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WELCOME TO THE MENTOR GRUPE!

We are really pleased that you have signed up as a mentor and want to get to know one or more of the new international students at Aarhus University (AU).

The following information in this guide contains an overview of necessary activities and useful knowledge for you as a mentor and for your mentee (foreign student at AU). We recommend that you read the guide thoroughly, even if you have been a mentor in the past, as changes are made on a regular basis.
CORE ACTIVITES

To get in touch with your mentee(s)

To arrange when to meet (time/place etc.)

To pick up keys for the student’s rented housing
## IMPORTANT BACKGROUND KNOWLEDGE

### PRE-ARRIVAL

<table>
<thead>
<tr>
<th>CONTACT BETWEEN THE EXCHANGE STUDENT AND INTERNATIONAL CENTRE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Application</td>
<td>The student has applied for status as an exchange student at the university and the coordinator at the institute they have applied to, has approved their academic standing.</td>
</tr>
<tr>
<td>Housing</td>
<td>IC has found accommodation for the student (if he/she applied for it)</td>
</tr>
<tr>
<td>Welcome Email</td>
<td>The student has received a welcome email from IC with information about residence permits, letter of enrolment and pre-arrival guide, etc.</td>
</tr>
<tr>
<td>Welcome Bag</td>
<td>The student receives a welcome bag from IC with info about AU and Aarhus at their check-in at IC.</td>
</tr>
</tbody>
</table>
KEY PICKUP
If you want, you can choose to pick up your mentee’s keys and info-folder at the International Centre before your mentee arrives. You will find IC’s office hours here: www.au.dk/en/internationalcentre/aboutic.

You need to be aware that keys aren’t available for pickup until the day the rental contract starts (and the following days.) If your mentee arrives BEFORE the contract starts, it is your mentee’s own responsibility to book a room at a hotel/hostel.

Also note that if the contract starts during the weekend it will not be possible to move in until the following Monday (if for example the 1st is a Saturday, moving in won’t be possible until the 3rd.)

THE ARRIVAL

If you’re unsure when your mentee’s contract starts, you’re welcome to write to housing@au.dk.

Remember to be clear in your arrangement with your mentee on whether your or he/she will be the one picking up the keys.

If your mentee still hasn’t arrived in Aarhus a week after semester start, it’s very important that you return the keys and information-folder to IC, unless you have an expressly stated arrival time from the student.
PICKUP OF YOUR MENTEE
You’ll need to be there to pick up your mentee at their arrival in Aarhus (bus station, train station, airport bus, etc.)

If you’re unable to be there, it’s your responsibility to ask the other mentors for help. Before you pick up your mentee, you should consider the transport from the pickup point to the International Centre and/or housing.

ACCOMMODATION
You will show the exchange student his/her room and make sure that he/she can find common areas, laundry room, caretaker’s office etc. If there are problems with the room (hasn’t been cleaned or similar) you should ask your mentee to immediately contact AU Housing at housing@au.dk.

In the room you’ll find the most necessary items (table, bed, chair, lamp), but not duvet/blankets, pillows, bedding or towels. You can inform your mentee about where he/she can buy these things (for example the nearest larger supermarket or IKEA).

There is a detailed information folder for every tenancy, where you and your mentee can find answers to (nearly) everything about the tenancy. The folder will also contain an English translation of the Danish rental contract.

You can find the information folder here: www.au.dk/en/internationalcentre/auhousing/residenceinformation/.

Open the link and then go through the most important information with your mentee and make sure that he/she at least knows the deadlines for giving notice and procedures, insurance, internet information and important contacts..
SOCIAL INTRODUCTION

SOCIAL LIFE AT THE UNIVERSITY
As a mentor, it’s important that you introduce the exchange student to other students, take him/her to Friday bar and tell them about other social activities at the institute and the university. Remember that it’s important for the student to have a social network during their stay.

STUDENTERHUSS AARHUS
All exchange students who are accepted to Aarhus University are offered a free membership to Studenterhus Aarhus, which is an important social meeting place for Danish and international students.

THE CITY
If you and your exchange student want to, you can go explore the city together and experience the café-milieu, DOKK1, Aarhus Concert Hall, the beach, Strøget, ARoS, etc.

SPORTS ACTIVITIES
Help your exchange student navigate the different options for doing sports activities as well as where and how he/she should sign up. A good place to start might be Aarhus University Sports (www.aus.dk).

BIKE RENTAL
There’s a company in Aarhus that rent out bikes for a day, week or month at a time: www.bikes4rent.dk.

NEWSPAPERS
Every Friday Aarhus Stiftstidende publishes “Gul & Gratis”, where there could be cheap, used bicycles and more. Gul&Gratis is also found online at www.guloggratis.dk (not in English.) There’s also “Den Blå Avis” which can also be found at www.dba.dk (not in English).

Follow-up
When you’ve been through the accommodation, the study-relevant info, the administrative and the social introduction with your exchange student, the contact between you doesn’t have to stop. We’d like to encourage you to keep in touch and spend time with the student even after the first introductory period is over.

LÆRDEANSK
Danish language classes are free and take place in the afternoon or in the evening. The student can choose to go to classes one or two times per week.

