RWTH Aachen University. For more information please see: [http://www.rwth-aachen.de/cms/root/Studium/Im_Studium/Beratung_Hilfe/~rcw/Abteilung-1-4-Zentrale-Studienberatung/?lidx=1](http://www.rwth-aachen.de/cms/root/Studium/Im_Studium/Beratung_Hilfe/~rcw/Abteilung-1-4-Zentrale-Studienberatung/?lidx=1)

**RWTH Aachen University Services (Non-academic Matters)**

**Psychological Counselling**

**Psychological Counselling Services at the Student Advice Centre**
Templergraben 83, 1st/2nd floor, 52062 Aachen

For psychological counselling please contact:
Psych.Beratung@rwth-aachen.de

Dipl.-Psych. Kerstin Platt
kerstin.platt@zhv.rwth-aachen.de
Appointments by telephone
Tel.: 0241 80 94049

Dipl.-Psych. Van Tien Tran
van-tien.tran@zhv.rwth-aachen.de
Appointments by telephone
Tel: 0241 80 99411

**Center for Mental Health for Undergraduate and Postgraduate Students**
Kullenhofstraße 52, opposite to Uniklinikum Aachen
zpg@ukaachen.de
Tel: 0241 80 80827
[www.ukaachen.de/zpg](http://www.ukaachen.de/zpg)

**Family Services Center**
Advice regarding maternity rights, maternity/paternity leave, studying abroad with a child, childcare, school holidays, combining career/university studies with family, family and equal rights

Templergraben 92, 52062 Aachen
familieninformations@rwth-aachen.de
Tel.: 0241 80 93579
The Student Union: AStA
The Student Union (AStA) represents the interests of students at RWTH Aachen University. Representatives are selected each year from the student parliament. The ASta represents the students’ political interests and offers a range of services such as:
- advice on social, financial or legal issues
- International Students Identity Cards (ISIC)
- Information brochures (tuition fees, social security system, newcomers’ guide etc.)
- general advice on student life, cultural events
- document certification
- cultural events

The AStA also provides assistance and information on various social matters:
- Tuition and financing studies
  studiengebuehren@asta.rwth-aachen.de
- Accommodation
  wohnen@asta.rwth-aachen.de
- BAföG (student loans)
  bafoeq@asta.rwth-aachen.de
- Student jobs
  jobben@asta.rwth-aachen.de
- Studying with a child
  kind@asta.rwth-aachen.de
- Studying abroad
  Studieren-im-ausland@asta.rwth-aachen.de
- Representation of interests of chronically sick and disabled students
  ibs@asta.rwth-aachen.de

The AStA is located in Pontwall 3, 52062 Aachen.
Office hours: Mon-Fri.: 10.00am - 02.00pm
Tel.: 0241 80 93792
asta@rwth-aachen.de
For further information: http://www.asta.rwth-aachen.de.

Foreigners’ Representation (AusländerInnenvertretung)
The Foreigners’ Representation is a group of foreign student representatives at RWTH Aachen University. They provide:
- general counselling and advisory services for foreign students
- legal advice
- cultural events

The Foreigners’ Representation is located in Humboldt-Haus on the 1st floor, Pontstraße 41, 52062 Aachen.
For further Information see: https://www.asta.rwth-aachen.de/beratung/asta/rechtsberatung/
By appointment only
Free Legal Advice

General Legal Advice, Civil Law at the ASTA:
Appointments can be made at ASTA
Tel.: 0241 80 93792
asta@rwth-aachen.de

Legal Advice Regarding Residency:
Foreigners’ Representation (AV)
Tel.: 0241 80 99153
av@asta.rwth-aachen.de
By appointment only

Financial Emergencies

International Office
Ms. Tamara Weber, Humboldt Haus, Pontstr. 41, 1st floor,
Tel.: 0241 80 99151
tamara.weber@zhv.rwth-aachen.de

ASTA
http://www.astra.rwth-aachen.de/de/beratung

ESG - Evangelic Student Society:
The ESG can apply for financial support for highly committed students
Nizzaallee 20, 52072 Aachen
Tel.: 0241 918670
Ms Kornelia von Kaisenberg, Tel.: 0241 9186714
esg-kaisenberg@rwth-aachen.de

