



GETTING STARTED

A GUIDE FOR DEGREE AND EXCHANGE STUDENTS



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Welcome to Roskilde University

It is our pleasure to welcome you as one of the more than 300 international students, which Roskilde University receives every year.

This handbook is meant for both exchange students and full degree students, who have been admitted to study at Roskilde University. It includes specific and general information that we hope you will find helpful when planning your stay and during the first period of time as you settle into your new surroundings at Roskilde University and in Denmark.

The staff of the International Team is here to help you if you have any questions about academic or practical matters. We understand that when you go abroad to study you can at times feel confused and overwhelmed, so please feel free to drop by if you have any problems or questions.

We hope you will enjoy your studies at Roskilde University and your experience as a student in Denmark making new friends and having new cultural experiences.

Wishing you all the best!

The staff of the International Team

ABOUT DENMARK

Your study abroad destination will change your life - Denmark has a lot to offer.

Denmark is located in the Northern part of Europe called Scandinavia. Denmark is north of Germany, south of Norway and southeast of Sweden. This geographic position makes Denmark an excellent gateway for those, who want to explore Europe and Scandinavia.

Denmark is the oldest monarchy in the world, yet it is a modern welfare state. The country has a high standard of living and has often been noted for its high level of social security and free public services, including a high quality educational sector.

Danish higher education is famous for its innovative teaching approach and high international standards. The Danish institutions offer a dynamic study environment with an emphasis on independent study, initiative and project-oriented learning. People who have visited Denmark often emphasise how safe the country feels. The statistics confirm this image of Denmark as a safe place: the country has one of the lowest crime rates in the world.

Denmark's official language is Danish. Approximately 80 percent of the population understand and speak English and many speak German, French or Spanish.

The Danes emphasise equality, individuality and democracy. The tone between Danes is relatively informal. Hygge is an important element of the Danish culture. The word is difficult to translate, but those seeking to grasp its meaning will quickly realise that it is closely associated with having a good time together with friends or family and with eating and drinking.



ABOUT ROSKILDE UNIVERSITY (RUC)

Information about Roskilde University

Located in a beautiful landscape close to the town of Roskilde and just 25 minutes from central Copenhagen, Roskilde University offers an international study and learning environment. Bachelor and Master Programmes are offered in Social Sciences, Humanities and Natural Sciences.

9000 Bachelor and Master students are enrolled at RUC. About 10 % of these students have another nationality than Danish and they come from more than 90 different countries.

Since its foundation in 1972, the university has focused on new ways of learning based on high-quality academic research and interdisciplinary bachelor and master programmes. RUC is in the lead among European universities in the field of education and has in many ways broken with traditional educational thinking and practice to develop a unique model for teaching principles. Graduates and research results from Roskilde University are thus in great demand both nationally and internationally.

Principles of Learning

What sets Roskilde University apart from other universities in Denmark and abroad is our emphasis on problem-oriented project work. The project work is done in groups where students play an active role and decide, within a certain framework set by the teacher, the areas and research problems they want to work with. You might find this form of study socially challenging at first, as you have to organize work, make decisions and evaluate the process in collaboration with other students; however, most students end up being enthusiastic about it. The nature and development of the project is negotiated in a continuing dialogue and discussion within the group under the supervision of a teacher. This implies that students are expected to be very actively involved in designing their projects and to take active part in group and academic

discussions, which in turn requires a sufficient level of English. RUC also offers a large number of courses. Courses and project work usually each compromise 50% of a degree programme. Graduates from Roskilde University have as a result acquired skills for doing collaborative work, and they are characterised by being responsible, innovative, creative thinkers and having leadership skills.

Academic Culture

The relationship between students and teachers in Denmark may seem informal to many foreign students, as they like to treat each other as equals, and students are not expected to address the teachers by using their last name or Mr/Mrs. In classroom situations you are encouraged to participate actively in discussions. You are welcome to disagree with your teacher in academic matters. Disagreement is in no way punished with lower grades. In fact having a critical attitude towards your chosen subject and putting forward a well-reasoned argument is highly valued, instead of simply reproducing information from books and lectures. It is in fact an important part of the study culture. The teachers will guide you in the right direction, they will give you references and advice and discuss the theories and methods, but they will not provide the final answer. You should feel free to ask your teacher questions during and after class; however, the teachers do not have the obligation to monitor everything you do. You have to contribute in every way in the relationship, asking questions about whatever you do not understand, making appointments for meetings and submitting your papers. In general courses, project work and meetings with the teacher are offers that you should accept and participate in actively.

Academic Calendar

The Academic year is divided into two semesters:

Spring semester
From February 1 to July 1

Autumn semester
From September 1 to January 31

Foundation Course

The foundation course is a great way to familiarise yourself with your new surroundings at Roskilde University and in Denmark. We highly recommend this course, as it provides a helpful introduction to Roskilde University including the campus, the university library, the study culture and academic English. You will also become acquainted with different aspects of culture in Denmark and the Danish language. In addition, it is a great way to meet other international students. In the autumn semester the course runs in August. In the spring semester the course runs in January. More information at www.ruc.dk/foundation

Examination Fraud and Misconduct

As any other university RUC has rules about how to act in your study work and how to handle sources and quotes. Make sure to read the rules concerning examination fraud and misconduct, so you do not get in trouble. More information at:

www.ruc.dk/en/about-the-university/organisation/rules-and-regulations/uddannelse/eksamenssnyd/



The Danish Evaluation and Grading System

In Denmark two evaluation systems are used in all State-regulated education. Some courses are evaluated by the 7-point grading scale - others are evaluated as passed or failed. The 7-point grading scale was implemented in 2007 and is compatible with the ECTS-grading scale. 02 is the minimum grade for passing an exam.

