

INTRODUCTION TO MODUL UNIVERSITY VIENNA



WELCOME GUIDE

STUDENT SERVICE CENTER

2024

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OVERVIEW

ABOUT MODUL UNIVERSITY

Modul University Vienna is an international private university in Austria that is fully accredited. The university campus is located on *Kahlenberg*, a scenic hill with a spectacular view of Vienna. The Modul brand stands for more than 100 years of excellence in education. Founded in 1908, Modul College is the vocational training school with the longest tradition in tourism and hospitality education worldwide. Since 2007, Modul University Vienna has been offering cutting-edge education in the areas of international management, new media technology, public governance, sustainable development, and tourism and hospitality management. Study programs range from BBA, BSc, MSc, MBA and PhD.

Modul University Vienna is owned by **Univinvest GmbH**, a subsidiary of Mathias Corvinus Collegium - MCC (90%) and the Vienna **Chamber of Commerce** (10%). Both organizations are eager to jointly further expand the international research and educational profile of Modul University Vienna. The fundamental values of education of Modul University Vienna are:

- Knowledge, Creativity, Innovation
- Personal Integrity and Mutual Respect
- Responsibility and Stewardship

Please be sure to read the [full mission statement of Modul University Vienna here](#).

QUICK FACTS

Current Students:	836
Faculty:	39
Staff:	40
Student-Teacher Ratio:	1:24
Alumni:	8.000

CONTACT LIST

In case of emergencies please refer to the following phone numbers:

Emergency number (pan-European)	112
Police (<i>Polizei</i>)	133
Medical emergency (<i>Rettung</i>)	144
Fire brigade (<i>Feuerwehr</i>)	122
Crisis hotline 24h (<i>Telefonseelsorge</i>)	142

MU Academic Staff contacts

Prof. Marion Garaus, PhD (Dean of the Undergraduate Study Programs)
marion.garaus@modul.ac.at
Prof. Ulrich Gunter, PhD (Dean of the Graduate Study Programs)
ulrich.gunter@modul.ac.at
Prof. Dr. Astrid Dickinger (Dean of the PhD Study Programs)

astrid.dickinger@modul.ac.at

GETTING TO KNOW THE UNIVERSITY

The overall aim of the orientation week is to get familiar with Modul University Vienna, its various departments and faculty as well as the services you can benefit from as a student.

This Welcome Guide will provide you with general information to help you familiarize yourself with MU's departments and their functions.

Read it carefully and find out more during the orientation week!

1. LIBRARY

Location: 4.01 Library

The library is your resource and study area on campus and online. The library is here for:

- Consulting or checking out print books
- Accessing the library's e-resources from our website
- Providing a quiet study area
- Printing, scanning, and making photocopies

[Check for opening hours](#), search our [online catalogue](#) for print and electronic media. Contact us for further information: library@modul.ac.at.

2. STUDENT UNION (ÖH)

Location: 1.10 ÖH Office

The student union (ÖH) is the voice of fellow students on important university decisions.

- WhatsApp: <https://chat.whatsapp.com/LEkMqBYPHp01KEqqI2L3VT>
- Instagram: oeh_modul
- E-mail: oeh@modul.ac.at

Elections are held in the spring semester every two years, and you are encouraged to participate in the selection of your student representatives. You can also turn to the ÖH for questions, assistance with problems and suggestions for improvement.

3. ACCOUNTING

Location: 1.04 Student Accounting

The Student Accounting department deals with all sorts of student payments including tuition, other fees, and ÖH payments.

