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GUIDE FOR INCOMING STUDENTS

School of Informatics, Communications and Media
Hagenberg Campus

www.fh-ooe.at/campus-hagenberg



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UNIVERSITY
OF APPLIED SCIENCES
UPPER AUSTRIA



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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 Medical Engineering and Applied Social Sciences – Linz Campus
- » School of Management – Steyr Campus
- » School of Engineering – Wels Campus

Universities of Applied Sciences – in German 'Fachhochschulen' (FH) – are relatively new in Austria; the law authorising their introduction was passed in the early '90s and the first degree programmes were launched in autumn 1994. The aim of Austria's Universities of Applied Sciences is to provide a more practice-oriented education to complement the range of courses offered by traditional universities. Education is founded on academic, research-based principles; Universities of Applied Sciences are required to carry out applied research and development, which are integrated into the curricula. Students are involved in R&D projects already from an early stage of their studies.

Keeping in line with the Bologna Declaration, the transition to the Bachelor/Master system at the University of Applied Sciences Upper Austria has already been completed in all degree programmes. The transition not only serves to improve international comparability and recognition, but also leads to a greater degree of flexibility for the students.

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 Hagenberg

Hagenberg is an idyllic town in the beautiful Mühlviertel, in the heart of Upper Austria. In the last decade, Hagenberg has established itself as an internationally recognised center for computing and software development.

The University of Applied Sciences Upper Austria, Hagenberg Campus is part of Softwarepark Hagenberg, the largest technology park for software in Central Europe. The university was founded by RISC (Research Institute for Symbolic Computation), one of the eight research institutes of the Softwarepark. The university and its students benefit from the vigorous interaction and synergy between the research institutes, the companies and the various educational institutions within Softwarepark Hagenberg.

The outstanding mix of the most modern technology combined with the picturesque setting of the Hagenberg castle gives the place its unique flair. Located just 20km north of Linz, Hagenberg offers internationally recognised, practice-oriented degree programmes in the field of Information Technology away from the bustle of the big city, yet with easy access to the resources of the provincial capital.

The University is housed in a futuristic building equipped with the latest technology. Our facilities include a bio lab, a video studio with green box and an audio studio.

Hagenberg Campus

The academic programmes in Hagenberg focus on three subject areas:

Informatics, Communications and Media

Each programme has a clearly defined and industry-oriented focus. These focus areas include software development, hardware and software interfaces, applications in the field of mobile devices and security-related aspects of modern communication, in addition to the technical, organisational, and design-related issues in the field of media. Courses in business administration and project management complement the curricula, resulting in graduates who are highly qualified for leading positions within the IT and media industry.

The Structure of our Degree Programmes

The Bachelor's degree programmes (three years, 180 ECTS) require a one-term professional internship during which students work in companies or research institutes in Austria or abroad. Training in social skills is an additional feature of our programmes.

The Master's degree programmes (two years, 120 ECTS) offer in-depth specialisation in specific fields with emphasis on strategic thinking and problem-solving skills.



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



Our Degree Programmes

Bachelor's Degree Programmes

F Communication and Knowledge Media

The Internet offers endless possibilities for communication, networking and collaboration. This programme focuses on the most efficient exploitation of new media. Students will acquire technical and creative skills as well as know-how in the social sciences – expertise sought after in corporate/online communications, web development, e-learning, etc.

F Hardware-Software-Design

Smartphones, cars, robots, etc. are smart thanks to built-in technology which depends on the perfect combination of software and hardware. This symbiosis is the focus of our Hardware-Software-Design degree, which equips students with informatics, IT and electronics know-how needed for the design of embedded systems, software applications and chips.

F Media Technology and Design

Mastery of creative design, smart content and fluency with the latest technology is key to success in digital media. This study programme provides you with the technical expertise as well as the design and communication skills to take on any challenge – be it on the Web or in 3D modelling, animation, game design, audio/video production, etc.

F Medical & Bioinformatics

Information technology has a crucial role in healthcare provision, identifying the causes of illness, developing new drugs, improving medical interventions, etc. Graduates of our programme will have know-how in informatics, data science, life sciences, etc. – expertise necessary to develop and deploy software doctors and molecular biologists need.

F Mobile Computing

Smartphones, smartwatches, tablets and apps are an integral part of our daily lives. Our study programme will enable you to play an active part in this dynamic field. You will acquire in-depth know-how in communications technology, informatics and application development for mobile devices, and be equipped to develop innovative services and apps.