For courses evaluated by the pass/fail evaluation system student will not receive a grade. If you are an exchange student, please note that not all universities accept the pass/fail assessment when you have to transfer the credits. Ask your home university for their credit transfer policy, if they do not accept pass/fail make sure to choose courses at Roskilde University evaluated by the 7-point grade scale.

Grade	Description	ECTS	Old scale (00-13)
12	For an excellent performance displaying a high level of command of all aspects of the relevant material, with no or only a few minor weaknesses.	A	13 11
10	For a very good performance displaying a high level of command of most aspects of the relevant material, with only minor weaknesses.	B	10
7	For a good performance displaying good command of the relevant material but also some weaknesses.	C	9 8
4	For a fair performance displaying some command of the relevant material but also some major weaknesses.	D	7
02	For a performance meeting only the minimum requirements for acceptance.	E	6
00	For a performance which does not meet the minimum requirements for acceptance.	Fx	5 03
-3	For a performance which is unacceptable in all respects.	F	00

PREPARING FOR YOUR STAY IN DENMARK

Residence Permit/Registration Certificate

Nordic citizens, i.e. citizens of Finland, Iceland, Norway and Sweden are free to enter, reside and study in Denmark without a residence permit/registration certificate. However, when arriving in Denmark, you have to register with the local Citizen Service (Borgerservice) in order to get a Danish CPR-number. See the section 'What to do upon arrival in Denmark'.

EU/EEA citizens including citizens from Switzerland need a registration certificate, if you are staying in Denmark for more than three months. We strongly recommend that you obtain a registration certificate before arriving, as you will be able to register for your Danish CPR number when you arrive. For more information see the section 'What to do upon arrival in Denmark'. It is, however, possible to get your registration certificate once you are here. The registration certificate is a certification of the rights that you have according to the rules on free movement within EU/EEA.

If you apply when you arrive in Denmark, we recommend that you apply for a registration certificate as soon as possible. The processing may take up to three weeks. In order to apply you should go to the nearest State Administration. You can find information on how to apply and the application form at:

<http://statsforvaltning.dk/site.aspx?p=6028>



You can find the address of your regional State Administration (Statsforvaltningen) below:

Roskilde area (including Trekroner)

Statsforvaltningen, Afdeling Ringsted
Nørregade 2
4100 Ringsted
Tel: 7256 7000

For personal enquiries concerning the registration certificate the opening hours are as follows:

*Monday - Wednesday: 08 – 16
Thursday: 12 – 18
Friday: 08-14*

Copenhagen area (including Høje Taastrup)

Statsforvaltningen, Afdeling København
Borups Allé 177
2400 Copenhagen NV
Tel: 7256 7000

For personal enquiries concerning the registration certificate the opening hours are as follows:

*Monday - Wednesday: 08-16
Thursday: 12-18
Friday: 08 – 14*

Non-EU/EEA citizens need a residence permit to study in Denmark. You must apply for a residence permit through the Danish Embassy in the home country before leaving.

Non-EU/EEA citizens who need to apply for a residence permit for Denmark should notice the following:

1. You cannot apply for a residence permit for Denmark before you have received the ST1 form as part of your admission package to Roskilde University.
2. The processing time of your application for a residence permit by the Danish Agency for Labour Market and Recruitment may take up to 2 months from the date that the agency receives a fully completed application. This means that you must apply for a residence permit immediately after receiving the documents from the university in order to receive your permit in due time before coming to Denmark.
3. We recommend that you contact the Danish embassy/consulate in your country for information before you hand in your application for a residence permit.
4. In order to apply for a residence permit, you must pay an application fee*) to the Danish Agency for Labour Market and Recruitment to have your application for a residence permit processed. Please follow the three steps of the application process, as described at this site: www.nyidanmark.dk/en-us/coming_to_dk/fee/fee.htm
5. Applicants that are to pay tuition fees should note that the Danish Agency for Labour Market and Recruitment will only process the application for a residence permit, if you have paid the tuition fee to Roskilde University. Applicants that are to pay tuition fees must therefore pay this fee within the given deadline stated in the admission letter; otherwise the admission will be annulled.
6. Applicants that are not to pay tuition fees, and have not been granted a Danish state scholarship (free tuition and covering of living expenses), you must document that you dispose of DKK 4.200 per month that you will stay in Denmark by including e.g. bank statement in your own name or documentation for a grant or scholarship.

*) Please note that your bank may charge a fee to transfer the application fee. You should therefore make sure that the full amount is paid to the Danish Agency for Labour Market and Recruitment.

7. With the letter of admission and the ST1 form you can only apply for a residence permit from the day your studies commence. The university cannot help you apply for a residence permit for an earlier period.
8. With the letter of admission and the ST1 form you can apply for a residence permit for studying at the university which issued the letter of admission and the ST1 form. If you are no longer actively studying at the university you cannot uphold your residence permit. The university will inform The Danish Agency for Labour Market and Recruitment if you are no longer actively studying at the university.
9. The students themselves are responsible for the application process. The university has no influence on the process.

You can find more information regarding residence permit at:

www.nyidanmark.dk/en-us/coming_to_dk/studies/post_secondary_education.htm



Residence Permit Extensions

If you need to extend your residence permit, you must meet the conditions for your original application. You are required to pay a fee when applying for an extension for a residence permit. It is crucial that you apply for an extension before your original permit expires – but no sooner than three months before this deadline. If you apply after your original permit has expired, your application will be rejected because you will be residing illegally in Denmark. You will then have to leave the country and apply for a residence permit from your home country. For more information:

www.nyidanmark.dk/en-us/coming_to_dk/studies/extension.htm





Work Permit

Nordic, EU/EEA and Swiss citizens do not need a work permit.

