



University of
South-Eastern Norway

Before we start



The Chat is **closed** so it's easier to follow the presentation



Questions will be answered after each "section"



Please use the symbol raise hand (it can be found under "Reactions")



When asking questions please state your **programme** and **campus**



Detailed personal questions should be addressed by e-mail.
NB! This webinar is recorded, and we will avoid personal matters.

Webinar / Online orientation

Friday 1st of December

International Relations Office

Incoming team Lisa, Anders and Dag

Agenda – Online orientation for arriving students

Friday, 1st of December 2023

From 14:00 to 15:00

- Welcome and introduction
- Presentation of participants
- Information from University of South-Eastern Norway (USN) by incoming team Lisa, Anders and Dag
- Questions from participants

The webinar is being recorded. Please do not ask personal questions as these have to be sent on e-mail or possibly needs to be answered in local information meetings. General questions concerning more students across campuses are encouraged.



CAMPUS BØ



CAMPUS DRAMMEN



CAMPUS KONGSBERG



CAMPUS NOTODDEN



CAMPUS PORSGRUNN



CAMPUS RAULAND



CAMPUS RINGERIKE

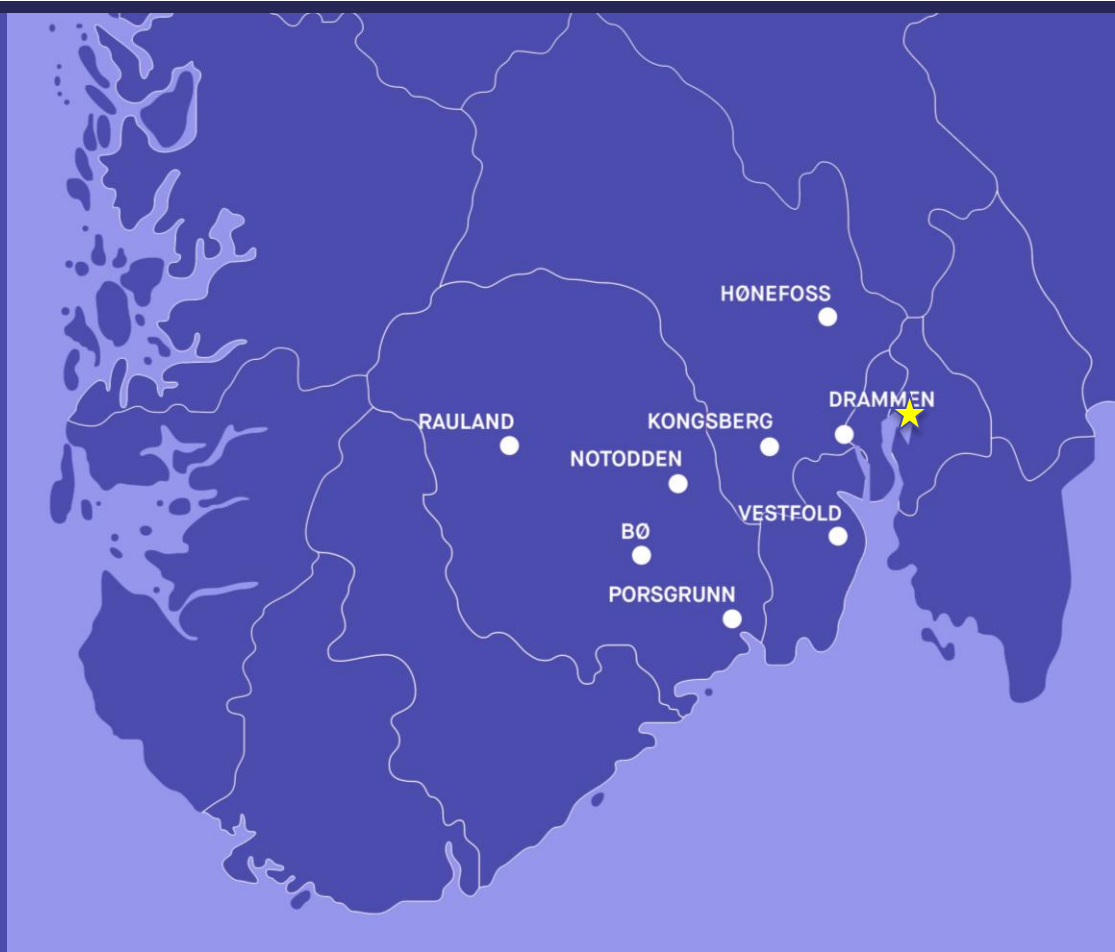


CAMPUS VESTFOLD

USN is a central actor in a geographical area of about 700,000 inhabitants

USN has approximately 18,000 students at 8 campuses.

★ = Oslo



The International Relations Office