F Secure Information Systems

Experts qualified to meet the challenges of cybercrime, hacking and data theft are in great demand. This degree programme will equip you with the know-how to meet this demand. Its main focus is full spectrum security protocols associated with the operation of computer systems and networks as well as mainstream data transfer, storage and archiving.

F P Software Engineering

Software is at the heart of information technology, everything from smartphones to supercomputers and cars. This study programme covers theory and practice of sophisticated software development, including relevant tools, methodologies and teamwork. Students learn to design, implement and adapt software in all areas of application.

Master's Degree Programmes

F Biomedical Informatics

Software is a key component in many health-related areas, incl. DNA analysis, virtual surgery and data mining in health databases. Applications in these fields require expertise in biomedical informatics, esp. large-scale software architectures. Our study programme focuses on these fields while also expanding methodological and scientific skills.

F Communication and Knowledge Media

Online media is central to corporate communication strategies and life-long learning. Keeping abreast of Internet development is thus of crucial importance, as is intercultural competence and knowledge management know-how. Our study programme equips you with precisely that, combining social sciences, media studies, web design and web programming.

F Digital Arts

This production and design-orientated programme focuses on computer animation, audio/video, and games. You will expand your ability to perform innovative and professional work across the media production industry. You will also develop your project management skills and a systematic approach to conceptualising and leading media projects.

F Embedded Systems Design

Embedded systems are an integral part of smartphones, cars, robots, etc. They are also essential to building smart homes or smart cities. Designing those complex systems requires know-how in the development of hardware and software, sensors and systems networking. Our study programme covers all those aspects and offers three specialisation pathways.

F Energy Informatics

Ensuring security of energy supply and managing the transition to a low-carbon future are crucial in any economy. This requires IT experts who can design and/or operate future smart grids, smart city infrastructures and enhanced energy supply systems. Our study programme provides technical, business and legal expertise for precisely these areas.

P Human-Centered Computing

This study programme gives IT studies graduates the chance to refine their skills in developing more accessible and user-friendly technologies. The interdisciplinary curriculum draws on social sciences and IT, including areas like interaction design, natural-user interface development, image and signal processing, prototyping and psychology.

P Information and Engineering Management

Planning, developing and implementing sophisticated systems to meet company targets is a serious challenge for IT managers. This requires

experts with software development, business intelligence and analytical IT skills as well as know-how in management, law and team leadership. This study programme equips students with precisely these skills.

P Information Security Management

The ever-growing multiplication of data and IT systems poses serious security challenges which can only be addressed by a holistic approach to security management protocols. This study programme will provide students with the expertise to formulate and implement effective management strategies to deal with information security on a global scale.

F Interactive Media

This study programme focuses on the technology and engineering behind interactive media, computer games and online media. It features a substantial project component and a wide range of specialised courses that combine theory with practical experience. Students acquire the skills necessary to take on innovative and complex projects in the industry.

F Mobile Computing

Thanks to smartphones, tablets, wearables and apps for everything, today's world is more exciting than ever. Our study programme equips you to become a specialist in the relevant fields – be it in software development, communication technologies, telecommunication engineering, games, automotive, health, etc. All such areas are covered.

F Secure Information Systems

Rapid technical advances increasingly threaten the safety of data transfer, storage, and archiving. Security experts are thus in great demand. Our study programme focuses on in-depth study and specialisation across IT security. Topics include information management, digital identities, secure software engineering, network security, law, and ethics.

F Software Engineering

Most devices that shape our everyday lives – from computers and smartphones to coffee makers and jet planes – depend on guiding software codes. This study programme aimed at informatics graduates will expand your expertise in developing, implementing and evaluating high-end software to meet the demand for an ever-expanding range of applications.



Full-time



Part-time



Programme taught in English

Internationalisation

The University of Applied Sciences Upper Austria maintains contacts to partner universities on almost all continents. The university's International Offices are in charge of international relations and facilitating exchanges of students and academic staff. Each campus has its own International Office.

Globalisation is changing the face of business today and dealing with its challenges should be part of every student's education. Hagenberg 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, various language courses taught almost exclusively by native speakers, frequent international faculty exchanges and an increasing number of courses held in English encourage students to accept English as a language of everyday communication while gaining insight into different cultures.

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

Contact International Office Hagenberg

Head of International Office: Christina Huber-Beran

Phone: +43 5 0804 21530, international@fh-hagenberg.at, www.fh-ooe.at/incomings

ECTS

ECTS ('European Credit Transfer System') credits are a numerical value allocated to course units to denote the student workload required to complete them. They reflect a quantity of work required by each course unit.

