



© FH OÖ, Smetana

GUIDE FOR INCOMING STUDENTS

School of Management
Steyr Campus

www.fh-ooe.at/campus-steyr



UNIVERSITY
OF APPLIED SCIENCES
UPPER AUSTRIA

Contents

3 Reach Higher.

- >> The University of Applied Sciences Upper Austria
- >> Austria
- >> Upper Austria

4 Life as an International Student in Austria

- >> General Information about Steyr
- >> Industry and Research
- >> Steyr Campus
- >> The Three Key Competences
- >> The Structure of our Degree Programmes

6 Our Degree Programmes

- >> Bachelor's Degree Programmes
- >> Master's Degree Programmes

8 Internationalisation

- >> Orientation Programme
- >> International Week
- >> International Fair
- >> Global Management Summer School
- >> Grading System
- >> Arrival Dates
- >> ECTS

10 Academic Information

- >> Academic Calendar
- >> Types of Classes
- >> Attendance Policy
- >> Examinations
- >> Survival German for Student Life

12 Events / Free Time Activities

- >> A Guide for Free Time Activities in Steyr
- >> Activities offered by the ÖH-Student Council

- >> Activities offered by the FH Sports Club
- >> Student Prices for Sports Facilities, Cultural Activities & Public Transport
- >> Cultural Events & Activities in Steyr
- >> Free Time Activities in Upper Austria
- >> Others
- >> Further Links in Austria

14 Dos and Don'ts

15 Essential Information

- >> Formalities in Austria
- >> Registration with the Local Authorities
- >> Confirmation of Registration
- >> Climate and Clothing
- >> Currency
- >> Living Costs in Steyr
- >> Banking Hours
- >> Credit Cards
- >> Medical Services and Pharmacies
- >> Health Insurance Coverage
- >> Emergency Numbers
- >> Non-Emergency Medical Treatment
- >> Post Offices / Telecommunications
- >> Public Transport
- >> Getting to Steyr
- >> Infrastructure
- >> Important Vocabulary

18 Services and Facilities

- >> Internet and Intranet
- >> Library
- >> Print Account
- >> Disabled Access
- >> ESN – Erasmus Student Network
- >> Accommodation

19 International Degree Seeking Student

- >> Double Degrees
- >> Degree Programmes

Reach Higher.

The University of Applied Sciences Upper Austria (FH Upper Austria)

The University of Applied Sciences Upper Austria is the largest university of applied sciences in Austria and is an integral part of the tertiary education system. The organisation is defined by the requirements of regional employment and research needs. Four locations in Upper Austria's central area offer innovative and interdisciplinary academic degrees, each with a different focus.

- >> School of Informatics, Communications and Media – Hagenberg Campus
- >> School of Applied Health and Social Sciences – Linz Campus
- >> School of Management – Steyr Campus
- >> School of Engineering and Environmental Sciences – Wels Campus

Universities of Applied Sciences – in German 'Fachhochschulen' (FH) – are practically-oriented university-level institutions preparing students optimally for their careers. The aim of Austria's Universities of Applied Sciences is to provide a more practice-oriented education to complement the range of course offered by traditional universities. Keeping in line with the Bologna Declaration, the University of Applied Sciences Upper Austria has a system of purely Bachelor's and Master's degrees. Graduates of most of our programmes are awarded the academic degree 'Bachelor' before embarking on further study for the degree of 'Master'.

Austria

Austria is a beautiful country with a great cultural heritage, located in the heart of Europe. It is the home of Mozart, Klimt, Freud, and 'The Sound of Music'. Austria's snow-capped mountains, crystal clear lakes and rivers and historic cities like Vienna and Salzburg attract tourists from all over the world. The economy is very much export-orientated and the standard of living is high. The national language is German, but most people speak some English.

Upper Austria

The state of Upper Austria is located in the northern part of Austria and combines natural beauty with a thriving economy. Upper Austria is one of Europe's leading regions in education, technology and employment; in fact, about 25% of Austria's total exports originate here.



Life as an International Student in Austria

Congratulations on your decision to embark on one of life's great adventures: a period of residence and study abroad. We hope that your stay here will be a wonderful, unforgettable experience for you.

International exchange students all over the world usually experience different phases of adjustment during their stay abroad. At first you will probably see everything through the eyes of a tourist. Everything is new and exotic. After this stage you get down to the business of living your everyday life, which for some people is accompanied by a sense of disorientation or culture shock. This is a quite natural phenomenon when someone is in completely unfamiliar surroundings where everything is new.

If this affects you, please do not hesitate to speak to one of the staff involved in internationalisation. We have been through this ourselves and will be more than willing to listen and talk with you about it. You may also find it helpful to bear in mind that this is a phase that will pass and in the meantime try to keep an open mind and seek contact with other people.

General Information about Steyr

Few Austrian cities are as delightful as the historic city of Steyr, which still boasts an almost completely intact medieval centre. Nearly all of the old town has been preserved in its original glory; indeed, Steyr's main square is one of the most beautiful in Europe. Most of these buildings were built during the Gothic period and 'modernised' in the Renaissance, Baroque and Rococo periods.

The local economy has always been based on trade and the processing of iron and steel, which may explain why BMW, MAN and SKF Bearings chose to locate in Steyr. Steyr Campus, which was founded in 1995, works together closely with these and other companies in the area, indeed a significant number of courses are taught by managers from such international companies. Naturally, it was in close co-operation with these and other international enterprises located in Upper Austria that our degree programmes were developed.

In keeping with Steyr's industrial history, our main building is a converted former cutlery factory, which has been fully equipped with state-of-the-art technology. A brand new building has been constructed right next door, comprising seminar rooms, lecture halls and computer labs.