- The **International Relations Office** admits exchange students. Our Office gives counselling and **administrative support** before you arrive to Norway and during semester start.



- Our **student assistants** will guide you and arrange social activities for you throughout the semester



- The **Programme coordinators** and **Student advisers** are the ones responsible for your **academic questions** and they have the daily facilitation of your student situation.

International coordinator – main tasks

- Coordination of arrival information for new international students
- Coordination with the police
- Contact with the home university for exchange students regarding their students (cooperation, visits, agreements, problems, etc.)
- Responsible for student assistant.
- For degree seeking student the main contact is the Faculty/Department

Campus	Coordinator
Bø	Lisa Hjelmeland
Drammen	Ida Øhlund
Kongsberg	Dag Aasland
Notodden / Rauland	Dag Aasland
Porsgrunn	Anders Elden
Ringerike	Anders Elden
Vestfold	Thor-Egil Eide

On campus / housing questions

Student assistants:

- Basic practical questions
- Social activities, Facebook group, “Coffee Hour”

Housing questions:

- SSN reception / SSN Website or
- Welfare Hosts (students)

Bø	Maia Sørensen Lundby
Drammen	TBA
Kongsberg	Kagan Cakmak
Notodden	Amalie Sture Severinsen
Porsgrunn	Shekoufeh Mohammadi
Ringerike	Anders Brurok
Vestfold	Daniel Bloch
	No student assistant, please contact:
Rauland	Laura Ellestad