Payment Deadlines

July 15 | **December 15**

Payments should be made to the following account:

Bank: Bank Austria	IBAN: AT29 1200 0506 6311 4201	BIC: BKAUATWW	Account holder: MODUL University Vienna GmbH	Please write your invoice number in the transaction purpose (Zahlungszweck) field
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Questions? Need help?

accounting@modul.ac.at	Office Room 1.04	Office hours: Monday - Thursday 10:00 - 12:00; 13:00 - 14:00; and by appointment	Provide your full name and student ID / degree program
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Students are eligible for a variety of funding from MU and outside organizations. As a current student, keep in mind the following opportunities, particularly the Merit Scholarship and the Alumni Grant. For a complete list of scholarships, see: <https://www.modul.ac.at/study-at-mu/tuition-fees>

Further external funding may also be an option. Please consult this website for further information: <https://www.stipendium.at/>

Visa support

In order to enter Austria to study at Modul University, you might need a visa and/or a residence permit. If you need any support with this please contact visa@modul.ac.at

4. STUDENT SERVICES CENTER

Location: 1.03 SSC Office

The **Student Service Center (SSC)** aims at enhancing the student experience at Modul University Vienna by providing a wide range of **support services** for all **current students as well as alumni** in a warm and welcoming environment.

The SSC is the first point of contact for admitted students with **all questions pertaining to campus life and career guidance**. Alumni are also encouraged to remain an active part of the MU community.

Social Events & Student Clubs

SSC organizes various social and career related events throughout the semester.

Also, SSC helps with the organization and support of student clubs. Student clubs give you the opportunity to connect with fellow students and participate in activities and events that are of personal interest to you. Currently active clubs include the Wine Society, Art, Book and Culture Club, Photography Club, Social Club, Football Club, Culture x Festivals Club, Women in Business, Badminton Club, and Mahjong Club.

A full list of student clubs can be found on [the website](#). If you have a hobby that is not covered by this list, you are welcome to find a group of peers who share your passion and start your own club.

International Day is one of the most colorful and tasty events that takes place every semester on campus. During the day, intended to showcase MU's intercultural environment and the culinary traditions of each nationality, teams of students compete for the title of best national cuisine. All the revenue generated is donated to charity.

Career Center & Alumni

The [Career Center](#) at Modul University Vienna is here to provide our students and alumni with a variety of useful and professional career services spanning from continuing education to helping students and **alumni** with their **career** as well as keep in touch with the university and fellow alumni.

The Modul family extends beyond the diploma, meaning this is part of a larger effort to support all **Modulians** through their education, but also through their professional and post-university life.

JobTeaser × Modul University Vienna

Access exclusive Modul University Vienna content specially designed for you and discover your next career opportunity. [Create a personal account](#) to discover the latest job and internship offers as well as career events and news.

Upload your CV/resume and get personalized assistance from your Career Center, to stand out in the job market.

Career Events

Boost your professional networks and meet recruiters at our career-dedicated events, including Career Days and company visits!

Alumni Services

Your alumni journey starts with graduation! From the graduation ceremonies to our exclusive Alumni reunion and Alumni of the Year Award, you will be an essential part of our ever-expanding community. Join the dedicated Facebook and LinkedIn groups and get featured on our channels by sharing your success stories.

For more information, please get in touch with Francesca Buccione at alumni@modul.ac.at or visit the [website](#).

MU Buddy Program

The Buddy Program is a volunteer-based program that pairs current MU students with newly admitted international and exchange students. It aims to help international students transition to a new environment during their first months in Vienna and at MU. The program provides an excellent opportunity to meet students from other cultures, receive support and potentially build lasting friendships.

If you want to get a buddy, please [sign up here](#).

MU Cares

The MU Cares Intercultural Certificate is specifically designed to encourage students to participate in shaping their community and honing their professional aptitude by recognizing their extracurricular efforts and achievements in light of the MU core values. The MU Cares Intercultural Certificates give students the ability to earn one single, comprehensive certificate that attests to their collected experience in intercultural communication, education, service, and sustainability which they can include in their resumes and CVs.