Grading System

The Austrian education system works with 5 grades:

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

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

That includes lectures, practical work, seminars, tutorials, fieldwork and private study as well as assessment activities. The ECTS is thus 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, 30 credits for a semester, or 20 credits per term.

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 fulfil 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 the Hagenberg Campus is German, an increasing number of courses are offered in English as part of our commitment to internationalisation. Courses in German are available to foreign exchange students with a good command of the German language. A catalogue of courses currently taught in English is available online at www.fh-ooe.at/courses

Academic Calendar

The academic year at the 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).

Arrival Dates

Exact arrival dates for specific semesters can be found on the incoming students' pages of our website and are also given in the welcome letter that we send to students whose applications have been accepted.

The following church holidays are also public holidays in Austria:

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

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

In these classes, students research topics and present and discuss them within a relatively small group. This may also include project work.

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 may also be held as immersion courses on weekends.

Field trips

Some courses occasionally include field trips, 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! They have therefore proven popular with our students in recent semesters.

Students 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 train the students in teamwork. Teamwork and team spirit are key elements of our university's 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.

The examination period is from the end of January to mid-February in the winter semester and from the end of June to mid-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 instructor in due course.

A number of intermediate exams may also be required, depending on the curriculum. The academic achievement for tutorials, seminars, projects, integrated courses, laboratory work and social skills is usually subject to continuous assessment during the course (course immanent examination).

Examinations

In general, registration for a course at the beginning of term counts as registration for the examination. To complete a term successfully, students must be examined for every course they have attended. Examinations may take various forms: formal written or oral examinations, assessment of coursework, 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 Hagenberg. However, in exceptional cases (e.g. clashing semester dates between home university and Hagenberg, urgent appointments, illness), when a student needs to leave Hagenberg earlier, it is possible to take an exam under supervision at his or her home university. However, this solution is not the norm and if there is such a necessity, we need to have confirmation from the student's home university or employer.

Moreover, all details have to be discussed with the international office staff, as well as the respective professor here in Hagenberg before leaving.

Services and Facilities

Internet

Students have unlimited free access to the internet via Wifi, as well as numerous computers throughout the university building.

Student ID Card

During our Orientation Days, you will get your student ID card and student registration number. The registration number is needed for official forms, and the ID card works as a key to rooms where students have free access. These are: student working rooms, computer labs and other labs in which you might be working throughout the semester.

IT Information

Login Procedure

Before you can log in, you need to be registered with the campus IT system. You will receive a first password during the Orientation Days.

Web Mail System

Each student is provided with a defined e-mail address. It is a combination of your registration number and '@students.fh-hagenberg.at'. In order to log in to the web mail system, you have to start the browser first and then link to <https://mail.fh-ooe.at>.

Library

All students will be issued student ID cards enabling them to withdraw books from the library at our Hagenberg Campus. Further information on the use of the library will be provided during the first days in Hagenberg.

Accommodation

Student housing is available nearby, ranging from on-campus residence halls to private on-campus and off-campus accommodation. More informa-

tion about the student residence hall is available on our website.

There you will find information about current rates and facilities. Please note that a security deposit has to be paid in advance. The first month's rate will have to be paid in advance! There are also private rooms and apartments available for rent in Hagenberg and the surrounding area. For more information you can contact the municipality:

Marktgemeinde Hagenberg

4232 Hagenberg/Austria, Kirchenplatz 5a
Phone: +43 (0)7236 2318, Fax: -3
gemeinde@hagenberg.ooe.gv.at
www.hagenberg.at



Events / Free Time Activities

Our Hagenberg Campus organises a variety of events, including the legendary 'Summer Fest', the 'Bierkistenrennen' (beer crate race), the 'Hagenberg Highland Games' and the 'International Evening', where incoming students have the opportunity to present and share their culture. Facilities are also available for various sport activities, including football, basketball, indoor and beach volleyball, rock climbing, and more!

Sports & Leisure

Of course there's more to student life in Hagenberg than just studying – there are plenty of leisure time activities to pursue here as well. Movie nights and student parties regularly take place on campus.

Especially those interested in sports will find a variety of suitable facilities in Hagenberg. You can register at the FH OÖ Sports Team which offers a range of sports activities such as: Zumba, paracour, karate, Kickboxing, Jiu Jitsu, dancing classes, soccer, climbing, capoeira, tennis and ultimate frisbee. The courses offered vary from term to term.

