# WELCOME TO MANNHEIM

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WELCOME TO MANNHEIM

About the City

Mannheim (natives call it „Mannem“) is the vibrant center of the Rhein-Neckar region, which is one of the most flourishing areas in Europe. Mannheim – with its universities and the one-of-a-kind city center made up of blocks rather than street names – is over 400 years old. It is also called the capital of pop music and has all sorts of entertainment to offer – the city is a perfect place to go shopping and it offers excellent universities. Multicultural Mannheim provides the best opportunities for self-development and professional know-how.

Famous sight: The Friedrichsplatz around Mannheim’s water tower is a popular meeting point in the inner city.
Mensaria am Schloss

- Infothek
- International
- Housing
- Financial Advice
- Social Counseling
- PBS

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<table>
<thead>
<tr>
<th>No.</th>
<th>Houses with contingent of rooms for international students</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hafenstraße 35-45</td>
<td>16 26</td>
</tr>
<tr>
<td>2</td>
<td>G7, 26+28</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>B7, 14-15</td>
<td>1 2 3 5 6 7 40</td>
</tr>
<tr>
<td>4</td>
<td>Carl-Zuckmayer-Str. 13-17</td>
<td>40</td>
</tr>
<tr>
<td>5</td>
<td>Studentensiedlung Ludwig-Frank / Ulmenweg 55</td>
<td>3 44 46 31</td>
</tr>
<tr>
<td>6</td>
<td>Speyerer Str. 39-57</td>
<td>3 53</td>
</tr>
<tr>
<td>7</td>
<td>Neckarauer Str. 169-175</td>
<td>1</td>
</tr>
<tr>
<td>8</td>
<td>Hans-Sachs-Ring 1-5 / Steubenstraße 80</td>
<td>1 60</td>
</tr>
<tr>
<td>9</td>
<td>Augartenstraße 112-114</td>
<td>1</td>
</tr>
</tbody>
</table>

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- Houses with contingent of rooms for international students
- Public Transport

---

- Hafenstraße 35-45
- G7, 26+28
- B7, 14-15
- Carl-Zuckmayer-Str. 13-17
- Studentensiedlung Ludwig-Frank / Ulmenweg 55
- Speyerer Str. 39-57
- Neckarauer Str. 169-175
- Hans-Sachs-Ring 1-5 / Steubenstraße 80
- Augartenstraße 112-114
Studierendenwerk Mannheim: Who we are

We are pleased to welcome you as an international student in Mannheim and hope you’ll have an enjoyable stay and successful studies.

The main aspects of our work are providing student housing (17 halls of residence with some 3,000 places in rooms and flats), catering and dining (13 canteens and cafeterias) and funding - BAföG - (approx. 10 million € in funding per year). The Studierendenwerk also runs a general social counseling service, a large nursery and other social institutions.

As a public institution, we provide our services to support all students at the

- University of Mannheim (Universität Mannheim)
- Mannheim University of Applied Sciences (Hochschule Mannheim)
- Baden-Wuerttemberg Cooperative State University Mannheim (Duale Hochschule Baden-Württemberg Mannheim)
- University of Popular Music and Music Business (Popakademie Baden-Wuerttemberg)
- Mannheim University of Music and Performing Arts (Staatliche Hochschule für Musik und Darstellende Kunst Mannheim)

and help to make the start in Mannheim an easy one.
IMPORTANT THINGS TO KNOW

Signing up on the City Register

In Germany, the signing up at the registration office of the City (in Mannheim it is called „Bürgerservices“) must be done within two weeks after having moved into an apartment. For the registration you need a passport or identity card. Furthermore, it’s recommended that you bring our rental agreement with you, because you have to give information about your landlord.