Students from *all other countries* can apply for a work permit as part of their residence permit, which entitles them to work for up to 15 hours a week during the semester, and full time during the months of June, July and August. Applicants that apply for a residence permit from January 1, 2015, will be allowed to work up to 20 hours a week during the semester, as the regulations change from this date. It will say on your residence card whether or not you are allowed to work, and the specific number of hours a week you are allowed to work during the semester. You must comply with the terms stated in your residence permit. Application for a work permit must be submitted to the Danish representation in the home country before leaving for Denmark.

Please note if you work illegally in Denmark, e.g. by working more than the allowed number of hours, the Danish Agency for Labour Market and Recruitment may revoke or refuse to extend your residence permit. This can happen even if you otherwise meet the conditions for your residence permit, e.g. if you are still actively enrolled in your course or study programme. If you work illegally in Denmark, you risk deportation, and you and your employer risk fine or imprisonment. For more information:

www.nyidanmark.dk/en-us/coming_to_dk/studies/post_secondary_education.htm



Accommodation

Danish students live in private or rented flats, rented rooms or in residence halls (kollegium). Finding accommodation for students is generally quite challenging.

Due to the housing situation it is therefore essential that your accommodation has been secured before you arrive in Denmark.



Exchange Students

Roskilde University has secured a limited number of rooms for our exchange students. Information on how and when to apply for a room is sent along with the Letter of Acceptance.

The residence halls, that Roskilde University has access to, are located on campus. The residence halls have kitchen and laundry facilities. The rooms are furnished with basic furniture and equipped with the most necessary kitchen utensils. However, you have to provide sheets and towels. For the residence halls on campus you will need to put down a deposit of 10.000 DKK, and pay 3100-4200 DKK per month depending on the room.

Roskilde University has secured rooms at the following residence halls “Kolibrien”, “Korallen” and “Rockwool”. You will find a student video about one of the residence halls “Korallen” on Youtube:

<http://youtu.be/sccGVUuTP7o>



There are 4 kinds of university accommodations:

- Single room with own bathroom and kitchenette and shared common rooms/big kitchens (KORALLEN, app. 51 rooms)
- Shared flat with 4 single rooms, 2 bathrooms and shared kitchen/common room. (ROCKWOOL, 3 flats)
- Single room with own kitchenette and shared bathroom (ROCKWOOL, 2 rooms)
- Single room with own bathroom and shared kitchen and common room (KOLIBRIEN, app. 14 rooms)

As a new thing, Roskilde University has also signed an agreement with the international housing platform:

www.HousingAnywhere.com



HousingAnywhere.com is free to access and operates on a student-student basis. As a new international student at Roskilde University you are free to access the platform and look for flats or rooms offered for rent by Danish students who themselves are going on exchange or internships abroad for a limited period. You can find a promotional video about HousingAnywhere.com on Youtube:

https://www.youtube.com/watch?v=mIdeg16Vh_M



Full Degree Students

Roskilde University is unfortunately not able to assist our full degree students in finding accommodation.

If you wish to apply for accommodation in Roskilde or Copenhagen we suggest that you contact the accommodation agencies mentioned below. You can also send an email to markedsplads@ruc.dk, which is a digital notice board that many students and members of staff subscribe to. Please keep the following in mind:

- Apply immediately since accommodation will be distributed in the order the applications are registered.
- Finding accommodation in Copenhagen is normally more difficult than finding accommodation in the Roskilde area.
- When you fill out an application make realistic demands of location, type and rent. We recommend that you do not set your maximum rent lower than 2500-3000 DKK per month.
- Apartments and rooms are normally without furniture unless you apply specifically for rooms with furniture. If you need to buy furniture, you can send an e-mail to markedsplads@ruc.dk, which is a digital notice board that many students and members of staff subscribe to. You can also find cheaper furniture in a number of warehouses or second-hand shops.
- Please notice RIU's regulations regarding cost of maintenance after departure. These costs might be disproportionately high if you only live in the room/apartment for a short period. Please contact RIU to find out more if you plan to live less than one year in the room/apartment.

- You will not be contacted if it is not possible to match the demands made in your application.

Useful links and addresses:

RIU-Roskilde (residence halls in Roskilde)

c/o UBSBOLIG A/S

Frederiksberggade 2, 2. sal

1459 København K

Phone: (+45) 3946 6262

Email: [info\(at\)riu-roskilde.dk](mailto:info(at)riu-roskilde.dk)

Web: www.riu-roskilde.dk (only in Danish)

Kollegiernes Kontor I København

(residence halls in Copenhagen)

Dahlerupsgade 5, 3.

1603 København V

Danmark

Phone: (+45) 3363 0500

Web: www.kollegierneskontor.dk

FindBolig.nu is a free website, where you can apply for accommodation throughout Denmark.

Web: www.findbolig.nu (only in Danish)

Danhostel Roskilde

(could be an opportunity the first days in Denmark)

Vindeboder 7

4000 Roskilde

Danmark

Phone: (+45) 4635 2184

Email: [roskilde\(at\)danhostel.dk](mailto:roskilde(at)danhostel.dk)

Web: www.danhostel.dk/roskilde

Budget

In terms of living expenses, it is difficult to predict how much money you will need. To give you an idea of average monthly expenses, here is a rough budget:

Housing	DKK 3000-4000 (€ 400-535)
Food	DKK 1500-2000 (€ 200-270)
Transportation	DKK 300-1100 (€ 40-150)
Books	DKK 450-600 (€ 60-80)

In total you should expect to use approximately DKK 8000 per month, but it depends on your personal standards and requirements.

