

HANDBOOK

for International Students at ETH Zurich



ETH

Eidgenössische Technische Hochschule Zürich
Swiss Federal Institute of Technology Zurich

Please note:

This booklet was designed for two different categories of student: incoming Master's (MSc) degree students, and exchange/visiting students. The information provided in the text may not be correct for other categories.

Contact details for MSc students:

International Student Support

HG F 22.3

Opening hours: Wed & Fri 11:00–13:00 or by appointment

Telephone: +41 44 632 20 95

international@rektorat.ethz.ch

Contact details for exchange/visiting students:

Student Exchange Office

HG F 23.1

Opening hours: Mon–Fri 11:00–13.00

Telephone: +41 44 632 61 61

mobilitaet@rektorat.ethz.ch

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ETH Zurich Main Building



Campus Hönggerberg (Science City)

Dear international student,

It is a great pleasure to welcome you to ETH Zurich! ETH is a truly international technical university, with students, researchers, and faculty members from all over the world. We very much appreciate your contribution to ETH's success, and are committed to making your stay here a rewarding and enjoyable experience.

Studying away from home requires some preparation, and certain matters must be taken care of even before you leave your country. This booklet provides advice and information on issues such as visa regulations, accommodation, financial planning, campus life, and Zurich in general. Visit http://www.ethz.ch/prospectives/international/index_EN for additional information and contact addresses.

We look forward to seeing you in Zurich!

Lino Guzzella
Rector, ETH Zurich

SWITZERLAND'S "LITTLE BIG CITY"

Zurich is well-known as a safe and attractive city – indeed, for several consecutive years it has been ranked as having the highest quality of life in the world. Despite its relatively small size (390,000 inhabitants), the city has an international metropolitan flair and offers an extensive range of leisure amenities. While Berne is Switzerland's political capital, Zurich is considered its business capital: formerly an industrial town, the city's focus has shifted to commerce and knowledge-intensive enterprise. With its theatres, concert halls, museums, art galleries, libraries, bookshops, and educational institutions at all levels, Zurich is also a centre of cultural importance.

Its location on Lake Zurich and its proximity to the Alps and other places of scenic interest make Zurich a pleasant place to live. During the summer, its lakeside offers a wide range of leisure activities. Numerous restaurants, cafés and bars satisfy every culinary taste. The surrounding area, featuring small lakes and hilly landscapes, offers ample opportunity for outdoor activities such as hiking, climbing and cycling.

During the winter and the cooler seasons the opera, theatres, cinemas, museums, clubs and bars present attractive alternatives. Those who enjoy skiing, snowboarding and other winter sports are also within an hour or two of beautiful snow-covered mountains.

Zurich has excellent air, rail and road connections. Eurocity and Intercity trains from all directions stop at the central station. Within the metropolitan area, there is a combined network of public transportation, linking rapid suburban rail, tramways, buses and boats.

Zurich Tourism

➤ www.zuerich.com

LANGUAGE

Switzerland is a multilingual country. According to the most recent figures, 63.7% of the population speak Swiss German as their main language. The three other national languages are French (Western Switzerland), Italian (Southern Switzerland) and Romansh (South-Eastern Switzerland). German, French and Italian hold equal status as official languages.

The language spoken in Zurich is referred to as Swiss German, or “Schwiizertüütsch” as the locals call it. It sounds very different from Standard German. Swiss German is used for almost all oral communication, whereas Standard German is the language used for written communication, e.g. in the newspapers. Although Zurich is a cosmopolitan city and many people are fluent in more than one language, it is highly recommended that you learn at least some basic (Standard) German during your stay in Zurich. The Language Center of the University and ETH Zurich offers courses at all levels (see p. 47). At ETH, however, English is also spoken next to German.



WEATHER/WHAT TO WEAR

Zurich has a temperate climate, i.e., summers tend to be hot and sunny, while winters are cold, damp and wet, with occasional snow. Average high temperatures in summer are 23°–25°C, but can rise to over 30°C. In winter, temperatures often drop to below zero. During this season warm clothing, a waterproof jacket and sensible shoes are essential.