Find out more by getting in touch with ssc@modul.ac.at

5. ACADEMIC OFFICE

Location: 1.02 Academic Office

The Academic Office (ACO) works closely together with the staff and faculty of Modul University to provide a variety of student-centered services. For matters related to your courses, contact our program managers who are responsible for scheduling courses, development of the academic calendar, distributing study materials, and managing academic records and grades. Contact the ACO for:

- Learning more about the curricula and course of studies
- Applying for a leave of absence, special consideration, or credit transfers
- Requesting a Student ID card
- Inquiring about MU Tutoring
- Requesting to change study programs or withdraw from the university
- Appealing university decisions
- Staying informed about consequences of repeated course failures
- Inquiring about internal scholarships and grants
- Help succeeding with their studies at MU
- Registering for language courses covered by the [MU Language Program](#)
- Questions regarding university [procedures and regulations](#)
- Questions and applications for exchange semesters
- Internships and Internship Preparatory Course
- Graduation

The ACO can be reached at AcademicOffice@modul.ac.at

Study Regulations, Examination Regulations, and Student Code of Conduct

- It is crucial that all students understand the Study regulations, Examination Regulations and Student Code of Conduct and the Academic Handbook: <https://www.modul.ac.at/about/about-modul-university/rules-and-regulations>

Academic Honesty & Plagiarism

The entire MU community strives to promote an environment that fosters the professional growth and development of all students while maintaining a high academic standard. The qualities of honesty and integrity are essential to this environment.

Remember that any action or attempted action intended to give students an unfair advantage regarding academic work is considered academic misconduct. Plagiarism and cheating are serious offences that may lead to a student being expelled from the university. Please consult the [Guide to Understanding Plagiarism](#) brochure.

Attendance Policy

Attendance is mandatory in all courses at Modul University, except for *interactive lectures* and the lecture portion of *lecture/seminar* and *lecture/exercise* type courses. If you miss more than 20% of mandatory course sessions, you will obtain a failing grade of 0%. When missing course sessions, the ACO strongly recommends that students complete the Special Consideration Form and submit it to your instructor without delay, as late requests are often not considered. Absences are generally only excused for significant issues beyond a student's control (i.e. medical reasons). Note that overlaps with other courses are not considered valid reasons for missing course sessions.

After the official online course registration closes, changes to course registration are only permitted:

- 1) if an extended course registration period has been indicated on your course syllabus (for undergraduate, MSc and PhD courses) / up to two weeks prior to the course for blocked courses in the MBA/MSc programs, and
- 2) if the rules and regulations allow. All requests to change a student's course registration after the official registration period shall be directed to the Academic Office.

A fee applies for each late change. Please view MU's [Guidelines on Fees](#) for further information.

Internships

Three- and four- year BBA students, as well as students enrolled in the BSc in International Management with Professional Experience, must complete a mandatory internship as part of their study program. For students enrolled in the BSc Applied Data Science slightly different regulations apply. The Academic Office is responsible for the administration of the internship, and happily supports you. During your studies you need to complete 900 working hours, domestically or abroad, to be counted towards your internship. These 900 hours can be completed in one part during your internship semester, or in two equal parts of 450 hours duration each. Students will only receive ECTS points for the internship if all steps have been completed on time in the correct sequence. For more information, please contact Yasmin Eder at yasmin.eder@modul.ac.at.

All three MSc programs offer the option to do a full-time OR part-time (min. 340 hours) graduate internship instead of two enrichment courses (6 ECTS). The Academic Office is responsible for the administration of the

internship program and, together with the SSC, is happy to support you in your search for a great internship. The internship can be completed either domestically or abroad within the area of studies.

International Mobility

MU encourages international and intercultural diversity and study abroad. Any student can apply for an exchange, but students with a good academic record and extracurricular participation have the best chance of acceptance. To apply, you need to write a motivation letter and fill out an application. You will then be invited to an interview with a Liaison Officer. More information about study abroad can be found on the university website.

Residency Permit

Upon arrival in Austria, it is important to register with the local authorities within 3 days of arrival. The *Meldezettel* ([registration form](#)) which must also be signed by your host (e.g.: student dorm, landlord if you are renting privately) on the bottom left, is the form they are requesting you to bring in. If you are staying in a student dorm, they will (most likely) have the signed form prepared for you upon arrival. In case you have not received it, please contact them.