Student job

Some international students find work in bars or restaurants. Others distribute newspapers, work in telemarketing or get jobs where certain language skills are required. Few find employment relevant to their studies.

You should not, however, count on obtaining a part-time job nor plan your finances accordingly. It is not always easy to find a student job in Denmark if you do not speak Danish. For more information and tips on finding a student job in Denmark, please visit these websites:

www.workindenmark.dk

www.jobnet.dk

www.so.dk (especially for students)

Clothing

In Denmark each season has its distinctive characteristics. It can be as cold as -5-10°C in the winter. If you are here during the autumn and winter periods it is advisable to bring warmer clothing including a warm coat or jacket, as well as waterproof boots or shoes. In the summer temperature rises to 15-25°C.

Computer

You might want to bring your own computer, as most homes including the dorm rooms on campus have an internet connection. There is a wireless network at RUC, which all students can connect to (see the section on IT).

In case you do not own a computer or decide not to bring one, you can use the computer facilities on campus.

Mobile Phone

It might be a good idea to bring or buy a mobile while you are in Denmark, especially if you are staying for more than one semester. You can stop by the Exchange Service Desk to get a SIM-card and information on how to set-up your Danish telephone number or you can contact some of the larger telephone companies to get an offer.

Mentor Programme

If you are an exchange – or full degree student, you can sign up online for a mentor programme at:

<http://mentor.ruc.dk/>

The mentor will pick you up at the airport (or elsewhere) and take you to your room. In addition, you will get help to settle in and get an introduction to Roskilde University and your new surroundings in Denmark. If you have any questions send an email to: mentor@ruc.dk



WHAT TO DO UPON ARRIVAL IN DENMARK

REGISTERING IN DENMARK

Civil Registration System (CPR number)

After obtaining your residence permit/registration certificate and a permanent address in Denmark, you must notify your local municipality of your arrival within 5 days and register for your Danish CPR number (social security number) and national health insurance card. The CPR number is used when dealing with public authorities and will ensure that you can get free medical help, open a bank account, register at the tax authorities, use public libraries, salary payment and the like. It usually takes up to 2 weeks before you receive your CPR number.

If you move or relocate after you have been registered in the system, you are obliged to report this to your (new) municipality. Before leaving Denmark, you must also notify the Citizen Service of your departure.

How to register

Go to the nearest Citizen Service Centre bringing the following documentation:

- Application form: www.klxml.dk/KLB/Blanket/Gaelder/fro50.pdf
- Valid residence permit/registration certificate (Nordic citizens excepted)
- Nordic CPR number if entry from a Nordic country
- Passport/National ID card with picture (a driver's license is not a valid ID)
- A proof of your address in Denmark (e.g. rental contract or letter from your landlord/owner)
- Marriage certificate and/or children's birth certificates (if applicable)
- The blue EU health insurance card

For more information

You can only register with your local office. Please find the address of your local Citizen Service Centre (Borgerservice) below:

Roskilde area (including Trekroner)

*Borgerservice
Stændertorvet 1
4000 Roskilde
Phone: 4631 3000*

For personal enquiries the opening hours are as follows:

Monday-Tuesday: 10-15

Wednesday: closed

Thursday: 10-17

Friday: 10-13

Saturday: 10-13 (only the first Saturday in each month)

Sunday: Closed

Frederiksberg

*Borgerservice
Frederiksberg Rådhus, 1st floor
Smallegade 1
2000 Frederiksberg
Phone: 3821 2121*

For personal enquiries the opening hours are as follows:

Monday and Thursday: 09-17

Tuesday, Wednesday and Friday: 09-13

Saturday-Sunday: Closed

Copenhagen area (including Høje Taastrup)

*Borgerservice
Nyropsgade 1
1602 København V*

Phone: 3366 3366

For personal enquiries the opening hours are as follows:

Monday-Wednesday: 10-17

Thursday: 09-18

Friday: 10-15

Saturday-Sunday: Closed

If you live in Copenhagen, you can also register with the International Citizen Service. They also offer assistance with e.g.:

- Residence permit for non-EU citizens
- Registration certificate for EU citizens
- Tax card
- Civil registration number (CPR)
- Health insurance card
- Danish driver's license

In addition, personal guidance on e.g. student jobs, the Danish tax system, Danish courses, and other useful information concerning your stay in Denmark. For more information:

<http://icitizen.dk/>

Copenhagen area

International Citizen Service East

Gyldenløvesgade 11

1600 København

Phone: 3366 6606

Email: east@icitizen.dk

Opening hours:

Monday-Wednesday: 10.00-15.00

Thursday: 11.00-15.00

Friday: 10.00-14.00



Health Insurance: Coverage when registering with the Danish Civil Registration System

The Danish healthcare system offers equal and universal access for all residents. As an international student and resident in Denmark you too will enjoy access to free medical treatments with some exceptions, such as dental care and physiotherapy.

Students from outside the EU/EEA

If you are a non-EU/EEA citizen and you plan to stay in Denmark for more than 3 months then you must obtain a Danish residence permit and register with the Civil Registration System. Hereafter you are entitled to free medical treatment in Denmark.

Students from the EU/EEA or Switzerland

If you are an EU/EEA citizen or a Swiss national and plan to stay in Denmark for more than 3 months, and provided you are covered by the statutory health insurance service in your home country, you enjoy full access to the Danish national healthcare system once you have registered with the Civil Registration System. To register you must present an E106 form, a S1 Portable Document, or a valid EHIC card issued by your statutory health insurance.