Switzerland: Facts and Figures

Area	41,284.5 km ² , of which only 2800 km ² are habitable
Population	7.9 million inhabitants, of which about 22.8% are foreigners
Capital	Berne
Languages	63.7% German, 20.4% French, 6.5% Italian, 0.5% Romansh, 8.9% other
Currency	Swiss franc (CHF)
Political system	Federal Republic, direct democracy
Government	Federal Council, consisting of 7 members elected by the Federal Assembly
Political structure	26 cantons, each with their own constitution, parliament and government
Highest peak	Dufourspitze, 4634 m above sea level

VISA REQUIREMENTS AND FEES

Most nationals from countries outside the European Union/ European Economic Area need a visa to enter Switzerland for study purposes. It is very important to check the immigration requirements early enough. After you submit the application it usually takes around 3 months for the visa to actually be issued!

Please do NOT enter Switzerland with a Swiss tourist visa or a Schengen visa for another country! These cannot be changed into a student residence permit after your arrival in Switzerland. You would be obliged to leave the country and reapply!

Please use the following link to find out whether you need a visa or not:

➤ www.bfm.admin.ch/bfm/en/home.html

(→ Topics → Entry → Do I require a visa? → Annex 1, List 1)

The visa fees comprise two payments:

Payment to	Amount
Embassy/consulate in your home country	Up to CHF 100 (prices defined by the embassy/consulate)
Migration Office of the Canton of Zurich	CHF 95

"I was a bit confused about the difference between the visa and the residence permit. Don't mix up the two things! The visa is usually valid for 3 months and allows you to enter the country once within the printed time slot. After arrival you must apply for your residence permit, which is usually valid for a maximum of one year."
(Juan, 24, Mexico)

Please note that a further, separate fee will be charged for the residence permit you must obtain once you are in Switzerland (see p. 9)

Visa Procedure for Master's Degree Students (MSc)

If you need a visa, you must apply for it at the Swiss Embassy or Consulate General nearest to your place of residence. It is very important to submit all the required documents at the outset in order to avoid delays in the processing procedure. ETH Zurich cannot influence the outcome of your visa application.

You will find detailed information about the visa application procedure at

➤ www.rektorat.ethz.ch/students/immigration/index_EN

Advice on and help with immigration formalities:

International Student Support

(for regular MSc students)

Rectorate, HG F 22.3, Rämistrasse 101, 8092 Zürich

Telephone: +41 44 632 20 95, Fax: +41 44 632 11 17

E-mail: international@rektorat.ethz.ch

Visa Procedure for Exchange and Visiting Students

Exchange and Visiting Students receive information concerning visa application and immigration procedures with their application package.

For further information please refer to:

Student Exchange Office

Rectorate, HG F 23.1, Rämistrasse 101, 8092 Zürich

Telephone: +41 44 632 61 61, Fax: +41 44 632 12 64

E-mail: mobilitaet@rektorat.ethz.ch

➤ www.mobilitaet.ethz.ch/index_EN

RESIDENCE PERMIT

Anyone who stays in Switzerland for more than three months must obtain a residence permit. This means that you must register and apply for your permit at the appropriate city district office (“Kreisbüro”) within 8 days of arrival. The city is divided into 12 different districts, each with its own “Kreisbüro”. Your landlord or your flatmates will know which one is responsible for the area in which you live. If you choose to live outside the city of Zurich, you must register at the appropriate municipal administration office (“Gemeindeverwaltung”).

A list of all the Kreisbüros and their opening hours can be found at

➤ www.rektorat.ethz.ch/students/immigration/residence_EN.pdf

When you register you must produce the following documents:

-
- valid passport or identity card
 - proof of registration at ETH Zurich (“Extended Confirmation of Matriculation”)
 - confirmation letter from the Student Exchange Office (exchange students only)
 - 1 passport photograph (EU citizens only)
 - rental contract for your accommodation (if available)
 - CHF 85 (EU citizens); CHF 162 (non-EU citizens); CHF 20 (ERASMUS students and exchange students with an ETH Zurich scholarship)*
 - Proof of financial means totalling at least CHF 1750 per month, or a letter from your parents/family confirming their financial support (not required from exchange students or students who enter Switzerland with a visa)

*The fees are determined by the responsible authority, according to your student status. ETH Zurich provides no warranty for the correctness of the above mentioned fees.

