

FAQs

FINANCE

- 1. If I paid deposit when and how much do I have to pay again?**
Payments are made according to your contract – please refer to the first page of your contract. You pay your first semester's fee minus the amount of your deposit.
- 2. How is the discount/ bursary/ scholarship given calculated when I start studying with you? How much do I have to pay each semester?**
Please refer to the first page of your study contract for your semester payment breakdown. If you have further questions, please contact service.center@ue-germany.de
- 3. Who should I contact if I have any question related to my invoice?**
Your first point of contact should be service.center@ue-germany.de
- 4. Why does my invoice not show the deposit paid on it?**
We are working on a technical solution to show the deposit-amount on the invoice. The invoice shows the full semester amount. As written on the invoice the deposit amount can be deducted.
- 5. Why does my invoice show the full semester fee on it and not the discount or anything such as?**
If there is any missing discount please contact service.center@ue-germany.de as they will have to check the system according to the contract/letter of admission and correct the amounts. Our Finance department will issue a new corrected invoice afterwards.
- 6. Do I need to pay all of it even though I was promised discount and paid already the deposit?**
If a deposit is made, it can be deducted from the invoice
- 7. Who will confirm and when whether the funds I sent to your German account have arrived?**
In case of a timely and proper payment according to the payment terms in the contract, finance will not confirm the payments received. Only in case of overdue receivables finance will send a payment reminder.
- 8. I don't have Student ID – can I still pay the Semester fee?**
If the students received an invoice for the semester fee, there is his debtor-id on it (same as the student-id) and the invoice-number. Student should use this as reference text for the bank transfer, so we can allocate the payment to his debtor account

If the student needs to pay the deposit, there are references (application number) on the payment request.
- 9. What payment methods are available?**
We accept bank transfers for all Non-EU students. EU students can pay monthly via standing order.
- 10. Do I have an option for monthly payments of the tuition fees?**
EU students have the option to pay in monthly instalments via Sepa Direct Debit/Standing order. Non-EU students need to pay according to their contract/full amount in advance.
- 11. KFW – Who is eligible? What is the situation? (EU, Non-EU) and deadlines**

Students are eligible if they are of German nationality. More information can be found here under 'Who do we support'

<https://www.kfw.de/inlandsfoerderung/Private-customers/Education-and-Training/>

For further advice on how to apply, you may speak to your programme consultant.

12. How can I finance my studies?

Our programmes are self-funded and therefore need to be privately financed. EU students may be able to access Government loans (KfW/Bafög) and pay their fees in monthly instalments.

13. How much does the semester abroad cost?

Semesters abroad are a great way to broaden your experience. Options are available to students and are subject to eligibility. The cost of the semester abroad will depend on the option you choose:

- If you decide to study abroad with ERASMUS (only in Europe), you will need to pay your UE semester fee. You may also receive funding from ERASMUS. You will not need to pay at the receiving institution.
- If you decide to study abroad at one of our partner institutions, you will need to pay the UE semester fee plus tuition fee to the receiving institution. The amount of the tuition fees vary. In some cases, you will pay an addition fee to UE (2,500€) but no additional fee to receiving institution.

14. When can I pay the first semester fee?

All students that are enrolled receive an invoice from service center and/or the finance department and information on how to pay.

15. Can I pay my tuition fees later once I receive my invoice?

Students should pay according the details of their contract (payment terms), latest before the first day in the class.

16. When will finance contact me about the tuition fees?

You will be sent an invoice to pay the tuition fees before the start of your semester.

POST-ENROLMENT, STUDENT SERVICES AND ACADEMIC

17. What placement support do you provide?

See the International Guide and you will be contacted by welcome.services@ue-germany.de or a student support officer.

18. Where can I go to study my semester abroad? Can I stay in Germany to do my semester abroad? How does it work?

We recommend all students consider a semester abroad however this is not mandatory. They are opportunities to broaden your academic experience. You are also welcome to do an internship semester instead of a semester abroad.

19. When do the SuSe lectures start?

Lectures start on Mar. 28, 2022

20. How many hours a week will the lectures be held?

As per curriculum 18 hours per week according to your individual schedule. For each semester you will have a timetable for your studies. This is designed individually for each program. The number of

days you need to go to campus depends on the scheduling of your lectures and will be shared with you at the start of the semester.

