WELCOME TO THE BUDDY PROGRAM
TUM CAMPUS HEILBRONN
This guide provides information about the Buddy Program (BP) and what it means to be a Buddy for new students and especially for international students. International students come from all over the world and study for a Bachelor’s or postgraduate degree. Every student is unique, and has their own needs and expectations. As a Buddy, it is important to be open, flexible and responsive to these needs.

**BUDDY BASICS**

**YOUR ROLE AS A BUDDY IS TO:**

- Be a friendly and welcoming face
- Commit 25 hours including the mandatory events during the semester to your first-year student buddies and to the program
- Attend the induction – typically as a webinar
- Make contact with your first-year student buddy upon matching before the arrival of your protégé in Heilbronn
- Initiate a meeting with your first-year student buddy/buddies upon their arrival in Heilbronn
- Continue to answer queries, provide university and local information on an on-going basis
- Take part in the TUM Campus Heilbronn Buddy Program induction, the Welcome Day and other social events with your first-year student buddies (as time or your first-year student buddy relationship permits)
- Plan other independent activities with your first-year student buddies during the semester
- Provide feedback to the BP Coordinator in a meeting and at the program end via a final evaluation survey
- Maintain contact, even if your first-year student buddy/buddies are feeling ‘at home’
- Be a good representative of the Bildungs-campus Heilbronn and TUM School of Management

**ESTABLISHING BOUNDARIES**

As part of the Buddy Program, you represent TUM University. In this role you are:

- Expected to act in ways that are consistent with the role and guiding values of the code of conduct of TUM SoM, and that does not impede or prejudice the work of other members of the community
- Expected to act with integrity and demonstrate respect for others

Remember, you are an ambassador of TUM, School of Management, Campus Heilbronn and Germany.

It is up to you to decide how you want to connect with your first-year student buddies, and how much of your personal life you want to share. You can talk with the BP Coordinator if you have any issues with boundaries.
BEING A BUDDY

Maintain contact with your first-year student buddy and e-mail them regularly.

TRAINING
At new Buddies must attend an introductory webinar to help them prepare for their role as a Buddy. There will be a one to two-hour training for all current Buddies. The BP Coordinator will contact current Buddies via e-mail. Training is necessary for all Buddies. In order to claim a certificate about voluntary work, this workshop is compulsory. If you are a returning Buddy then you do not need to attend the workshop, but it is recommended. For more information and guidance, please e-mail the BP Coordinator.

BUDDY PROGRAM EVENTS
Events such as the Kick-off event for new students, Welcome event at TUM SoM Campus Heilbronn, Pub crawl, etc., are run each year. You will be informed about upcoming social events on the Buddy Program Moodle page or from the BP Coordinator, so please keep an eye on your e-mails. If you have any questions, contact the BP Coordinator via e-mail.

THINGS TO DO WITH YOUR FIRST-YEAR STUDENT BUDDY
We encourage you to take the initiative to plan activities with other Buddies. If you want to invite others along, e-mail the Buddy Coordinator to advertise your activity and connect you with others in the buddy network.

FOR MORE INFORMATION AND GUIDANCE
buddy_hn@wi.tum.de
COMBINING WITH YOUR FIRST-YEAR STUDENT BUDDY

Maintain contact with your first-year student buddy. Send them regular updates. Periods such as the lead up to the semester break and the end of semester are when your first-year student buddy may need some extra support and advice from you.

Think carefully about how you communicate and how this may come across to someone from another culture:

\ - Use clear language and explain slang words, dialect, etc.
\ - Check for understanding with your first-year student buddy/buddies
  Sometimes it can be useful to follow up with an email to ensure understanding, such as: “I look forward to catching up with you on Wednesday 24th at 4.00 pm / 16.00h in Peer 58”
\ - Be aware that building a good rapport with your first-year student buddy/buddies may take time
\ - You may want to research where your first-year student buddy/buddies come from, to gain a better insight into their home culture
\ - Remember, people communicate in a variety of ways, not only verbally, but also visually and physically as well. While it’s important to be yourself and to act naturally, keep in mind that other cultures may have different ideas about concepts such as appropriate dress, personal space and physical contact or behaviors such as eye contact.

WHAT IF YOUR FIRST-YEAR STUDENT BUDDY IGNORES YOUR E-MAILS OR APPEARS TO LOOSE INTEREST?

At times, a new student will sign up to the BP for support and find they are enjoying their experience so much that they are happy on their own after a short while. This may be a sign that your first-year student buddy is doing well – this is a good thing.

Even if you lose contact with your first-year student buddy, you can still get to know other participants in the program through the wider BP network. You are part of a diverse group of students, all keen to get to know others from around the globe and share their areas of interest.