How to register with the Civil Registration System

When registering with the Civil Registration System you must choose whether you want to be insured in Group 1 or Group 2.

Care offered by General practitioners (GPs) and specialists in Group 1 is free of charge - and you will be asked to choose a GP who will refer you to a specialist when necessary. If you choose to be insured in Group 2 you will not be assigned a specific GP but will enjoy access to any GP or specialist on request. However, only a part of the costs for treatment in Group 2 is reimbursed. Roughly 98% of Danish residents are insured in Group 1.

The Danish National Health Insurance Card

Upon registering with the Civil Registration System, you will receive a national health insurance card ('Sygesikringskort'). The card is your proof that you are entitled to all public healthcare services in Denmark and must be presented at all visits to doctors, hospitals and at pharmacists when collecting prescription drugs.

The card states your name, address and your Civil Personal Registration (CPR) number as well as the name and address of your doctor. If you fall ill outside your general practitioners opening hours and need medical advice contact the on-call GP (Lægevagten) (for contact information see the section on emergency).

Insurance

We strongly recommend that you take out adequate insurance while studying in Denmark. The following insurance is recommended:

- Third-party liability insurance (ansvarsforsikring) – covering expenses if you have to pay compensation to another person
- Accident insurance (ulykkesforsikring) – covering the financial consequences of an accident
- Home insurance (indboforsikring) – for your personal belongings
- Car insurance (bilforsikring) – If you bring a car with you, please make sure it is properly insured. If you decide to take out the insurance in Denmark, try contacting some of the larger insurance companies. They have websites in English.

NemID

NemID is your digital signature – and the key to digital Denmark. NemID is a single login for public websites. This applies, for example, when you: use online banking, change your address, see your tax, choose a doctor and leave Denmark. NemID consists of: a User ID, a Password and a code card with codes (one-times codes). For information about NemID go to:

www.nemid.nu/dk-en/



e-Boks

e-Boks is a digital mailbox. You have to register and log on using your NemID. Then you can choose who you wish to receive mail from. This may be your bank, insurance company or municipality.

For more information go to:

<http://www.e-boks.dk/Default.aspx>



Digital Post

Digital post is your online mailbox for digital post from the public authorities. All individuals above the age of 15 registered with a Danish civil registration number (CPR number) receive Digital Post from public authorities. Digital Post includes any letters from hospital, pension statements, information about state education support (SU), changes to housing benefits, letters from the Danish Tax and Customs Administration (SKAT), etc. You can choose to make e-Boks your digital mailbox for mail from public authorities. Then you will have all your mail from public authorities and private companies filed in one place. You also have the possibility for exemption from using Digital Post, but only if you fulfil certain criteria. For more information go to:

<https://lifeindenmark.borger.dk/Pages/Digital-Post.aspx?NavigationTaxonomyId=ff1d9a2b-caf4-451c-8789-854dob26d898>



Roskilde
Universitet

WHAT TO DO UPON ARRIVAL AT RUC

Email Account

All students need to have a RUC email account. You can get your username and password at the Helpdesk Secretariat in building 30. The username is also your email address, so if your username is johndoe, your address will be johndoe@ruc.dk. It is of great importance that you check your RUC e-mail regularly, since it is used to remind you to sign up for exams, renew your student card etc.

Opening hours of the Helpdesk Secretariat are:

Monday-Thursday: 9.00-12.30 and 13.00-15.00

Friday: 11.00-13.00

For more information:

<https://intra.ruc.dk/en/employees/services-to-employees/finance-it-and-technical-services-fit/it/helpdesk/>



Student Card

Every student at RUC gets a student card. Exchange students pick up their student card at the Exchange Service Desk. Full degree master students pick up their student card at the Student Service Centre. Full degree bachelor students will receive their student card from the house secretary.

The card has several purposes. First and foremost, it serves to identify you as a student at RUC. Secondly, it works as an access card to your department at the university, or your “house” as we call it at RUC. In order to use the card as an access card you have to activate it. This can be done at the Key office in building 37, Monday- Thursday: 9.30-12:30 (the Key office will move to building 30 during February 2015). The student card is also your library card.

Course Registration

The different subjects at RUC have different procedures for course registration. You will receive information from your own subject on how to register for courses. If you have any doubts or questions about course registration, you should contact the secretariat at your own subject.

STUDENT LIFE AT ROSKILDE UNIVERSITY

FACILITIES ON CAMPUS

Bookshop

You can buy all of your course literature at the bookshop, Academic Books, which can be found in building 01. More information at:

www.academicbooks.dk/en



How to Print, Copy and Scan

There are different types of multi-function machines for printing and copying at RUC. The multi-function machines can all print, copy and scan to e-mail. For more information on how to print, scan and copy go to:

www.ruc.dk/en/print-kopi-scan



IT

All students can connect to the wireless network at RUC, Plug'n Study. It is available in every building - and even some outdoor areas. You can bring your own computer to RUC and log on to Plug'n Study with or without a cable. You can find a guide of how to connect to Plug'n Study at:

www.ruc.dk/en/plug-n-study



Sports Facilities

RUSIS (Roskilde Universitets Studenter Idræts Sektion) offers exercise and sports activities for students and employees at

RUC. They have a fully equipped exercise centre and co-ordinate other activities and sports at RUC, e.g., martial arts, gymnastics and soccer. You are required to pay a membership fee. More information at:

www.studenterraadet.dk/en/member-associations/rucsport



Student House

The Student House at RUC is located in Building 13. It is driven by students on a voluntary basis and works as a gathering place for both smaller, casual meetings as well as larger events. You will find opening hours for the café and more information at:

www.studenterhusetruc.dk



University Canteen

The university canteen, or RUCafé as it is called, is located in building 01. In the canteen you can buy hot and cold drinks, chocolate, homemade bread, cakes and other essentials. From 11 - 13.30 at least two hot meals are offered one of which is vegetarian. There is also a salad bar, sandwiches and "smørrebrød" (Danish open sandwiches on rye bread).