Registration for the Sports Club is possible during the first two weeks of each semester. More information about registration and prices can be obtained from the FH Sports Club at <http://sportsteam.fh-ooe.at>

In winter, the gentle slopes in the Mühlviertel and the majestic mountains in the south of Upper Austria (Salzkammergut) as well as the neighbouring provinces of Salzburg and Styria offer plenty of opportunity for skiing and snowboarding. A number of museums and other cultural landmarks wait for you in Linz, which was the official European Cultural Capital in 2009. There are bus connections to Linz, the capital of Upper Austria, approximately every hour. A bus trip to Linz takes about 45 minutes, by car it takes about 20 minutes.







Dos and Don'ts

Austria is a German-speaking country. The current students' generation is the first that received a good general education in English from primary school onwards. Many of the older people don't speak any foreign language. While in tourist areas many people speak some English, but elsewhere shop assistants and waiters most likely don't. 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, greet the salesperson. A 'Grüß Gott' is simply expected of well-mannered persons. This even applies to outdoor markets. Austrian shops, especially on the countryside and in non-touristic areas, have quite restricted opening hours. Usually they are open from 7 or 8 in the morning to 6 or 7 in the evening from Monday to Friday. On Saturdays they often close at 5 or 6 and on Sundays do not open at all. This also applies to grocery stores! Smaller shops and services may also close for a couple hours around lunch time, or even for the entire afternoon.

In Austria academic, professional and honorary titles (e.g. 'Professor', 'Ingenieur' etc.) are widely used when addressing someone, especially in formal conversations and business. 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 in Hagenberg prefer to be addressed simply as 'Herr' or 'Frau', this is not the norm. Whenever you are in a company doing 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 is to simply follow their lead.

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, etc.

Never take purchases you have made elsewhere into shops selling similar products in Austria. You may be asked to show the contents of your shopping bag or backpack 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 where you can store your purchases 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 washed 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

Registration with the Local Authorities

EU Citizens

For students from EU countries and Switzerland, a valid passport is sufficient.

'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 apply for a confirmation of registration (Anmeldebescheinigung) at the competent municipal authority (Bezirkshauptmannschaft Freistadt). You have to apply for this confirmation within the first four months of your stay in Austria.

This registration is obligatory in addition to the Residence Registration ('Meldezettel'). In case of non-compliance with this regulation a fine may be imposed. The International Office will assist international students in this registration process.

Non-EU Citizens

Non-EU citizens have to contact the local Austrian Consulate/Embassy in their home country for details regarding current visa regulations for Austria. In order to enter Austria and to live here, you have to apply for visa and/or a residence permit. Please note that the residence permit is NOT a work permit for Austria. The Letter of Confirmation for the embassy will be sent to you by the International Office.

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 exchange students.

Survival German for Student Life

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

Bibliothek	library
Endnote	final mark / grade
Hauptberuflich Lehrende/r (HBL)	full-time professor
Hörsaal (HS)	lecture hall
IF	student union at Hagenberg Campus
IT-/EDV-Raum	IT lab (computer lab)
JahrgangssprecherIn	class representative
Klausur	written exam
Labor	laboratory
Laborübung	laboratory tutorial
Lehrveranstaltung (LVA)	module / course
Mensa	university cafeteria
Mündliche Prüfung	oral exam
Nebenberuflich Lehrende/r (NBL)	part-time lecturer
Note	mark / grade
Prüfung	exam
Sekretariat	administration office
Seminarraum (SR)	seminar room
StandortsprecherIn	student representative of Hagenberg Campus
Studiengang	degree programme
StudiengangsleiterIn	head of studies
Stundenplan	schedule
Studienplan	curriculum
Übung	practical class
Vorlesung (VL/VO)	lecture



Currency

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

Living Costs in Hagenberg

Student union fees for one semester are € 19.20 which entitle you to various services and student reductions. A student needs about € 800 a month. For example:

Accommodation costs (including heating and electricity)	€ 310,-
Food	€ 220,-
Study and personal requirements (books, culture, recreation)	€ 270,-
Total	€ 800,-

Typical prices of everyday products:

1 litre of milk	€ 1.00
1 loaf of bread	€ 2.80
100g cheese	€ 1.20
1 yoghurt	€ 0.50
½ litre of beer (supermarket)	€ 0.80
150g ham	€ 1.90
1kg apples	€ 2.40
1 litre of orange juice	€ 1.50
500g pasta	€ 1.50
375g cereal	€ 2.50

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.