We are located in the very centre of Steyr where the River Steyr flows into the Enns. Its many waterways and bridges symbolise the need to reach out to other parts of the world and we are continually meeting this challenge in our international activities here, to which our hundred-plus

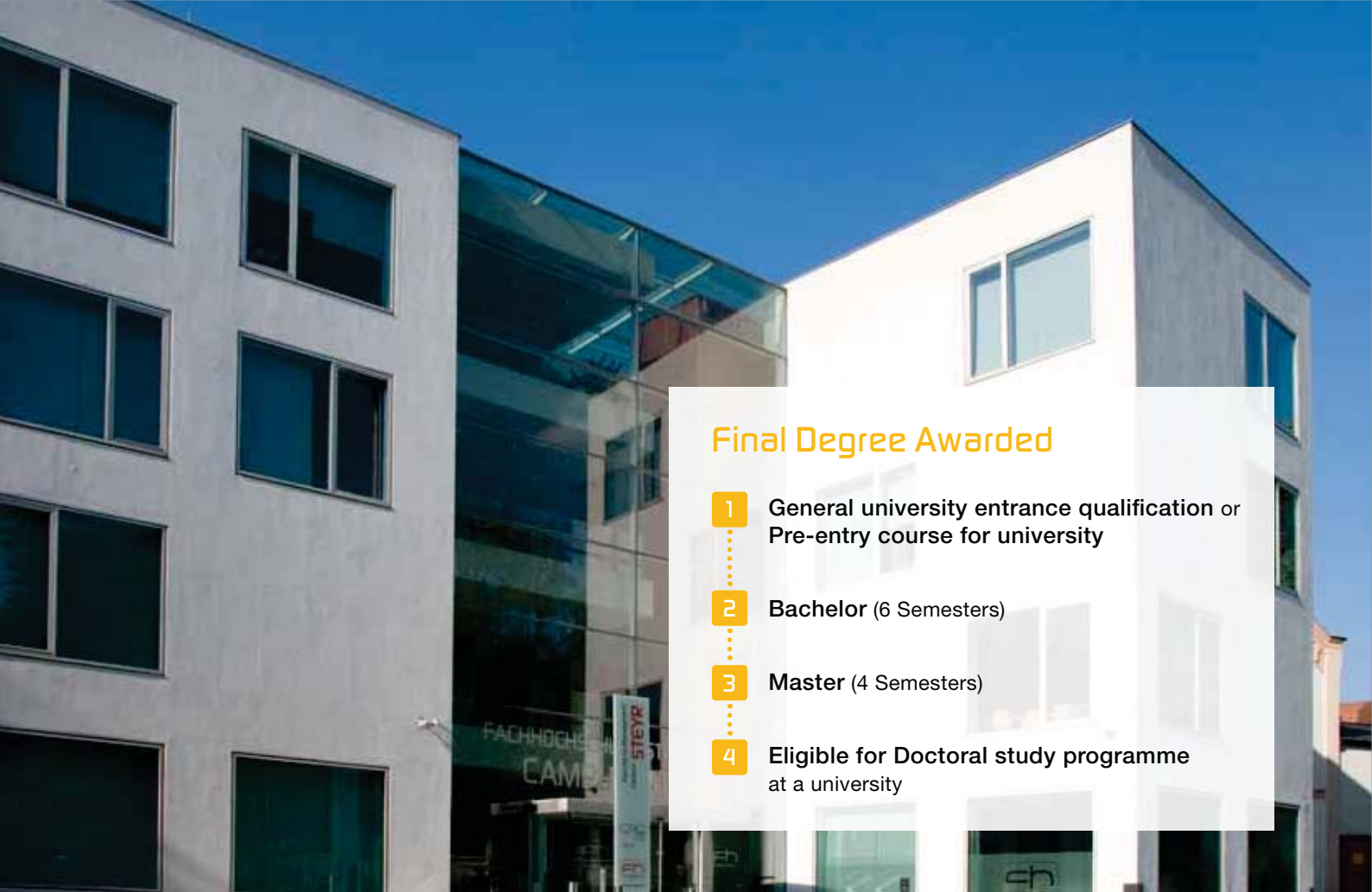
partner institutions bear witness. For further information on the attractions of Steyr and Upper Austria, please see the brochures enclosed with our Welcome Package and the Steyr Tourist Information website: www.steyr.at, www.tiscover.at

Industry and Research

Several important international companies have plants in and around Steyr, BMW Motors being the most famous one. It is a little known fact beyond Austria's borders that the engines for BMW's diesel cars are primarily manufactured in Steyr. Another important company in Steyr is the Swedish bearing manufacturer SKF, which is, like BMW, one of the most important industrial partners of the University of Applied Sciences Upper Austria, Steyr Campus. A third partner of Steyr Campus is the machinery construction company GFM. Other major companies in Steyr are Eckelt (glass technology), the Bavarian truck producer MAN, Engel (injection moulding technology) and Profactor (research and development).

Steyr Campus

Steyr Campus, situated in the historic part of the city known as the Wehrgraben, is an innovative, young University of Applied Sciences with about 1,200 students, 40 research assistants, and a teaching staff of 50 full-time and 250 part-time lecturers. The Steyr Management Campus is one of four campuses that comprise the University of Applied Sciences Upper Austria.



Final Degree Awarded

- 1 General university entrance qualification or Pre-entry course for university
- 2 Bachelor (6 Semesters)
- 3 Master (4 Semesters)
- 4 Eligible for Doctoral study programme at a university

Steyr Campus focuses on:

Management

Steyr Campus offers students modern education with a practical focus to prepare them to take leading management positions in industry. Through their studies students acquire the ability to operate successfully in a continuously changing global economy.

The Three Key Competences

>> The Area of Specialist Competence

The professors and lecturers at Steyr Campus are highly qualified and also have a wealth of valuable practical experience; indeed, many of them work in the very fields our students will enter after graduation.