At the Kreisbüro registration desk, non-EU/EFTA nationals will arrange an appointment with the Migration Office of the Canton of Zurich to have their biometric data recorded. A few weeks later you will receive an official letter requesting you to pick up your residence permit. When it expires you may apply for a renewal.

RENEWAL OF RESIDENCE PERMIT

After one year in Switzerland you may renew your residence permit for another year (degree students only; exchange and visiting students are subject to restrictions). You will receive a reminder about one month before the expiry date of your permit. The renewal costs are CHF 85 for EU citizens and CHF 142 for non-EU citizens.

Please note that when extending your residence permit you will again be required to document that you have financial support for your stay in Switzerland. You should be able to show that you have at least CHF 1750 for each month of your stay.

EMPLOYMENT AND WORK PERMITS

As an ETH student with a valid residence permit, you are allowed to seek employment for a maximum of 15 hours per week during the semester and 42 hours per week during the semester breaks. A prerequisite, however, is to find an employer who is willing to apply for your work permit. Further information can be found at

➤ www.rektorat.ethz.ch/students/immigration/work_permits/index_EN

Many departments offer assistantship positions or other kind of employment to their students. We also recommend the following student job boards:

➤ www.arbeitsvermittlung.uzh.ch

(ETH/University student job board)

➤ www.marktplatz.ethz.ch (ETH/University whiteboard)

➤ www.siroppglobal.org (job platform for scientific projects)

➤ www.students.ch

➤ www.studentenjobs.ch

➤ www.telejob.ch

It may be difficult to find a job outside ETH Zurich if you lack knowledge of German. You should also be aware that the degree programmes at ETH Zurich are designed for full-time study, and it is not realistic to study and at the same time work to cover

your living costs. It is wise to have sufficient funding for your living expenses without having to rely on an outside job.

ACCOMMODATION

The housing system in Switzerland is slightly different from what you might be used to in your home country: Swiss universities do not usually have on-campus housing. Instead, students often organise themselves in flat-sharing communities (“WG” or “Wohngemeinschaft”), with several people renting a flat together and sharing the rent.

For new incoming foreign students with no acquaintances in Zurich, it can be difficult to find a flat to share. If you cannot arrange housing from your home country, you should arrive at least two weeks before the semester begins to organise a room. ETH Zurich can provide you with some useful information and offers a limited number of furnished rooms, but, generally, housing is your own responsibility.



Housing in Zurich is expensive! For a furnished or unfurnished single room with shared kitchen and bathroom you should budget between CHF 450 and CHF 800 per month.

Rooms in Student Houses

Rooms Provided by ETH Zurich

ETH Zurich provides a limited number of furnished single rooms for international Master's (MSc) and exchange students. Students who are eligible will receive the application link in good time. These rooms can only be rented for one or two semesters. You will have to look for a new room/flat to move to once your rental contract expires.

Rooms in Privately Run Student Houses

The Housing Office of the University and ETH Zurich provides an index on privately run student residences in the "Wohnbulletin".

➤ www.wohnen.ethz.ch/wohnbulletin

Rooms Provided by Woko (Student Housing Cooperative)

Woko rents out 2000 furnished rooms in student residences, student houses or flats throughout the city. Rooms are available only to students enrolled at ETH Zurich or the University of Zurich.

Detailed information and addresses where there are vacancies are handed out exclusively at the Woko office. As a general rule, Woko does not let rooms which have not been viewed in advance, so you can only use their service after your arrival. The group already sharing the flat also has a say in choosing future housemates. Contracts can only be concluded at the Woko office.