Contact:
City of Mannheim – Department Public Services
K 7, 68159 Mannheim

Phone: +49 (0)621 293-115
Fax: +49 (0)621 293-3257
Email: buergerdienste@mannheim.de

After the successful registration, a certificate of registration of the residence in Mannheim will be issued. You should always carry along a copy of this certificate of registration so that you can prove the residence and address any time. You also need it to open a bank account or for the library card, for example.
Insurance

Liability insurance
We strongly recommend our exchange students to take out a liability insurance policy. Liability insurance offers specific protection against third party claims and covers the risks of everyday life, such as causing damages to an automobile through a bike accident. To a certain extent, this insurance also covers one’s liability in owning or renting an apartment or in participating in athletic activities. From our experience, liability insurance has proven to be very useful for our exchange students. You can usually take out a liability insurance policy in your home country. Please make sure that the policy is also valid when you are abroad.

Health Insurance
All students in Germany are required to have a health insurance policy. If you are an EU citizen, you probably have the EHIC (European Health Insurance Card). By presenting this card, you will be exempted from the necessary German health insurance coverage. International students from non-EU countries should purchase a statutory German health insurance as soon as they arrive in Mannheim. It costs approximately 90€ each month (student rate offered by all public health insurance companies). The health insurance coverage begins on the day of enrolment. Please note: the obligation to take out insurance ends after your 30th birthday or after your 14th semester in Germany. In this case, you need to purchase private health insurance.

Householder’s insurance
Please note that the property (e.g. furniture, clothing, and electronic appliances) in your apartment (therefore in the guesthouses) is not insured. If you wish, you may take out a householder’s insurance policy that will insure your property against fire, storms, or burglary.
Please note: The Studierendenwerk Mannheim will not assume the costs for any damages.

Broadcasting Licence Fees

Today, it is perfectly normal to listen to the radio on your smartphone or to watch TV on your tablet computer. Modern technical devices offer an increasing number of functions and change the way in which we use media content. In Germany, the license fee does not depend on the number of devices you own and covers all services offered by public service broadcasting on all distribution channels. It does not matter how many people live at one residence and how many devices they own – the following applies:

One Residence ► One Fee

Shared flats benefit in particular. For example, four people sharing a flat only pay one fee in total:

17.50 € per month regardless of the number of radios, televisions, computers or smartphones they have.

Need more information?
www.stw-ma.de/broadcasting
www.rundfunkbeitrag.de

Share your broadcasting licence fee with your fellow students.
HOUSING

In Germany, students usually live in off-campus housing. The Studierendenwerk Mannheim works hard to offer as many suitable facilities as possible.

Below you will find helpful information on the different aspects of housing and living together:

First steps – Move in

Housing contracts always begin the first of the month. However, that does not mean that this must be your move-in date. You are free to choose any date, including the first of the month as long as it is not a holiday. Move-in appointments are in high demand at the beginning of the semester as well as the first of the month, therefore there might be a waiting period. To avoid this, request your move-in appointment early.

We recommend you schedule your appointment to be about two weeks before the time you wish to move in. Appointments are only possible during the normal hours of the janitors. Hours of operation can be found in the general information for housing.
Your move-in appointment can be made via telephone, in person, or through the Mieterportal 24h.

www.stw-ma.de/mieterportal24hl

An exact meeting place will then be made with your janitor.

**What do I need for my move-in appointment?**
Please bring your signed housing contract (or booking confirmation), your ID and a copy of your ID. In the case that you are not personally able to make the appointment, then a signed written authorization must be provided.

**How do I get to my residence?**
The various residences with their connections to ÖPVN (public transportation) can be found on the first pages. The janitor will be awaiting your arrival in the meeting place that was previously determined.

If you have a buddy, you might even be picked up and brought to your place of residence.

**Picking up your key?**
When you pick up your key, there will be a transfer protocol to fill out and be signed, where for example any possible damages should be made aware of. In case of damages, these should be documented right away. Any damages that are found at a later date should be documented at any time via Mieterportal24h.

www.stw-ma.de/mieterportal24hl

Please be aware that all damages must be documented via Mieterportal24h.
Furnishing
Your flat/room must be put back to how it was when you moved in upon termination of your contract. You can arrange your flat however you wish. When you move out, all holes in the walls (i.e. from nails from pictures) must be filled in and the walls painted white. Dishes are not provided by Studierendenwerk. Please do not forget to put your name on the mailbox so you receive your mail.