Banking Hours

Banking hours in Austria vary, but as a general rule banks open between 8:30 and 16:00 Monday to Friday and often close for one or two hours at lunchtime. Many banks also close on Wednesday or 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. Student accounts usually are free in Austria, for opening an account you will need your passport and a confirmation from our university.

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 sum. The use of credit cards still is not particularly common, but often people use bank cards (ATM/Maestro cards) to pay without cash.

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 pharmacies that are open.

Emergency Numbers

Ambulance (Rettung) /	
Emergency Doctor (Notarzt)	Phone: 144
Fire Brigade (Feuerwehr)	Phone: 122
Police (Polizei)	Phone: 133
Mountain rescue service (Bergrettung)	Phone: 140
On-duty medical service (Hausärztlicher Notdienst)	Phone: 141
Emergency telephone number (Euronotruf)	Phone: 112



Information on local medical emergency services is available from the on-duty medical service (141) as well as in telephone directories and daily newspapers.

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 Insurance Card (often called „EHIC“, in Austria commonly referred to as 'e-Card') in order to ensure that you will be treated in Austria in the event of any illness without having to pay anything yourself.

At any event, international exchange students who are non-EU citizens must obtain full health insurance in Austria with the Upper Austrian Health Insurance Company (OÖGKK) for a fee of € 55 per month. Students can insure themselves for as long (or as short) as necessary.

To register for insurance with OÖGKK you need the following:

- » Confirmation of enrolment at Hagenberg Campus ('Inskriptionsbestätigung')
- » your Residence Registration ('Meldebestätigung')
- » a completed form which can be obtained online or from the International Office in Hagenberg

The insurance covers hospital stays, medical attention and service all free of charge, reduced prescription charges of about € 5,40 each.

Non-Emergency Medical Treatment

If you need non-emergency medical treatment and are from an EU country that has a reciprocal

health insurance agreement with Austria, you must take your passport and your e-card to the general medical practitioner or the medical specialist whom you like to see. These documents entitle you to receive most medical treatment free of charge from doctors that have a contract with this regional public health insurance organisation. Such doctors usually advertise with the words 'alle Kassen' on the wall plates outside their offices and it is to them that you should go for non-emergency medical treatment during consulting hours.

If you are from a country that does not have such a reciprocal health care agreement with Austria, you must take your passport and your health insurance card (e-card) to the general medical practitioner or the medical specialist whom you like to see. After your registration with the Upper Austrian Health Insurance Company (OÖGKK in Pregarten, near Hagenberg) it usually takes 2 weeks to receive your e-card.

Important Vocabulary

Praktischer Arzt	general medical practitioner
Facharzt	medical specialist
Zahnarzt	dentist
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



Infrastructure

Post Office Hagenberg / Diakonieshop

Hauptstraße 90

Opening Hours: Monday – Friday: 8 a.m. – 12 a.m. and 2 p.m. – 5 p.m.

Town Hall

Marktgemeinde Hagenberg

Kirchenplatz 5a, 4232 Hagenberg/Austria

Phone: +43 (0)7236 2318

e-mail: gemeinde@hagenberg.ooe.gv.at

Pharmacy

Hauptstraße 90, 4232 Hagenberg/Austria

Phone: +43 (0)7236 20683, Opening hours:

Monday – Friday 8.00 – 12.30 and

14.00 – 18.00, Saturday 8.00 – 12.00

e-mail: office@apothekehagenberg.at

www.apothekehagenberg.at

General Practitioner

Dr. Tanja Reichel & Dr. Ulrike Ritter

Phone: +43 (0)7236 60 98

Hauptstraße 90, 4232 Hagenberg/Austria

www.drreichel.at

Dr. Franz Stöttner, Phone: +43(0)7236 70770

Bahnhofstraße 69, 4230 Pregarten

Getting to Hagenberg

The Blue Danube Airport in Linz is the international airport nearest to Hagenberg. Buddies usually arrange to meet incoming exchange students at the airport. Students arriving by train (Linz main station or Pregarten) can also be picked up by Hagenberg students. www.fh-ooe.at/en/hagenberg-campus/about-us/getting-to-hagenberg

Public Transport

There is an bus (399) running approximately every hour between Softwarepark Hagenberg and the main train station in Linz. At certain times and on weekends, other bus lines are used to travel between Hagenberg and Linz.