The student will get a lot more information during the AU Intro Days on how to sign up for Danish classes as well as the practical aspects of going.
ADMINISTRATIVE INTRODUCTION

It’s important that you remind the student to fill in papers for various registrations. In the following section, it’ll be made clear which papers.

CHECK-IN AT IC
As soon as possible after arriving, you should take the student to the International Centre. Here he/she can check in and make any necessary updates about their personal information.

STUDENT ID CARD
If the student sent in a digital passport photo to the International Centre, the student’s card will be given out at check-in. Alternatively the passport photo can be sent digitally after the student arrives, in which case the student card can be picked up at the International Centre after approx. 2 weeks. Be aware that the student ID card needs to be activated before it can be used. This is done at the institute - often at the administrative offices or online.

STATE ADMINISTRATION
Make sure that the student’s residence permit is in order.

NOTE: The State Administration visits the university during semester start - time and location can be found in the student’s intro-program.

Nordic students do not need a residence permit.

EU-Citizens from non-Nordic countries need to apply for residence permits at the State Administration if he/she is going to be here for more than 3 months. The student will receive and application form upon arrival. For the State Administration’s visit to the university, exchange students should bring:
- Application form for residence permit or permit
- Passport
- Copy of Passport
- 1 passport photo
- Copy of the exchange student’s Letter of Enrolment. This is also handed out upon arrival.

Non-EU citizens from non-Nordic countries
The student needs to have applied for a residence permit before he/she arrives in Denmark. If this wasn’t done, the student should contact the International Centre who can help get the student’s papers in order.

CITIZEN SERVICE (BORGERSERVICE)
The student needs to be registered in the National People Register. The Register will visit the university as part of the intro-week.

Nordic students
If the student is going to be here for more than 3 months, he/she CAN apply for a CPR-number if they contact the citizen Service. If the student is going to be here for more than 6 months, he/she HAS TO have a CPR-number.
All other exchange students

A Residence Permit is a CONDITION for receiving a CPR-number. If the student is going to be here for more than 3 months, he/she has to register at the Citizen Service as part of the Intro-Week. The student will receive an application form for a CPR number during check-in at the reception desk at IC.

For the Citizen Service, the student should bring:

- CPR application form
- Copy of passport
- Copy of residence permit (non-EU)
- Copy of European health Insurance Card
- Rental contract (is not handed in)

BANK ACCOUNT

Help the student set up a bank account (if he/she wants one). It might be a good idea to choose one of the bigger banks that have branches and ATMs in multiple places. The student NEEDS a CPR-number before an account can be made. Be aware that some banks require a fee of 500 kr. from non-EU citizens for opening a bank account.

NEM-ID

Citizen Service can issue a NemID for the student. On the Aarhus municipality’s website, the student will be able to use NemID to give due notice when they’re moving. Its mandatory to give electronic notification of any address changes.

AU INTRO DAYS

At AU Intro Days the international students will be introduced to Aarhus University via speeches such as "welcome and Introduction to AU", "Living in Denmark: An International Student Perspective" and "Academic and Study Culture". In addition there will be some keynotes that are more cultural and social such as “What You Need to Know About Danes”, “Danish and Denmark” by Lærdansk and the International Student Fair, where various Aarhusian organisations are invited to present their organisations to the students. The intent is to give the students a broad view of what it’s like to be a student at Aarhus University.

The mentors are encouraged to participate in the social events.

Orientation about AU Intro Days can be found at http://studerende.au.dk/en/international-students/au-intro-days

We are continuously updating the program for the intro days. It’s especially important in the days leading up to AU Intro Days that you stay up-to-date and are able to notify the exchange student if there’s a change in plans.
## IMPORTANT ADDRESSES

<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>International Center</strong></td>
<td>Høegh-Guldborgs Gade 4A</td>
<td>Tel: 8715 0220</td>
</tr>
<tr>
<td></td>
<td>Bld. 1650</td>
<td><a href="mailto:ic@au.dk">ic@au.dk</a></td>
</tr>
<tr>
<td></td>
<td>8000 Aarhus C</td>
<td><a href="http://www.au.dk/ic">www.au.dk/ic</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Offica hours:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mon–Fri: 10.00 - 14.00</td>
</tr>
<tr>
<td><strong>Citizen Service</strong></td>
<td>Hack Kampmanns Plads 2</td>
<td>Tel: 8940 2222</td>
</tr>
<tr>
<td><strong>DOKK1</strong></td>
<td>8000 Aarhus C</td>
<td>Office hours:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mon-Fri: 10.00 – 16.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Thursday: 10.00 – 19.00</td>
</tr>
<tr>
<td><strong>Aarhus State Administration</strong></td>
<td>Lyseng Alle 1</td>
<td>Tel: 7256 7000</td>
</tr>
<tr>
<td></td>
<td>8270 Højbjerg</td>
<td>Office hours:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mon–Fri: 8.00 – 14.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Thursday: 12.00 – 16.00</td>
</tr>
<tr>
<td><strong>Aarhus Studenterhus</strong></td>
<td>Nordre Ringgade 3</td>
<td>Tel: 8618 3021</td>
</tr>
<tr>
<td></td>
<td>8000 Aarhus C</td>
<td><a href="mailto:info@studenterhusaarhus.dk">info@studenterhusaarhus.dk</a></td>
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<td><a href="http://www.studenterhusaarhus.dk">www.studenterhusaarhus.dk</a></td>
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