>> Competence in the Practical Application of Skills

Steyr Campus also offers students the unique opportunity to study and work in close cooperation with renowned companies such as BMW, Magna, MAN, Sony, Fischer Ski, VA Steel etc. in the form of enterprise projects, semester-long industrial internships and thesis work.

>> Social Skills

In language training, presentations, moderation training and leadership training the students become acquainted with their individual strengths and abilities to facilitate their personal growth and development as effective team leaders.

Structure of our Degree Programmes

All Bachelor's degree programmes at Steyr Campus are designed to be completed in six semesters; the first three semesters of which constitute a foundation course, preparing students for the refinement, practice and practical application of skills in later semesters. In particular the successful execution of project seminars in local companies and service providers enables students to develop and enhance their analytical and problem solving skills and more importantly to develop strong team skills. All students complete a compulsory full-time professional internship in which they undertake practical work in an enterprise either in Austria or abroad. At the end of this semester students compare experiences and a formal presentation of the practical work is given. The students complete their Bachelor's thesis in the sixth semester.

Our Degree Programmes

Steyr Campus offers six different highly professionally oriented degree programmes in the new Bachelor system and five Master's degree programmes in which students acquire specialist expertise, social skills and competence in the practical application of skills.

Bachelor's Degree Programmes

F P Accounting, Controlling and Financial Management

Controlling, accounting and financial management are some of the integral parts of international capital markets and have further raised the status of the financial sphere. There is a particular focus on understanding the interrelationships in the overall financial system of the enterprise: between the fields of financial accounting, cost accounting, balance sheets, controlling, information management and strategic enterprise leadership. www.fh-ooe.at/crf

F P Global Sales and Marketing

This interdisciplinary programme imparts specialist competence in the fields of sales management, b2b-marketing, mechatronics and negotiation skills, even in a foreign language. A second foreign language besides English (which is also the language of tuition) and a semester in a non-German speaking country are obligatory. Current double degree agreements with partner institutions in Denmark, Finland, the Netherlands, Poland, and Russia enable 30% of students to acquire a second degree and further double degree agreements are planned. www.fh-ooe.at/gsm

F P Process Management in Health Care

Future process managers receive a solid foundation in health sciences and business economics. Process management methods and a knowledge of the processes involved in treating patients, promoting health and preventive medicine are central to this programme. www.fh-ooe.at/pmg

F P International Logistics Management

Graduates acquire comprehensive training which offers specialised competence in the area of logistics and process management as well as management, marketing, finance & controlling and commercial law. Apart from English, a second foreign language of 'International Business' can be chosen as a compulsory module. www.fh-ooe.at/ilm

F P Marketing and Electronic Business

The programme 'Marketing and Electronic Business' provides a broad business background with a focus on management, internet/IT and marketing. These key qualifications make it possible to exploit the internet's potential for enterprises. www.fh-ooe.at/meb





F Production and Management

This interdisciplinary programme imparts specialist competence in the fields of business economics, marketing, corporate finance, production economics, logistics, environmental technology, quality management, business/commercial law and mathematics. www.fh-ooe.at/pmt

Master's Degree Programmes

F P Accounting, Controlling and Financial Management

The CRFM Master's programme specifically addresses the key components of successful financial leadership. CRFM is a must first-choice for any student whose career goal is to become a key player in terms of company financial control or is seeking to secure a leading position in a bank or with tax consultants. The programme is particularly suitable for would-be entrepreneurs. www.fh-ooe.at/crf-master

F P Global Sales and Marketing

Austria's export economy has succeeded in setting international standards in many fields, notably in industrial plants, machinery and technical goods. These global operations generate a high demand for suitably qualified sales and marketing personnel. The Master programme 'Global Sales and Marketing' (GSM) trains you to DEVELOP and MANAGE the future sales, sales management and marketing activities for international companies. For such managers, it is a prerequisite to be aware of cross-cultural challenges created by the globalisation of the world economy. www.fh-ooe.at/gsm-master

F P Operations Management

In the era of globalisation and dynamic change the demands for economic and customer-oriented production increase. Decisions concerning domestic location or outsourcing often determine qua-

lity, customer satisfaction and thus the success of the enterprise. Therefore the Master's degree programme in Operations Management offers a comprehensive, interdisciplinary training for aspiring top managers in the field of production. www.fh-ooe.at/omt

F P Supply Chain Management

The challenge of the future is to make the transition from the management of individual departments to co-operative thinking and acting. Supply Chain Management – the co-operation of partners all along the value chain – makes this development from individual thinking to comprehensive co-operation possible. Inter-company strategies and co-operation, collaboration with an international focus and the implementation of new concepts and technologies require top-level experts. This is where Austria's first Master's degree programme in SCM comes in with its focus on top quality and integral management. www.fh-ooe.at/scm

P Digital Business Management

The commercial world is increasingly shaped by the use of digital media and technologies. These change the face of competition in 'digital business' and lead to new, innovative business models. The term 'digital business' describes the strategic extension of conventional business fields or their reorganization on the basis of changed market laws and market positioning. The first joint-master FH/UNI programme Digital Business Management (DBM) concerns itself with the characteristics of this dynamic competitive environment that is shaped by increasing digitization of the value chain and the enterprise processes, new entrepreneurship and global markets, interculturalism, increasing significance of strategic positioning and marketing, strong market dynamics as well as increasing transparency and interconnectedness of a globalized market. www.fh-ooe.at/dbm

F Full-time **P** Part-time  Programme taught in English



Internationalisation

The International Office is responsible for international relations within our Steyr Campus. University of Applied Sciences Upper Austria, Steyr Campus, maintains contacts to partner universities on almost all continents and realises exchanges between students and staff.