Every residence has access to washing machines and dryers which can be used with your student ID. We recommend that you set up Autoload.

First steps – Move out
This should be taken care of early in order to avoid any surprises while moving out. Any damages should have already been documented online on the Mieterportal 24h so that no additional amount will be subtracted from the security deposit. You should check online on the Mieterportal 24h if your bank information is correct so that the deposit can be transferred to the correct account.

Your move out appointment
An appointment for moving out must be made with your janitor. This can be done through the Mieterportal.

Handing over your room
Your janitor will bring the protocol you filled out when you moved in, in which all previous damages were documented. The room should be in the same condition as when you moved in. Any holes must be filled or repaired and the walls should be repainted white if necessary. Your room must be cleaned thoroughly. Your own furniture must be removed or internally arranged to be given to someone else in the flat.
Curtains from Studierendenwerk must also be washed/cleaned. All cabinets/dressers, furniture, floor, and heaters need to be cleaned with a wet rag.

The sink in the single apartments must be cleaned and decalcified. The shelves and areas in the common room should be cleaned and the fridge emptied and defrosted. The bathrooms, shower and sinks should be thoroughly cleaned and decalcified. The stove and oven should also be cleaned of any food residue.

In short, please leave your flat clean for the next person.

**Move-out day**

Your flat should be in the same condition when you leave as when you moved in. Additionally, the apartment kitchen will be checked for cleanliness even if others are still in the apartment. The janitor will come to the appointment and bring the protocol that was signed upon moving in. The room/flat will be inspected and any new damages will be protocolled. This protocol will be signed and the key will be given back to the janitor.

**Receiving security deposit**

Your security deposit will be returned 6-8 weeks after the termination of your contract. This will be transferred to the account that you provided us in the Mietportal 24h. Important: If you would like to have the security deposit transferred to an account outside the EU then please provide this information to your respected case worker for your flat. If you terminated your German bank account early, the outstanding rent can be paid all at once. If this is the case then please contact your case worker.

**Change of Address**

We recommend that you turn in a change of address with the post office.
Can I give the room to someone else when I move out early?
It is prohibited to rent out your room to someone you have chosen without prior approval from your case worker.

Can someone else move out for me?
Someone else can complete the move out with the janitor on behalf of the person under contract for the flat. A power of attorney is required.

What if no appointment to move out was made?
Moving out without an appointment can lead to extra fees. To avoid this, please request an appointment or alternatively have someone move you out on your behalf with a power of attorney.

Rules for Sharing Flats

All electrical appliances not belonging to Studierendenwerk Mannheim must be marked with the name and room number of the owner. This includes appliances such as microwaves, barbecues, rice steamers, kettles, TVs, etc.

The appliances must be kept in a clean and presentable condition at the responsibility of the owner. Personal appliances must be removed upon departure or given in advance to another flatmate, who must then mark the appliance with his/her own name and room number.

Any unregistered appliances will be removed by the janitor. All furnishing items in shared rooms not belonging to Studierendenwerk Mannheim must be licensed by the janitor. This includes items such as armchairs, couches, shelves, etc.
Any unlicensed furnishing items will be removed by the janitor. All furnishing items must be kept in a clean and presentable condition at the responsibility of the owner. Personal furnishing items must be removed upon departure or given in advance to another flatmate who must then renew the license with the janitor.

Tutors
At the student residences of the Studierendenwerk, tutors get involved within the household, help at the beginning of the semester and organize leisure activities and parties. They also help with everyday problems and socialize with fellow students.
Rubbish (residual waste, paper, yellow bags, and glass) must be removed at least once a week by the occupants of the shared flat. Rubbish left for too long attracts pests.

If rubbish has to be removed by the janitor or the cleaning service, or if a pest controller has to be called to deal with pest infestation, the cost of this will be charged proportionately to ALL occupants of the shared flat.

Communal fittings supplied by Studierendenwerk Mannheim (kitchen cupboards, worktop, hot plates, fridges, tables, chairs and all sanitary facilities, etc.) are to be looked after properly with due care. Damage must be reported immediately via the Mieterportal www.stw-ma.de/mieterportal24h under “report any defects”.