If you lose contact with your first-year student buddy, it may be possible to be re-matched with someone else. Please contact the Buddy Coordinator via email.

FOR MORE INFORMATION AND GUIDANCE
buddy_hn@wi.tum.de
BEING THERE FOR YOUR FIRST-YEAR

STUDENT BUDDY

When students first arrive, they could be feeling a wide variety of emotions – they may be excited to be in a new place, looking forward to meeting new people and trying new experiences.

CULTURE SHOCK

Culture shock is the term used to describe different feelings and reactions people can have after moving to a new country and while they are becoming familiar with a new environment.

Culture shock is common among new international students, and it is important for Buddies to understand this process so they can respond appropriately. For all new students, the first year at a new university can have its ups and downs, confusing moments and surprises. New international students must cope with the stress of entering university and living in a foreign culture. Everything is unfamiliar – they must learn to function day-to-day in their new home.

When students first arrive, they could be feeling a wide variety of emotions – they may be excited to be in a new place, looking forward to meeting new people and trying new experiences. Or, they may feel sad about leaving family and friends behind, nervous about finding accommodation, setting up a bank account, buying a mobile phone, or making new friends. The process and timing of culture shock varies – and most experience feelings of elation, isolation, happiness and confusion at some point during their transition before they adjust to their new life.

EUPHORIA

Your first-year student buddy may feel excited, euphoric and be stimulated by all of the new things encountered. The new culture can seem romantic, wonderful and new – new life style, foods, freedoms, etc.

Encourage your first-year student buddy to:
- Get involved, meet people – make contacts/friends when upbeat
- Participate in tutorials, prepare well and offer their ideas
- Be open to cultural coaching
- Practice German
- Connect with hobbies and interests from home in Germany

Help your first-year student buddy by:
- Showing them around the Bildungscampus and the region Heilbronn-Franken
- Learning their preferences; finding common interests
- Being interested in them and their culture
- Learn about festivals and plan ways to celebrate respectfully with them around their special days. Make an effort with new words, names, foods, etc.
BEING THERE FOR YOUR FIRST-YEAR STUDENT BUDDY

DISTRESS/SHOCK/CONFUSION
Not all differences will be exciting. Some may cause your first-year student buddy to feel sad, insecure or confused. Some may struggle to understand the “rules” of this new culture, and feel awkward and alien. They may feel they have to change to become a new person, and fear losing their own identity. Seemingly small problems can be overwhelming, and your first-year student buddy may show a lack of interest and have trouble sleeping, etc.

Encourage your first-year student buddy to:
- Focus on why they came to TUM Bildungscampus Hellbrunn in the first place
- Keep balance between old and new, home and Germany
- Lean on those around them who can help
- Keep a balanced lifestyle, exercise, sleep, eat well
- Be patient and tolerant of the host culture
- Grieve for their losses, and balance this with new experiences
- Reach out to friends for support, both from home and Germany

Help your first-year student buddy by:
- Empathising with their difficulties – don’t take criticism personally and try not to argue how wonderful Germany is
- Explaining the rules and norms of Germany – if they understand the “why” behind frustrating situations, they may be able to better interpret situations and actions
- Keeping in contact if they are becoming withdrawn
- Encouraging them to keep submitting work and attending class

If you are worried about your first-year student buddy, contact the BP Coordinator for advice.

NEGOTIATION
At some point your first-year student buddy will start making the decision to deal with the differences and challenges of living in a new culture, and to integrate aspects of it with their own ways and beliefs. They may start to feel a certain psychological balance and to have a sense of direction. New feelings of pleasure and sense of humor may be experienced.

Help your first-year student buddy by:
- Helping them understand their motivations by asking questions: Whose idea was it for them to come to Germany? What was their goal? How are they feeling about that now? Is it a goal they still value? What do they want to do about that now?
- Evaluating positives and negatives in their home culture and Germany – yes, there are lots of challenges, but there is lots of learning too – what are some they have noticed so far?

ADAPTATION/ADJUSTMENT
Hopefully, your first-year student buddy will be successful with the cultural transition and adjust to their new life. Things become more “normal” and automatic – they establish goals, develop routines and become concerned with basic living again. By beginning to experience a feeling of belonging and a greater sense of identity, they can be themselves in their new culture.

Encourage your first-year student buddy to:
- Keep building connections with locals, as well as maintaining some “old” connections and interests
- Ask locals about cultural “rules”

Help your first-year student buddy by:
- Being there for them – continue to do what you were doing before

As your first-year student buddy settles in, they may gradually need your support less and less...
WHERE TO FIND MORE INFORMATION

As a Buddy, you aren’t expected to have all of the answers, but you can point your first-year student buddy in the right direction by helping them find the right person or service.