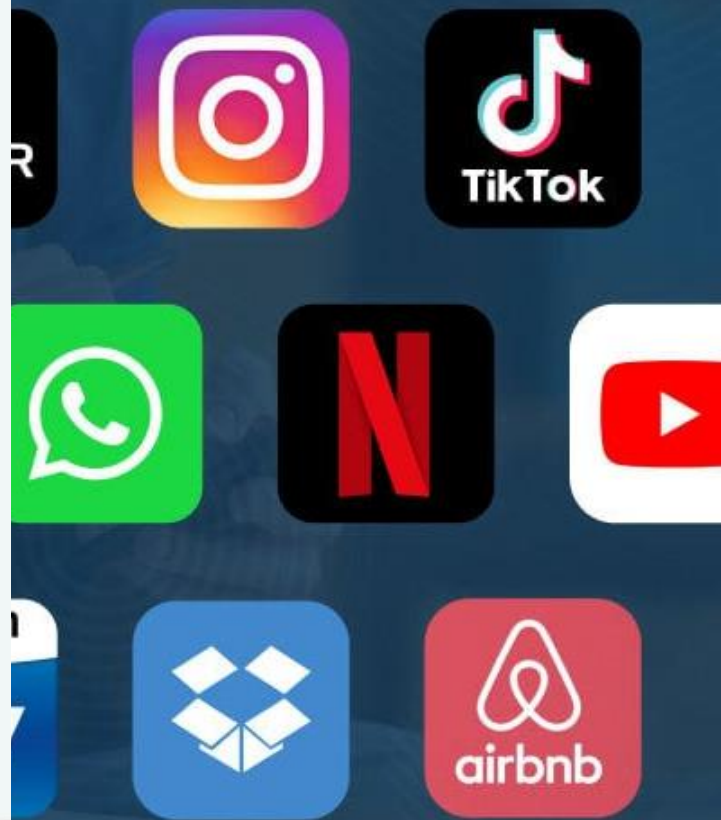
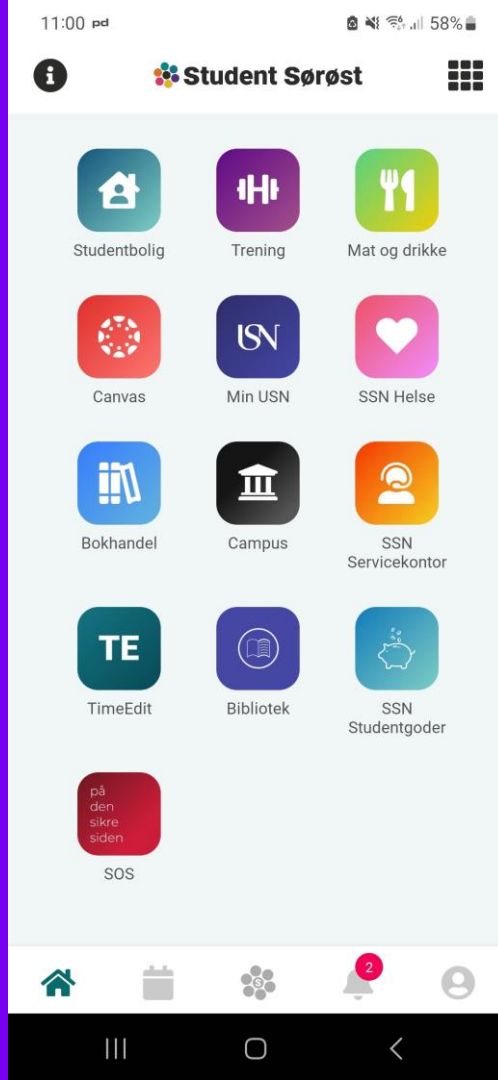
General contact tips

- The Facebook group is perfect for social events, practical questions and non-personal questions.
- Most lectures and advisors prefer to be contacted by e-mail or visited during their office hours.
- E-mail for all other written communication with USN employees. (Not Messenger)
- Please, do not send the same question to several e-mail addresses as it might delay the answering process. If you have not received an answer to your e-mail after 1-2 working days, send a reminder.

Before arrival

Applications!

- Mattilbud (Discounts in grocery stores)
- Vy/Entur (train and bus app)
- Student app (Student id)
- Yr (best weather app in Norway)
- Finn (2nd hand app for anything)
- Brakar Billett (local bus in Kongsberg, Drammen and Hønefoss)
- Farte (local bus in Telemark)
- VKT (Vestfold/Tønsberg)
- Student Sørøst (VERY Important)



