

**A COMPASS TO**  
**ESZTERHÁZY KÁROLY UNIVERSITY (EKU)**  
A HANDBOOK FOR STUDENT MENTORING AND VOLUNTEERING

Prepared by the Centre for International Relations  
Eszterházy Károly University

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## INTRODUCTION: WELCOME TO ESZTERHAZY KAROLY UNIVERSITY!

Dear Students,

Welcome to Eszterházy Károly University!

We are happy that you chose this university because we believe that besides the academics, there are a lot of opportunities to grow through extracurricular activities and social engagements offered at ECU. We at the Centre for International Relations are working hard to enrich your cultural and social experiences at ECU by organizing various activities on campuses and we invite you to participate in as many as you can.

One of the reasons for this handbook is that we understand that moving to another country is exciting, but, especially at the beginning, it can be challenging sometimes.

Therefore, in this handbook, we have gathered some information, especially for your convenience so you can feel at home from day one! This is a reference book, and we advise you to bookmark it, as we plan to update it regularly (hence no paper version) so you will have the latest handbook at all times!

What will you find here specifically? Let's see from chapter to chapter: Chapter 1: is aimed to collect all information necessary for your survival from "Where to find a building A?" through how to "understand your grades" to "What to do when I am ready to hand in my thesis?" Even though all of this information is on the ECU's website, our attempt was to collect it and make it more accessible and easier to find. So, in a sense, it's a compass for ECU. We hope you will find what you are looking for. Should you have any suggestions or ideas on what to include in the handbook, please do not hesitate to contact Johanna Geml at [gempl.johanna@uni-eszterhazy.hu](mailto:gempl.johanna@uni-eszterhazy.hu).

Chapter 2: is mainly for students who would like to develop their leadership skills through mentoring! It is a rewarding experience and there are different types of mentoring possible at EKU, depending on your previous experiences, interests, knowledge of the English language, etc. Some of the positions are paid positions, and some are voluntary based. It depends on the tasks, nevertheless, the Centre for International Relations (CIR) advertises these mentorships and applications, inquiries should be sent to CIR. For more details please turn to the page about mentoring!

Chapter 3: is for students who would like to actively participate in community building in Eger while gaining some university credits for it as well! This is a great opportunity to volunteer for civil societies in our neighborhood. International students are of utmost welcome as we, at the Centre for International Relations, believe the power of cultural diversity and sharing international experiences. For details, please look up Chapter 3!

Finally, we hope that this handbook will truly serve its purpose to make your life easier and get the answers to your questions faster and more efficient. If you cannot find anything that would make your student life more effective, please let us know at the CIR by sending an email to Johanna Geml.

Have a great academic year!

The staff of the Centre for International Relations

## CHAPTER 1. GENERAL INFORMATION

### GREETINGS FROM MS KATALIN TAYLER, HEAD OF CENTRE FOR INTERNATIONAL RELATIONS



Dear Students,

A very warm welcome to you all in Eger! We are delighted you chose Eszterházy Károly University (EKU) for your studies.

Let me assure you that you have made the right choice!

Our university has a long past and our main building, the Lyceum is truly spectacular, one of the most beautiful university buildings in Hungary.

However, that is just one feature of EKU. We are a medium-sized institution and we aim to provide you not only with an excellent learning environment and great teachers but also come tops as far as student-friendliness is concerned. We are determined to give you a positive experience and a memorable time in Eger.

Eger, the city itself, attracts thousands of tourists each year. The town is a Baroque delight nestling in the scenic Bükk mountains. While you're in this region of Northern Hungary, make sure you take a dip in the genuine local Turkish baths, or in the open-air pools located in and around Eger. The region is also well-known for its historic wine cellars, where you can treat yourself to some excellent Hungarian wines.

It's not just the tourist attractions we want you to familiarize yourself with but we want you to feel like a „local” as well. That is why we offer voluntary community work during your stay. Volunteering can help you gain confidence by giving you the chance to try something new and build a real sense of achievement. It can also help you to feel part of the community outside the university. So why not give it a go in Eger?

Finally, make the most of your stay at EKU! Embrace learning, build new friendships, have fun, take part in activities, push yourself beyond your comfort zone and don't be afraid to ask for help!

Ms. Katalin Tayler  
Head of CIR

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## CENTRE FOR INTERNATIONAL RELATIONS STAFF MEMBERS



Ms. Réka Tóth-Dolenszky

Institutional Mobility Coordinator

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Réka is the institutional coordinator for the following mobility programs: Erasmus (KA103, KA107), Ceepus, Makovecz, and Campus Mundi. She prepares proposals, interim and final reports and manages the project budgets. She is the consultant for incoming and outgoing teaching and non-teaching staff mobility and for international projects.



Ms. Krisztina Szôke

Partnership Coordinator

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Krisztina is a partnership coordinator, arranges various tasks concerning the outgoing trips of the EKU management and staff and arrival of visitors. Her further responsibilities are university and agency agreements, summer university, partial

## studies based on bilateral agreements (non-Erasmus+)



Ms. Anita Molnár

Mobility Coordinator / Institutional Stipendium  
Hungaricum Coordinator

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Anita is a coordinator of incoming student mobility (Erasmus and other exchange programmes, inter-institutional agreements, Stipendium Hungaricum Programme, etc.) before, during and after the mobility, she also handles recruitment, admission, and advising issues and coordinates and administers in study-related issues



Ms. Ágnes Győrváry-Kiss

Mobility Coordinator / Outgoing student  
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Ágnes is the Erasmus+ Campus Mundi and other international mobility programme coordinator for outgoing student mobility, she also holds consultation, guidance, and support for the students, and partner institutions.



Ms. Judit Tóth

Intercultural Coordinator/French and Russian  
Language Teacher

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[toth.judit@uni-eszterhazy.hu](mailto:toth.judit@uni-eszterhazy.hu)

Judit is responsible for organizing and delivering training courses on Intercultural Sensitivity for international students and staff and faculty members; she is also an instructor for Hungarian Culture and Intercultural Awareness course



Ms. Lindsey Cuen

Cultural Colleague

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Lindsey mediates between international students and dormitory personnel, and she is a mentor for international students. Lindsey is also an intercultural trainer. She gives English classes to non-teaching staff mainly to develop their spoken language skills.



Ms. Johanna Geml  
Cultural Engagement Advisor/  
Intercultural Counselor

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Johanna is responsible for international self-financing student recruitment & admissions, she advises international students through intercultural counseling. She also coordinates the university mentoring and volunteering program and she is a Fulbright Program coordinator.



Mr. Geoff Vaughan  
Director of English Language Studies

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Geoff is responsible for the language teaching and curriculum within the CIR department. He leads the Academic Writing Centre and he promotes international opportunities for all students. Geoff is always available to help

students develop their language experience and seize opportunities to study overseas.



Mr. Roland Csanálosi

Foreign Language Consultant

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Roland is a translator, a proofreader, and an English Teacher. He manages all language exams at the university.

## ACCESS TO EKU - GENERAL INFORMATION

The history of Eszterházy Károly University goes back to the 18th century, the building of the Lyceum – which still serves as the main building of EKU – was built in Eger in 1774.

Nowadays, EKU has five faculties (Humanities and Arts, Economics and Social Sciences, Natural Sciences, Informatics, and Pedagogy) located on three campuses in the beautiful historical towns of Eger, Jászberény, and Sárospatak.

EKU offers a wide range of BA/BSc and MA/MSc programs and two doctoral programs.

International students can choose from a large variety of accredited study programs offered in the English language.

More about the university's past and present, please visit [HERE](#)

### Eger

Eger is one of the oldest cities in Hungary: it was founded in 1004 by St. Stephen (Szent István), the first king of Hungary. With its population of 53 000, it is a popular tourist destination; each year, hundreds of thousands of tourists visit the city's spectacular baroque buildings and historical monuments, such as the Lyceum,- main building of EKU-, the Castle recalling the days of Hungary's heroic resistance against the Ottoman Empire, the Minaret built during the Turkish Conquest and the Basilica, second largest church in Hungary.

GPS coordinates:

[47.9025° N, 20.3772° E](#)

Helpful guide [HERE](#)

For programs in Eger, please visit [HERE](#)

## EGER ESZTERHÁZY CAMPUS (BUILDINGS AND DORMITORIES)

Study Buildings are all located in a walking distance within the city of Eger. EKU has eight (8) such buildings and the area of your study and courses will determine where your class will be held.

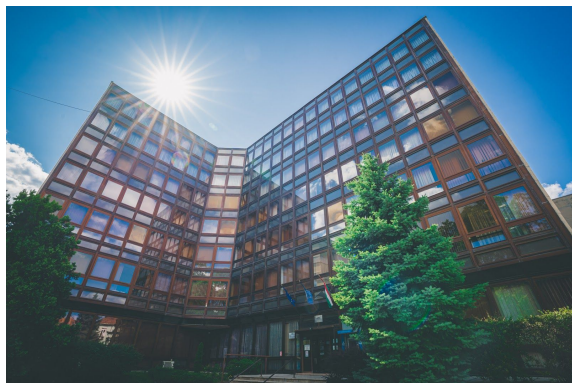
### Building A (Lyceum)



Directions to Building A (Lyceum)

Address: [Eszterházy tér 1.](#)

### Building B



Directions to Building B

Address: [Egészségház út 4.](#)

### Building C



Directions to Building C

Address: [Leányka út 4.](#)

## Building D



Directions to Building D

Address: [Leányka út 6-8.](#)

## Building Delta



Directions to Building Delta

Address: [Leányka út 4.](#)

## Building E



Directions to Building E

Address: [Leányka út 6.](#)



## Building F



Directions to Building F

Address: [Leányka út 2.](#)

## Building G



Directions to Building G

Address: [Leányka út 6.](#)

## DORMITORIES

The University maintains state-of-the-art and affordable student hotels in all the three cities of Eger, Sárospatak, and Jászberény, providing comfortable housing and social life for the students.

Eszterházy Károly University offers accommodation for international students in one of its dormitories depending on the capacity. Important: students cannot rent a room on their own within the dormitory. All students will get a roommate upon request or randomly.

The University shall not be obligated by any legislation to provide possible housing conditions in Hungary. Accommodation in the dormitory is an option by the University the student may take.

## EGER CAMPUS

Please note that a limited number of dormitory places are available in Eger. Application acceptance is based on need and on a first-come-first-served basis.

Address: H-3300 Eger, Leányka út 2.

Payment:

In case there are more rooms available in the dormitory students can rent a flat or a room on their own. Prices depend on location, the number of renters per apartment, etc. Prices can range from 50.000 HUF (~180 EUR) per person per month plus utilities.