Moreover the International Office team provides services and information concerning

- >> opportunities for personal and professional development through overseas academic exchanges
- >> assistance for international students and scholars during their stay in Steyr

Internationalisation is changing the face of business today and must therefore play an integral role in the education of future business people. Steyr Campus therefore has a firm commitment to providing its students with opportunities to broaden their horizons on an international level, not least by encouraging them to complete part of their studies abroad, either at a partner institution or by doing their internships abroad.

In addition to this, courses in various foreign languages and cultural awareness training taught almost exclusively by native speakers, frequent international faculty exchanges and the increasing number of courses in other subjects held in English encourage students to accept English as a language of everyday communication while gaining insight into different cultures.

The presence of foreign students also makes an important contribution to the internationalisation of the campus environment and students are encouraged to benefit from this fully by taking part in the Tutor System and generally seeking contact with students from other cultures.

Contact International Office Steyr

Head of Int. Office: Dipl.Päd. Marlies Schmidthaler

Phone: +43 5 0804 33050, international@fh-steyr.at, www.fh-ooe.at/incomings

Orientation Programme

International students are invited to arrive in Steyr on pre-arranged arrival days approximately two weeks before the semester begins (mid-February for the summer semester or mid-September for the winter semester) to give them time to get to know their peers and learn about their new surroundings before instruction starts.

The orientation programme offered at this time includes general information about the faculty, campus rules, regulations and services provided, introduction to life in Steyr etc.

Another important content during those days are social events organised by the European Student Network such as welcome party and a typical Austrian dinner.

International Week

Once during the academic year, University of Applied Sciences Upper Austria invites professors from our partner and other universities to come to Steyr. During the week the professors teach our students in different management topics such as Marketing, Sales, Intercultural Management, Intercultural Business Relations and Logistics Management. The International Fair takes place during this week as well.

International Fair

Every semester an International Fair is organised to which all international students are invited to provide information on their home countries and universities and maybe cook traditional dishes from their home countries.

Global Management Summer School

The University of Applied Sciences Upper Austria organises a Global Management Summer School, where students from our partner universities and beyond will get the chance to attend top academic management courses. The programme contains many case studies, related to real business situations. While attending courses, company visits allow students to see plants, factories and companies in the local industry area (such as BMW and voestalpine). Several trips to famous places in Austria and a city tour round up the programme to make it as memorable to the students as possible.

Grading System

The Austrian education system works with 5 grades:

Austrian Grade	Equivalent
sehr gut (1)	excellent
gut (2)	very good
befriedigend (3)	satisfactory
genügend (4)	sufficient
nicht genügend (5)	fail

Usually 50% of available points have to be obtained to pass an exam, but professors can define their own assessment criteria.

Arrival Dates

The Welcome Week usually starts mid-February and mid-September. Exact arrival dates for specific semesters can be found on the incoming students' pages of our website and are also provided in the welcome letter that we send to students whose applications have been accepted.

ECTS

ECTS ('European Credit Transfer System') credits are a numerical value (between 1 and 60) allocated to course units to denote the student workload required to complete them. They reflect a quantity of work required by each course unit in relation to the total quantity of work necessary to complete a full year of academic study at the institution, which includes lectures, practical work, seminars, tutorials, fieldwork and private study as well as assessment activities. Thus, the ECTS system is based on a full student workload and not limited to contact hours only.

The basic allocation of academic credits in ECTS is 60 credits for a full year of study or 30 credits for a semester.

Credits are awarded only when the course has been completed and all required examinations have been passed. In other words, students do not get ECTS credits simply for attending classes or spending time abroad, but must fulfill the assessment requirements of the host institution to demonstrate that they satisfy the specified learning objectives for the course unit.

Academic Information

Although the primary language of instruction at Steyr Campus is German, as part of our commitment to internationalisation an increasing number of courses are offered in English. Courses in German are available to foreign students with sufficient command of the German language. These students are strongly advised to take part in the German language course that is offered to facilitate their participation in these courses. A catalogue of courses currently taught in English can be downloaded from our website: www.fh-ooe.at/courses

Academic Calendar

The academic year at Hagenberg Campus is divided into two semesters:

- >> **Winter Semester:**
Beginning of October to mid-February
- >> **Summer Semester:**
Beginning of March to mid-July
- >> **Examination Period:**
End of January to mid-February
(winter semester),
End of June to mid-July
(summer semester)
- >> **Breaks:**
Christmas (2 weeks), February (2 to 4 weeks),
Easter (1 week), summer holidays in July/
August/September (12 weeks).

The following church holidays are also public holidays in Austria:

Ascension Day	Christi Himmelfahrt
Whitsuntide	Pfingsten
Corpus Christi	Fronleichnam
Assumption	Maria Himmelfahrt
Easter Monday	Ostersonntag

Public Holidays:

1 January	New Year's Day – Neujahrstag
6 January	Epiphany – Hl. Drei Könige
1 May	Labour Day – Tag der Arbeit
26 October	Austrian National Holiday – Nationalfeiertag
1 November	All Saints' Day – Allerheiligen
8 December	Immaculate Conception – Maria Empfängnis

Types of Classes

While some subjects are presented as traditional lectures, others are taught in the form of seminars, project work and skills practice or a combination of these methods.

Seminars and Workshops

These are classes in which students research topics and present and discuss them within a relatively small group.

Block Instruction

In some cases – primarily in the case of seminars and workshops – instruction does not take place weekly, but is instead delivered in blocks of more intensive instruction (e.g. one block every two weeks or even one block per term). Blocks can also be held as immersion courses at weekends.

Excursions

Some courses occasionally include excursions, and attendance is generally obligatory. Any costs that arise for entrance fees, accommodation or other expenses are paid by the students.