University Library

The Roskilde University library was inaugurated in 2001 and we like to pride ourselves of the facilities that among others include a comprehensive reference collection and 100 readers' seats with computers. At the library you can also read newspapers and journals. Find more information at:

<http://rub.ruc.dk/en/>



ADMINISTRATION AND SERVICES

International Team

The International Team is the administrative coordinator of the entire exchange process. Here you can have guidance and direction. You can contact the International Team via email exchange@ruc.dk or phone (+45) 46742144 or stop by the Exchange Service Desk, which is open Monday- Tuesday 9:30-12:30 and Thursday 12:30-15:30.

Student Administration at the Departments

Each department offers various kinds of administrative support that concern the programmes offered at the department. This includes e.g. planning of examinations, course registration, processing credit transfer applications, introduction to the programmes.

For more information go to:

www.ruc.dk/en/departments/



Study and Careers Service

The Study and Careers Service located in building 30 is the joint student guidance office. They offer guidance regarding admission, the study structure, study programmes, choice of degree programme etc. You can contact them by phone 4674 3092 or write an e-mail to vejledning@ruc.dk. In the following link you can find more information about the Study and Careers Service and in addition information about the study guidance at the programmes at undergraduate and graduate level:

<http://www.ruc.dk/en/education/study-and-career-service/the-central-study-and-career-service/>



Student Counselling

The Student Counselling, located in building 01 offers free and anonymous social, psychological and psychiatric counselling and guidance to students. You can contact the secretary personally or by

telephone Monday to Thursday from 9.00-12 + 12:30-15 and Friday from 9.00-13.00, phone 7026 7500. You can also send an e-mail to ruc@srg.dk

Student Service Centre

The Student Service Centre, located in building 30. They are responsible for a large number of formal matters of central importance to the administrative part of your life as a student. Among others this involves your registration at the university, change of study programme, issue of diplomas, disenrollment, leave of absence and student cards. Phone: (+45) 46743461

Opening hours are:

Monday-Wednesday: 9:30-12:30

Thursday: 12:30-15:30

Friday: closed

University Chaplain and Room for Worship

You can contact the University Chaplain, Ulla Pierri Enevoldsen, if you need someone to talk to regardless of your religious beliefs. You can contact the chaplain personally or by telephone. If you want to set up an appointment, you can contact her by phone 4674 2394 or send an e-mail to pastor@ruc.dk. For more information: <http://pastor.ruc.dk/english/> RUC has also established a room for worship and silent prayer in building 03. The room is open to everyone regardless of their religious beliefs.

STUDENT CLUBS, ASSOCIATIONS AND SOCIAL EVENTS

Friday Bar (Fredagsbar)

The Friday Bar (Fredagsbar) is an event you should not miss, if you want to experience a part of typical Danish student life. Here you can socialise with other students after classes and relax with a beer or a cup of coffee. The official Fredagsbar at RUC is open every Thursday 15.00-20.00 and Friday 14.00-20.00. You can find it in the Student House in building 13, or the canteen right next to the RuCafé.

International Club

The IC is an excellent way to meet other students, both Danish and international students. It is an opportunity for you to learn about other cultures and participate in many social events, trips etc. More information at:

www.ruc.dk/ic



RUC Choir

The RUC choir is for students and staff from Roskilde University. The choir practices on Tuesdays from 16-18 in building 42.2.37. Anyone can join the choir, which also performs at many festive occasions both at RUC and outside of RUC. If you have any questions, send an e-mail to sustif@ruc.dk.

Social Networks

Besides the International Club at RUC, we encourage students to meet with Danes and other international people from other social circles such as InterNations (www.internations.org). Through other networks, you will be able to learn more about the Danish culture through arrangements organized by the clubs, etc.

Student Council

The student council (Studenterrådet) is the students' organisation at Roskilde University and is run by volunteer students. It represents the students' interests regarding educational policy and social relations. A wide range of committees and groups are a part of the students' council such as international students. Students can contact the students' council, if they have ideas for activities related to educational policies and social relations. If you have any questions, send an e-mail to studenterraadet@studenterraadet.dk or find more information at:

<https://www.studenterraadet.dk/en>



LANGUAGE COURSES FOR INTERNATIONAL STUDENTS

Academic English

Courses in academic English are offered at Roskilde University to a limited number of students each year. More information on your possibilities at:

www.ruc.dk/en/education/efter-og-videreuddannelser/language-and-intercultural-communication-services-lics/academic-english/



Danish Courses

Danish classes are offered by a company called CLAVIS. You can find more information on which Danish language training programmes, they offer to international students at Roskilde University at:

www.ruc.dk/en/education/efter-og-videreuddannelser/language-and-intercultural-communication-services-lics/danish-courses/



TRANSPORTATION

Directions to Roskilde University

Roskilde University can be easily accessed by train. It can be reached from Copenhagen Airport within 45 minutes. You have to get off at Trekroner Station, from where it takes 10 minutes to reach the University on foot.

The town of Roskilde can be reached by train from Copenhagen Airport within 50 minutes. It is situated five minutes from Roskilde University

Copenhagen, the capital of Denmark, can be reached within 15 minutes from Copenhagen Airport. It is situated 25 minutes from Roskilde University.