How to submit the applications in Eger Campus:

Short term studies:

- Erasmus+ students: must upload it to Mobility-Online (Erasmus+ and other exchange students)
- Other exchange students: must send to [housing@uni-eszterhazy.hu](mailto:housing@uni-eszterhazy.hu)

Long term studies:

- Stipendium Hungaricum students and other degree-seeking students: must send to [housing@uni-eszterhazy.hu](mailto:housing@uni-eszterhazy.hu)

Stipendium Hungaricum students are entitled to receive accommodation in the dormitory or 40.000 HUF accommodation allowance.

Application deadline

Autumn semester: 31 July

Spring semester: 15 December

For further information on dormitory issues please read the FAQ or contact us at [housing@uni-eszterhazy.hu](mailto:housing@uni-eszterhazy.hu) or [kollegium@uni-eszterhazy.hu](mailto:kollegium@uni-eszterhazy.hu)

Documents:

General Terms and Conditions

Student Accommodation Agreement

Dormitory Management Committee

FAQ - Frequently asked questions about the student residence

## SÁROSPATAK COMENIUS CAMPUS (BUILDINGS AND DORMITORIES)



Address: [Sárospatak, Eötvös u. 5](#)

GPS coordinates:

48.3197° N, 21.5687° E

[History of the Campus](#)

## JÁSZBERÉNY CAMPUS (BUILDINGS AND DORMITORIES)



Address: [Jászberény, Rákóczi út 53.](#)

GPS coordinates:

47.5002° N, 19.9063° E

[History of the Campus](#)

## GET ORIENTED

### STUDENT ORIENTATION (10-11 September 2020)

Upon arrival, you will take part in our Orientation Program. You'll learn about academic departments, university services, and other details that will help your transition to life in Hungary.

Key information includes:

Visa and residence permit processes

Healthcare and insurance

Banking arrangements / Financial Aid Processes

Information Technology (IT) and Network Services

Academic program introductions

Housing and Rules of dormitory

Don't hesitate to ask questions during the Orientation Program.

### REGISTRATION IN NEPTUN AND USING NEPTUN FOR PAYING FEES AND TUITIONS

EKU uses an information network, called NEPTUN. Matriculation, course registration, add/drop, grading and degree application is all computerized and students are responsible for conducting all necessary procedures in connection with their registration. EKU also provides online information about courses, grades, and class schedules.

Before the study period begins students have to login and register for classes in EKU's electronic study management system (Neptun). Your Neptun ID and password is sent via email prior to your arrival before the semester starts.

You can log in here: <https://neptunh.uni-eszterhazy.hu/Hallgato/login.aspx>

## LOGIN TO NEPTUN

For the first time you need to write the followings to log in: Neptun code to the,, Identifier" field and the Birthdate with "Ne" characters (NeYYYYMMDD) to the,, Password" field (Y year, M month, D day)

## Course registration

Once you are in the system you can enroll for classes and check your timetable. Please see the steps of course registration in the Neptun User's Guide.

Please set the semester calculator for the current semester in Neptun and register for those courses that are recommended in the curriculum or course catalog!

Course registration is not possible in Neptun if:

- the student has debt from the current and previous semesters
- the available places are full in the given course (in this particular case, students shall send an email to the department with the name and code of the course).

## PAYMENT

In case of money transfer to the University bank account, it is compulsory to indicate the Neptun code in the announcement section (in NK-Neptun code format) and the student's name. (for example NK-AB1234 John Smith)

Account number: 10035003-00336121-01120008

Account number with IBAN code: HU95 10035003-00336121-01120008

SWIFT/BIC code:

- for EU citizens in EUR: HUSTHUHB
- for non-European citizens in other foreign currency: MANEHUHB

You can ask for your student mentor's help too (members of the local student network). For further information on deadlines please check our Academic Calendar.

After your arrival, you can contact your host department with any questions you might have concerning the study programme.

Please check your NEPTUN account regularly, as Lecturers, Professors, and various members of the Academic staff send messages using this line of communication.

## TROUBLESHOOTING NEPTUN PROBLEMS

Login problem: ask first your mentor or fellow students, if after asking for help from them, but you still cannot log in, please contact Endre Márfoldi, IT support.

Phone: +3636520-400/2069 or email him marfoldi.endre@uni-eszterhazy.hu

## STUDENT ID CARDS

International students currently enrolled in an academic program or courses offered by Eszterhazy Karoly University are eligible to receive a student ID.

International students can have the same advantages as Hungarian students (reduced fares for public transport, entrance tickets for museums, Youth Hostel accommodation, library membership, and sports facilities, etc.) with the student ID card.

### How to get your student id?

Students who stay a one-year or shorter period are entitled to get a temporary student ID without permanent student card application. This temporary certificate is valid for 60 days and it is issued and renewed by the Student Service Center (address: 3300 Eger B building Egézség ház út 4. ) for those students who are registered in NEPTUN.

Students who stay longer than one year have to apply for a permanent student card. Without student card applications they are not entitled to get the temporary certificate. All students must be registered in NEPTUN. Only those students are eligible for a permanent student card whose semester is active in Neptun. The student card must be validated every semester in the Student Service Center. The card is free.

### Here are the steps of applying for a student card:

1. To obtain a student card, students must first have an official photo taken and provide their official signature in the Administration Office (3300 Eger, Barkóczy út 7.). Students are required to present their personal ID (passport), residence permit, and a student status certificate (issued by the



Student Service Centre in B building) in the Document Office. Students will be given a NEK (Nemzeti Egységes Kártyarendszer) datasheet. This form has a 16-character identification number in the upper right corner. (NEK number) This is essential for the next part of the application.

2. After students receive the NEK document, they can arrange their administrative matters electronically in the NEPTUN system. Go to Administration – student card request and add new – number: NEK-code – demand-type: első igénylés.

Please submit only proper data that appears in your official documents, since during the process of applying the educational authorities compare the application data to the database of the national address registry system. They also compare students' NEPTUN data, their registered personal data must be the same from character to character.

After the authorities accept the application students receive their temporary student certificates that are valid for 60 days from the date of issue and it is free of charge. It is issued and renewed by the Student Service Center (address: 3300 Eger B building Egészség ház út 4.). The plastic card takes about 60-90 days to be produced after being ordered. Students will receive their student ID by post to their address, to the Student Service Centre, or have to go to the local Document Office.

Temporary student ID and the certificate that confirms your student status are issued by:

- Student Service Office in Eger (Address: B building, 3300 Eger Egészség ház út)

## PASSPORT AND NATIONAL ID / RESIDENCY CARDS

Foreigners in Hungary are required by law to carry with them a proper identification card (passport, identification and/or residence card etc) and show it to the local authorities upon request. Local authorities (such as police, and other law enforcement) can request at any point to show these documents. Students are advised to carry copies of their passport at all times: the Police can fine anyone up to 150,000 HUF for failing to show a valid passport (or a national ID card in case of EEA citizens).

Residence permit for the purpose of study for third-country nationals:

Please click [HERE](#) for more information

Registration for EEA nationals:

Please click [HERE](#) for more information

Student mobility certificate for third-country nationals:

Please click [HERE](#) for more information

After arrival applicants of residence permits for the purpose of studies are required to indicate in the accommodation form a genuine Hungarian address as a place of accommodation. The document shall be submitted in person at the regional directorate (3300 Eger, Grónay Sándor utca 3.) You will receive the address report form after arrival at the Orientation Day.

[Office of Immigration and Nationality](#)

Regional Directorate of North Hungary

Address:

3300 Eger, Grónay Sándor utca 3.

Phone: +36 46 501 080

Fax: +36 46 501 089

Email: [emr@bah.b-m.hu](mailto:emr@bah.b-m.hu)

Consular Services: Here you can find useful information on conditions of entry, visa agreements, consular fees, and legal regulations.

Office of Immigration and Nationality: Here you can find useful information on conditions of residence permit for studying, employment and applying to residence permits other family members

## ACADEMIC YEAR AND CALENDAR

Eszterházy Károly University differentiates two study systems: academic year and semester systems. The autumn semester starts in September and ends in January, while the spring semester starts in February and ends in June. The first day of the given semester is the first day of the study period (full-time students). In the study period, students shall attend courses and shall complete course-related tasks. It is followed by the examination period. In this five-week-long period, students shall pass all of the exams including retakes as well.

Semester schedule:

- a) the study period is 10-15 weeks/semester while the examination period is at least 5 weeks
- b) the first week of the semester functions as a registration week for full-time students

c) the combined length of the winter and summer break shall be at least 6 weeks

Your academic year at Eszterházy Károly University follows a schedule of important dates. You are responsible for knowing and meeting all deadlines indicated in the academic calendar, including fee payment dates and course add/drop dates. For more information please click [here](#)

## CURRICULUM AND COURSES

Rules of course participation are always in force from the first day of the study period to the last day of the study period. Contact hours indicate a particular period during which students acquire knowledge and the relevant material. This particular time period needs evaluation and tutor assistance as well.

Types of contact hours:

- lecture (consultation),
- seminar (in-class practice),
- laboratory practice.

A contact hour lasts 45 minutes.

Students are required to participate in the compulsory courses:

- practice,
- seminar,
- laboratory,
- vocational and field practice,

- study trips,
- teaching practice.

## COURSE ATTENDANCE

The tutor of the course shall record student attendance. The sole exception to this is the student with an individual study schedule.

If the student is absent from class (s)he is required to certify his/her absence until the 7th working day at the latest. In case of illness, (s)he is required to show the tutor a medical certificate in the next class after the recovery.

Absences due to illness shall be certified with an official medical (regional, GP, authority, university doctor) certificate. On this certificate, the day of recovery shall be indicated. The tutor of the course shall record student attendance

## CURRICULUM

The curriculum is made up of compulsory, elective, and optional courses. Compulsory course means that all students have to complete that course in a particular major. Elective courses are included in a particular list made by the person with professional responsibility (this includes courses of specializations and differentiated professional knowledge fields). In the case of optional courses, the University shall not limit the student's choice, with the exception that the student is not allowed to choose courses of postgraduate specialist training course in higher-level vocational training, bachelor and master programmes and in undivided programmes. Students in full-time programmes can check the curriculum in their Neptun account.

More information in the [Code of Studies and Exams](#)

## CREDIT SYSTEM, ASSESSMENT OF KNOWLEDGE AND FORMS OF EVALUATION

### CREDIT SYSTEM

In the credit system, 1 credit is 30 working hours. During an academic year, a student shall obtain approximately 60 credits which are 30 credits/semester. Assessing knowledge can take place:

- a) written or oral in-class presentations, sit-in written tests, homework assignments (plan, progress sheet, record)
- b) examination (during the exam period)
- c) assignment
- d) comprehensive examination
- e) final examination

There is a five-scale evaluation system:

5 - jeles / Excellent

4 - jó / Good

3 - közepes / Fair

2 - elégséges / Sufficient

1 - elégtelen / Insufficient or Fail

In the case of some courses when no grade is awarded we use only Pass/Fail and the three-scale evaluation system is also applied: Excellent (5), Fair (3), and Fail (1). The student can be given an end-of-term evaluation in case of:

- a) seminars based on the student's performance,
- b) examination mark (k) is determined on the basis of student performance in the examination or on the overall result of mid-term tests and exam performance.
- c) signature (ai): certifying the completion of the requirements. More information in the [Code of Studies and Exams](#)

## POLICY ON HOLDS

Any obligation towards EKU, including financial conditions set forth in your enrollment form and study agreement, will result in the suspension of access to various student services and may suspend you from continuing your studies at EKU. The Policy on Holds will be applied until the obligation is met and the hold is cleared by the respective administrative or academic staff and/or unit.