Project Work

These are not theoretical projects but 'real' work – with all the responsibilities that go along with it and have therefore proven popular with our foreign students in recent semesters. Students work on problems relevant to the particular company they are working for in teams of four to ten on an allocated weekday throughout the term. They are supervised and guided by a faculty member but most of the time they work on their own. Finally, the teams have to present their results to both their supervising faculty member and the company.



The main aim of these projects is to develop teamwork skills. Teamwork and team spirit are key elements of the Steyr Campus philosophy – students learn to work together rather than competing with one another.

Attendance Policy

Students are expected to attend and participate fully in all lectures, seminars and projects in which they have elected to take part. Attendance lists may be kept at the discretion of the individual faculty members.

At the beginning of the semester, international students have to attend the first lecture to accept their place in a course. If a student does not attend, the vacant place will be offered to another international student.

The examination period is from 1 October to 14 February in the winter semester and from 1 March to 14 July in the summer semester. Students will be informed of the date, place and time of examinations, and given details of the examination procedure by the course. The lectures are assessed by final course examination. The academic achievement for tutorials, seminars, projects, integrated courses, laboratory and soft skills training is assessed continuously during the course (55%), while 45% of the course will be assessed through a final examination.

Examinations

In general, registration for a course at the beginning of the term counts as registration for the examination. The only exceptions are changes made to the Learning Agreement within the prescribed period. To complete a term successfully, students must be examined on every course they have attended. Examinations may take various forms: formal written or oral examinations, assessment of course work, a combination of the two or other means such as presentations during seminars, etc. Students are expected to be present to sit exams here in Steyr.

Survival German for Student Life

This short glossary of German terms related to life at Steyr Campus should help you in your orientation as a student here.

Bibliothek	library
Endnote	final mark / grade
Fachbereich	department
FachbereichsleiterIn	head of department
Hörsaal (HS)	lecture hall
IT-/EDV-Raum	IT room (computer room)
Klausur	written exam
Lehrveranstaltung (LVA)	module / course
Mündliche Prüfung	oral exam
Note	mark / grade
Prüfung	exam
Sekretariat	administration office
Seminarraum (SR)	seminar room
Studiengang	degree programme
StudiengangsleiterIn	head of studies
Stundenplan	schedule
Studienplan	curriculum
Übung	practical class
Vorlesung (VL/VO)	lecture

Events / Free Time Activities

Steyr Campus organises a varied programme of events ranging from the 'Boatmania' boat race, staff versus students soccer matches and the Beer Race run by staff and final year students in the summer semester to more formal events such as guest lectures and Steyr Campus Ball in the winter semester to which formal evening attire must be worn.

A Guide for Free Time Activities in Steyr

Of course there's more to student life in Steyr than just studying – there are plenty of leisure time activities to pursue here as well. The following list will help you to find sports facilities, cinemas, activities offered by the student council ÖH and general information about the Upper Austrian Region. Enjoy your stay in Steyr!

Activities offered by the ÖH – Student Council

- >> Students' parties
- >> Students' pub – every Wednesday (cheap drinks)

For further information log in with your FH Steyr ID and password under:
<http://oeh.fh-ooe.at/steyr> (in German only)

Student Prices for Sports Facilities, Cultural Activities & Public Transport

Outdoor swimming pool: 'Freibad' in Haratz müllerstraße 126, Steyr, 1 day ticket: € 2.50
3h ticket or from 16:30 pm: € 2.10
OPEN: May – September Mon – Fri 9:00 – 19:30

Indoor swimming pool: 'Hallenbad' in Haratz-müllerstraße 126, Steyr, ticket: € 3.10,
OPEN: October – April, Tuesday – Saturday 9:30 – 21:00, Sunday: 8:00 – 19:00

Sauna: Haratzmüllerstraße 126, Steyr
Ticket till 13:00: € 5.30, 5 h ticket: € 7.00,
OPEN: September – May Women: Mon 13:00 – 22:00 / Wed –Thu 9:30 – 22:00, Men: Tue 9:30 – 22:00 / Fri 9:30 – 22:00, Mixed: Sat 9:30 – 21:00 / Sun 8:00 – 19:00

Ice Skating: Rennbahnweg, Steyr, Tue – Fri morning: € 3,10, Mon, Wed, Thu & Fri afternoon: € 3.60, Tue, Sat & Sun afternoon/evening: € 4,10,
OPEN: October – March, Mon: 14:00 – 17:00, Tue till Thu: 9:00 – 12:00 and 14:00 – 17:00, Sunday and holidays: 14:00 – 20:00

'Fitness Company' gym at Wieserfeldplatz, Steyr
Phone: 07252 75257, two students can use the facilities for one fee

John Harris gym at City Point, Steyr
Phone: 07252 53511

Cinema:

Citykino Steyr: www.citykino-steyr.at

Starmovie Steyr:
www.starmovie.at/star-movie-steyr
(both websites in German)

City-Bus Steyr: One month ticket: € 15

Cultural Events & Activities in Steyr

Röda – café lounge, concerts ...
Gaswerk-gasse, Steyr (website in German; pass by and ask about events)
www.roeda.at

Irish Pub – live music ...
Gleinkergasse, Steyr, www.dohertysbar.com

Christkindl pilgrimage church
www.steyr.info/christkindl-stadt/wallfahrtsort-christkindl.html

Advent markets
www.steyr.info/en/christmas-town/christmas-markets-and-exhibitions.html

Cultural events www.steyr.at/veranstaltungen
(website in German)

Tourism in Steyr (general website with a lot of useful information) www.tourism-steyr.at

Free Time Activities in Upper Austria

Skiing/Snowboarding

- >> Hinterstoder/Wurzeralm www.hiwu.at
- >> Kasberg www.kasberg.at
- >> Losenstein www.hohedirn.at

Climbing

- >> in Losenstein and Laussa www.klettern-im-ennstal.at (website in German)