Woko Studentische Wohngenossenschaft

Sonneggstrasse 63, 8006 Zürich

➤ www.woko.ch

Private Accommodation

There is plenty of privately let accommodation in Zurich, but normally landlords and/or flatmates want to see you in person before they rent out their rooms. Please be aware that some offers are untrustworthy, and some unscrupulous people have in the past tried to take advantage of Zurich's difficult housing

"I didn't have a student room when I first arrived and I was afraid that I might have to stay in a hotel for several weeks. But then someone told me visit the Housing Office, and with the assistance of the friendly staff there I was able to find a room within a couple of days only." (Mima, 23, Iran)

situation by offering accommodation that does not exist. Never transfer money or make any payments before you have seen the room or apartment!

Accommodation in the private sector is usually unfurnished. However, you should not turn down such an offer since it is easy to buy cheap second-hand furniture (see p. 37).

ETH Zurich and the University of Zurich Housing Office

The Housing Office is an accommodation brokerage service for students registered at ETH Zurich or the University of Zurich. You can visit their office or search for rooms and flats online by using their database. The service is free of charge. Please check their website for details.

Zimmer- und Wohnungsvermittlung Universität / ETH Zürich

Sonneggstrasse 27, 8006 Zürich

↗ www.wohnen.ethz.ch

Student Websites

On most of the following websites you can check out other students' housing advertisements and create your own room request for free:

↗ www.marktplatz.ethz.ch

↗ www.wgzimmer.ch

↗ www.students.ch

↗ www.homegate.ch

Accommodation offers can also be found in the local newspapers and on the various notice boards at ETH Zurich, e.g. in the entrance hall of the Main Building or in front of the Main Cafeteria. Also check the notice boards at the University of Zurich.

Overnight Stay / Short-Term Accommodation

You can book a room for your first night(s) via Zurich's Tourist Information Service. They provide a list of hotels, hostels and bed and breakfasts, plus an online booking service, at

➤ www.zuerich.com

Some of the cheapest options are:

Youth Hostel

Mutschellenstrasse 114, 8038 Zurich

Telephone: +41 43 399 78 00

➤ www.youthhostel.ch/zuerich

City Backpacker / Hotel Biber

Niederdorfstrasse 5, 8001 Zürich

Telephone: +41 44 251 90 15

➤ www.city-backpacker.ch

Langstars

Langstrasse 120, 8004 Zürich

Telephone: +41 43 317 96 55

➤ www.langstars.ch

easyHotel

Zwinglistrasse 14, 8004 Zürich

Telephone: +41 0900 327 994

➤ www.easyhotel.com

Hotel ibis budget Zürich City West,

Technoparkstrasse 2, 8005 Zürich

Telephone: +41 044 276 20 00

➤ www.ibisbudgethotel.com

Hotel Hottingen

Hottingerstrasse 31/Cäcilienstrasse 10, 8032 Zürich

Telephone: +41 44 256 19 19

➤ www.hotelhottingen.ch

Haus Justinus

Freudenbergstrasse 146, 8044 Zürich

Telephone: +41 44 362 29 80

➤ www.justinus.ch/index.php?welcome-zh

Further options can be found at:

➤ www.wohnen.ethz.ch/links/kurzfristig

TRAVEL TO ZURICH

Zurich is well served by major road and train links and there is an international airport within easy reach.

By Plane

Zurich's airport is situated about 11 km northeast of the city centre. From the airport, there are three ways to reach the city centre:

Train

Trains depart every 10 to 15 minutes to the city's main station ("Zürich HB"), and the journey takes around 10 minutes. The way to the subterranean train station is clearly marked: just follow the signs. The ticket costs around CHF 7 and can be bought at one of the ticket machines or at the rail ticket office. It is valid for an hour and can also be used on all local public transport in Zurich.





Tram

Tram no. 10 provides a direct connection between the airport and the city centre. It is a low-floor vehicle and thus very convenient if you have heavy luggage. The trip to Zurich main station (city centre) takes approx. 30 minutes. The tram runs every 7 to 15 minutes, and the ticket you need is the same as if you go by train.

Taxi

Taxi ranks are located right beside the Arrivals exits of Terminals 1 and 2. The trip to the city centre takes about 20 minutes and costs around CHF 50.

