

WELCOME TO THE BUDDY PROGRAM

TUM CAMPUS HEILBRONN



BUDDY BASICS

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.

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 Bildungscampus 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

All 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 with further information, dates and times will contact current Buddies via e-mail. Training is necessary for all Buddies. In order to claim to receive 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 of 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



BEING A BUDDY

COMMUNICATING WITH YOUR FIRST-YEAR STUDENT BUDDY

Maintain contact with your first-year student Buddies and e-mail them regularly. Periods such as the lead up to the semester break and the end of semester are when your first-year student buddy/buddies 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 e-mail 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 happy on their own after a short while in Heilbronn. 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 e-mail.



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 NEGOTIATION

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 Heilbronn 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.

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...

As your first-year student buddy settles in, they may gradually need your support less and less. If you have established a good connection, you will be able to sit back and enjoy the friendship and all the things you are both learning.

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 may include exam stress, depressive moods, fears and personal obstacles, decision problems, self-esteem issues etc.

Volker Kreß

Schedule an appointment by phone or e-mail:

Phone: 0173 5853171

E-mail: pbs.hn@stw.uni-heidelberg.de

stw.uni-heidelberg.de/en/pbs_neu

Psychosocial Counseling online

pbsonline-heidelberg.de

Counseling and Pastoral Care

ekhg-heilbronn.de/en/contact

STUDENT LEARNING

The following programs might be useful to your buddy.

Encourage your first-year student buddy/buddies to check them out.

LIV-LIBRARY

LIV is the jointly run library of Heilbronn University of applied sciences (HHN) and the Cooperative State University of Baden-Wuerttemberg (DHBW). TUM and GGS are partner institutions of the shared library. TUM

students and employees have borrowing privileges for the 170,000 items available in the central library of the Dieter Schwarz Foundation's Heilbronn campus. With over 600 workspaces, the new building provides an attractive place for the widest range of learning and research. A user account is required for borrowing items. Application forms for setting up a user account are available at the library. For LIV services you need your Bildungscampus Card Heilbronn.

TUM LIBRARY

All students of the Technical University of Munich are entitled to use **eAcces**. 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 & Advanced Course
- Reference Management with EndNote – Introductory Course & Advanced Course
- Cite It Right

Find more information here:

bit.ly/36gkVHb

E-Tutorials on individual topics:

ub.tum.de/en/etutorials

Find more information here:

bit.ly/36gkVHb

CAREER SERVICE

Career & Alumni contact person at TUM Campus Heilbronn: Jana Fink jana.fink.hn@tum.de

Webinars on CV and cover letters, job search, job interviews etc. Find dates and events here: together.tum.de/events

Information about events (Munich & Heilbronn), talent pool, and alumni network:

wi.tum.de/student-life/career-development

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/3p6PHet

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/2UeQI5D

WELCOME CENTER – JOBCAFE

For more information, visit the Welcome Center Website:

bit.ly/3kfYo2a

AGENTUR FÜR ARBEIT

Contact:

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Phone: 0800 4 5555 00

AVAILABLE SERVICES OFFERED IN MUNICH FOR TUM STUDENTS HEILBRONN

TUM STUDENTS ONLINE-SERVICES

Studentenwerk München

BAföG Advice Service

via phone and e-mail

Phone: 08935713530

E-mail: beratung-m@bafoegbayern.de

General Advice and Social Counseling

via phone and e-mail

Phone: 08935713532

E-mail: asberatung-muenchen@stwm.de

Student Loan Service

via phone and e-mail

Phone: 08935713529

E-mail: studienkreditberatung@stwm.de

Scholarship Advisory Service

via phone and e-mail

Phone: 089 357135-59

E-mail: stipendienberatung@stwm.de

Studying with a disability

via phone and e-mail

Phone: 089 35713532

E-mail: asberatung-muenchen@stwm.de

General Student Advising

via phone

Phone: 089 28922737

Online: tum.de/nc/en/studies/advising/studentadvising/

TUM Language Center

English Writing Center

via Skype

Appointments can be booked via the link on the following website: bit.ly/35cz9K8

Schreibberatung - German Writing Assistance

via Skype

Appointments can be booked via the link on the following website: bit.ly/218RvD5

SERVICES OFFERED IN HEIDELBERG AVAILABLE FOR TUM STUDENTS HEILBRONN

(approx. 1 hour away from Heilbronn)

Studierendenwerk 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 Gärtner

Phone: 06221 543578

E-mail: sozb@stw.uni-heidelberg.de

Online: stw.uni-heidelberg.de/en/advice_social_counselling

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

Life in Germany: bit.ly/32uzLsK

After your Arrival: bit.ly/35bRW8c

Financing your Studies: bit.ly/32rceZo

Internships: bit.ly/3pah6Mr

Learn German: bit.ly/3kdfRIP

Safety Guide: bit.ly/3lck7cR

BANKING

Blocked Account: bit.ly/2U9vB4M

Bank Account: bit.ly/3plHQtA

Money Transfer: bit.ly/2l8VaRI

Money Transfer Blocked Account:
bit.ly/3eMHRBN

LIFE IN GERMANY

Cost of Living: bit.ly/358ygCa

Public Holidays: bit.ly/2UgxvAK

Accommodation: bit.ly/3kdZfR8

Renting: bit.ly/38md5yx

Liability Insurance: bit.ly/32rOV1G

Working: bit.ly/3eldU5G



THANKS FOR BEING A BUDDY



Building up a Buddy Program of TUM School of Management on the new Campus Heilbronn, 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