Adventure Sports

- >> in Bad Goisern, Salzkammergut www.austria.urlaube.at/infos/sport_angebot

Other

- >> Aquapulco spa in Bad Schallerbach www.aquapulco.at (website in German)
- >> Plus City Shopping Center – Haid, Linz (shopping, cinema, kart ...) www.plus-city.at (website in German)
- >> Linz – www.linz.at/English
- >> Theater Linz (Landestheater) www.landestheater-linz.at (website in German)
- >> Salzkammergut region (southern part of Upper Austria) www.salzkammergut.at

Further Links in Austria

- >> Salzburg – www.salzburg.info
- >> Vienna & Operas – www.wien.gv.at/english
www.volksoper.at; www.wiener-staatsoper.at
- >> Innsbruck – www.innsbruck-tourismus.com
- >> Tourism in Austria – www.tiscover.at





Dos and Don'ts

Austria is a German speaking country and most Austrians received a good general education in English from primary school onwards. However, some of the older people don't speak any foreign languages. In tourist areas many people do in fact speak English but elsewhere most shop assistants and waiters speak very little English if any. Especially the older generation may consider it arrogant to expect everyone to speak English. Showing respect for Austrian culture by learning a few key words of German can help make everyday communication run more smoothly.

'Bitte'	please
'Danke'	thank you
'Entschuldigung'	excuse me / pardon me
'Guten Morgen'	good morning
'Grüß Gott'	hello (formal)
'Guten Abend'	good evening
'Auf Wiedersehen'	goodbye

When entering shops, especially smaller ones, but even larger ones, greet the salesperson. A 'Guten Tag' or 'Grüß Gott' is simply expected of well-mannered people. This even applies to outdoor markets.

In Austria it is traditional that academic degrees and some professional qualifications are used as titles. Especially in academic environments many Austrians are quite sensitive about this and feel insulted if not addressed by their titles. Although many of the academic staff at Steyr Campus prefer to be addressed simply as 'Herr A' or 'Frau B', this is not the norm. Whenever you are in a company, doing some project work however, always pay attention to the company culture. When in doubt, it is always better to use the title than to omit it. If it is not common in the company to use titles you will be told so. Whenever talking to staff of a traditional university never forget to use their title.

Austrians usually take their shoes off as soon as they enter someone's home. Most of the time the host responds by telling you not to do so; it is however better to take them off nevertheless as the host's request to leave them on might be just politeness. If other guests are present the easiest way is to do as they do to get it right.

Austrian waiters generally expect tips. This applies not only in restaurants but also in cafés and pubs. It is not customary to leave the tip on the table when leaving but to inform the waiter when paying what he should keep. For example, if the bill comes to € 9.20, you should round it up and tell him 'make it 10'. In good restaurants Austrians tip 10% for particularly good service.

When invited to someone's home for a party or a meal it is always wise to bring along a little present. Austrians usually bring along a bottle of wine, sweets, flowers ...

In Austria never take purchases you have made elsewhere into shops selling similar products. You may be asked to show the contents of your shopping bag or rucksack at the checkout and it can lead to difficulties if you have products in your bag that are also sold in the shop concerned. Many large stores provide lockers in which you can leave your shopping before you enter.

Under Austrian law it is compulsory to separate your rubbish for recycling. Special bins are provided for glass, metal, plastic packaging, organic waste, recyclable paper and remaining non-recyclable waste. Additionally, all packaging materials have to be cleaned before being thrown away. In order to maintain a harmonious relationship with your neighbours, landlord and even to avoid problems with the authorities, it is important that you comply with this law.

Essential Information

Formalities in Austria

For students from EU countries and Switzerland a valid passport is sufficient. Non-EU citizens please contact your local Austrian Consulate for details of current visa regulations for Austria.

Registration with the Local Authorities

Under Austrian law all changes of address have to be registered with the local authority within three working days. Of course this also applies to foreign students. In order to register you will need to take your passport (with a valid visa if applicable) and a Residence Registration, 'Meldezettel', to the local registration office, 'Meldeamt'.

'Meldezettel' are distributed during the Welcome Days. After registering you will be given an official printout of your registration details which should be kept safe and will be needed along with a second 'Meldezettel' when registering your departure.

The registration offices, 'Meldeamt' for the City of Steyr can be found in the City Hall, 'Rathaus' on the Stadtplatz and opening hours are:

- >> from 08:00 to 12:00 from Monday to Friday
- >> and from 13:30 to 16:00 on Mondays and Tuesdays

'Anmeldebescheinigung' - Confirmation of Registration

(For Nationals of EU/EEA countries only!)

If you are staying in Austria for longer than 3 months you have to register with the relevant municipal authority (Magistrat) within the first 3 months of your stay and you will receive a confirmation of registration.

This registration is obligatory in addition to the registration according to the Residence Registration (Meldezettel). In case of non-compliance with this regulation a fine may be imposed.

Climate and Clothing

Austria gets very cold in the winter with temperatures sometimes dropping below -10°C , so we recommend that you bring warm clothes and shoes with good sturdy soles for the winter semester, however, although you may associate Austria with winter sports, we often enjoy warm summers with temperatures sometimes up to and even above 30°C .

Currency

Since the beginning of 2002, Austria's currency has been the Euro. 1 Euro = 100 cents



Living Costs in Steyr

Costs once a semester:

Allowance to stay (EU/one year EEA students)	€ 120,-
Students Union Fee	€ 18,-
Library Card	€ 10,-
Total	€ 148,-

Costs per month:

Rent (inclusive)	€ 250 – 400,-
Food	€ 200,-
Total	€ 450 – 600,-

Banking Hours

Banking hours in Austria vary, but as a general rule banks open between 8:00 and 16:30 Monday to Friday and often close for one or two hours at lunchtime. Many banks also close on Friday afternoons. You will need to check the exact opening hours of the bank of your choice, as the above is just a general guideline.