By Train

The main railway station, Zurich Main Station ("Zürich HB") is located in the centre of the city. It offers direct and frequent services to all large Swiss cities and major European destinations. A tourist office is situated in the main hall of the train station.

Train schedules can be found at

➤ www.sbb.ch

GETTING AROUND

Apart from walking or cycling, getting around in the city centre is easiest by tram and bus. Daily services operate from 5:30 to midnight, and run every 6 minutes at peak hours. For an additional fare, special night buses bring you home late on Friday and Saturday nights.

Don't worry if you are confused at first by the complicated Zurich area ticketing concept. The canton of Zurich is divided into different "zones", and the price of your ticket depends on how many zones you cross to reach your final destination.

The Tourist Information Desk in the Main Station is a good place to ask questions regarding the city and getting around in general. They will provide you with a map and give advice. Do not hesitate to ask the locals if you do not understand how the ticket machine works. Most Swiss speak at least some basic English and are helpful. When looking for directions in general, use Google maps or:

➤ www.map.search.ch

By Tram and Bus

Single Fare Tickets

Single fare tickets can be purchased at the blue ticket machines located at every tram or bus stop. Depending on how long your trip will take (see below), select and push a button and insert coins to the amount indicated on the display.

Yellow button	Short distance ticket for up to 5 stops (valid ½ hour), CHF 2.60*
Blue button	Ticket for the whole city network (valid 1 hour), CHF 4.20*
Green button	Ticket for the whole city network (valid 24 hours), CHF 8.40*

* Prices valid in January 2013

The latest generation of ticket machines offers a touchscreen instead of buttons, and the language can be switched to English, French or Italian.

More detailed instructions on how to use automatic ticket machines, further information on tickets and prices and time-



tables can be found on the website of the Zurich Transport Network (ZVV).

➤ www.zvv.ch

Monthly or Annual Network Pass

If you will be commuting within the city of Zurich (zone 110), it is a good idea to buy a “ZVV Network Pass” for 2 zones (zone 110 counts double!). You can specify the starting date and buy the pass for 30 or 365 days. With a valid pass you have unlimited use of all trams, buses, trains and even boats within the city at any time.

There is no special student discount, but if you are under 25 you can buy the cheaper “Junior” version. Prices are as follows:

	Monthly season ticket*	Annual season ticket*
Network Pass for the city centre (zone 110)	CHF 81	CHF 729
Junior Network Pass for the city centre (zone 10)	CHF 59	CHF 531

* Prices valid in January 2013

Network passes can be bought at any kiosk or vendor which displays the blue and white “Tickets” sign. The most central sales point is the one in the main train station:

ZVV VBZ Ticketeria

ShopVille-RailCity / Intermediate floor, 8001 Zürich

Telephone: +41 44 225 95 95

Opening hours:

Monday to Friday 07:00–20:00

Saturday 08:00–20:00

Sunday 09:00–20:00

➤ www.vbz.ch

By Train

Half-Fare Card

Would you like to travel around Switzerland during your stay? Then you should consider buying a half-fare card (“Halbtax-Abo”). This card enables you to buy all your train tickets at half price (this does not apply to season tickets). You also enjoy discounts on many boat and bus routes, funicular railways and cable cars, and on local transport in many cities. This card costs CHF 175 per year and can be bought at the ticket office of any train station in Switzerland. You will need to bring along a passport photograph.

➤ www.sbb.ch/abos-billette/abonnemente/halbtax.html

Track 7 Card (Gleis 7)

This is a special ticket which you can purchase in addition to a half-fare card if you are under 25. It costs CHF 129 per year and allows you to travel for free all over Switzerland from 7 p.m. to 5 a.m. on any train run by Swiss Railways (SBB) or a large number of private railways.