21. Will I have time to work part time whilst studying?

As a student, you will be able to work a maximum of 20 hours per week – this is dependent on your visa, in the case of international students

22. I have sent e-mails to Student Services and examination office for more than a week or two weeks now, but no one replies, what shall I do?

Every inquiry is important to us and the UE Service Centre (service.center@ue-germany.de) works hard to ensure you receive accurate and personalised information. We aim to get back to you within 48h. For general information please consult the online campus and regularly check your UE email address for updates.

23. How many days do I need to wait until someone replies to my e-mails?

During busy times (just before the semester begins and exam period) we see an influx of enquiries. We recommend you check your UE-mail account frequently and utilise the online campus in the first instance. We aim to respond within 48 hours.

24. I have not received my invoice for the semester fee at the start of the semester, why?

We would have sent the invoice to your UE mail account (private account for 1st semester students). Please also check your spam folder. Should any issue occur, please contact service.center@ue-germany.de

25. Where can I pay the funds?

Please provide a bank transfer of the tuition fee to the account mentioned in the contract.

26. I have not received payment confirmation after sending the funds but I need one, whom should I contact?

Please contact finance.office@gusgermany.de

27. Do you provide support with VISA application?

Yes, please contact welcome.services@ue-germany.de

28. What do I need to apply for student VISA?

- To apply for your visa, you will need the following documents: valid passport (issued within the last 10 years and with at least 12 months' validity left after the scheduled return)
- Visa application form and signed declaration
- An A4 size photocopy of your passport details page
- 3 passport-sized photos according to biometric specifications
- A cover letter that covers the purpose and the duration of the stay
- Letter of admission from UE (electronic version)
- Proof of study fee payment
- Proof of language proficiency of the language of study (English or German)
- Proof of other academic qualifications, where applicable

For further information, please contact welcome.services@ue-germany.de to guide you.

29. On the VISA form they are asking for contact person details from the university, what details can I write there?

Please contact the welcome.services@ue-germany.de to get these details.

30. Is that ok to send you online only all my documents, do I not need to post them?

In principle, you will have already submitted the necessary documents electronically during the application process. If something is still missing after enrolment, you can submit the remaining documents to our Service Centre at service.center@ue-germany.de. Original documents need to be provided as soon as you arrive in Germany.

31. Does the embassy accept the documents you e-mailed me?

Yes, they do. Please contact your student advisor or the welcome services if the embassy should ask for additional admission documents.

32. Why don't you send your Admission Letter and contract via post? How can I get them like that?

We send everything electronically to ensure it is sent safely and directly to the recipient; this is also the most economically friendly way to send documents.

33. Will you keep my documents after I have registered on campus and if yes, what and for how long?

We don't keep your original documents, you just should show them to student service.

34. When will we get update on: lecture starts, class schedules or registration day?

In the first week of September you will receive the Information about the Welcome Days.

35. I have not been contacted by anyone and the semester started or my lectures are due to start why is that and whom should I write to?

Please check the online campus for any updates and should issues arise please contact service.center@ue-germany.de

36. When is the deadline to pay my semester fee?

All deadlines should be mentioned within your contract. The tuition fee shall be payable by the first calendar day of the respective start of the semester, 1 March or 1 September

37. Who do I need to give my original documents on campus?

Please hand in your documents at the UE Service Centre /Welcome Desk

38. When do I need to hand in my original documents on campus?

Please hand the documents in as soon as you arrive in Germany

39. What original documents do I need to hand in when registering on campus?

Please bring your High School Certificate (Hochschulzulassung/ A-Levels/ Abitur or equivalent) and be prepared to sign your initial contract- this is a legal obligation in Germany to officially enter university education

40. Which documents do I have to have certified for enrolment?

You would not need to certify any documents. You can show us your original documents. In this case we will compare your original documents with our copies.

41. Do I have to come to Berlin to sign the original contract? Or are there other options?

You can also send us the signed contract by post. In this case you take the responsibility that the contract reaches us.

42. Do you have to come to campus to be enrolled or are there different ways?

Whilst there are restrictions in place due to COVID-19, everything can be done via mail. However, as soon as you are in Germany, you would need to present your original documents once.

43. How and when can I get my semester travel card?

Usually you are able to collect your card one week before semester start, for enrolled students: please check your UE mail account for information. For first year students, please check your private mail.