KHG – University Catholic Community Aachen
Pontstr. 74-76, 52062 Aachen
Tel.: 0241 47000
Fax: 0241 4700143
Mr. Markus Reissen
Tel: 0241 4700123
mr@khg-aachen.de
Office hours: Mon., Wed., Fri.: 10:00am - 12:30pm; Tues., Thurs.: 01:30pm - 04:30pm

City Advisory Services

Stand: 11. September 2019
Debt Counselling
Schuldnerberatung Aachen e.V.
Dennewartstraße 17, 52068 Aachen
Tel.: 0241 9039404,
kontakt@schuldnerberatung-ac.de
Mon-Fri.: 09:00am - 12:00pm; Tues. & Thurs. 02:00pm – 16:00pm
http://www.schuldnerberatung-ac.de

Parenting Advice Center in Aachen
Reumontstrasse 7a, 52064 Aachen
Tel: 0241 33953/33954
eb-ac@mercur.caritas-ac.de
Mon-Fri. 09:00am - 12:00pm; Mon-Thurs.: 02:00pm - 05:00pm
For personal counselling please make an appointment
http://www.beratung-caritas-ac.de/

Psychological and Psychotherapeutic Counselling for Students
Lothringerstr. 83, 52070 Aachen, Fax: 0241 537360

Psychological Counselling Center for Foreign Refugees:
Mariahilfstraße 16, 52062 Aachen
Tel.: 0241 406500
psz.ac@gmx.de

Telephone Helplines
For telephone or personal counselling we recommend the
Telefonseelsorge Deutschland (German crisis helpline):
Tel.: 0800 111 0 111 or 0800 111 0 222
24 hours a day, anonymous, confidential, trustworthy and free of charge.

Telephone Doweria – Russian Speaking Helpline
Tel.:030 440308 454; 24-hour-service

German Consortium for Youth and Marriage Advice (DAJEB):
www.dajeb.de/suchmask.htm
Tel.: 089 4361091

Emergency Helpline for Female Rape Victims:
www.frauennotruf-aachen.de
Tel.: 0241 542220
Franzstraße 107, 52064 Aachen, 2nd floor

Helpline for Gay Victims of Violence
Tel.: 0241 19228; Tues. 07:00pm - 09:00pm

Addiction Helpline Aachen:
Tel.: 0800 7824800
http://www.suchtnotruf-kreis-ac.de
Psychological Centre for Refugees ‘PÄZ’ e.V.
Mariahilfstraße 16, 52062 Aachen
Tel.: 0241 406500,
psz.ac@gmx.de

AIDS Counselling at the Public Health Department:
Open office hours (testing possible without an appointment)
Mon.: 10:00am - 12:00pm and 03:00pm - 05:00pm
Thurs: 03:00pm - 04.00pm
Personal appointments can be made by phone
https://www.staedteregion-aachen.de/de/navigation/aemter/gesundheitsamt-a-53/beratung-und-hilfe/hiv-sprechstunde/

Sick without Health Insurance

If you have financial problems and are therefore unable to pay your health insurance, there are some advisory centres that provide contact information for doctors and further advisory services. In emergencies doctors are required by law to provide medical aid.

Caritas Special Service for Integration/Migration
Scheibenstr. 16, 52070 Aachen
Tel.: 0241 949270, Fax: 0241 94927 289
k.duepper@caritas-aachen.de, l.radocaj@caritas-aachen.de

Café Zuflucht
Zollernstr. 5, 52070 Aachen
Tel.: 0241 511811, Fax: 0241 4465211
info@cafe-zuflucht.de

Pedagogical Center PÄZ
Mariahilfstr. 16, 52062 Aachen
Tel.: 0241 49000, Fax: 0241 49004
paez.ac@t-online.de

Amnesty International
Adalbertsteinweg 123 a/b, 52070 Aachen
Tel. /Fax: 0241 513653
info@amnesty-aachen.de

Stand: 11. September 2019