➤ www.gleis7.ch/abos/gleis7/

By Bicycle

How to Get a Bicycle

Zürich is a good city for cyclists, as many of the larger streets have cycling lanes. If you want to buy a second-hand bicycle (“Velo”), then you might try one of the flea markets (see p. 36) or a second-hand cycle shop:

Velocittà

Neugasse 31, 8005 Zürich

Telephone: +41 43 818 28 29

Velowerkstatt

Badenerstrasse 437, 8040 Zürich

Telephone: +41 44 412 88 88

You could also access the students' electronic notice board and search for the keyword "Velo":

➤ www.marktplatz.ethz.ch

Please note that it is highly recommended to take out private liability insurance that covers damage caused to third parties in case of an accident (see p. 23). If you want to take your bicycle on a tram, bus or train you have to buy a special ticket for it.

Rent a Bike for Free

Do you need a bicycle now and again to get around the city centre? You can borrow one by paying a deposit of CHF 20 and presenting a valid ID. Bikes can be returned to any of the pick-up points. For a charge of CHF 10, you can even keep your bike over night.

For pick-up points and opening hours please see:

➤ www.zuerirollt.ch

Between the Campuses

ETH Zurich has two campuses: “ETH Zentrum”, located in the heart of Zurich, and “Campus Hönggerberg (Science City)”, located about 8 km outside the city centre on a hill called the “Hönggerberg”. The “Science City Link” shuttle bus service connects the two campuses. The journey between them takes 15 minutes and the service is available from Monday to Friday all year round.

The buses leave every 20 minutes at .14, .34, .54:

from ETH Zentrum to Science City 8:14–8:34–8:54–9:14 ... 17:54

from Science City to ETH Zentrum 7:54–8:14–8:34–8:54 ... 17:54

You do not need a ticket for the shuttle bus – a valid student card is sufficient.

Your student card is also valid as a ticket from Monday to Friday (during the semester) between 9:15 and 17:15 on the following lines: -> **This information is not valid anymore!**

tram nos. 9 and 10 between ETH Zentrum and Milchbuck

bus no. 69 between Milchbuck and ETH Hönggerberg



INSURANCE

All persons living in Switzerland for more than 3 months are required to take out health insurance for basic medical treatment in case of illness and accident. However, procedures vary depending on where you come from:

"After arrival you have 3 months to get health insurance, but since you will have to pay your insurance premiums from the day you entered Switzerland it doesn't make any sense to wait with your application! Apply to one of the cheap insurance plans for international students, and you will save a lot of money!" (Divay, 24, India)

Health Insurance for EU Citizens

Holders of a European Health Insurance Card and privately insured non-EU citizens whose insurer is recognised by the Swiss authorities (which is very rare) can apply for an exemption from the Swiss health insurance obligation.

The students' Health Insurance Advisory Service "KraBe" provides downloadable guidelines on this procedure at

➤ www.rebeko.uzh.ch

Health Insurance for Non-EU Citizens

A few days after you have applied for your residence permit, the local health authority will ask you by letter to submit a form indicating which insurance company you have chosen.

With premiums ranging from ca. CHF 200 to CHF 400 per month or even more, health insurance is extremely expensive in Switzerland. What may seem strange to foreigners is the fact that all health insurers provide exactly the same benefits under

their obligatory insurance plans, but are free to define their prices. You can compare premiums at

➤ www.comparis.ch

Please note that some companies provide special offers at reduced rates for international students. These offers do not usually appear in sites like “Comparis”. For further information, please contact the International Student Support Office or the Student Exchange Office.

Advice on health insurance matters is also provided by the Students’ Legal Advisory Service, “ReBeKo” (see p. 57), which runs a special health insurance section (“KraBe”). You can visit them in the first few weeks of the semester (please check the website for dates and times):

Legal Advisory Service for Students / KraBe

Rämistrasse 71, Room F 102, 8001 Zürich

➤ www.rebeko.uzh.ch

Private Liability Insurance

We strongly recommend that you take out a personal liability insurance policy to cover any claims brought against you for damage or injury you may cause to other persons, material goods or property. It also covers damage to rented apartments and student rooms. Such insurance is available from around CHF 100 per year for a maximum coverage of CHF 5 million. Likewise recommendable is a comprehensive household policy covering theft/burglary, laptops, bicycles etc.