If equipment is deliberately soiled or destroyed, the costs arising will be charged proportionately to ALL occupants of the shared flat, unless the person at fault can be identified.

PLEASE MAKE AN EFFORT TO KEEP YOUR SHARED FLAT IN A CLEAN AND ACCEPTABLE CONDITION

Separating Rubbish

At the rubbish disposal area next to your accommodation you will find black bins for general waste and blue bins for paper as well as yellow bins for the yellow bags. Containers for recycling glass can also be found near your accommodation.

Yellow bags are available from the janitor. Disposal of residual waste is expensive. Sensible separation keeps the costs down.
Dispose of your rubbish as follows:

<table>
<thead>
<tr>
<th>Yellow bag / Yellow bin</th>
<th>Packaging bearing the green dot, e.g. plastic metal compounds (drink cartons; vacuum packaging)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper bin</td>
<td>Paper and cardboard not contaminated or coated</td>
</tr>
<tr>
<td>Glass container</td>
<td>Glass; separate according to colour</td>
</tr>
<tr>
<td>General waste</td>
<td>Anything which is of no value or is not a special material, e.g. cotton wool, paper tissues, cigarette filters, leftover food</td>
</tr>
<tr>
<td>Hazardous or special waste</td>
<td>Do not dispose of with general waste! e.g. batteries (these must be taken back by the shop), medication (pharmacies will take this back)</td>
</tr>
</tbody>
</table>

**Deposit System**

You might need to know that we have a deposit system, which means that you have to return bottles and cans to the supermarket in order to get your money back.

On most bottles there is this sign. ➤
Internet Access

Most of our rooms have access to the university internet – so surfing is for free. You will find a detailed instruction on how to get connected to the campus network in your room.

In many student accommodations, you will also find an internet-tutor, who will be approachable for you and will take care of your questions and concerns.

You will find the office hours at the notice-board.

Need more information?
www.stw-ma.de/internet
Laundry

In every residence you will find a laundry room with washing machines and tumble dryers where you can do your washing.

Handle the washing machines with care and leave the washroom clean. If you have any questions, please contact the janitor.

Key Service

If you have lost your keys, please tell the janitor directly. He will help you out with this. During the janitor’s working hours, opening your door will be free of charge. Therefore, always inform your janitor first.

Please note: If your door needs to be opened after hours (lost key etc.), a service charge of 85.00 € has to be paid directly in cash.

Please call:
+49 (0)621 10 15 61
**Janitors**

All the Studierendenwerk`s residence halls are looked after by janitors who can be contacted directly by the residents. They can help with complaints and damages and are on call and available for the agreed dates for moving in and out of the accommodation.

<table>
<thead>
<tr>
<th>No.</th>
<th>Residence</th>
<th>Clerk</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hafenstraße 35-45</td>
<td>Ms. Simona Angelini <a href="mailto:housing@stw-ma.de">housing@stw-ma.de</a></td>
</tr>
<tr>
<td>2</td>
<td>G7, 26+28</td>
<td>Ms. Simona Angelini <a href="mailto:housing@stw-ma.de">housing@stw-ma.de</a></td>
</tr>
<tr>
<td>3</td>
<td>B7, 14-15</td>
<td>Ms. Simona Angelini <a href="mailto:housing@stw-ma.de">housing@stw-ma.de</a></td>
</tr>
<tr>
<td>4</td>
<td>Carl-Zuckmayer-Str. 13-17</td>
<td>Ms. Simona Angelini <a href="mailto:housing@stw-ma.de">housing@stw-ma.de</a></td>
</tr>
<tr>
<td>5</td>
<td>Studentensiedlung Ludwig-Frank / Ulmenweg 55</td>
<td>Ms. Simona Angelini <a href="mailto:housing@stw-ma.de">housing@stw-ma.de</a></td>
</tr>
<tr>
<td>6</td>
<td>Speyerer Str. 39-57</td>
<td>Mrs. Sandra Begus <a href="mailto:begus@stw-ma.de">begus@stw-ma.de</a></td>
</tr>
<tr>
<td>7</td>
<td>Neckarauer Str. 169-175</td>
<td>Mrs. Sandra Begus <a href="mailto:begus@stw-ma.de">begus@stw-ma.de</a></td>
</tr>
<tr>
<td>8</td>
<td>Hans-Sachs-Ring 1-5 / Steubenstraße 80</td>
<td>Mrs. Sandra Begus <a href="mailto:begus@stw-ma.de">begus@stw-ma.de</a></td>
</tr>
<tr>
<td>9</td>
<td>Augartenstraße 112-114</td>
<td>Ms. Simona Angelini <a href="mailto:housing@stw-ma.de">housing@stw-ma.de</a></td>
</tr>
</tbody>
</table>