Credit Cards

An increasing number of businesses in Austria accept major international credit cards such as Visa and Mastercard, although many companies only accept these for purchases above a certain price.

Medical Services and Pharmacies

Austria boasts an excellent network of pharmacies and medical practitioners. Pharmacies operate a rota system for night and Sunday duty. When a pharmacy is closed a notice is displayed giving details of the nearest open pharmacy.

Health Insurance Coverage

Austria has an excellent public health care system. If you are staying in Austria for less than one year, you should find out if there is an agreement between your home country and Austria regarding health insurance. Between EU countries there is reciprocal health insurance system. You need to bring your health card ('e-card') before coming to Steyr to ensure that

you can be treated in Austria in the event of any illness without having to pay anything yourself. International students who are non-EU citizens have the possibility to apply for full health insurance coverage in Austria from the Upper Austria Health Insurance Company (OÖGKK) for a monthly fee (currently about € 50). Students can insure themselves for as long as necessary.

To register for insurance with OÖGKK you need the following:

- >> Confirmation of enrolment at Steyr Campus (Inskriptionsbestätigung)
- >> Your Residence Registration (Meldezettel)
- >> Proof of health insurance coverage in your home country during the last 12 months

The Upper Austria Health Insurance Company will then issue you an insurance card which covers hospital stays, medical treatment and services, and reduced prescription charges (currently about € 5 each)

Emergency Numbers

Ambulance (Rettung) /	
Emergency Doctor (Notarzt)	Phone: 144
Fire Brigade (Feuerwehr)	Phone: 122
Police (Polizei)	Phone: 133
Mountain rescue service (Bergrettung)	Phone: 140

Information on local medical emergency services is available from local police stations as well as in telephone directories and daily newspapers.

Non-Emergency Medical Treatment

You just take your European Health insurance card ('e-card') and visit the doctor/dentist. You will find a list of English speaking doctors in your apartment, or you can always ask in the International Office for help. If you are from a country that does not have such a reciprocal health care agreement with Austria, you should follow the instructions of your insurance company concerning cost coverage for medical treatment.

Post Offices / Telecommunications

- >> Post Office, Stadtplatz: Monday to Friday from 8:00 to 18:00

- >> Post Office, Tabor, Ennser Straße 12,
Monday to Thursday, from 8:00 to 13:30 and
from 14:00 to 17:30, Friday, from 8:00 to 17:30

Public Transport

Railways

For information on Austria's Federal Railway services see their homepage: www.oebb.at

Discount Rail Travel

'ÖBB-Vorteilscard<26' – It is recommended that students intending to travel extensively within Austria purchase an ÖBB-Vorteilscard<26. The Vorteilscard<26 entitles holders to a 50% discount on all tickets for travel on the Austrian Federal Railway Network and is available to anyone under the age of 26 at the reduced price of € 19.90 and is valid for one year. For students over the age of 26 the Vorteilscard costs € 99.90.

Railway station Bahnhof Steyr, Bahnhofstraße, Phone: 07252 1700, www.oebb.at

Bus station Busbahnhof Steyr, Ennser Straße 10, Phone: 07252 899 220, www.stadtbetriebe.at

Getting to Steyr

Linz is the nearest international airport to Steyr, from where Tutors usually arrange to pick up incoming students on pre-arranged days.

If you arrive in Salzburg: Students arriving in Salzburg can take the no. 2 bus that runs between Salzburg Airport and Salzburg Hauptbahnhof Central Station every 10 minutes (day) and every 20 – 30 min (night). The trip takes about 20 minutes. If you arrive in Vienna: A shuttle bus service with three departures per hour operates between Vienna Airport and the Westbahnhof Railway Station between about 06:00 a.m. and midnight. It can usually be arranged for Tutors to pick up international students from Steyr Hauptbahnhof Railway Station.

Infrastructure

Police

Fremdenpolizei (Federal Police Headquarters) Berggasse 2, Phone: 07252 5700

Fire Brigade

Feuerwehr (Municipal voluntary fire brigade) Sierninger Straße 53, Phone: 07252 72629

Hospital Landeskrankenhaus, Sierninger Straße 170, Phone: 05 0554-66

Pharmacies

- >> Bahnhof Apotheke, Bahnhofstraße 18
Phone: 07252 53577
- >> Alte Stadtapotheke, Stadtplatz 7
Phone: 07252 52020
- >> Löwen-Apotheke, Enge Gasse 1
Phone: 07252 53522
- >> Heiligen-Geist-Apotheke, Wieserfeldplatz 11
Phone: 07252 73513
- >> Tabor Apotheke, Roosevelt-Straße 12
Phone: 07252 72018

Breakdown Service ÖAMTC, Gleinker Hauptstr. 1c, Phone: 07252 52288

Town Hall (Local administration office) Rathaus, Stadtplatz 27, Phone: 07252 5750

Car Rental Autoverleih Eiblwimmer, Haratzmüllerstraße 57, Phone: 07252 51931

Taxis / Radio Taxis

- >> Taxi Muhr Christian, Johannes-Stabius-Str. 17, Phone: 07252 590
- >> Taxi Tag- und Nachtdienst – Josef Schagerl Franz-Sebek-Str. 16/7, Phone: 07252 1715

Important Vocabulary

Praktischer Arzt	general medical practitioner
Facharzt	medical specialist
Zahnarzt	dental surgeon
Frauenarzt	gynaecologist
Augenarzt	eye specialist
Urologe	urologist
HNO-Arzt	ear, nose and throat specialist
Ordination	medical practice
Sprechstunden	consulting hours
Termin	appointment
Nach Vereinbarung	by appointment
Schmerzen	pains
Behandlung	treatment
Rezept	prescription
Apotheke	pharmacy

Acknowledgment and Disclaimer – Every effort has been made to ensure the accuracy of the information contained in this booklet, but the University of Applied Sciences Upper Austria, Wels Campus, cannot accept responsibility for any errors or omissions. To the best of our knowledge the most accurate and recent data at the time of going to press have been used. (January 2016)



Services and Facilities

ESN – Erasmus Student Network

The Erasmus Student Network is a European wide student network and its goal is to help international students find their way in their new city. International students can participate in the activities organised by our ESN section.