## STUDENT-RELATED POLICIES AND RESOURCES

Please make sure that you familiarize yourself with student-related policies, including the Code of Ethics, Policy on Plagiarism, Policy on Harassment available [HERE](#).

Code of Studies and Exams, please click [HERE](#)

For Chapter III of the University's Organizational and Operational Rules please click [HERE](#).

For Chapter IV Rules on Fees and Allowances please click [HERE](#)

For Chapter VIII Rules regarding Disciplinary Actions against Students please click [HERE](#)

List of Reimbursements and Fees Appendix 7, please click [HERE](#)

End of Studies, please click [HERE](#)

For questions and concerns about thesis writing, please go to [Rules and regulations of thesis writing](#)

Ways to upload your thesis, please click [Thesis upload guide](#)

## STUDENT RESOURCES

### COMPUTER FACILITIES AND WIFI SERVICES

Even though there are some computer labs for IT classes available, they are not open after class. The main reason is that many (if not all) students own their laptop and Wi-Fi access is available almost everywhere.

Wi-Fi Access: The majority of EKU's buildings have wireless internet access. EKU members can authenticate with their username and password on the EKU's network. This authentication is generally necessary only once per device, then the device will remember the settings so it will not cause any further inconveniences for using EKU's Wi-Fi daily.

IT help: should you have any problems, or IT related questions, please send your email to [helpdesk@uni-eszterhazy.hu](mailto:helpdesk@uni-eszterhazy.hu) and an English speaker IT expert will get back to you shortly.



## ACADEMIC WRITING CENTRE

The Writing Centre is a place for EKE undergraduate and post-graduate students to get help with any aspect of their academic writing. The Writing Centre is run by a trained teacher and undergraduate mentors who will provide individual support to students working on any writing assignment. You don't have to have a finished paper to come to a conference. You can come with ideas, notes, or a draft.

The Writing Centre is open to all EKE students. You're welcome to come to the Writing Centre at any stage of the writing process. Tutors can talk to you about generating ideas, coming up with arguments, structure your paper, and revision, among other topics. We can help with course writing assignments as well as fellowship and graduate school application essays.

To schedule an appointment please email us at [writingcentre@uni-eszterhazy.hu](mailto:writingcentre@uni-eszterhazy.hu)

### Frequently Asked Questions

#### Why would you want to meet with a writing tutor?

Writing Centre tutors will read academic papers critically and with an eye towards strengthening an argument or aspects of academic written style. They can talk to you about structure, ideas, and clarity of your paper, and suggest strategies for revision. Academic writing can be a difficult process and sharing your ideas with a writing tutor is a way to try your writing out before submission.

### Can I come to the Writing Centre every day?

Our online booking system will allow you to book a maximum of three appointments per semester. While we are always happy to see you, visits to the Writing Centre become unproductive if you don't take time to think about and revise your own work between visits. If you have a question and you have already been to the Writing Centre for two appointments, you can always come to our drop-in hours. Our open hours are: TBC

### Can I email my paper to you and receive written comments from a tutor?

Writing Centre tutors do not provide written comments on your paper, and we cannot read your paper ahead of time. If you make an appointment for a conference, your tutor will read your paper and talk to you about it during your conference. We cannot proofread or edit your work, but we will be happy to point out problems with grammar and syntax as we discuss your paper. The most productive conferences are those that are truly an exchange of ideas between the tutor and the writer.

### Will you tell my instructor I visited the Writing Centre?

Writing Centre tutors will not discuss your conference or the fact that you came here for a conference, with your course instructor.

### Can I bring a take-home exam to the Writing Centre?

Tutors can only discuss a take-home exam with you if you bring written permission from your instructor that explicitly states that you are allowed to come to the Writing Centre.

## Can you tell me what grade I will get on my paper?

Writing Centre tutors cannot predict what grade your instructor will give you on a particular piece of writing. Tutors can, however, respond as readers to issues of clarity, structure, and argument.

## Where is the Writing Centre?

The Writing Centre is located on the first floor of EKE A Building in Room 212. If you have any questions, please email us at [writingcentre@uni-eszterhazy.hu](mailto:writingcentre@uni-eszterhazy.hu)

## LIBRARIES

EKU library is a public service higher education library. Its territory covers the whole of Northern Hungary. It is primarily available to students and faculty-researchers, but the documentary is open to anyone. With a total volume of nearly 400,000 volumes, its service system, and information apparatus, it can accommodate even the most special needs.

Organizationally, three so-called The Tittel Pál Library forms the campus library, which operates in Eger, Jászberény, and Sárospatak. In this context, the library services that support the operation of the institution must be interpreted in their entirety.

Library workers are university librarians who have graduated from university or college. Most librarians also have additional teaching or other professional qualifications and language exams.

The collection of the library includes the Hungarian language literature of the courses running at the university, in which it strives for a complete collection if possible. It collects a selection of foreign language literature in English, French, and German. Its scope covers the following fields of science: humanities, social sciences, applied sciences, natural sciences, arts, sports, fiction.

In addition to the traditional services of the library (local use, rental, interlibrary loan, professional information, reprography), our online services are becoming more and more popular. The library provides a number of 24-hour electronic services through a constantly updated library portal (e.g. access to an integrated library catalog, databases, institutional repository, news, and program recommendations). This is complemented by the information available on the Facebook page.

The library's main task is to support scientific work. They also assist lecturers and researchers with the care of the four institutional repositories that make up the University Archive and the Hungarian Scientific Works Library (MTMT). The library staff also participate in the research methodology training of university students.

Library spaces also function as educational spaces where classes and training are held. In addition to our self-organized public cultural and scientific programs, the library provides venues for a number of institutional events.

Locations:

Eszterházy Károly University

Website: <http://konyvtar.uni-eszterhazy.hu>

Tittel Pál Library

Location: 3300 Eger, Eszterházy square 1.

Opening hours:

Monday 10:00 - 18:00

Tuesday 8:00 - 18:00

Wednesday 8:00 - 18:00

Thursday 8:00 - 16:00

Friday 8:00 - 18:00

Saturday 8:00 - 12:00

Sunday: CLOSED

Jászberény Campus Library

Location: 5100 Jászberény, Rákóczi street 53.

Opening hours:

Checking books out:

Monday: 8:30 - 12:00

Tuesday: 8:30 - 12:00

Wednesday: 8:30 - 16:00

Thursday: 8:30 - 12:00

Friday: 8:30 - 13:30

Saturday and Sunday CLOSED!

Reading Room, Research Center, Media library:

Monday: 8:30 - 16:00

Tuesday: 8:30 - 16:00

Wednesday: 8:30 - 12:00

Thursday: 8:30 - 16:00

Friday: 8:30 - 12:00

Saturday and Sunday CLOSED!

Sárospataki Comenius Campus Library

3950 Sárospatak, Eötvös street 7.

## SPORTS CENTER

Students can live an active life while they are studying at the university. The university offers a variety of classes and courses during each and every semester. Please check out the courses, dates for supporting your teams, and yearly sporty events.

Locations and contacts:

Institute of Sport Sciences: Eger, Leányka u. 6. - E épület

Phone: +36-36/520-400/4278

Office Institute of Sport Sciences: sportiroda@uni-eszterhazy.hu

Phone: +36-36/520-400/4278

Sports Club: jordan.daniel@uni-eszterhazy.hu

Phone: +36-36/520-400/4246

Student Organization contact (EHÖK): lanyi.martin@uni-eszterhazy.hu

1. Courses: all students can join the courses advertised for non-sports students in the current semester, which must be completed in two semesters during their studies. The advertised sports may change every six months. Neptun has the following course code and name:

NBT\_TE975A0 Kötelező testnevelés I.

## NBT\_TE976A0 Kötelező testnevelés II.

Sports offered: Aerobics, Black shape, Strength training, Floorball, R'n'B / Hip-hop, Judo, Kendo, Contemporary Dancing, Shedding, Boxing, Self Defense, Pilates, Volleyball, Leisure Games, Ballroom Dancing - Advanced, Ballroom Dancing - Beginner, Tennis, Hiking, Swimming, Zumba

### 2. Organized sports programs, training, events:

The following sports and other events are organized by the Institute of Sports Science in cooperation with the Student Organization (EHÖK) and are also held in the autumn and spring semesters. These can be found on the Facebook pages, but they will also be notified in Neptun, as well as in person at the Institute of Sports Science (Eger, Leányka u.6. - E building)

Recreational Programs throughout the academic year – Sports Day, Health Day, Sports day of the Erasmus Students, Dormitory Day, Inclusive Sports Day.

Tournaments - Volleyball, Volleyball Championship, USA Cup, Basketball Championship, English Cup Small Field Football Championship. All students can register for these events in the fall semester. The exact dates can be found on the Facebook pages, but they will be notified in Neptun or in person at the Institute of Sports Science (Eger, Leányka u.6. - E building)

Training courses of our sports teams - The teams in our university championship: men's basketball, women's handball, men's water polo, women's and men's volleyball. You can inquire about training dates at the Institute of Sports Science or at the Sports Office.

3. Use of facilities - the university's sports hall, artificial turf, running track, and football pitch can be used free of charge.

