

Guideline for the residential accommodation tutoring program of the Studentenwerk Frankfurt am Main (valid from 01st August 2018)

1. Aims

The residential accommodation tutoring program should facilitate the students' launch in Frankfurt and in the Rhine-Main region, assist the integration in the accommodations, and support companionship between international and German students.

The students should have reliable contacts in the same accommodation for the duration of their residence and they should receive a guidance for the settling in as well as important information on the matter of living, studying and working.

Especially international students can benefit from this peer-to-peer program, which offers you support with questions and problems, as well as German students the opportunity for intercultural exchange.

2. Responsibility and tasks

An der Feuerwache 7 (28)	}	1 tutor for both facilities
Elisabethenstr. 2 (66)		
Bockenheimer Landstr. 135 (81)	}	1 tutor
Ginnheimer Landstr. 40 (284 spaces)		
Ginnheimer Landstr. 42 (445 spaces)	}	3 tutors for both facilities
Ludwig-Landmann-Str. (295 spaces)		
Porthstraße (159 spaces)	}	3 tutors
Hansaallee (400 spaces)		
Stralsunder Str. (150)	}	2 tutors
Sandhöfer Allee 2 (165)		
	}	3 tutors for both facilities
	}	1 tutors

Tasks of the tutors:

- a) assisting and greeting the students before arrival and shortly after moving in
 - contact prior to arrival via e-mail: Welcoming e-mail with personal introduction of the tutors, offering help for any existing questions
 - personal introduction shortly after moving in; invitation to the welcome event
 - briefing in the residential complex (wifi, escape routes, fire extinguishers, bicycle storage, laundry rooms and so on)
 - orientation in the new living environment (shopping, public transportation, nightlife and so on)

- b) contact person for support regarding all aspects of studying and living in Frankfurt, especially among international students
 - opening an banking account, registration at foreigners registration office, information about relevant offices
 - initial assistance with questions about studying and personal concerns
 - if necessary, redirection to appropriate contact points at the universities, Studentenwerk and / or city of Frankfurt

- help to settle in the new home as well as in everyday student life, for orientation in a foreign culture, at the university and in the city, for formalities, for language difficulties

- c) Strengthening the community
 - organization of an introductory / welcome event at the beginning of the semester (getting to know the new residents, presentation of the accommodation tutor program and the offers of the Studentenwerk Frankfurt am Main)
 - organization of an event for the exploration of Frankfurt and the Rhine-Main area
 - organization of student events in the common rooms
 - organization of country-specific evenings, cultural events and leisure activities

- d) Organisational aspects
 - The accommodation tutors are in contact with the janitors and inform them about upcoming events;
 - have mandatory participation in the team meetings and trainings offered by the Studentenwerk;
 - create evaluations for events, semi-annual activities and experience reports.

3. Requirements

The formal requirements are the following:

- good spoken and written language skills (German / English)
- good knowledge of the university and the infrastructure on site
- availability in the months of September / October and March / April
- enough time to volunteer for about 10-15 hours per month
- no abnormalities in the existing tenancy with the Studentenwerk
- living in the same accommodation
- at least two semesters of study duration and tenancy

As "soft skills" the tutors should bring:

- Reliability
- Independence
- communication and cooperation skills
- sincerity and interest in people and other cultures
- organisational skills
- social competence
- creativity

4. Expense allowance

The tutors receive an expense allowance in the form of a rent reduction. The tutors are available for 10-15 hours each month.

The Studentenwerk Frankfurt am Main reserves the right not to or only partially apply the rent reduction, if the duties were not carried out properly, the program was not implemented and / or these guidelines were not observed.

5. Further education and confirmation of participation

In addition to the acquisition of key qualifications through the exercise of voluntary work, there are further education opportunities in the social and intercultural field (for example, free participation in competence-mediating seminars and further education such as intercultural training, conflict prevention, counselling, etc.), offered by the Deutsches Studentenwerk.

For their commitment, the tutors receive a certificate that confirms the social, voluntary work of the students as part of the tutor program and names the acquired competencies.

6. Occupation of voluntary posts

If required, announcements are made in the accommodations or via the mailing list of the Accommodation Department. Furthermore, suggestions from residential accommodation tutors and janitors can be considered.

After a selection has been made and the agreement has been established (see agreement on accommodation tutor activity), new accommodation tutors are announced by the coordination and introduced to the team. As a rule, the occupation is always valid for one year and can be extended until the departure from the respective accommodation. Upon moving out the activity ends automatically.

The occupation can be terminated prematurely in writing from both sides at any time, so that any claims for the expense allowance expire.

If there are any doubts on the part of the roommates or other tutors on the correct performance of the task, the Beratungszentrum for mediation must be notified. If necessary, a procedural proposal is made and a dialogue clarifies how the conflict can be solved.

7. Available resources

For events – e.g. arrangements that serve the tutoring program assignments – the tutors will receive financial funds for necessary acquisitions based on a financial plan. Through financial funds purchased things cannot be transformed into the tutors' belongings. These are property of the Studentenwerk and are to be handed over to the follower or the janitor, with a protocol. In individual cases the purchase ought to be reasoned and properly receipted in a cash book and handed in to the advising centre for billing.

8. Events in Studentenwerk premises

If events take place within the common rooms, all available common rooms may be used in coordination with the responsible janitor.

The premises are free of cost and bond. Drinks and catering, if necessary or desired, are to be provided by the organizers.

Empties and waste ought to be removed from the premises after the event. The final cleaning occurs through the Studentenwerk. The housing rules and terms of rules of the bar and party rooms are mandatory when celebrating a party.

9. Documentation and billing

During the ordering period, written interim reports are to be handed in unsolicited at the end of the semester. Within the reports there should not only be a short program description but also the amount of participants, the aim as well as the gained experience should be documented.

The tutors are obliged to provide the Studentenwerk with information about their work at any given time.

The billing of the financial funds is to be handed in at the advising centre by November 30 each year (original receipts in a chronological listing with precise indication of use).

10. Contact at the Studentenwerk Frankfurt am Main

The advising centre is responsible for the coordination of the tutor program:

Beratungszentrum

Noemi Hernández

Campus Westend, Hörsaalzentrum EG

Theodor-W.-Adorno-Platz 5

Phone: 069 / 798-34908

E-mail: noemi.hernandez@studentenwerkfrankfurt.de or
maintutor@studentenwerkfrankfurt.de

In the accommodations, the janitors are the contact persons for the use of the facilities' own premises.