44. Whom should I contact if I have questions about my semester travel card?

Please contact service.center@ue-germany.de

45. How can I register if slots in Bürgerämter are taken?

Check and refresh the page of the Bürgeramt at different times of the day. It is possible to get an appointment the next day or sometimes even the same day. It may be that the appointment is not in your local area.

46. Does my travel card start from the day I get it in hand?

The semester ticket is valid from 1st March until 31st August (summer semester) and 1st September until 28th/29th February (winter semester)

47. Can you get me a job?

Once you are a student we do support you to find a suitable internship & offer various career services. For individual coaching and support please contact service.center@ue-germany.de

48. Can I see the schedule of my classes somewhere?

We provide an Online Campus where you can log in. It contains all information regarding your schedule. You will receive your IT login data by email, as well as initial overview and support how to navigate the system.

49. Why does the semester start on the 1st of March/ 1st of September and my classes only at the end of the month? What happens in between?

For enrolled students: You will receive your individual schedule within the upcoming weeks. Due to the pandemic situation the semester starts digitally (please review communication from the rectorate and individual communication from your program leader.

For First Year Students: We are working on schedules and until April 30th the lecture will be provided in digital formats as per statutory regulation in Germany. We will get back to you within the upcoming week and rest assured, will get you set up ready to study.

50. How many extra-curricular courses will there be held in a semester which is not included in the tuition fee?

The semester abroad is not included in the tuition fees. There are also events and presentations which are offered free of charge.

51. Is it compulsory to attend events, workshops or extra-curricular courses that we need to pay for?

No, all courses not included in your curriculum are not compulsory

52. Do I have to pay the 'Semester Ticket' fee if I'm studying the course online?

Yes, the Semester Ticket is a discounted ticket based on a solidary system and therefore exemptions are strictly regulated.

53. How do I apply for my Semester Ticket? Who do I need to contact about it?

You do not need to apply for it, you will be automatically contacted regarding the semester ticket.

54. What are the modules I will be studying?

All the information regarding the course modules are provided in the overviews on the website. You can also contact your programme consultant for more information.

55. How is the semester being carried out in the coming months?

UE is obliged to follow the official regulations of the government. Currently only allowing digital lecture formats until the end of April. Exemptions exist for necessary practical formats. Please visit the online campus and contact your program leader if you require further information

56. At what time of day will my classes take place if I'm studying online?

Classes normally can take place Monday to Saturday between 8:30 and 18:45 CET. You can find the exact details in your timetable.

57. Is there a discount for transportation for students?

As student of the UE you will receive the discounted Semester ticket which you can use for bus, underground, suburban trains & certain regional trains. UE will contact you regarding the semester ticket.

58. When will I receive the enrollment details?

In the first week of September you will receive the Information about the Welcome Days and information regarding enrolment week.

59. When will I hear from the university regarding my timetable?

You can access your timetable in the Online Campus.

60. When will I receive my log in details?

You will receive your login details approximately 2 weeks before lectures start.

61. Who should I expect the log in details from?

Login details will be sent from noreply@ue-germany.de. Please watch out for the email and make sure you check your spam/junk folder.

62. Will I be able to access my classes easily? What will I need to access them?

You will be able to access your classes via MS Teams. As soon as you have been enrolled, you will automatically be given access to the virtual classroom in MS Teams.

63. Do I get support with accommodation?

Yes, we do offer support with accommodation. Please contact welcome.services@ue-germany.de for further information and guidance.

64. When is the best time before my studies to start looking for housing/accommodation?

It is best to start looking as early as possible (usually finding accommodation can take 4-8 weeks), however, you should not sign any rental agreements if you have not received your visa yet.

65. Is there a study overview?

You will have an overview of the curriculum of your programme and a timetable for your lectures for every semester.

66. What support will I get with my course?

For administrative questions on your studies around the lectures, exams, etc., the UE Service Center will be at your disposal. Academic questions can be addressed to your program leader, who would be responsible for the academic aspect of your programme.

67. What rank is your university in Germany and globally?

Our current rankings are: CHE & U-Multirank 2020: We are ranked as one of the top 10 private universities for business administration.

68. In which countries is your certificate accredited outside Germany?

UE is an officially accredited University in Germany. Our programmes and certificates carry the same value as any other degree obtained from a German public institution.