Prices of the Leányka Sportcentrum (Eger, Leányka út 4 / a. Contact: 06 / 30-4978-243) for the students and staff of Károly Eszterházy University:

Monday - Friday: 0800 - 1700:

- indoor tennis hall 1,000 HUF / court/hour

(to an external person who does not have a legal relationship with the university, who plays together with a university employee or student + HUF 500 / person/hour)

- squash courts: 1,000 HUF / court / hour

- outdoor tennis courts: 1,000 HUF / court / hour

- table tennis room: 700 HUF / hour

- gym: 700 HUF / occasion

- solarium: 500 HUF / 6 minutes / 1 chip

- sauna: 600 HUF / 1 chip

Monday - Friday: 1700 - 2000:

-covered tennis hall:

from April 16 3,000 HUF / course / hour

from October 15 HUF 4,300 / course / hour

- outdoor tennis court:

1700 - 2000 hours: 1,200 HUF / course / hour

outdoor track lighting: + 1,200 HUF / hour

-squash court:

1700 - 2000 hours: HUF 2,300 / course / hour

- table tennis room: 700 HUF / hour

- gym 700 HUF / hour

- solarium: 500 HUF / 6 minutes / 1 chip



- sauna: 600 HUF / 1 chip

Saturday - Sunday 0800 - 2000 hours:

- squash court: HUF 2,100 / court / hour

For university staff and students on Saturdays from 1200 to 1600 hours:  
HUF 1,000 / course/hour

- indoor tennis hall:

from April 16 3,000 HUF / course / hour

from October 15, HUF 3,800 / course / hour

For university staff and students on Saturdays from 1200 to 1600 hours:  
HUF 1,000 / course,

to an external person who does not have a legal relationship with the university, who plays with a university employee or student + 500 HUF / person/hour)

- outdoor tennis court: 1,200 HUF / court / hour

outdoor track lighting: + 1,200 HUF / hour

- table tennis room: 700 HUF / hour

- gym: 700 HUF / hour

- solarium: 500 HUF / 6 minutes / 1 chip

- sauna: 600 HUF / 1 chip

The use of the university discount must be confirmed at all times with a student card or employee card!

Prices of Eszterházy GYM (in the basement of Almagyardombi Dormitory):

Daily ticket: 600 HUF

EKE student pass: HUF 3,000 / month

Student pass: 4,000 HUF

Adult pass: HUF 5,000

4. MEFOB (Hungarian University - National College Championship): foreign students studying at the university can enter for the tournament in the sport of their choice.

<https://mozduljra.hu/tartalmak/esemenyeink> or at the Institute of Sports Science or the Sports Office.

5. Supporting - You can support our university sports teams during matches/games.

Our teams: women's handball, men's basketball, men's water polo

You can inquire about the dates of the matches at the Institute of Sports Science or at the Sports Office.

## FOOD SERVICES

Leányka Bisztró (Leanyka Restaurant)

EKU's own academic training restaurant.

Location: Eger, Leányka street 4.

Líceum kávézó (Liceum café)

EKU's own café shop

Location: Eger, Eszterházy square 1.

One of the cheapest menus in town:

Saint Joseph's Kitchen (Szent József Konyha)

Address: Foglár György street 1, Eger. The restaurant is open from Monday to Friday: from 11:15 to 14:00 p.m. For more information:

<https://www.szentjosefkonyha.hu/arak.php> (the website is in Hungarian only) Students have discounts.

Vegan/Vegetarian restaurant:

Govinda

Address: Tűzoltó square 5, Eger. The restaurant is open from 11.30 to 16.00 p.m. every weekday, (Saturday & Sunday: closed). For more information:

<https://www.govindaeger.hu/english/>

Many of the restaurants downtown offer two-course menus during lunchtime (between 11:30 - 13:30). It is often two sets of menus with a vegetarian option for a set price. Ask waiters for that option!

There are many restaurants, cafés and tea rooms, bakeries, confectioneries, markets, and street food places available in Eger. Some recommendations:

<https://hovamenjek.hu/eger/etterem>

[https://www.tripadvisor.co.hu/Restaurants-g274891-Eger\\_Heves\\_County\\_Northern\\_Hungary.html](https://www.tripadvisor.co.hu/Restaurants-g274891-Eger_Heves_County_Northern_Hungary.html)

## COPY SHOP

Diana Tech

Eger Kertész u. 25.

Phone: +36 (36) 517-177 For more information and opening hours, please visit their website. (<http://www.dianatech.hu/>)

Sirály Papírbolt

Eger, Egészség ház u. 11.

Phone:06 30 643 6250

## POSTAL SERVICE

The Hungarian Postal Services (Magyar Posta) is present in every city, in Eger, too, with many offices. You can send and receive mails, packages, buy stamps, newspapers, and magazines. You can even transfer money. For details about the Hungarian Postal Services, the opening hours, please visit their website: [https://www.posta.hu/international\\_main](https://www.posta.hu/international_main)

Postal Services Offices in Eger:

Széchenyi István u. 22.

Mátyás király u. 56.

Vallon u. 6.

## UNIVERSITY COMMITTEES

### Equal Opportunities Committee

In order to ensure the necessary conditions for the respect, preservation, and strengthening of the human values and dignity of students and employees of the Eszterházy Károly University. The committee's aim is also to develop the proposals and measures necessary for the implementation of these procedures. The committee pays special attention to the persons and groups with the most threatening characteristics in terms of discrimination (students and workers with disabilities, women, persons belonging to ethnic groups, socially disadvantaged persons).

Chair: Maczkó Lászlóné Faragó Éva

## Scientific Student Committee

The Scientific Student Circle Committee determines the forms of management of talent management and scientific student work and the conditions of professional assistance. It supports, organizes, and coordinates the participation of students in university (home and national) student conferences, the university's involvement in national events, and the organization of section meetings. It supports the scientific and artistic activities of vocational colleges.

Chair: Dr. Attila Verók

## Credit Transfer Committee

The university operates a credit transfer committee to compare the knowledge base on which the credit is based and to coordinate interoperability. The committee may recognize previous studies and work experience as fulfilling a study requirement.

Chair: Kalóné Szûcs Erzsébet

## Student Affairs Committee

The task of the Student Affairs Committee is to prepare regulatory opinions for students, to give views on the announcement of certain student cultural and sports applications, to approve the order of assessment, and to coordinate other issues affecting student interests in order to implement the student consent right.

Chair:

## Student Appeals Committee

The Student Appeals Committee established by the Rector shall act on the appeal of the student against the decision or measure of the first instance of the university or the failure to take measures.

Chair: Dr. Román Róbert

## Student Disciplinary Committee

The Student Discipline Committee acts in the disciplinary matters of students.

Chair: Dr. Róbert Román

## University Social And Scholarship Committee

The University Social and Scholarship Committee handles the social compensation and benefits of the students and the assessment of their applications.

Chair: Dr. Csáfor Hajnalka

## Committee On Research Ethics

The task of the Research Ethics Committee is to give opinions on ethical issues related to scientific research activities and to prepare resolutions related to scientific ethics issues. Upon request, the committee gives a preliminary opinion on the planned research, experiments, and any research activities of students, lecturers, and researchers. The committee deals mainly with research activities directly related to humans and animals, but upon request, it expresses its opinion on research issues in any field. In

scientific ethics matters, the committee shall act jointly with the Scientific Committee and the Ethics Committee, as appropriate.

Chair: Dr. Tibor Juhász

### Dual Training Committee

The Dual Training Committee prepares and gives an opinion on the launch of the courses in a dual form, the necessary regulations, documentation, and corporate collaborations. He liaises with the Dual Training Council and monitors training in dual form.

Chair: Dr. Csáfor Hajnalka

### Enrollment Committee

The Enrollment Committee establishes an enrollment strategy and program, which is reviewed annually and submitted to the University Council at the beginning of the school year. It formulates proposals for the promotion of the University's courses. It determines the order and form of appearances at roadshows, career choice exhibitions, education exhibitions and other local and national events, and the tasks of campuses. Decides on the dates of the open days, gives opinions on publications and other electronic publications related to further studies.

Chair: Dr. Csáfor Hajnalka

### International Committee

The International Committee is a forum for consultation, opinion and suggestion on the University's foreign relations development, mobility and foreign language program development and training issues, which works

with the Senate to help effectively implement the institution's internationalization strategy and develop international activities of faculties and non-academic departments. The aim is to broaden the international activity of students, lecturers, and non-teaching staff, in addition to the enhancement of the international reputation, success, and recognition of the institution.

Chair: Dr. Tibor Juhász

## STUDENT NETWORKS AND ORGANIZATIONS

### Erasmus Student Network (ESN)

ESN is the biggest student association in Europe. Members of the local Erasmus Student Network (ESN Eszterházy) help international students integrate into Hungarian student life and society. They are responsible for the operation of the ESN mentor system and out of class activities (organizing leisure programs) and help with some administrative issues.

More information: <https://eszterhazy.esn.hu/esn-eszterhazy>

Facebook: search for the ESN Eszterhazy group (semester-based)

### University Student Union (HEÖK)

Website: <https://hok.uni-eszterhazy.hu/en> Chair: Zaja Barbara

Email: [zaja.barbara@hok.uni-eszterhazy.hu](mailto:zaja.barbara@hok.uni-eszterhazy.hu)

### Stipendium Hungaricum Mentor Network

Mentors take tasks on contemporary assistance and on the integration of foreign students coming to Hungary under the Stipendium Hungaricum Scholarship Program. Contact: Martin Lányi [lanyi.martin@hok.eszterhazy.hu](mailto:lanyi.martin@hok.eszterhazy.hu)



## COUNSELING AND INTERCULTURAL COUNSELING

### CONTEMPORARY MENTAL HYGIENE ADVISORY OFFICE

What the Peer Support Mental Hygiene Counseling Office (KoMeTI) can give you!

KoMeTI is made up of peer helpers, which means that there is no big age difference between you and the helpers, your language is spoken, your problems have been experienced. They know what it means to be in university, live in a dormitory, look for a partner, and get frustrated during an exam period. This can be one of the key phrases of efficiency! The volunteers of the office are students majoring in social pedagogy, who learn many forms of assistance during the training.

We strive to provide answers to all critical areas of students' lives so they can feel safe during their years here. Everyone can find the help they need, individually, in groups and in community form.

The services of the office are free! Signing up is possible via messenger, email, or phone. Contact information below!

#### Individual counseling

The university student's life is no longer just about learning, as students are expected to become an independent member of the student network. So students need to rethink their situations with their families, meet in communities of friends, form an intimate relationship, and so on. Being successful in all areas is not an impossible mission. If you feel you need a little help with this or are just talking to someone about the great things in

life, sign up now! The conversations take place face to face and the professional talking to you is bound by confidentiality.

### Learning Support

From September 2015, the learning methodology seminar is included in the curriculum of every first year. You are sure to come across a lot of new things in these classes if you want to immerse yourself in the use of some techniques, contact us! You may be in your senior year and your course has not yet included this course, then in that case, too, we look forward to showing and teaching you new learning techniques, tailored to you!

### Volunteering

Do you want to have an advantage in the labor market after graduation? Here you can get help to try yourself in the right volunteer work for you. You can gain a lot of experience and gain useful connections!

### Job search training

Do you want to prepare for a job search in a small group? Interested in what a good resume looks like? Cover letter? What to look for in a job interview? Find out here!

### Colorful programs

KoMeTI volunteers prepare exciting programs for you every semester! Get to know each other, talk, relax!