**Standby Service**

In case of emergency (power blackout, flooding etc.), outside the office hours, you can call our standby service. A service charge will be required.
### Janitors

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>Email</th>
<th>Office Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. Walz</td>
<td>+49 (0)178 2009759</td>
<td><a href="mailto:hm-hafenstrasse@stw-ma.de">hm-hafenstrasse@stw-ma.de</a></td>
<td>(office Hafenstraße 39 / ground floor) Mo 5:00 p.m. to 6:00 p.m.</td>
</tr>
<tr>
<td>Mr. Weickert</td>
<td>+49 (0)172 8550352</td>
<td><a href="mailto:hm-b7@stw-ma.de">hm-b7@stw-ma.de</a></td>
<td>(office G 7, 28 / basement) Mo 5:10 p.m. to 6:00 p.m.</td>
</tr>
<tr>
<td>Mr. Weickert</td>
<td>+49 (0)172 8550352</td>
<td><a href="mailto:hm-b7@stw-ma.de">hm-b7@stw-ma.de</a></td>
<td>(office B 7, 14 / groundfloor) Mo 4:00 p.m. to 5:00 p.m.</td>
</tr>
<tr>
<td>Mr. Bolz</td>
<td>+49 (0)178 2009751</td>
<td><a href="mailto:hm-czs@stw-ma.de">hm-czs@stw-ma.de</a></td>
<td>(office Carl-Zuckmayer-Straße 14 / side entrance to the basement) Mo 5:00 p.m. to 6:00 p.m. and Thu 10:00 a.m. to 10:30 a.m.</td>
</tr>
<tr>
<td>Mr. Bräu / Mr. Gehrig / Mr. Münzer</td>
<td>+49 (0)178 2009755 / +49 (0)178 2009758</td>
<td><a href="mailto:hm-studentensiedlung@stw-ma.de">hm-studentensiedlung@stw-ma.de</a></td>
<td>(office house 3 / side entrance) Mo 4:00 p.m. to 5:00 p.m. and Thu 9:00 a.m. to 9:30 a.m.</td>
</tr>
<tr>
<td>Mr. Weyrauch</td>
<td>+49 (0)178 2009753</td>
<td><a href="mailto:hm-speyerer-strasse@stw-ma.de">hm-speyerer-strasse@stw-ma.de</a></td>
<td>(office Speyerer Straße 45 / basement) Mo 3:00 p.m. to 3:45 p.m. and Thu 8:00 a.m. to 8:30 a.m.</td>
</tr>
<tr>
<td>Mr. Kruhmann</td>
<td>+49 (0)178 2009749</td>
<td><a href="mailto:hm-neckarauerstr@stw-ma.de">hm-neckarauerstr@stw-ma.de</a></td>
<td>(office Neckarauer Straße / top floor) Mo 5:00 p.m. to 6:00 p.m.</td>
</tr>
<tr>
<td>Mr. Heim</td>
<td>+49 (0)178 2009756</td>
<td><a href="mailto:hm-hsr@stw-ma.de">hm-hsr@stw-ma.de</a></td>
<td>(office Steubenstraße 80 / basement) Mo 4:00 p.m. to 4:50 p.m.</td>
</tr>
<tr>
<td>Mr. Halbgewachs</td>
<td>+49 (0)176 16212610</td>
<td><a href="mailto:hm-augartenstrasse@stw-ma.de">hm-augartenstrasse@stw-ma.de</a></td>
<td>Office (basement) Mo 3:00 p.m. to 3:45 p.m.</td>
</tr>
</tbody>
</table>

### Outside office hours

☎️ +49 (0)800 / 100 18 73 (toll-free)
Safety First

1. Please close the windows completely before you leave the room. This also applies to the community rooms.

2. Please make sure the window shutters are lowered completely. This will prevent unauthorized people to gain access to the building.