STUDENT SERVICES

Find out about TUM’s many student services and encourage your first-year student buddy/buddies to use them – visit studentenwerk-muenchen.de/en

SERVICES OFFERED IN HEILBRONN

Psychosocial Counseling at Bildungscampus
- Topics include exam stress, depressive moods, fears and personal obstacles, decision problems, self-esteem issues etc.
- Volker Kreiß
- Schedule an appointment by phone or e-mail:
  Phone: 0173 3853177
  E-mail: pks1@stw.uni-heidelberg.de
  stw.uni-heidelberg.de/en/obs_neu
  Psychosocial Counseling online
  ps狮online-heidelberg.de

Psychosocial Counseling online
- Counseling and Pastoral Care
  ekg-heilbronn.de/en/contact

TUM LIBRARY

All students of the Technical University of Munich are entitled to use Access. To log in you need your TUM-ID or your @tum.de mail address.

- Webinars and E-courses regarding the following topics:
  - Information Literacy 1 – Search and Find E-Books and E-Journals
  - Information Literacy 2 – Research Strategies for Seminar Papers and Theses
  - Reference Management with Citavi
  - Introductory Course and Advanced Course
  - Introductory Course and Advanced Course
  - Cite It Right
  Find more information here:
  bit.ly/36gkVHb

SPORTS

TUM students can participate in the sports courses offered by Hochschule Heilbronn (Registration: claudia.hott@hs-heilbronn.de)

You can find the current program here:
bit.ly/3pDrPHet

STUDIUM-PLUS AND AIM

Extra-curricular courses

- Studium plus – courses offered by aim such as:
  - German language courses
  - Personal development
  - Career development

Please find the current AIM Program here:
bit.ly/2U6Q5D

WELCOME CENTER – JOBCAFE

For more information, visit the Welcome Center Website:
bil.ly/3kfY6a

AGENTUR FÜR ARBEIT

Contact:
- Wilma Bicker, Dipl. Betr. (FH)
  Arbeitsvermittlerin für Betriebswirte, Geisteswissenschaftler, Lehrer
- Annette Thoms, Dipl. Verw. (FH)
  Arbeitsvermittlerin für Ingenieure, Informatiker, Naturwissenschaftler

E-mail: heilbronn.assistenz@arbeitsagentur.de
Phone: 0800 4 5955 00

TUM Language Center

English Writing Center
- Via Skype
- Appointments can be booked via the link on the following website: bil.ly/35czRkA

Schreibberatung - German Writing Assistance
- Via Skype
- Appointments can be booked via the link on the following website: bil.ly/21BvC5
SERVICES OFFERED IN HEIDELBERG AVAILABLE FOR TUM STUDENTS HEILBRONN
(approx. 1 hour away from Heilbronn)

Studierenwerk Heidelberg

Legal Counseling
Every Tuesday between 2:30 p.m. and 4:00 p.m.
stw.uni-heidelberg.de/en/advice_legal

Social Counseling
Questions regarding covering the cost of living, pregnancy, child care, life planning
Doris Gärner
Phone: 06221 543578
E-mail: sozb@stw.uni-heidelberg.de
Online: stw.uni-heidelberg.de/en/advice_social_counseling

HELPFUL LINKS FOR ANSWERING YOUR BUDDY’S QUESTIONS BEFORE THE ARRIVAL IN GERMANY

Life in Germany: bit.ly/32u2I6k
After your Arrival: bit.ly/369RIWc
Financing your Studies: bit.ly/32rcEz0
Internships: bit.ly/3phafMf
Learn German: bit.ly/3dIIPsR
Safety Guide: bit.ly/3ck7cR

BANKING
Blocked Account: bit.ly/2UHiB4M
Bank Account: bit.ly/3pljI0a
Money Transfer: bit.ly/28VaRl
Money Transfer Blocked Account: bit.ly/3eMRvBN

LIFE IN GERMANY
Cost of Living: bit.ly/358yqCa
Public Holidays: bit.ly/2LgxxsK
Accommodation: bit.ly/3kZ6R8
Renting: bit.ly/38mdW5x
Liability Insurance: bit.ly/32YV08G
Working: bit.ly/3eUJ5G
THANKS FOR BEING A BUDDY

Building up a Buddy Program of TUM School of Management on the new Campus Hellbronn, we truly have been inspired by the Buddy Program of the Victoria University Wellington. We want to thank the Wellington University International Team for their kind support by allowing us to take large text parts from their “Guide of being a buddy” for our own Buddy Program.

FOR MORE INFORMATION AND GUIDANCE
buddy_hn@wi.tum.de