Follow KoMeTi on our Facebook page and you can always be up to date! If you are interested in any of the services or have any questions about them, write an email to Kerek-Bócsi B. Ivett, mail to [bocsi.ivett@uni-eszterhazy.hu](mailto:bocsi.ivett@uni-eszterhazy.hu)  
Phone: +3636 520400/4327

## Intercultural Counseling

The aim of Intercultural Counseling is to help international students to deal with everyday issues that rose in a new culture. To name a few: moving to another culture can be challenging and stressful; making new friends is tough sometimes; attaining friends back home is challenging; dealing with homesickness; mastering different cultures' etiquettes and other norms take time.

If you struggle with any of these subjects, please book an appointment. Mail to: [intercultural.counseling@uni-eszterhazy.hu](mailto:intercultural.counseling@uni-eszterhazy.hu)

## MEDICAL SERVICES/EMERGENCY INFORMATION

### HEALTH INSURANCE FOR STIPENDIUM HUNGARICUM AND CHRISTIAN YOUNG PEOPLE SCHOLARSHIP HOLDERS ONLY

Stipendium Hungaricum and Christian Young People scholarship holders are eligible for health care services according to the relevant Hungarian legislation (Act No. 80 of 1997, national health insurance card) and supplementary medical insurance.

### The application process for the Hungarian Social Security Number (TAJ card)

The application for the first TAJ card is arranged by Stipendium Hungaricum mentors. Scholarship holders have to collect the required documents (below), and give them to their mentor:

-[application form](#)

-copy of SH/SCYP scholarship certificate (issued by Tempus Public Foundation)

- copy of passport
- copy of residence permit (both sides)
- copy of student status certificate
- copy of accommodation card stamped by the Immigration Office
- " order sheet"

The document is issued by the Centre for International Relations

### Authorization for mentors

Please click [here](#) for the samples (igénylőlap and megrendelő)

### Extension of Social Security (TAJ) Card

When the TAJ card expires, scholarship holders need to return the old TAJ card to the Social Security Office and they need to apply for a new TAJ card - if they are still eligible for it. Please check the expiry date of the card, and submit the application for the extension by yourself at least one month before the expiry or after receiving your new residence permit to the local Social Security Office.

Documents to be submitted:

- application form
- copy of SH/SCYP scholarship certificate (issued by Tempus Public Foundation)
- copy of accommodation card stamped by the Immigration Office
- copy of residence permit (both sides)
- copy of passport
- student status certificate (in Hungarian) (issued by the Student Service Center in Eger B building ground floor)
- old TAJ card

More information: [National Health Insurance Fund](#)

Please submit only proper data that appears in your official documents, since during the process of applying the educational authorities compare the application data to the database. Their registered personal data must be the same from character to character.

Address in Eger:

Egri Járási Hivatal Egészségbiztosítási Osztály

3300 Eger, Klapka út 1.

Office hours:

Monday: 8:00-15:00

Tuesday: 8:00-15:00

Wednesday: 8:00-18:00

Thursday: 8:00-15:00

Supplementary medical insurance in English:

Additional insurance for health care services in English is available for up to HUF 65 000/year. Generali Insurance Ltd. offers the STUDIUM insurance product to international students studying within the frames of the Stipendium Hungaricum programme at Eszterházy Károly University.

## HEALTH INSURANCE FOR ALL OTHER INTERNATIONAL STUDENTS

Please check this website: [National Health Insurance Fund](#) and this [Health Care Services Available During Temporary Stay in Hungary](#)

Generali Insurance Ltd.: STUDIUM insurance product (fee-for-service health insurance coverage within the territory of Hungary) to international students  
Please ask for assistance at the CIR office, Ms. Anita Molnar.

## EMERGENCY CONTACT INFORMATION

### NATIONAL AMBULANCE SERVICE (MENTÔK)

This number should be called only in case of a serious emergency or life-threatening situation, such as bleeding, serious accident, poisoning, etc. This number may be dialed free of charge from any phone. When making this call, it is advised to have a Hungarian speaker with you. Phone number: 112.

### 24-HOUR MEDICAL PHONE NUMBER DURING WEEKENDS, EVENING HOURS AND HOLIDAYS (ÜGYELET)

In case of a specific [medical emergency](#) during the evening, weekend hours, or during holidays you can receive advice and assistance. Note that this line is for urgent situations only. For other concerns, you should contact your Family Practitioner on the following business day.

In case of an emergency that is not life-threatening, you can contact the local district medical emergency closest to your home for consultation with a doctor on duty. Students living in the dormitory may turn to the reception for assistance.

## HOSPITALS

### Markhot Ferenc Teaching Hospital and Clinic

Address: 3300 Eger, Széchenyi u. 27-29. Phone:06 36 411 444

## PHARMACIES

### Kígyó Patika

Location: Dobó István square 2.

Phone: 36 312 219

### Érsek Patika

Location: Érsek street 5.

Phone: 36 321 566

### BENU Zalár Patika

Location: Zalár József street 9.

Phone: 36 310 191

### Dió Gyógyfűszertár

Location: Jókai Mór street 1.

Phone: 36 786 819

### Kristóf Gyógyszertár

Location: Katona square 1-3

Phone: 36 515 820

## FIRE REGULATIONS AND EVACUATION PROCEDURES

Smoking is prohibited in all EKU campuses!

The escape routes and doors must not be blocked even for short periods of time.

All students should take action in case of fire, bomb alerts or other emergencies. Anyone noticing a fire or smoke should call first your dormitory/residence hall reception.

It can be also reported on a general Hungarian emergency line: 112

Instructions are displayed in all rooms and elevators of EKU's buildings detailing these actions ('In case of Fire' notices). Fire escape routes are marked in each building by international symbols of green/white lights.

How can you help in case of fire and after calling the fireman?

- Spread the alarm!
- Find the nearest fire escape routes (they are green/white lights)
- Do not use elevators!
- Help people if you can

In case of evacuation, please follow the evacuation plan on display throughout the university buildings.

## SAFETY IN EGER

The general view of [crime in Hungary is low](#), and it is safe to live in Hungary, however, it is always advised to use common sense and guard your belongings at all times.

Some good tips while staying in Eger (or for that matter abroad traveling):

- Write down basic emergency information: police and ambulance numbers, get familiar with the nearest hospital;
- Minimize the easy access to your purse, bag or any other valuables;



- Make sure you have travel insurance (Health Insurance is MANDATORY while studying in Hungary)
- Pack a First-Aid-kit
- Update your friends and family regularly

## SUSTAINABLE EKU AND GREEN LIVING IN EGER

Living-waste free life is not only ideal but necessary for everybody! We believe in the concept of “recycle, reuse and reduce” when it comes to waste management. There are many recycling bins around campus and together we can put into action the best waste management and sustainability practices.

It is also important to become a sustainable user of energy and water resources. Make sure you follow energy-efficient behavior, such as by setting up an optimal, but not too high room temperature, etc.

## RENTING A BIKE

There are more and more bike shops and rentals available in Eger. You can check it on social media and [here](#) too

## BICYCLE REPAIR

<https://bikeworkshop.ewk.hu/>

<http://egerbike.hu/>

## TAP WATER SAFETY

Tap water in all of Eszterházy Campuses meet the Hungarian and EU regulations of safe and healthy drinking water therefore we recommend you utilize tap water for drinking. It is not only the cheapest way of hydrating yourselves but also environmentally friendly (as opposed to buying bottled water). All drinking fountains located in Eger are safe to consume unless stated otherwise.

## **CHAPTER 2**

### **“LEARN TO BE A MENTOR”**

#### **A STUDENT MENTORING PROGRAM**

#### **BENEFITS OF MENTORING**

While we most often think of the benefits of mentoring to those being mentored, there are also many benefits for mentors.

Mentors will:

- Discover that mentoring is a rewarding and worthwhile experience
- Develop skills that are useful for study and future employment (mentoring is highly valued by employers)
- Increase their leadership, time and project management skills, open-mindedness, the value in diversity and human connection
- Have better contact with their program team and academic partner
- Often find their own progress as a student to be faster

Benefits for the mentees:

- Contact made easier with someone who has recent experience in being new to the university
- Decreasing loneliness
- Social networking among students is easier
- Peer-to-peer discussions
- A greater sense of belonging within the University
- Receiving lots of information and advice
- Developing faster as a student

## WHAT IS MENTORING?

Mentoring composes of four skills:

Coaching – facilitates the mentee in achieving specific goals. Mentors may challenge assumptions and give another perspective to the mentee. The coach is leading the mentoring process.

Counseling – the most essential skill here is listening. A counselor gives emotional support to the mentee.

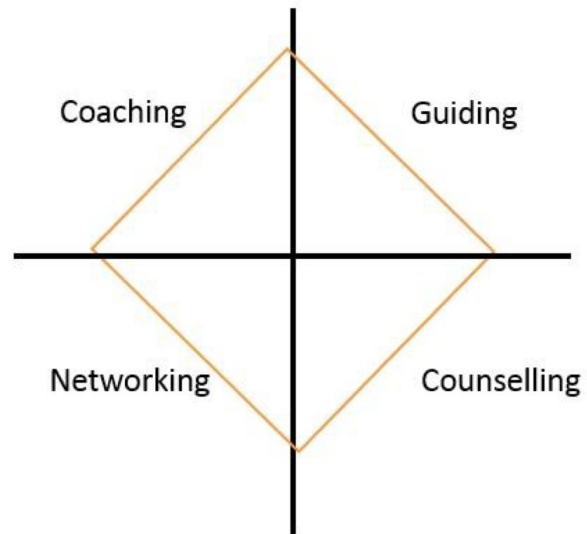
Networking – we are social animals, so networking, meeting with others, is essential! The mentor introduces the mentee to university networks – formal and informal.

Guiding – sometimes the mentor 'gives the answer' from their own experience. However, always giving the answer does not allow the mentee to grow independently.

The exact mix of these four attributes will always depend on the needs and the personalities of the mentor and the mentee. It will always change based on where the emphasis lies in terms of the nature of the mentoring relationship.