3. Please make sure to always close the front and connecting doors firmly.

4. Before you activate the door opener, please use the intercom system to ask who is at the door.

5. If you see something, say something: Report suspicious activity or persons to the police. ☎ 110

INTERNATIONAL OFFICES

The International Office is especially responsible for the interests of international students.

For international students of the University of Mannheim, a designated number of rooms have been reserved from the Studierendenwerk Mannheim. The assignment of these rooms to students who apply for a duration of maximum 6 months is therefore done exclusively by the international offices.
University of Mannheim
L 1, 1 room 110
68131 Mannheim
Email: housing@uni-mannheim.de
www.uni-mannheim.de/io

Office Hours
Monday: 09:00 a.m. - 12:00 p.m.
Wednesday: 02:00 p.m. - 05:00 p.m.
or by appointment

DHBW Mannheim
Coblitzallee 1-9
68163 Mannheim
Building: D (institution building)
Room: 024 – 026
Email: international@dhbw-mannheim.de
www.io.dhbw-mannheim.de

Office Hours
Mon - Thu: 09:00 a.m. - 11:30 a.m.
02:00 p.m. - 03:30 p.m.
Friday: 09:00 a.m. - 12:00 a.m.

Hochschule Mannheim (University of Applied Science)
Paul-Wittsack-Str. 10
Building: J (2nd floor)
68163 Mannheim
Email: housing.io@hs-mannheim.de
www.english.hs-mannheim.de/study-here/international-office

Office Hours
Mon, Wed, Thus: 09:30 a.m. – 11:30 a.m.
01:00 p.m. – 03:00 p.m.
ADDITIONAL SERVICES

The Studierendenwerk Mannheim provides further services regarding the organization of your life and your studies.

Infothek

The first point of contact for all students of Mannheim’s universities is the Infothek located inside the Mensaria am Schloss (Bismarckstraße 10 | Entrance A). Everything in one place – in the Infothek you can get information about our services regarding housing, social counseling and BAföG, order books and course materials at Bücher Bender, or take advantage of the AOK (health insurance) on-site support.

Semesterticket for Public Transport

As a student having paid your student fees, you are entitled to use public transport with a semester ticket.

- The ticket can be used in the whole transportation area of the Rhein-Neckar - except in the Westpfalz-area. The ticket costs 165.00 €. A part of the Studierendenwerk-fee is for financing the ticket. The semester ticket is a personal, non-transferable ticket with a validity of 6 months.

- You can also use other means of transport such as: "Ruftaxi", carsharing via „Stadt-Mobil“ or rent a bike "VRNnextbike" at several facilities, e.g. at the Mensa.
Students of some neighboring universities such as Karlsruhe, Kaiserslautern and Mainz can buy a connecting semester ticket. This also applies for students who participate in a mandatory internship in the VRN-region (www.vrn.de).

Students of the University of Mannheim can upload the ticket on their ecUM-card at the university terminals. Students of the other universities can buy the ticket at the RNV Service-center at the Stadthaus N 1 or at the railway station at Deutsche Bahn. Students of some universities can also buy the semester ticket online: www.bahn.de/semesterticket.

Students who register with their primary residence in Mannheim for the first time, receive a free VRN semester ticket once. The tickets will be distributed exclusively at the citizen service Innenstadt / Jungbusch at K 7 at the “Studi-Schalter”.

More information:
rmv-Kundenzentrum N1,1
Phone: +49 (0)621 465-4444
www.rnv-online.de/english
Autoload

With the cashless Autoload process, payment at the Mensa, the Cafeteria, Infothek etc. is fast, safe, and comfortable.