The completed registration form needs to be taken to the magistrate office ([Magistratisches Bezirksamt](#)) in your district. You will then receive a computer printout which is your *Meldezettel* that is used for official purposes (for instance your student visa). Please be sure to scan the document and keep it in a safe place. From your message it seems that you are already properly registered.

Apart from the registration process it is highly recommended to open a bank account and ensure that you have adequate **health and accident insurance** (for instance through the [Austrian insurance system ÖGK](#)). One of the most commonly used packages for international students is [Feelsafe](#). This type of insurance is also accepted by the immigration authorities.

Please make sure to finalize your residency permit student within the timeframe of your visa D. As the lead times of working with the immigration authorities are rather long this is one of the most pressing items of action.

Anyone who has submitted an *Erstantrag* and wishes to finalize it, should book an appointment as soon as possible through this link: <https://www.wien.gv.at/kontakte/ma35/terminvereinbarung-drittstaaten.html> (only use "Termine im Referat 1.2 buchen" - green button)

Please understand that the Academic Office is responsible for issuing study confirmation (*Studienblatt* und *Studienbestätigung*). Also note that these documents will only be available once the semester has started. Nevertheless, it is important to schedule an appointment with the MA35 as outlined above.

Extensions of your residency permit are only possible in Austria as early as 3 months before the expiration of the current residency permit. For detailed information about the renewal process please contact our residency permit department under visa@modul.ac.at.

All EU citizens must complete a [registration process](#) as well within 4 months of arrival. You will be required to bring proof of having secured housing (rental contract and *Meldezettel*) as well as proof of having insurance coverage and sufficient monetary funds to sustain yourself.

Student Cards

Your student card grants you access to the building, enables you to make copies, and, importantly, facilitates food purchases at the cafeteria. To load funds onto your card, please utilize the machine in the cafeteria along with your ATM card.

If you lose your student ID, a replacement card can be obtained at the Academic Office (academicoffice@modul.ac.at) by paying a fee of 20€ at the accounting office.

MU Tutoring

We currently offer group tutoring sessions for students who feel additional support in certain subjects would be beneficial. Tutoring sessions are delivered by our very own students who have been recommended by the faculty and who have shown outstanding commitment to their own studies.

To find out more about joining group tutoring, please contact academicoffice@modul.ac.at.

6. IT SYSTEMS AND SUPPORT

Location: 2.03 IT Support Office

The IT Office is the tech-hub of the university. Contact the IT Office for:

- Accessing software programs needed for your courses
- Seeking support with your online profile, university email
- Questions related to Moodle other online services

The IT office is located in room 2.03. If you have any technical issues, please contact support@modul.ac.at

Moodle

- Moodle is MU's e-learning platform. Here you will find course descriptions and reading material. Check it regularly at: moodle.modul.ac.at

VPN

In order to access MU library's electronic resources from off-campus, you have to install a VPN-client on your device. Contact IT for VPN technical issues.

The Student Portal

[The Student Portal](#) offers tools and useful information to students. Here you can check the semester course schedule, register for your courses, access your student account and payment information, and access documents and information important for your studies at MU.

7. SUSTAINABILITY COMMITTEE

Students are also encouraged to interact and engage with the Sustainability Committee (SC) and propose ideas and strategies for making the campus operations more sustainable. Additionally, students can contact us (sustainability@modul.ac.at) to support their desire to improve the eco-friendliness of classroom processes. The committee also organizes student events both on- (upcycling workshops, sustainability related pub quizzes, and documentary watch parties) and off- (picnics and visiting the Fernwärme waste facility) campus. You can access [Modul webpage for more information](#). We also have an Instagram page (@sustainabilitycrew)

that is student-run and features any upcoming events that the SC organizes as well as provides tips on how each person can reduce their carbon footprint.