Some people will need a more direct form of mentoring, e.g. to be challenged and stretched. Others will want the opposite, someone who listens and reflects, in this case, the emphasis should be placed on counseling. The main focus should be on the needs and desires of the

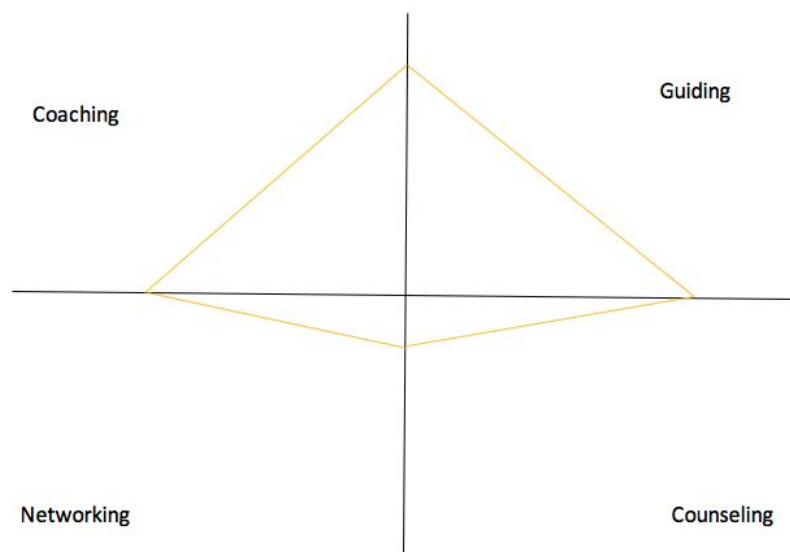
## *The mentoring mix:*



Friend, adviser, supporter, encourager

mentee and the mentor should 'meet the need' of the mentee in order to develop the mentee further. For example:

A mentee who is a shy person, will need more encouragement, direct guiding and coaching and support from the mentor. In this case the mentoring mix web will look like this:



Remember, that you are NOT a counselor, nor you are expected to take on this role and responsibility. When you experience that either you or a member of your study group needs more professional counseling help, please seek help at EKU's [KoMeTi](#) or contact [intercultural counseling](#). They provide time and space to examine, clarify and understand the concerns, and explore and develop more effective ways of coping.

Being a mentor in an international environment is fun, a lot of work, challenging at times and sometimes overwhelming. Make sure you understand what the following life experiences mean: culture shock,

homesickness, feeling a sense of belonging, language barriers, challenges of independent learning and transferring from high school to college/university.

## WHAT DOES A MENTOR DO?

If you are a good listener, self-aware, can set clear goals, interested in developing others, able to encourage others, a competent student, have an understanding of diversity and towards 'otherness', and (this is essential!) have a good sense of humor, then you are going to be a great mentor!

In short: mentors welcome, share, support, guide, facilitate, listen, and inspire mentees!

You may receive some payment for mentoring or do it gratis, as part of your volunteer work at EKU, nevertheless mentoring is not a job, but rather using your skills to help others. You could use your mentoring skills in one or more of the following ways:

- Giving insight in what to expect from studying at EKU and living in Eger and in Hungary in general
- Welcoming new students
- Being an advocate for studying at EKU
- Being a friendly face and a known person to those who may not know anyone else
- Offering general guidance and support to other students from where to find things around town to recommending some fun activities for spare time
- Offering information and informal support, making use of resources provided
- Organizing events for new and existing students and inviting them

- Making use of your own background. Each mentor will have their own experience to draw on which will give them a specific area of expertise, for example working with disabilities, mature students, international experiences, etc.
- Organizing a study group

There are also some areas that mentors should be aware of and try to avoid:

- Becoming an academic advisor or counselor to the mentee. The counseling skill as described above is about being there for the mentee, it involves listening skills only. When a mentor realizes that a mentee needs counseling, mentors should direct students to counseling and intercultural counseling services provided by ECU.
- Becoming a new best friend or confidante. Even though trust is important to establish with the mentee, becoming the confidante should be avoided and it can be avoided by setting boundaries to the mentoring relationship at your first meeting.
- Avoiding giving advice that usually requires a deeper understanding of rules, regulations, and procedures at ECU. For example finance, student mental support, careers advice, etc. Mentors should instead direct students to these services provided by ECU.

## HOW DOES A MENTOR WORK?

The mentor's main role is to support mentees to have a smooth, successful experience studying at ECU. In other words, you facilitate them to excel. This support can be very informal, such as giving directions on campus, or formal by referring a mentee to a specialist to help with VISA issues.

As a mentor, you will find what style of mentoring works for you in order to keep your circle of mentees informed and supported via social networking online and in person.

You will be arranging and facilitating the meetings, therefore students might think that you have all the answers or you are there to teach. For this reason, it is important to point out at the beginning, that while you support them, you do not have all the information, however, you are probably in the best position to point them to the proper resources. Questions originally aimed at you, can also be redirected to other members of the study group.

## TASKS OF A MENTOR

Before the arrival of the mentee

Step 1: Get in touch (social media, e-mail, introduce yourself)

Step 2: Provide information (how to get to Eger, deadlines, accommodation and administrative issues, etc.)

After the arrival of the mentee

Step 3. Start of the academic year (how to find buildings and important offices, Neptun enrollment, Student ID, registration)

Step 4. Administrative issues (Immigration Office, Health care services, social security number, tax number, bank account, etc.)

Step 5. Further information (public transport, programs, integration)



## TYPES OF MENTORS

### Mentor responsible for administrative issues

The mentor's responsibility is to provide assistance to mentees in the following administrative tasks (answer questions, help in filling out forms, booking an appointment, finding offices, etc.):

- Neptun registration
- Temporary student ID, student card and student status certificate
- Residence permit application (for the purpose of study)
- Open a bank account (HUF)
- Tax number
- TAJ card (Hungarian social security number)
- Supplementary medical insurance

### Mentor responsible for health care issues

The mentor's responsibility is to provide assistance to mentees in the following healthcare-related issues:

- provide information and answer questions related to healthcare services (TAJ card and medical insurance)
- act as a first point of contact (help in finding a doctor for eg.: GP, dentist, etc., help in booking an appointment to see the doctor, accompany mentees in the hospital if there is an emergency)

### Social mentor

The mentor's responsibility is support and guidance from a positive role model in order to add structure to new students' lives on campus and to provide a sense of community for new students through alcohol- and drug-free environments.

Expectations:

- help a new student to learn about Hungarian culture,
- invite and motivate new students to attend our entertaining ESN and KoMeTi nights,
- organize alcohol and drug-free community gatherings on campus in order to build up social networking

### Study group mentor

A mentor is affiliated with each study group to facilitate productive group work, bring awareness to study habits, and share his/her own experiences with life as a student.

Responsibilities are:

- provide guidance, motivation, emotional support and a role model
- may help with exploring careers, setting goals, developing contacts, and identifying resources.

## SUPPORTING TRAINING AT EKU TO BECOME A MENTOR

All mentors and international students are strongly advised to participate in the following training courses:

### INTERCULTURAL TRAINING

At the beginning of each academic year, the Centre for International Relations organizes a 2-day intercultural sensitivity training and a one day following training at the end of November in order to facilitate your adaptation in the international and multicultural environment of EKU. The training is held by experienced trainers of the department of Psychology and helpers from the CIR. The aim is to help the participants gain an understanding of intercultural sensitivity, the efficiency of intercultural

communication, and raising awareness of diversity. It gives an opportunity to discuss the close relationship between culture and human thinking, emotions, and behavior and the nature of intercultural relations through participant's own experiences and diverse interactive –and sometimes funny-activities/exercises. All international students are more than welcome to participate in the training, possibly in the first semester of their studies. The participation is partly mandatory for students registered for the Hungarian Culture and Intercultural Awareness credit course.

### HUNGARIAN CULTURE AND INTERCULTURAL AWARENESS COURSE

(5 credits, 2 academic hours per week, in English)

The course aims to provide an introduction into the Hungarian culture and, in parallel, to strengthen the intercultural awareness of the students. Thus, the course focuses on two main topics: Hungarian Culture and Intercultural Awareness. The Hungarian Culture track consists not only of lectures but also of day trips in Hungary, visits to Eger, and its surroundings. The Intercultural Awareness track includes intercultural sensitivity training, (about that, see the paragraph above) and student country presentations.

The cultural events organized within the framework of this course are beneficial in terms of group cohesion and contribute to the strengthening of the social skills of students such as tolerance and teamwork. As the teaching language is English, the course also aims to improve the English language knowledge of the students, to develop their speaking skills in particular. In addition, specially written language competencies are also targeted to be developed, such as essay writing, since the course participants have to submit two assignments on a given topic.

To ensure your place in the course, please contact Ms. Judit Tóth, Intercultural Coordinator. Mail to: [toth.judit@uni-eszterhazy.hu](mailto:toth.judit@uni-eszterhazy.hu)

## GUIDELINES FOR MENTORS

These suggestions are mainly aimed to support mentors who take care of the administrative, health care issues or have the role of the social mentors. If your role as a mentor is a study group mentor, please find tips under “Mentoring through study groups”.

### SETTING BOUNDARIES

It is important from both the mentor and the mentee's perspectives, to set some boundaries. A mentor needs to communicate what (s)he can or cannot do for the mentee socially, academically, and emotionally. A mentor can set

- the frequency of your contact with the students
- the platform of social media and its period (e.g.: contacting mentors during evenings and weekends is off limits)
- the circumstances in which a mentor might refer the mentee to someone else for support
- it's always good to be friendly, but remember, that you are in a position of responsibility, the mentee should be able to seek help from the mentor when needed
- know your limits! You don't have to do it alone, but before it gets too overwhelming, reach out to the CIR office and seek help to find other mentors for new mentees
- recognize the signs of burnout and seek help from EKU's counselors. Mental health matters and everyone needs a break from mentoring from time to time to prevent burnout. Helping others is important and novel, but first you, as a mentor, need to take care of yourself.

## PROMOTING YOURSELF AS A MENTOR

If you are visible, people who seek mentors will find you! Therefore it is important to get in touch with students (especially new students) early on and communicate to them that you are ready to mentor them if they need it. Use the EKU's social groups via Facebook, be at EKU's social and community events, and even better, organize such events! A good mentor is known in the student community!

## USING MENTORING SKILLS IN A ONE TO ONE SETTING

When you work one to one, the main goal is to find out what the mentee's particular problem, concern, or question is. Try to set up and structure the one-to-one meeting following the checklist:

- Where and for how long the meeting should last?
- Think PROP: Professional, Relaxed, Open, and Purposeful.
  - Professional: as a mentor, you are representing EKU to the mentees. You've been selected based on your professional and ethical conduct towards diversity and because you are going to deal with fellow students ethically and fairly. Make sure that when meeting in person, always choose a location that is not too secluded, can be accessed by anyone (no locked doors), and never agree to meet a person in a place where you are not comfortable meeting the mentee.
  - Relaxed: as all relationships are based on trust, and you need to present yourself to the mentees, as someone who is truly listening and has time for them (although you can set the time

by telling how much time you have for them). Find a quiet, but public place to talk.

- Open: all mentors should be open-minded, non-judgemental, and embracing all kinds of people.
- Purposeful: you have the responsibility of many mentees and of your own studies as well. Find out what is your limit (how many mentees can you handle) and meet with them only when there is a need either by helping them or informing them about something.

### WHAT CAN BE THE FIRST MEETING'S DISCUSSION POINTS?

Social: career history, home country, and family circumstances and interests outside the university

Study ambitions: first impression of EKU, other college and/or university experiences, achievements, failures and how clear are the mentee's goals?

Development goals: areas for improvement and where does the mentee see the need for help from the mentor

Establishing common grounds for mutual boundaries:

Think about the frequency, timing, expectations, agenda for the meetings and social boundaries to establish common grounds. You both need to be comfortable with the plan and stick to it.