Insurance premiums from the leading providers in Switzerland may be compared at

➤ www.comparis.ch

MONEY MATTERS

Cost of Living

Zurich is a pleasant but expensive place to live. A typical student budget for one month in Zurich could be:

	CHF per month
Tuition and student fees (CHF 644/semester)*	107
Study materials (books, chemicals etc.)	50 to 100
Field trips	up to 50
Rent	450 to 800
Food (incl. student restaurant)	500
Public transport	50 to 100
Compulsory health insurance	80 to 300
Total per month	1243 to 1957

* If applicable. Please see p. 42

Please note that the above list does not include personal expenses for clothing, phone bills, hygiene articles, leisure, etc. You can easily spend up to CHF 2000 a month without living in luxury.



Currency

Switzerland's official currency is the Swiss franc ("Franken" in German). The most common abbreviation is "Fr.", but you may also see "Sfr.", or the official bank abbreviation "CHF". Each franc is divided into 100 cents; in German these are called "Rappen" (Rp.). The units of currency are:

Coins	5, 10, 20, 50 cents and 1, 2, 5 francs
Bank notes	10, 20, 50, 100, 200 and 1000 francs

Note: Although some retailers accept euros, it is recommended to pay everything in Swiss francs. If you pay in euros you normally get a very bad exchange rate and your change will be in CHF.

Credit cards such as Visa and Mastercard are accepted almost everywhere. As the city has a vast number of ATMs (automated teller machines) you are also unlikely to have difficulty withdrawing money using a debit or credit card. Most Swiss ATM machines are also equipped to accept Cirrus and Maestro cards.

Opening a PostFinance or Bank Account

If you stay in Switzerland for more than just one or two semesters, it will probably be too expensive for you to keep your account at home, incurring high bank charges. Sooner or later it will make sense to open an account in Switzerland.

Opening an Account with PostFinance

PostFinance (the post office bank) has one big advantage over normal banks: staff do not demand to see your residence permit when you open an account. Because getting a residence permit can take up to three months, most students therefore decide to open an account with PostFinance. (However, you will be required to show your "Meldebestätigung" – the document confirming that you have applied for the residence permit) (see p. 9).

PostFinance offers a special student set for people under 30 whose studies will last for at least one year. The conditions and benefits are similar to those offered by the banks (free account management, free customer card, free credit card, e-banking etc.).

You can apply online at

➤ www.postfinance.ch

PostFinance is officially a service of the Swiss Post, but in fact it operates as a bank. It's highly recommended to open an account with them: it's easy and quick and you can withdraw money and pay with your customer card in almost every shop all over Switzerland. They even offer e-banking services!" (John, 28, USA)

Opening an Account with a Local bank

Most banks offer free accounts with special benefits for students who are 30 or younger. You will be asked to show your passport and your student card, and usually they also want to see your residence permit. However, they are not always strict and you might just visit several branches and try your luck. Some well-known banks which provide special offers for students are:

UBS AG

Paradeplatz 6, 8001 Zürich

➤ www.ubs.com

(student account "UBS Campus")

Credit Suisse

Paradeplatz 8, 8001 Zürich

➤ www.credit-suisse.ch

(student account "Viva Student")

Zürcher Kantonalbank

Bahnhofstrasse 9, 8001 Zürich

➤ www.zkb.ch

(student account "ZKB student")

Paying Your Bills

Bills must usually be paid within 30 days. Non-payment or late payment can become very expensive, because administrative costs are added for each reminder you receive. For rent, tuition fees, telephone bills etc. you will receive payment slips printed with the respective amounts due; you should take these to a post office and pay in cash. If you have a Swiss bank or PostFinance account you can also apply for online banking services, which enable you to pay bills electronically.

MAIL SERVICES

Post Offices

Most post offices are open from 7:30–18:00 Monday to Friday and from 9:00–12:00 on Saturday. In addition to mail services, post offices offer banking, telephone and fax services.