Code of Conduct

For Modul University's complete House Rules, [see here](#). Below is a condensed version.

Expectations:

MU wants to create a vibrant community spirit among its students and encourages an open and inclusive learning environment that is conducive to an open exchange of ideas and perspective. For this reason, all MU students are expected to be active members of the MU community and treat their fellow students with dignity and respect. MU students are not only strongly encouraged but also expected to address open academic and personal (e.g.: housing, residency permit, intercultural and other) issues proactively and in a friendly and solution-oriented manner. MU faculty and staff are committed to assisting students and ensuring their academic success and personal development.

General House Rules

- All members of the university including students, staff, and faculty shall treat all persons equally independent of sex, ethnicity, nationality, religion, or sexual orientation. If a person is affected by discrimination, he/she can contact the Inclusion and Diversity Committee (IDC) for support.
- The university building is a private building. Only members of the university, including students, staff, faculty, and their guests, are allowed to enter.
- The kitchen on the lower level is for staff and faculty use only.
- Posters and announcements must be approved by the Student Services Center (SSC). Persons who put up posters on the walls are liable for damage caused by the removal of posters.
- Smoking is strictly prohibited in the University building. Please use designated smoking areas only. This includes the use of e-cigarettes.
- Furniture may not be moved into or outside of the building.
- Parking for students is only permitted in the large parking lot and not on the road in front of the university.

USEFUL INFORMATION

AUSTRIAN PUBLIC HOLIDAYS

On the following dates, campus will be closed, and no classes will be held. Keep in mind that many businesses such as banks, pharmacies, and even most grocery stores are closed on public holidays as well.

2024

Assumption Day: Thursday, August 15, 2024

National Holiday: Saturday, October 26, 2024

All Saints' Day: Friday, November 1, 2024

Immaculate Conception: Sunday, December 8, 2024

Christmas Day: Wednesday, December 25, 2024

St. Stephen's Day: Thursday, December 26, 2024

2025

New Year's Day: Wednesday, January 1, 2025

Epiphany: Monday, January 6, 2025

Easter Monday: Monday, April 21, 2025

National holiday: Thursday, May 1, 2025

Ascension Day: Thursday, May 29, 2025

Whit Monday: Monday, June 9, 2025

Corpus Christi: Thursday, June 19, 2025

Assumption Day: Friday, August 15, 2025

National Holiday: Sunday, October 26, 2025

All Saints' Day: Saturday, November 1, 2025

Immaculate Conception: Monday, December 8, 2025

Christmas Day: Thursday, December 25, 2025

St. Stephen's Day: Friday, December 26, 2025

STUDIES AND EXAMINATION COMMITTEE

The [Studies and Examinations Committee](#), as laid down in Chapter VI of the [university's constitution](#), is responsible for guaranteeing the organization of examinations and performing the functions assigned in the [examination regulations](#). The latter include, but are not limited to, the consideration of punitive measures in cases of academic misconduct.

In line with the goals of the Studies and Examinations Committee, this page serves also as a hub for materials for preserving academic honesty. The committee consists of two representatives of the professors, two representatives of the other faculty members, and two student representatives.

Please contact the SEC at sec@modul.ac.at.

INCLUSION AND DIVERSITY COMMITTEE

The [Inclusion & Diversity Committee \(IDC\)](#) was established in 2015 in order to deepen Modul University Vienna's commitment to diversity management which includes all issues related to gender equality, special needs, religious freedom, etc. We aim to put our core university values into practice by fostering a working culture that is characterized by mutual respect and an appreciation for diversity. All members of the MU community are welcome to approach the IDC for professional and confidential (unless otherwise agreed upon) advice, suggestions, mediation between students, faculty, and/or staff, etc.

It is IDC's pleasure to serve a community that values and celebrates diversity in its many forms. Please feel free to contact the IDC members at idc@modul.ac.at or contact them in person.