Talk about priorities: A mentee can have many things to discuss and seek help from you, so ask the mentee to prioritize and then select in order to be more effective.

## WHAT SHOULD THE NEXT MEETING CONSIST OF?

As a mentor, you either will regularly meet with mentees or only once in a while. Also, some students might want to meet you in person, for others seeking and receiving help via e-mails and social media will be sufficient.

The meeting should consist of follow-up on the issues discussed in the first meeting and some action plans to follow. The mentee might bring in new problems, or concerns. Some topics can be discussed online, others rather not.

## MENTORING THROUGH STUDY GROUPS

These guidelines are only for study group mentors!

One of the most effective and authentic ways of mentoring is by setting up study groups. At EKU it might mean the same people attending the classes or living together in a dormitory share a group. Benefits of setting up study groups are:

- By sharing study practices, students might learn new study skills
- Empowers students to problem-solve and think outside the box
- Facilitates cooperation and understanding within the group
- Helps to overcome adversities (academic and personal)
- Often participants are motivated and keen to help each other.

As a mentor, you are the core on which this community is built, either small or large. Build a study group that you can manage easily, ideally no more than six people per study group. Your role is to facilitate the group, setting up meetings, and running the group (keeping time and basic group dynamics).

## SETTING UP A STUDY GROUP

Take time to set up your study group. These tips might help you set it up:

- Being organized is one of the key elements of running a successful study group
- Physical space: Find a space or place that is available throughout the whole semester, so that can be your group's meeting point
- Online platform: Choose an online format(s) to meet as well. Find out what the best practice is for your study group and apply the one people in your group would use the most (SKYPE, Moodle, Google, ZOOM, Messenger, etc). The best arrangement is if you use several, but all members should be using those as well
- Decide on the time of the week to meet, and also the frequency of meetings and stick to it
- Think about how you can facilitate a relaxed, enjoyable, and friendly atmosphere
- Think about the social aspects of learning too. Group members who respect one another work better together! While the main reason for setting up a study group is learning, being there as a friend is also important. Think about ways to connect outside of study group hours and suggest some joined activities together!

## SETTING UP RULES TO ATTEND AND PARTICIPATE

It is important to set up some mutual rules and stick with them. Even though it is up to the group what those rules should be, there are some that all students need to meet, such as:



- Appoint a person who will share what is agreed about the next meeting (notes to share, next reminders, update absent students, and next topics)
- What is said during the study group stays there? Don't break group member confidentiality. It can ruin trust and it's very hard to regain it
- Listen. Listen. Listen. Remind people that we can always learn from each other
- Be open to feedback. Foster understanding
- Earn the right to give feedback by listening before talking
- Ask permission to give feedback and give it only then
- Avoid giving advice and "fix-it mode"
- Speak "I" language (speak for yourself)
- Respect the talker—no cross-talk.
- Be mindful of your body language (sighing, rolling eyes, facial gestures, arms crossed, etc.). Be "open", not "closed"
- Remember, it's okay to compromise. It's okay to agree to disagree
- Avoid mind-reading. When in doubt, check it out.
- Only talk about group members that are present
- Stay focused on the topic
- Respect the group by showing up, regularly and on time.

To support group dynamics, you can do the followings:

- Find a location where people feel comfortable
- Ensure you listen to each member of your study group (think about introverts and extroverts)
- Ask for explanations when needed
- Ask questions that foster discussions and open the questions to everyone

- Stay on the topic of discussion, avoid conversations straying onto inappropriate, not relevant subjects
- Use ice-breakers, fun activities to engage the group

## CLOSING THE MEETING

Most study group meetings last between an hour to two hours. Be respectful of people's time and other commitments.

Close the meeting by:

- Sharing the notes the note-taker took during the meeting
- Recap anything that the group agreed to do for the next meeting
- Ask topics for the next meeting
- Remind everyone about the time and location of the next meeting (especially in times of change)
- Thank everyone who participated
- Stay positive and motivational

## SIGNPOSTING

As a mentor, it is important to signpost other resources that might help and support students. Know which staff member to approach with a certain problem at the Centre for International Relations (CIR) and in relevant academic departments as well. Make sure you understand basic processes and procedures at the university.

## **CHAPTER 3.**

### **“WE HAVE THE CAUSE, YOU HAVE THE EFFECT” VOLUNTEERING PROGRAMS**

#### **HOW TO BUILD A CIVIL SOCIETY?**

We hope to work together with local communities to build, mobilize, and drive the change that the community needs to our social problems in Eger and in the neighborhood. Our vision is to build a bilateral program where international students become resilient and independent partners for civil societies in Eger than upon their return to their home countries in order to play an even more influential role in shaping a stronger sense of society and improving people’s lives.

There are three ways to build a civil society: (1) Empowering communities; (2) Opening up public spaces; and (3) Promoting social action.

EKU’s international student volunteers can empower communities by providing local councils and neighboring towns support; by offering high-quality services, know-hows they have been trained through their university studies; and by encouraging and enabling other EKU students (and other members of a society) from all cultural backgrounds to play a more active part in the Hungarian society, and promoting more volunteering around town.

The Centre for International Relations is dedicated to matching the need raised by the community organization with students that are interested in taking part in such a cause and provide their expertise as a volunteer. The program is voluntary, free of charge, cannot abuse the rights of the

volunteer, and has to observe the laws protecting the volunteer. We also believe that volunteering is an educational opportunity.

Volunteering is the voluntary activity of citizens, based on the solidarity of members of society, which represents individuals and their communities for the benefit of others or usually is unpaid.

## PROFESSIONAL CONSULTATION WITH GOVERNMENTAL INSTITUTIONS

The Centre for International Relations regularly meets with governmental institutions to map out the most crucial needs of Eger and the surrounding villages. Volunteers get updates when a change occurred either in the process or in the participation of programs.

## SUPERVISING VOLUNTEERING AT EKU

The Centre for International Relations regularly meets with volunteers in order to recruit the right person for each charity, find the best job-fit for them, and organize meet-ups with charities and organizations where volunteers can meet.

## PROCESS OF BECOMING A VOLUNTEER

1. If you know the organization you would like to volunteer for, please download the volunteer sign-up sheet, fill it out and mail to: [gempl.johanna@uni-eszterhazy.hu](mailto:gempl.johanna@uni-eszterhazy.hu). This will help us to schedule a meeting with you to find out more about you, such as what skills, know-hows you can bring to the organization and match your abilities and time schedule with one or a few organizations.

2. If you do not know which charity organization you would like to volunteer for even after reading their profiles and main objectives, then based on the sign-up sheet we can schedule an appointment with you to find the most suitable charity for you. Please come prepared (check the list of charity organizations offered through CIR)
3. If you know what organization you would like to volunteer for, but it is not in the list of charities CIR offers, please let us know by pitching your ideas to [Johanna Geml](#) at CIR! We always search for new charity organizations and welcome students' ideas.
4. Together with the CIR representative, you will be scheduled for an interview with your desired charity organization.
5. After all parties (charity organization, a student volunteer and CIR) agree on the work schedule (no more than 2 hours a week): day and time of the student volunteer, the volunteer's tasks and how will that be measured, etc; all parties will sign the student volunteer agreement. This will mainly protect you as a volunteer at any given organization.
6. Volunteers should always schedule the volunteer time so that is not in conflict with his/her study schedules!
7. We recommend you (especially if you are a first-time volunteer at EKU) to commit to three months first. Meeting weekly the required tasks besides school and social life is sufficient. It may even be challenging sometimes! Do not overschedule your time! After three months you can decide whether or not you would like to continue it with the same organization or help another organization.
8. Types of volunteering in terms of time and duration:
  - a. Some charity work requires long, steady help from a volunteer. This type of volunteer work is ideal for those who like to have a set time and duration from week to week.

- b. Another type of charity work requires volunteers to help out at certain peak times, such as summer holidays, special events, yearly held meetings, etc. This type of volunteering is ideal for those who do not have time during a certain semester but have some room for service between semester or during summers.
- c. Some charity is for a special occasion, at one time in a year, but the most important an organization is looking for is a special talent, skills, know-how a work requires. This can be just a one-time volunteer opportunity, but nevertheless it is also valuable.

### “US” VS. “THEM” MINDSET, “SAVIOR COMPLEX” AND IT’S A TRAP!

One important mindset is required for volunteers which is essential not only for the success of your tasks you are required to accomplish but also for your own development as a human being: be mindful of what you are doing, bring your best abilities to accomplish the tasks!

Most volunteers have kind-hearted, generous, and compassionate intentions, however, some would want to ‘save the people’ they are working with. This slant mindset is not only prejudicial and detrimental to the overall volunteer experience, but also harmful to society as a whole.

## RECRUITMENT, REGISTRATION AND REFERRAL OF VOLUNTEERS

We advertise the dates for applying to volunteer jobs at the beginning of each semester on the university website. We select volunteers based on the following criteria and we encourage application if you possess the following skills and attitudes:

- Ready to move out of your comfort zone
- Able to put other people's needs before of your own emotions without any prejudice or judgement
- Have patience and perseverance
- Can think creatively
- Humble and you are there for the people and not because you want to prove something for yourself or to others
- Selfless and want to contribute something meaningful for the people
- Genuinely passionate about the cause and/or the people
- Can work in teams, you are a team player
- A non-judgemental, open-minded and kind person

## OUR PARTNER CIVIL INSTITUTIONS AND COMMUNITIES, CHARITY ORGANIZATIONS

You can find opportunities on the CIR website. When you apply to the volunteer program, please indicate the program that you desire to help and tell us how you can contribute and for how long (an entire semester or for two months, etc). Please remember that you can volunteer up to two hours a week.

[Association for the success of Eger](#) (Eger Sikéréért Egyesület)

Website: <http://egerese.hu/>

Objectives of the Association:

- “Our association is a community that is open to any citizen living in Eger and who loves Eger, belongs to any group or political community in our society.
- One thing must unite us: our commitment to Eger in the will to do.”

### [Fund for Supporting the Poor - SZETA \(Szegényeket Támogató Alap\)](#)

Website: <http://www.szetaeger.hu/english>

Objectives of the Foundation:

- ‘Dignity for Everybody’ (Ottília Solt)
- “The Fund for Supporting the Poor - has been fighting poverty, social exclusion, and inequalities since 1989.
- We work together with locals, especially Roma communities living in poverty in order to find a way out of heritable disadvantages and complex social exclusion.
- We try to organize, activate, and develop these communities.

### [Eger Norma Foundation \(Egri Norma Alapítvány\)](#)

Website: <http://www.egrinormaalapitvany.hu/>

Objectives of the Foundation:

- “Fostering the cultural and historical heritage of the city of Eger and its region, fostering economic relations, and supporting initiatives that promote the interests of Hungarians living abroad.
- Initiates and supports a healthy lifestyle and family life education programs, especially for the interests of children and young people.
- It contributes to the development of energy-saving and environmentally friendly thinking and ecological approach.
- It also performs public benefit activities in connection with social activities, family assistance, and the care of the elderly.