Simple Handling
At the chipcard service-portal online you will be able to oversee your card activity and if you lose your card you can deactivate it anytime you like. You can top up your card with larger amounts, for example for the Semesterticket at some institutions at special Autoload terminals after entering your PIN. At the coffee, vending, and washing machines in the dormitories of the Studierendenwerk you can pay cashless with Autoload and you can even top up your card there with an amount which is freely selectable on the internet site.

Short Registration – immediately usable
The registration for Autoload is quite simple and possible at many registers in the cafeterias or at the Infothek. During the registration, your written consent to the direct debit process/SEPA will be arranged. You simply need to present your student ID and your German electronic cash debit card. After that, you can immediately use your card for cashless payment.

Special discounts with Autoload
Exclusively for Autoload participants, the Studierendenwerk regularly offers special discount actions throughout the year.
Social Counseling and Financial Advice

The Social Counseling Service is open to all students of the universities in Mannheim. We offer counseling services in case of social, financial and personal problems, and can give advice regarding social and financial benefits. We also give financial advice and answer questions regarding insurance.

Contact: Ms. Neubauer  
Phone: +49 (0)621 49072-530  
Email: sozialberatung@stw-ma.de  
www.stw-ma.de/sozialberatung

Loan Office
We offer interim financial aid in case of emergencies and grant help for those in need, especially during the final phase of your degree course. In special circumstances, you can apply for KfW loan through us.

Contact: Ms. Wais  
Phone: +49 (0)621 49072-531  
Email: darlehenskasse@stw-ma.de  
www.stw-ma.de/darlehenskasse

Ms. Neubauer from the Social Counseling Office.
Psychological Counseling (bilingual)

The Psychological Counseling Center (Psychologische Beratungsstelle: PBS) of the Studierendenwerk Mannheim has offered psychological counseling for over 40 years. Based on our experience, we provide counseling as well as short-term therapy for students in the Mannheim region both in German and English to help them dealing with personal problems (e.g., homesickness, loneliness, language problems, cultural differences) and study-related problems (e.g., exam anxiety, study problems, procrastination, time management).

After registration via telephone or E-Mail, you will usually get an appointment within 7 to 14 days for your first interview in which you can explain your situation to us. Often your issues are then clarified via additional psychological questionnaires and the results are discussed in the second session, the so-called diagnosis session.

Based on the information from the first interview and the diagnosis session, you will either be offered additional counseling sessions at our institution or we will help you to find an alternative treatment that suits your needs best.
Psychological Counseling Center  
(Psychologische Beratungsstelle)  
E-mail: pbs@stw-ma.de  
Phone: +49 (0)621 49072-555  
Mensaria am Schloss  
Bismarckstr. 10 | Eingang C  
68161 Mannheim  

Monday to Thursday  8:30 a.m. – 4:00 p.m.  
Friday  8:30 a.m. – 1:00 p.m.  

For further information, see:  
www.stw-ma.de/counseling_services
Get the latest news!

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[Google Play] [App Store]
We wish you a good start into the new semester!

International A – Z

www.stw-ma.de/international_a_z
Here you will find all the important information about your studies. Just click on the corresponding letter of the word you are searching for to see the information you are looking for. Have any other questions or comments?

Then email us at: international@stw-ma.de
CONTACT

Address
Studierendenwerk Mannheim
Coordination Services International Students
Bismarckstraße 10
Mensaria am Schloss | Eingang A
68161 Mannheim

Janine Kohler
Phone: +49 (0)621 49072-713
Fax: +49 (0)621 49072-899
Email: international@stw-ma.de

Consulting Service at the „Infothek“
Monday to Thursday 10:00 a.m. – 3:30 p.m.
Friday 10:00 a.m. – 2:30 p.m.

Internet
www.stw-ma.com/housing

Social Media

Facebook: www.facebook.com/stw.ma
Instagram: studierendenwerk_mannheim

StudiPlus²-App

Get the latest news! Just open the Messenger and register to our subscribers list “International”.

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