Student ID app

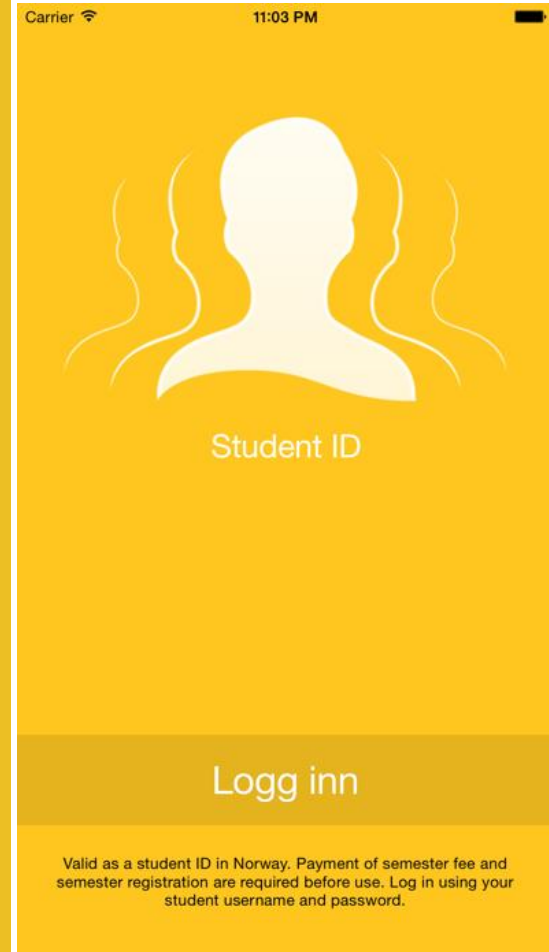
To show that you are an USN student, use the student ID app. The app is valid once you have completed the semester registration on StudentWeb and paid the semester fee. Note that it takes 3-5 days for payment of the semester fee to be registered. Anyone offering a student discount must accept the student ID app as valid. You can use it to get discounts on e.g. bus cards.

1. Download the app from:

- App Store (iOS)
- Google Play (Android)
- Windows store (Windows)

2. Log in by selecting the University of South-Eastern Norway, and use your normal USN user name and password.

The app is valid once you have completed the semester registration on StudentWeb and paid the semester fee. Note that it takes 3-5 days for payment of the semester fee to be registered. Anyone offering a student discount must accept the student ID app as valid. You can use it to get discounts on e.g. bus cards.



Travel to Norway



Our two main airports are Oslo (Lufthavn Gardemoen) and Torp



You can travel from the airport to campus by Train (and bus) using VY or Entur app or buy ticket at the airport



Remember to watch your belongings on your journey, especially, at the train station and on the train

Coming to Norway as a NON-EU student

- All students with citizenship from outside the EU/EEA region must have a student visa/residence permit in order to study in Norway.
- Students should follow the instructions for their country of citizenship on the www.udi.no/en website.
- SSN has a deposit account available for students that are required to transfer money to Norway. It is not possible to open a Norwegian bank account from abroad.
- Once the permit is granted and the student arrives in Norway, the student is required to report to the police station. Our office is in the process of **organizing group appointments.**

Coming to Norway as a EU/EEA student

- EU/EEA citizens have a simple procedure and register online with <http://www.udi.no/en>
- You are not able to register prior to arrival to Norway, but please register 1-3 days after arrival.
- All students must report to the police station when arriving to Norway. Our office is in the process of **organizing group appointments**.
- Nordic citizens and EU students staying less than 3 months do not have to register with the police

Registration with the police



- If students do not attend the group appointment, they must make their own appointment with the police through the online booking system and arrange it themselves.
- Different arrangements for each campus. We will contact you about details.
- EU/EEA-citizens MUST register online before they go to the police office. <https://www.udi.no/en/want-to-apply/residence-under-the-eueeu-regulations/>
- There is no fee for this registration.
(NON-EU must bring a copy of their UDI-confirmation of the residence permit)
- Remember to print and bring:
 - Passport/ID (NON-EU must have passport)
 - Housing Contract
 - Letter of Admission (can be printed out from your user account/StudentWeb)
 - Financial report EU/EEA-students (Fill in form from international office)
 - EU Health Insurance card or proof of private insurance (EU/EEA-students only)

Residence Permit Cards

- Only for non-EU students. Residence permit cards will be sent to your campus service center. It will usually arrive in 5-10 days after registering with the police.
- For EU/EEA citizens, they will get a proof on the same day. Please keep this registration with your other records.



Mailbox and Postal Mail

- It is very important that all students have their names **clearly marked on their mailboxes** upon moving in, otherwise important mail will not be delivered.
- In Norway, the postal mail is only delivered every other business day (Monday-Wednesday-Friday one week and Tuesday-Thursday the next).
- Postal mail is not delivered on Saturdays, Sundays and holidays.
- If you receive a package, you will normally receive a notice to pick it up at the local post office. Most post offices are located within a grocery store.