For more information go to:

<http://www.ruc.dk/en/about-the-university/directions-to-ruc/>



PUBLIC TRANSPORTATION

Trains (www.dsb.dk)

You can get a train schedule at any DSB (the Danish railways) ticket office. If you want to go to Roskilde from Trekroner you must buy a 2-zone ticket. To go to Copenhagen from Trekroner you need a 7-zone ticket.

You can purchase different types of travel cards. Always pay your fare before getting on the train. It is very expensive to get caught trying to cheat your way to a free ride.

Buses (www.movia.dk)

The buses are very comfortable and cost the same as the trains. It is regulated the same way with the zones. The buses usually have shorter routes.

Planning your trip

Check out the journey planner www.journeyplanner.dk when you are going somewhere by public transportation. This website provides you with the easiest and quickest way to get from one place to another in Denmark and out of Denmark.

Taxis

Taxis are really expensive in Denmark. You should consider waiting a bit longer for a train or a bus or maybe walk or ride a bicycle. Taxis run by meter, so you cannot bargain.

Bicycle

A lot of Danish people ride a bicycle for their everyday transportation. It is possible to buy a second-hand bicycle to save money (see the section *Markedsplads*). Supermarkets like *Kvickly* and *Bilka* sell new bicycles at reasonable prices. If you are only here for one semester, you might want to rent a bicycle. You can find more information at:

www.studentbikes.dk

or send an e-mail to info@studentbikes.dk – if you want to learn more or order a bike.





OTHER USEFUL INFORMATION

Banks and Currency

The Danish Krone (DKK) is the currency of Denmark.

1 USD is approximately DKK 6 and 1 EURO around DKK 7.5 (December 2014)

Banks are open Monday to Friday between 9.30 – 16.00. Most banks have extended their opening hours on Thursdays to 17.30. In smaller towns and villages the opening hours might be shorter. The banks are closed on weekends.

Most shops accept VISA or MASTER cards; however, to avoid paying a fee, it is advisable to open a Danish bank account.

If you wish to open a Danish bank account, you need to have a Danish CPR-number and an address in Denmark. You should contact a bank in person, and bring with you a passport or ID-card and documentary proof of your address in Denmark. In most cases it is free of charge to open an account, however, you should ask the bank for advice about the different options and the costs associated with them.

Emergency

In case of an emergency dial 112 and ask for an ambulance, the police or the fire department. There is no charge when you call this number. It is important to remember that you will be asked to inform the authority of the exact location you are calling from.

If you need a doctor during weekends, on a public holiday or after 16.00 on weekdays, you must call the emergency doctor service (lægevagten) you can contact the on-call GP Monday to Friday between 16.00-08.00. On weekends and public holidays they are on call day and night. Copenhagen area: Tel: 1813, Roskilde area: Tel: 7015 0700. Remember to have

your Danish health insurance card (sygesikringskort) by you when you call this service.

If you need to contact your local police, or the nearest police in Denmark in cases that are not urgent, you can call 114.

Markedsplads (Marketplace)

You can send an email to markedsplads@ruc.dk if you need to buy or sell a bicycle, furniture or other things. It is also useful if you are looking for a room to rent. It is a digital notice board that many students and members of staff subscribe to.

Pharmacy

Medicine and healthcare products can be bought at a pharmacy, in Danish Apotek. This is where you pick up prescription drugs, plus all non-prescription drugs. If you are in urgent need of medicine there are some 24-hour pharmacies:

Roskilde area

Roskilde Dom Apotek
Algade 52
4000 Roskilde
Tel: 4632 3277

Copenhagen area

Københavns Steno Apotek
Vesterbrogade 6C
1620 København V
Tel: 3314 8266

Københavns Sønderbro Apotek
Amagerbrogade 158
2300 København S
Tel: 3258 0140

Public holidays

The following days are public holidays:

2015

Maundy Thursday (Skærtorsdag) April 2
Good Friday (Langfredag) April 3
Easter Day (Påskedag) April 5
Easter Monday (Anden påskedag) April 6
Common Prayer Day (Stor bededag) May 1
Ascension Day (Kristi himmelfartsdag) May 14
Whit Sunday (Pinsedag) May 24
Whit Monday (Anden pinsedag) May 25
Constitution Day (Grundlovsdag) June 5
Christmas Eve (Juleaften) December 24
Christmas Day (Juledag) December 25
Boxing Day (Anden juledag) December 26

2016

New Year's Day (Nytårsdag) January 1

RUC will be closed during public holidays and between Christmas and New Year including December 24th and January 1st. Shops, banks and offices are usually closed on the above-mentioned public holidays.

Shopping

Most shops are open Monday to Thursday 10.00 – 18.00, until 19.00 on Fridays, and until 16.00 on Saturdays. Shops are generally closed on Sundays. In smaller towns and villages the opening hours might be shorter. Grocery stores are usually open 09.00 – 20.00 on weekdays and 08.00 – 17.00 on Saturdays. Some stores are open on Sundays. The cheapest supermarket chains are Netto, Fakta and Aldi. These are discount grocery stores. If you want a bigger variety of brands and sometimes better quality, you have to pay more in stores like Super Brugsen, Kvickly and Føtex where apart from food you will also find clothes and household supplies at a reasonable price.