A warm welcome for our students from abroad is guaranteed by our team of 'Tutors' – Steyr Campus students, who volunteer to help you make the most of your time here. Tutors provide a support service for incoming students which includes a pick-up service from Linz airport or Steyr train station on pre-arranged arrival days, showing them around the town, helping them to deal with the necessary formalities and so on. Most of the activities of our ESN section are concentrated on welcoming the arriving international students.

The goal of these activities is to help the international students to get to know their new home and to integrate them into the local community.

Internet and Intranet

Students have unlimited free access to the internet from numerous computers throughout the main Steyr Campus building as well as the new building. Every student also has access to the intranet, given a personal e-mail account and allowed to use 50 MB of disk space. Computer facilities can be found on the second floor consisting of two IT rooms with around 60 computers and on the ground floor in the students' room. Additional computer facilities are located on every floor of the new building.

Library

All students will be issued library tickets enabling them to borrow books from the library located on the first floor of the main building. Further information on the use of the library will be provided on the Welcome Day for Incoming Students.

Print Account

For printing every student needs a European bank account card with so-called 'Quick function'. Documents will be printed on one of the many printers near the computer.

Disabled Access

The entire Steyr Campus building has been designed to the highest technical standards and also with consideration for the needs of disabled people. Features include lifts, wheelchair accessible toilets and ramps at all floors.

Accommodation

Various kinds of accommodation are available within easy reach of Steyr Campus ranging from rooms in shared houses or apartments.

The prices of accommodation vary. Double rooms in shared houses are available from around € 250 to € 300 per month. Single flats cost between € 340 to € 400. We are happy to find accommodation for our incoming students from our partner institutions whose applications to study here have been accepted. More detailed information and accommodation application forms can be found on our website: <https://www.fh-ooe.at/en/steyr-campus/international/incomings/accommodation>

We offer lots of activities for our international exchange students:

- >> A Tutor system
- >> Trips organised by the ESN group

International Degree Seeking Students

Besides working on international student exchange, Steyr Campus has increased the number of international students following a full degree course. There is the possibility to do a double degree with our Global Sales and Marketing (GSM) degree programme at a Bachelor level and we also welcome students from abroad to study for a Bachelor's degree for 6 semesters or Master's degree for 4 semesters.

Double Degrees

GSM Bachelor Double Degree Partners

- >> Plekhanov Russian Academy of Economics, Moscow/Russia
- >> Laurea University of Applied Sciences, Espoo/Finland
- >> University of Gdansk, Poland
- >> Skoda Auto University, Czech Republic
- >> Caucasus University, Tbilisi, Georgia
- >> Universidad del Rosario, Bogota, Colombia
- >> British Columbia Institute of Technology, Vancouver, Canada

GSM Master Double Degree Partners

- >> Concordia University Wisconsin, USA
- >> Tecnologico de Monterrey Campus Queretaro, Mexico
- >> Skoda Auto University, Czech Republic
- >> Peter the Great St. Petersburg Polytechnic University, Russia
- >> Universidad del Rosario, Colombia
- >> University of International Business and Economics, China

CRF Bachelor Double Degree Partner

- >> Bauman Moscow State Technical University, Moscow/Russia

Double degree students don't need to work on their individual learning agreement as the double degree agreement between the University of Applied Sciences Upper Austria and the partner university specifies the exact classes incoming student have to take in Steyr in order to fulfil the requirements for a double degree. Double degree students participate also in the Welcome Week, two weeks before the start of the semester, just like regular incoming students. After completing the courses in Steyr, double degree students

return to their home countries and continue their studies. After graduation, double degree students will receive certificates of completed studies and transcript of records from Steyr. They are also invited to the graduation ceremony in Linz in July.

Degree programmes

Bachelor Students

Besides the Global Sales and Marketing Programme, which is taught in English, all other Bachelor programmes are taught in German. If you are interested in applying for a Bachelor programme, you need to contact the assistant of the appropriate Bachelor's degree programme. After sending your application you will be invited for a written test and interview in Steyr.

Master Students

Whereas the Global Sales and Marketing programme is taught entirely in English, 'Accounting, Controlling and Financial Management', 'Operations Management', 'Supply Chain Management' and 'Digital Business Management' can only be chosen if students speak fluent German. If you are interested in applying for a Master's degree, please contact the appropriate assistant of the Master programme and check the prerequisites for Master studies described on our web page. Please be advised to apply early enough – at least six months in advance – as the Austrian authorities may take a very long time to issue a visa. After sending your application you will be invited for an interview covering a case study, which you will be given time to prepare.

When you arrive in Steyr, you will also be in touch with the assistant of your degree programme and the International Office. The International Office invites you to the Welcome Week, which takes place in mid-September, just two weeks prior to the start of the academic year.



© OÖ Tourismus Marketing/Poppi, TV Almtal-Sackhammergut/Röbl, OÖ Tourismus/Eber, TV_Linz/Röbl, FH OÖ/Smetana

HAGENBERG | LINZ | **STEYR** | WELS

University of Applied Sciences Upper Austria
School of Management

Wehrgrabengasse 1-3
4400 Steyr | Austria
Phone: +43 5 0804 33050
international@fh-steyr.at
www.fh-ooe.at/campus-steyr
[f](#) /fhooe.at

01/2016



UNIVERSITY
OF APPLIED SCIENCES
UPPER AUSTRIA