Questions about arrival and police registration?

Please raise your hand with the symbol
«Reaction»



Insurance

- All students should have a valid insurance covering the duration of their stay – including travel to and from Norway. This must be organized from the home country.
- USN strongly emphasizes that it is the student's own responsibility to make insurance arrangements for any accident, illness, injury, loss or damage to persons or property resulting from, or in any way connected with, the study period in Norway.
- In addition to health insurance, all students must have a valid travel insurance for the duration of their stay in Norway. Accident and liability insurance for work placements/field trips/private trips is also important.
- Students from the EU/EEA countries must bring their European Health Insurance Card (EHIC) with them to Norway.



For more detailed information about insurance please follow these links:

Insurance for students coming from outside the EU/EEA

- www.usn.no/english/newstudents/insurance-for-students-coming-from-outside-the-eu-eea

Insurance for students coming from the EU/EEA

- www.usn.no/english/newstudents/insurance-for-students-coming-from-the-eu-eea

Tuberculosis-test



- Students from selected countries will have to meet for a tuberculosis test.
- The students concerned, will receive more information about this later (after the police registration).
- This test is required by law and therefore mandatory for those who are selected. It is designed to protect the general population from outbreaks of tuberculosis.
- Information from the Norwegian Institute of Public Health:
www.fhi.no/en/id/infectious-diseases/TB/countries-tuberculosis/

Other medical topics

- In Norway all dentists and optometrist are private. It can be quite costly to have an appointment so we recommend taking care of this prior to arrival in Norway.
- In Norway, there is often a long wait for doctor appointments and even longer for specialist. Priority is given to emergency cases.
- If you have any ongoing health concerns we recommend visiting your own doctor prior to travel.



Prescription medication and medical information

Students that take prescription medication should be aware that foreign prescriptions cannot be filled in Norway and most medications cannot be sent by postal mail. Some medications in Norway even require an appointment with a specialist, which can be difficult to even get an appointment depending on the situation.

Some helpful suggestions:

- Make sure to have an adequate supply upon arrival. However, also check if there are restrictions to what you can bring into the country.
- <https://www.legemiddelverket.no/en/manufacturing-import-and-retailing-of-medicines/importing-medicines-for-personal-use>
- If you do have specific health issues or even significant allergies, we suggest that you bring information about your condition (translated into English) in case you need medical attention while in Norway.
- In general, Norwegian pharmacies may have fewer over the counter products than other countries. There is a conservative use of antibiotics, and more medications require prescriptions.





Visiting the doctor

When I need medical assistance: Who should I call?

- Your local medical center (legesenter) during opening hours. This varies by campus.
Small consultant fee (out-of-pocket expense) for every visit.
- The out-of-hours medical service on **116 117** when your doctor or medical center is unavailable, and you are unable to wait. This is called “legevakt”
- **113** in an emergency
- Please note that there can be long wait times for appointments for non-urgent concerns.

Health and safety in general



Before departure to Norway, we recommend that you also register your study abroad with your home country's embassy or foreign service.



For day trips or other longer trip, be sure to gather information and advice for the place you are visiting. The Norwegian trekking association (DNT) has good information: <https://english.dnt.no/need-to-know/>



Remember that SSN and USN have resources available if you experience an emergency situation or other types of difficult situations.