EXPERIENCE DENMARK

Roskilde and Copenhagen offer a wide range of events. You can find a list of some of the recurring events below:

Spring:

- April: CPH:PIX. Copenhagen International Film Festival.
www.cphpix.dk
- May 1: Labour Day. You can join many Danes and go to Fælledparken to celebrate this day.
- May: Copenhagen Beer Festival.
- June: Distortion. A five-day music festival moving through different parts of Copenhagen
www.cphdistortion.dk
- June: Copenhagen carnival
www.karneval-kbh.dk
- June/July: Roskilde Festival
www.roskilde-festival.dk
- July: Copenhagen Jazz Festival
www.jazz.dk
- July: Trailerpark Festival
www.trailerparkfestival.com

Fall:

- August: Strøm: Elecetronic Festival
www.stromcph.dk
- August: Copenhagen Pride. Gay pride parade festival
www.copenhagenpride.dk
- October: Culture night
www.kulturnatten.dk

If you need more inspiration of what to see and do in Denmark, here are some useful websites:

www.visitdenmark.com
www.visitroskilde.com
www.visitcopenhagen.com
www.aok.dk/

CONTACT INFORMATION

Full Degree Students

At the Student Service Centre in Building 30, you can get help with study-related and practical matters.

Opening hours at the Student Service Centre

Monday – Wednesday: 9:30-12:30

Thursday: 12:30-15:30

Friday: closed

Contact information:

Email: fulldegree@ruc.dk

Phone: (+45) 4674 3461

Exchange Students

At the Exchange Service Desk you can get help with academic or practical matters. Exchange students can also fax papers to their home institution if necessary.

Opening hours in the Exchange Service Desk

Monday – Tuesday: 9.30-12.30

Thursday: 12.30-15.30

Wednesday and Friday: closed

Contact information:

Email: exchange@ruc.dk

Phone: (+45) 4674 2144

CAMPUS

Roskilde University



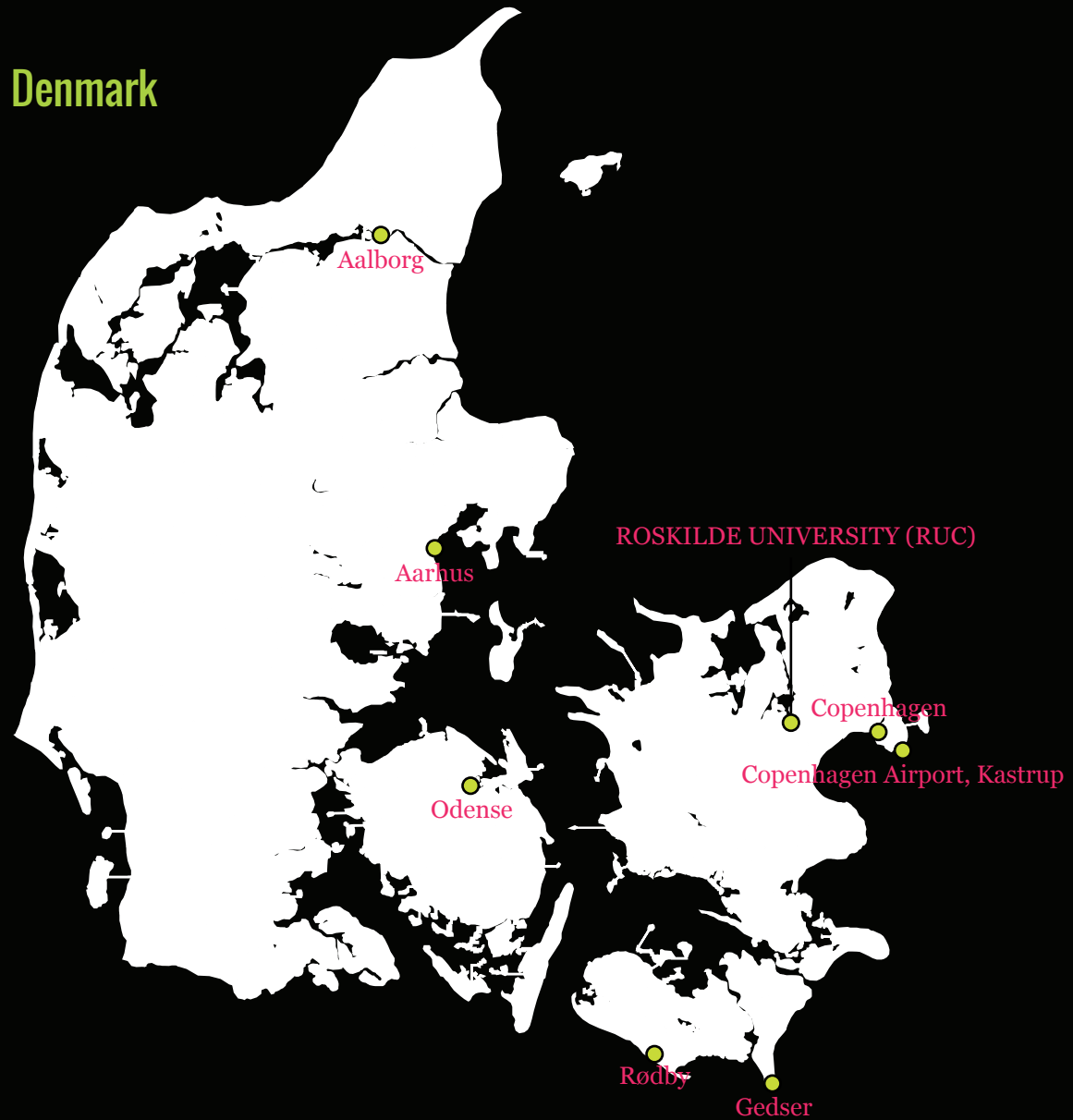
Rockwool Kollegiet

Kollegiet "Kolibrien"

Kollegiet "Korallen"

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Asbjørn Sand
Pernille Vesterled
Poul Erik Nikander Frandsen
Uffe Weng

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