- From 1 July 2012, it is the holder of the Heves County Civil Information Center title, the services of which can be used free of charge by organizations based in Heves County.”

### Eger Roma College (Egri Roma Szakkollégium)

Website: <http://romaszakkollegium.uni-eszterhazy.hu/>

Objectives of the Roma College:

- “The basic goal of the Roma College is to contribute to the formation of Roma intellectuals engaged in active social dialogue, engaged in public life, who combine professional excellence with sensitivity to social and social issues.
- The training of the future-building talent is a priority task, for which the Roma College carries out work in a talent development workshop.”

### Barn Community Square (Pajta Közösségi Tér)

Website: <http://www.pajtaeger.hu/kozossegi-ter.html>

## EDUCATIONAL AND TRAINING PROGRAM FOR VOLUNTEERS

The Centre for International Relations will advertise educational programs available in Hungary for students to develop themselves further as volunteers. Financial aids are available upon applying through the CIR Office, but it is not always granted.

Financial aid for training courses at CIR is merit-based. Merit-based aid is awarded for the demonstrated ability for volunteering and skills that need to be developed. When a student participates in training paid by the CIR, it is required to volunteer at least one semester after attending the training.

## INTERNATIONAL PARTNERSHIP PROJECTS

This should be based on the institutional mobility collaborations and during the time spent during abroad study programs.

For further concerns and questions, please contact [Johanna Geml](#) at CIR.

## HOW TO STAY COMMITTED?

Volunteering is hard work and despite the moral, social-emotional, and sometimes monetary gains, you will need to think of ways to relax, recharge, and sometimes take a break.

Make sure that you have another social network, outside of your volunteering cycle, and keep contact with them regularly. Make sure that volunteering does not take up all your free time, you need time for yourself as well. It is particularly important for avoiding burn out.

Read the advice and adopt actively what works for you!

## APPENDIX

### 100 ADVICE FOR INTERNATIONAL STUDENTS AND VOLUNTEERS

1. Enjoy every moment: don't forget that you are living an unforgettable experience
2. Keep complaining is not good for health! Smile and act to make a difference.
3. Be happy, don't let that any obstacle make you forget what you are living. In the end, enjoying the experience it is only up to you.
4. You may have problems...but everything can be solved!
5. Leave all your prejudices at home, interact with as many people as possible, travel during your free time, and don't be afraid to try new things!
6. If you give it a chance... EKV will be one of the best moments in your life. Don't be afraid. Don't listen to pessimists. EKV is much more than just going to study, it's about understanding the world and its inhabitants.
7. Enjoy every minute. There will be stressful times, boring times, challenging times, and fun times. Enjoy it all. It's all part of the learning experience. Be happy!
8. Be yourself. Whatever happens, whoever you are with, always be yourself. It is the only way to know who will truly accept you and the most effective way to assess yourself if you need more improvement.
9. Develop! Don't avoid going outside your "comfort zone". The most important things that you will learn during your service will come from times when you started to do something that was new to you and different in many ways from your previous experience. Thanks to that you will become a different person and you will discover many new things about yourself!
10. Grow from every fight you will have, every relationship that you will experience, every up and down that will happen. Be better than yesterday!

11. Find a project that can excite you every day! Look through the EKU's list of charity organizations
12. Don't think twice. Apply, get chosen, and go!
13. Become a volunteer just if you want to help and learn.
14. You must be fully aware of the charity organization and decide for how long you can be committed.
15. Be aware that a new extraordinary stage in life is about to start. Prepare a clear plan, but be ready to adapt it to the reality that before can be just a subjective projection.
16. Get informed about specifics of the charity organization. Ask for help to know more about them.
17. Read a lot about the organization you are going to (culture, history, dos, and don'ts).
18. Try to talk to people who were previously in the same civil society.
19. Contact the other volunteers and ask to share their experience.
20. Contact with organizations.
21. Bring your sense of humor!
22. Be prepared for not being prepared for many crazy situations.
23. Open your mind and heart to the world.
24. Take a digital copy of all your documents.
25. If you have some problems, please say it out, don't keep them silent, otherwise, nobody knows what you are thinking.
26. Don't forget about your feedback to EKU - share what is good and what is bad.
27. Have a bit of money for urgent cases.
28. Take a little, bring a lot.
29. Buy a telephone card from the residence place.
30. Learn what the things are that you need to take with you (like medicine, or formal clothes).

31. Don't speak about politics in front of people that you don't know, in countries, it is a very sensitive topic.
32. Don't forget your initial motivation. In fact, time passes really fast. If you have some ideas, just do it!
33. Initiate your own ideas to do something, ask others for help, and start turning it into existence. Explain to your organization what you would like to do.
34. Learn what the organization expects from you.
35. Create new and interesting projects not only for yourself but beneficial for the community too.
36. There is so much that needs to be done that the idea of limiting yourself to a few tasks the organization has thought of for you seems like a waste. The more you want to do the better it is.
37. You just need to have a good sense of initiative and be organized.
38. If nobody tells you what to do, take your own initiative
39. Frustration could be a common feeling one should learn to deal with when engaging in such development work. Persistence and strength might be useful.
40. Communicate! You have a problem - talk! With other volunteers, mentors, coworkers, boss, project coordinator, or coordinator from EKU!
41. Doing routine work leads to understanding the system and finding the problems that you didn't see before.
42. If you don't understand why you are doing specific activities - ASK!
43. Sometimes even your small effort can make a change.
44. Don't expect that everything will be smooth: not all projects are organized professionally, not all hosting organizations might fit your expectations, and definitely each organization has a different management style that at first might be very challenging and not understandable.

45. Respect the communication rules with your sending organization, mentor/coordinator. In this way, you can receive real support when you will ask for it
46. Visit and get to know the environment around you the more you can.
47. In case problems arise with your flatmates: Organize a meeting to talk and discuss solutions. Take the meeting seriously and be willing to adopt the rule if you agree it is good for yourself and others. Having unsolved problems with your flatmate could negatively affect your own experience.
48. Live and do like the locals.
49. Build yourself a life outside of the project: meet people, visit places, join an activity. Although the project will not be like you expect will be worthwhile to continue there.
50. Do things you could not do if you were at home: forget about Facebook and initiate activities you always wanted to try, remember you are a volunteer and you can take risks - you are there to learn!
51. Go out! Meet local people! Don't waste your time at home!
52. Be sensitive to other Volunteers.
53. Take advantage of weekends by traveling.
54. Eat-in the places where local people eat – it is good and cheaper.
55. Learn the language of the country in order to understand the cultural aspects better.
56. Arrange regular meetings with co-workers if necessary to reflect on your learning process. Keep track of every moment during your EKE project by writing a blog, taking photographs, recording video, etc. in order to remember it in the end.
57. Find a clear time to reflect on your experiences.
58. Be patient: there will be delays, deficiencies; a cultural shock that will reach an extent that you could barely stand. But be patient, and learn from it. If something is wrong, ask yourself: what can I learn from it?

59. Keep a diary, it will help you to discharge all your feelings and, once that you are back, to remember every detail (names of persons, places, moments, stories), which, believe it or not, you will end up forgetting, and it will make you feel very sorry.

60. Language. Even if you don't understand the language of that country, it is not that bad. It is incredibly fun and really rewarding to walk around and look and listen to a foreign language. To experience that one moment when a word that you see or hear, is understandable. It is priceless when you learn the language without books and teachers and school life lessons.

61. Listen to what people are telling you. You can only hear their stories then and there and you can learn a lot from them!

62. Try to learn something every day, go to a new place, talk with some new person, learn new words in another language, try new food.

63. Don't be afraid and get out of your "comfort zone" - it is where the true learning happens.

64. Read about the stages of cultural adaptation and be prepared to go through all of them.

65. Be patient.

66. Be open to adapt and learn.

67. Be receptive.

68. Think more than usual before you act.

69. Observe, observe, and observe! Please consider the culture of the host country and try to adapt to it (e.g. way of dressing, addressing people, or other things that they might do differently from you). Stay polite!

70. Never forget where you are. You will be in a foreign country with different rules, customs, and ideologies. Try to accept, at least tolerate it and not force your own ways. Unless someone asks for it.

71. For the culture shock. Try to make it a game. The new reality can be very different even scary at times. Imagining that this is a new story and the start of a new life can be helpful and fun.
72. Embrace and appreciate the differences.
73. Be ready for challenges and misunderstandings.
74. Do not compare the culture of the hosting country to the one from where you come from.
75. Adapt but do not forget who you really are.
76. Appreciate the beauty of every culture and respect diversity.
77. Understand that some shocks are inevitable: cultural, climate, security, and others.
78. Accept! Sometimes things will be working in a totally strange way for you. Many times you will not be able to change them. Sometimes you need to accept them.
79. Enjoy! You will face many problems during your project. There will be many situations when you will be feeling really low. So find something that you will really enjoy doing or try to enjoy things that are totally new to you. It is not your goal to become all grumpy and depressed during your service. Try to find something that even in your dark times will still bring a smile on your face.
80. Cultural shock is a normal reaction, first of all, you will miss your home and comfort zone, but later you will adapt and will be amazed by discovering something totally new everyday and learning.
81. The best way to feel the culture, the way people live there is to talk to random people, appreciate who they are, without any judging, just listen to them and try to understand.
82. Time runs really fast so after a cultural shock move on with new wishes and goals.



83. After a while, fewer and fewer questions about differences will appear in your head as you slowly transform from a tourist to a resident.
84. Don't be afraid...everything's gonna be SUPER!
85. Don't be shy...and the world will be yours.
86. Be open-minded.
87. Be flexible.
88. Be passionate about what you are doing.
89. Be creative all the time.
90. Be a wanderer.
91. Be friendly, be sociable, be a part of the local community!
92. Be ready to face challenges - have patience, be honest, be flexible!
93. Be yourself! Do not act like a different person. Do not try to fit too hard into local society in the beginning. Be honest about what kind of person you are and where your limits are. People will accept you whoever you are.
94. Don't be ashamed.
95. Don't worry too much about things.
96. Don't expect anything, face the things as they come.
97. Clean your mind of prejudices, barriers, fears.
98. Have your mind full of ideas.
99. Have a will to change the surrounding environment for the better.
100. Be kind, patient, and grateful for the most amazing experience in your life!

Resources for advice:

<https://www.salto-youth.net/tools/toolbox/tool/100-advice-for-the-future-of-international-volunteers.1759/>,  
[www.cazalla-intercultural.org](http://www.cazalla-intercultural.org) and [www.bevolunteer.net](http://www.bevolunteer.net)