Further information

- Important! www.sikresiden.no/en
- New in Norway (Ny i Norge): See: www.nyinorge.no/en/
- USN-New students: www.usn.no/english/newstudents/

USN ENGLISH

EMERGENCY

PREVENTIVE

Search for institution:

UIS
Universitetet i Stavanger

UIT
Norges arktiske universitet

Uninett

UNIS
Universitetsenteret på Svalbard

UNIT
Direktoratet for IKT og felles tjenester i
høyere utdanning og forskning

USN
Universitetet i Sørøst-Norge

VID
VID vitenskapelige høgskole

Violent situations

First Aid

Fire

Suicide risk

Online fraud

On travel

Threats

Sexual harassment

Lost or stolen

Extremism

Report it

Incidents during the Start of Studies

Coronavirus






Sikresiden.no provides you with training and advice on what you should do in emergency situations and what preventive measures you can take. However, you must always assess the situation yourself to decide what is the best thing to do in each individual case. **Coronavirus: Follow the orders and advice from the health authorities and from your study/work place**

Questions about insurance and health services?

Please raise your hand with the symbol
«Reaction»



Money and Banking

-  • It is difficult to open a Norwegian bank account for exchange students.
-  • Students should talk to the bank in their home country to make sure all bank cards and online banking will work from Norway.
-  • **Please use card payment whenever possible**, cash payments are not always accepted.
-  • Please check your travel route as trains and busses often require online payment.
 - If you need to travel with cash (Euros, USD, etc.) they should be exchanged to Norwegian NOK at the airport. Regular Norwegian banks no longer provide currency exchange.
-  *You can only exchange a certain amount of cash at the airport.*



Housing

- **Student Welfare Organization of Southeast Norway (SSN)**
- Housing with SSN is rented from early January 2024 (Check your contract)
- Remember to confirm your contract by signing! Take a picture/scan and send to bolig@ssn.no
- Arrival – office hours, when and how to get your keys.
- Please download the app www.ssn.no/en/about/the-student-sorost-app

The Student Welfare Organisation of Southeast Norway (SSN)

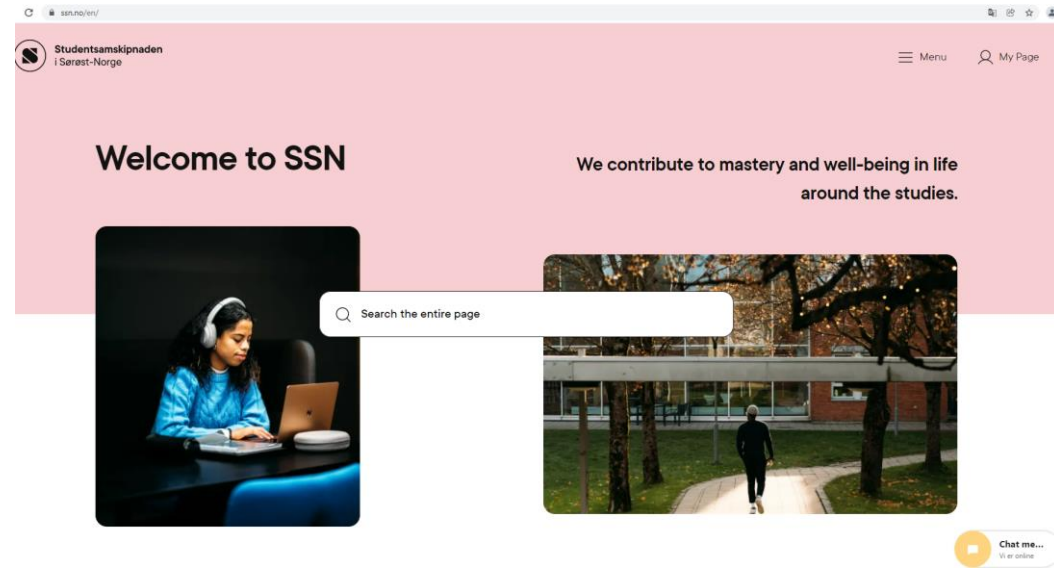
www.ssn.no/housing/

Welfare Hosts found there



SSN-Student Welfare Organisation

- SSN can present more information to you in the information meetings locally.
- SSN also have counselors that you can contact if there is something you would like to talk about.
- Student cafeterias
- Get to know SSN's services: [A good student life in South East Norway – YouTube](#)



Questions about housing to: booking@ssn.no

Deposit account/invoices to: okonomi@ssn.no

Questions about banking and housing?