IDC Members: Eva Aileen Jungwirth-Edelmann (eva-aileen.jungwirth-edelmann@Modul.ac.at), Maria Lord (maria.lord@modul.ac.at)

OPEN OFFICE

The role of the **Open Office** is to support and advise students during their time at MU. Students may approach the Open Office mentors with questions and concerns related to their studies and/or personal issues such as:

- Improving academic performance
- Advice on choosing a study program or continuing higher education after the program at MU
- Accommodating special needs
- Resolving challenges with lecturers, thesis supervisors/supervision, etc.
- Advice regarding the Semester Conference, plagiarism cases, etc.
- Balancing academic and work life
- Integrating to life at the university and in Vienna
- Coping with stress

Confidentiality: All discussions with Open Office mentors are strictly confidential to ensure your privacy and comfort.

The Open Office's mentors are:

Sabine Sedlacek (Associate Professor at the School of Sustainability, Governance, and Methods)

sabine.sedlacek@modul.ac.at

Bozana Zekan (Associate Professor at the School of Tourism and Service Management)

bozana.zekan@modul.ac.at

Daniel Dan (Assistant Professor at the School of Data Science)

daniel.dan@modul.ac.at

USEFUL LINKS

Vienna is a great city to study and live. Here are a few online resources for getting the most out of life here:

- Information about Vienna from locals: www.spottedbylocals.com/vienna
- *WienXtra Jugendinfo*: cheap concert and event tickets, culture and life info and counseling for youth: www.jugendinfowien.at (in German)
- To find doctors based on your preferred district, language, etc.: www.praxisplan.at
- City of Vienna website: www.wien.gv.at/english
- General information Vienna:
 - www.wien.info/en
 - www.bmeia.gv.at/en/
 - [Living and working in Vienna - Wirtschaftsagentur \(viennabusinessagency.at\)](http://www.viennabusinessagency.at)
- Public Transportation:
 - www.wienerlinien.at
 - [Home - ÖBB \(oebb.at\)](http://www.oebb.at)
 - [WienMobil Rad: the bike sharing service from Wiener Linien - Wiener Linien](http://www.wienmobilrad.at)

- [Ride - Homepage | FREENOW \(free-now.com\)](#)
- www.handyparken.at

GLOSSARY

Aufenthaltstitel 'Studierender' – The official Austrian term. In English we would say: **Student Residence Permit**.

CEFR – An abbreviation in language learning which stands for 'Common European Framework of Reference for Languages'. This framework is recognized across Europe and is used at Modul University to describe the level of our language courses.

ECTS – An abbreviation which stands for 'European Credit Transfer and Accumulation System'. It is used as a standard for comparing the attainment INFORMATION of students in higher education across Europe.

ERASMUS – An abbreviation which stands for 'European Region Action Scheme for the Mobility of University Students'. It is a European student exchange program which was established in 1987.

Magistratisches Bezirksamt – This is the title for the municipal offices in each Viennese district whose duties include processing the 'Meldezettel' and preparing a 'Meldebestätigung' for you.

MA 35 – An abbreviation which stands for *Magistratsabteilung 35*. This is the municipal office responsible for dealing with student residence permits (amongst other things).

Meldebestätigung – The official document that you receive from the authorities after you have submitted your *Meldezettel* (see below). You should keep this document safe since you will need it in order to open a bank account.

Meldezettel – The form that you need to complete within three working days of arriving in Vienna, in order to register your address with the authorities.

Semesterkarte – A student transport card allowing students to use the Viennese public transport network for a reduced rate.

Studienbestätigung – The German term for a 'confirmation of studies'. This form is produced as a triplicate and can therefore be cut out and used three times.

Studienbuchblatt – The German term for a 'confirmation of enrollment'. This form is a little more official than the 'confirmation of studies' and states the first day of enrolment as well as the expected completion date. This form is needed for the student health insurance as offered by the ÖGK.

ÖGK – An abbreviation which stands for 'Österreichische Gesundheitskasse'. The ÖGK offers a reduced rate student health insurance.