You can find bus schedules here: www.ooevv.at

Railways

The nearest railway station to Hagenberg is about 2km away (20-30 minutes walking) in Pregarten. For information on Austria's Federal Railway services see their homepage:

www.oebb.at

Discount Rail Travel

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. It is available to anyone under 26 years of age at the reduced price of € 19.00 and is valid for one year. In order to buy a Vorteilscard<26, you need to bring a valid ID with your date of birth on it. The application form is available at the ÖBB website or at the ticket counter in bigger cities. The 50% discount is guaranteed immediately if you buy your train ticket at a ticketing machine. If you buy the ticket at the counter, the reduction on the regular fare is only 45%. Students older than 26 years can buy a Vorteilscard Classic for 100€. It provides same discounts and is also valid for one year. In the past, ÖBB has offered the Vorteilscard Classic for half price in the summer or autumn. Look for this on their webpage around the time of your arrival!

Since 2011 a privately owned railway company called 'Westbahn' operates between Salzburg and Vienna. Tickets can be bought after boarding from train staff and cost about half the normal ÖBB price. If purchased in advance online, additional discounts for students, on special days, etc. may be available. This company also has busses running between Vienna and Klagenfurt, Salzburg and Munich as well as Prague and Graz. Please note: ÖBB tickets are not valid in Westbahn and vice versa! More information: www.westbahn.at and www.westbus.at

Acknowledgment and Disclaimer – Every effort has been made to ensure the accuracy of the information contained in this booklet, but Hagenberg 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. (Hagenberg, January 2017)

International Students in Hagenberg

'My five months in Hagenberg have been one of the best experiences of my life. Studying at the university, I had the opportunity of taking courses that were very interesting and very up-to date. Professors were all very kind and willing to help. They taught me with such a passion for their subject, that I fell in love with it, too. Hagenberg is a marvellous little town surrounded by a wonderful landscape and it was a joy walking around the campus everyday. I met people from all over the globe. The university organizes numerous activities and there are plenty of moments for international students to have fun and experience Austrian culture.'

Elena Foti,
Politecnico di Torino, Italy

'Going to Hagenberg did not only give me invaluable research experience, but an incredible life experience. The people there are kind and supportive, and I feel that I've learnt so much from them. On top of that, I now feel like I have a family and a home away from home. As perks, the university has modern facilities, and is in a great location if you wish to travel to other places in Europe.'

Joanne Leong,
University of Waterloo, Canada

'What surprised me about Hagenberg, was the wide choice of things to do in your spare time. Everything from running, soccer, tennis and of course travelling. Plus many vocational courses from kickboxing, dancing, and much more. I made many friends whom I will keep in touch for the rest of my life. And Hagenberg will definitely be one of the best memories to treasure. And Austria is the perfect location from which to get to know Central Europe.'

Ørjan Knutli
University of Agder, Norway

'Nice people, great atmosphere – I really enjoyed my stay in Hagenberg.'

Sonja Chèvre,
FH Bern, Switzerland

'When I chose Hagenberg as my destination I didn't know I was going to one of the most beautiful landscapes just in the middle of Europe. It is on a great location as you can travel to many countries which are relatively close (Czech Republic, Germany, Poland...). They have a great College here with the newest technology and nice and helpful people.'

Carlos Alonso Pena Osorio,
University of Málaga, Spain

'Hagenberg is a very quiet and peaceful village where you can really focus on studying. The University is professionally equipped so new opportunities and challenges are available. But of course it's not only about studying – you can meet wonderful and friendly people here and learn something about their culture and beautiful country. I will never regret spending my time here!'

Wojciech Kaczmarek,
Wroclaw University of Technology, Poland

'I heard great things from some friends about Hagenberg before I came: studying, playing, partying – it's a cool place to study. They have professional equipment for the students to use, industry standard software and people who are there to help out at anytime.'

Shayna Quinn,
Wanganui School of Design, NZ

'I have been really happy during my semester in Hagenberg. For me, the best part was that I was able not only to practice my English, but also improve my German, because I also had the chance to attend courses taught in German. In addition, I made many new friends and got to know parts of Austria and Austrian culture I wouldn't have been able to come across if I had stayed in a bigger town. And yet, cities like Prague, Munich and Vienna are only a few hours away by train! I would definitively recommend a semester at the University of Applied Sciences Upper Austria.'

Tajs Pedersen
IT-University Copenhagen, Denmark



HAGENBERG | LINZ | STEYR | WELS

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School of Informatics, Communications and Media

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