Please raise your hand with the symbol
«Reaction»

Please contact booking@ssn.no

Specific questions about invoices can be sent directly
to okonomi@ssn.no



Semester start

- Students arrive at their campus and student housing.
- Social activities are planned by student student assistants starting with arrival weekend
- Meetings for the different programmes as well as orientation meetings for Exchange students are held.



Service centre/«Servicetorg»

- Located by the main entrance
- Student card
- Transcript of records
- Arrival/confirmation forms
- Residence Card
- Time schedule/TimeEdit
- Teachers presence and office location
- You can ask them all kinds of questions



Arrival forms

- Most Erasmus students (EU) have arrival forms. Different templates from your home university.
- Servicetorg can sign, but make sure you have filled out with your name, dates, etc. Please put our Erasmus institutional code **N-KONGSBE 02**
- Official semester dates: January 8th - June 20th, 2024
- The Service desk will sign and stamp.
- Everything will work out! Be patient. 😊



CERTIFICATE OF ARRIVAL

HOST INSTITUTION:

ERASMUS CODE:

IT IS HEREBY CERTIFIED THAT:

Mr./Ms./name of student:

from the University of L.E. CASTELLÓN

incoming ERASMUS exchange student at our Institution has arrived on the following day:

..... day month year

..... Date Stamp and Signature (seal if firm)

Name of the signatory:

International Relations Office of HOST INSTITUTION:

Enviado escaneado a intern@atff.no (document necessary per al primer pagament)

Important academic terms used on campus

Check out: www.usn.no/english/usn-faq/it-support/

e-mail for help: it-support@usn.no

Studentweb is an online service where you can:

- do your semester registration and approve your study plan
- access your semester fee bill (not for exchange students)
- upload picture for your student card yourself
- register for exams
- see your exam results
- update your contact information
- **PLEASE REMEMBER** to update your home address and semester address.

MyUSN

Your intranet

Eduroam

username / student number@usn.no

Canvas

- Canvas is a learning platform where you will find information from your teachers and faculty about your study program. Canvas contains information about work requirements, deadlines for assignments and messages from your teachers, etc.

Time Edit

- The online class scheduling system is called Time Edit.

If you have a disability or health problem that will put you at a significant disadvantage in an exam situation, you may apply for special exam arrangements to be made by **15 February**. (Please make a reminder for yourself now if you think you will need this.)

- ✓ In order to qualify for arrangements, it is important that you have official documents translated into English confirming your situation or diagnosis. We recommend that students organize this prior to arrival.
- ✓ After becoming a student, an electronic form is available for you on our student intranet (min.usn.no).
- ✓ Other academic needs or any questions? Email tilrettelegging@usn.no

Exams and special academic needs



Questions about semester start?

Raise your hand with the symbol
«Reaction»



Use of reflective gear during the autumn and winter





Time keeping:

Norwegians take punctuality very seriously and expect that you will do likewise. 09:15 means you should be ready at 09:10 😊



Christmas holiday

- Note that most USN employees are out of the office from 21st of December until 2nd of January. The International Relations Office is closed during this time.
- We encourage you to ask practical questions during this time in the local Facebook Groups or directly in an e-mail to our student assistant.
- Note that the stores are closed on 24.12, 25.12, 26.12 og 01.01



In summary

- Follow www.usn.no/english/newstudents/
- We will have a social gathering in the arrival weekend (6th or 7th of January)
- Follow information on “[USN Welcomes You, Spring 2024 | Facebook](#)” and local Facebook groups.
- For general questions from exchange students use nomination@usn.no
- Good luck with the semester!😊

Questions?

Please raise your hand with the symbol
«Reaction»





Thank you for your attention!

www.usn.no/english