Points of contact at ETH Zurich

Student Exchange Office

The Student Exchange Office is your point of contact for all administrative issues regarding your exchange. Please make sure that you get in touch with your contact person or the helpdesk of the Student Exchange Office in a timely manner in the following cases:

➤ If you want to leave earlier or stay longer than initially intended. Important: Please note that the date relevant for your residence permit and your de-registration as a student is the departure date in Mobility-Online, not the date printed on your student card or confirmations of matriculation!
➤ If you get mail from the immigration or health authorities and are not sure what to do or don’t understand them because they might be in German. Under no circumstances should you ignore these letters, this will lead to serious trouble and might result in high expenses!
➤ For signature of your Certificate of Attendance
➤ If you have any other general questions or problems.

Please make sure that in case of a change of address you immediately update your address on www.adressen.ethz.ch

Helpdesk of the Student Exchange Office (no appointment needed during the opening hours):
Main building HG F 23.1, opening hours: Mo-Fr, 11.00-13.00
Phone: 044 632 61 61, exchange@ethz.ch, www.incoming.ethz.ch

On our homepage you can find the correct contact person for your mobility programme.

Departmental Exchange Coordinator

Your Departmental Exchange Coordinator is the point of contact for all academic issues. See the included list of coordinators or the website of the Student Exchange Office for the contact details. Please contact this person in the following cases:

➤ If you want to change your study plan
➤ If you have questions about the courses/study plan or if you have academic problems

Study Administration Office of your Department

The Study Administration Office of your Department issues your transcript of records at the end of your mobility period (upon request only!). In some Departments, the Departmental Exchange Coordinator is also the Study Administrator. Please see your Department’s website for the contact details.

Examinations Office

For all questions about examinations (including shifting of exams), please contact the Examinations Office:
HG F 18.1, opening hours: Mo-Fr, 11.00-13.00, phone: 044 632 20 68.
Student Associations

ESN  zurich.esn.ch
ESN stands for Erasmus Student Network, but all exchange and visiting students are welcome to participate. They offer a lot of fun events, regular get-togethers, etc. ESN is a great way to meet people, especially other exchange students. Sign up for their newsletter on the homepage.

VSETH  www.vseth.ch
VSETH is the student association of ETH Zurich. It also serves as an umbrella organisation for the individual student associations of the departments, which are a good way to meet other students from your department. All exchange students are by default members of VSETH and thus the student association of their department at no cost. If you do not want to be a member, please contact the Student Exchange Office. Visiting students can become members by signing up in myStudies during the semester enrolment for a fee of CHF 10.- per semester.

Other student associations
For a list of other student associations see www.ethz.ch/students/en/campus/student-associations/international-student-associations.html

Advice and Counselling

Psychological Counseling Service  www.pbs.uzh.ch
The Psychological Counseling Service of the University and ETH Zurich offers confidential, free of charge counseling in English, German and some other languages. If you experience difficulties adjusting to life in Zurich, are unusually stressed because of the exams or have conflicts in your study/research environment, do not hesitate to contact them. They also offer counseling on cultural integration especially for international students.

Nightline  www.nightline.ch
Nightline is a telephone helpline for all students of ETH and the University of Zurich. It is offered by students of the two institutions and can be reached during the semester from 20.00 to midnight. They offer advice on anything from the best student pub in town to dealing with exam pressure. And you can also call them just to chat.

Student Advisory Service / Coaching  www.sts.ethz.ch
The Student Advisory Service / Coaching offers advice and counselling in non-academic study related matters. Also, they are the first point of contact for students with disabilities: www.ethz.ch/students/en/advice/disability-advisory-service.html

Ombudspersons  www.ombudsstelle.ethz.ch
The ombudspersons help to ensure adherence to proper and fair procedures and to protect the rights of all members of ETH Zurich. They are independent of the ETH Zurich administration and provide advice in case of conflicts.

Please do not hesitate to contact any of these services should you need their advice!