Zürich's main post office is located near the main station, with special opening hours in the evenings and at weekends:

Sihlpost

Kasernenstrasse 95/97, 8004 Zürich

Opening hours:

Monday to Friday 06:30–22:30

Saturday 06:30–20:00

Sunday 10:00–22:30

There are several post offices dotted around the city. Please check the postal services' website (www.post.ch) for their addresses and opening hours. There are small post offices in the ETH Main Building (letter posting only; no cash transactions) and on the Science City campus (mail services, bill payment possible).

Receiving and Sending Post

To receive your post, you need to have an address and your name must appear on your apartment's mailbox. It's very simple: no name, no post! If you are staying in someone else's apartment and only that person's name is on the mailbox you

will need to use a “c/o” address. Post is delivered once a day from Monday to Saturday.

There are two postal categories for sending things within Switzerland: “A-post” (delivery the following day) and “B-post” (delivery within 3–4 working days). Postal costs depend on size and weight, but for a standard C5 letter of up to 100 grams the current rates are CHF 1.00 (A-post) and CHF 0.85 (B-post). If you want to send a letter by A-post, make sure you stick an “A Priority” sticker on it or write a big “A” on the letter (to the left of the stamp). Rates for international mail vary according to destination (Europe or other countries), size and weight. If you are unsure about the rate for your letter or parcel, simply ask directly at the post office.

➤ www.post.ch

TELEPHONE / MOBILE PHONE

There are public telephones on campus and in the city. Most of them do not accept coins. You can pay by credit card or the Swisscom phone card (“Taxcard”), which can be bought at any kiosk or post office. To call within Switzerland, first dial 0, then the local area code (43 or 44 for Zurich and surrounding areas) followed by the 7-digit number.

Because it is fairly complicated to have a telephone landline installed most students decide just to have a mobile phone. The easiest option is to have a prepaid account: just go to any provider (see list below), buy a SIM card (with or without a phone) and load your account with a certain amount of money. You only need to bring along your ID card or passport. When your credit starts to run out simply reload your account at an ATM machine or buy a prepaid card at a kiosk or supermarket. Prepaid accounts are often cheaper than mobile subscriptions. However, we strongly recommend that you first talk to someone from your home country who has been here for awhile: they will be able to tell you exactly what the cheapest option is.

ESN (see p. 55) offers a prepaid card from Yallo for exchange and visiting students who become ESN members.

You can, of course, also compare the various mobile subscriptions and sign a contract with a provider. This usually includes one of the latest mobile phone models. Please note that you will have to show your residence permit and may be asked for a cash deposit! You should also check in advance exactly how and when you may withdraw from the contract. Usually this is only possible once a year!

Some of the most common providers and their main shops in the city centre are:

Migros City (m-electronics shop, 3rd floor)

Löwenstrasse 31–35, 8001 Zürich

↗ www.m-budget-mobile.ch

Orange Center

Löwenstrasse 69, 8001 Zürich

↗ www.orange.ch

Sunrise Center

Bahnhofplatz 4, 8001 Zürich

↗ www.sunrise.ch

Swisscom Shop

Bahnhofplatz 12, 8001 Zürich

↗ www.swisscom.ch

Yallo

↗ www.yallo.ch

Lebara

↗ www.lebara.ch

You can compare mobile phone rates at

↗ www.comparis.ch

Online phone directory for Switzerland:

↗ www.local.ch

ELECTRICITY

If you import any appliances, computers, stereos, clocks etc., you will need to ensure that their voltage and frequency are compatible with the Swiss system: voltage 230V; frequency: 50Hz.



Switzerland uses three-pin plugs (round pins) on most electrical equipment. Sockets can also take two-pin europlugs. Adapters can be bought at electronics shops or in larger supermarkets.

DRINKING WATER

The tap water in your flat or student room, in any public building, and from the numerous drinking fountains is of very good quality all over Switzerland. This water can be drunk without any hesitation.

RUBBISH DISPOSAL

As an incentive to limit the amount of household rubbish, most communities in Switzerland charge you for disposing of rubbish. If you live in the city of Zurich, you will need to buy special white rubbish bags (“Züri Sack”). You can buy these at

any supermarket: just ask the cashier for a roll. A roll of 10 bags with a capacity of 35 litres costs about CHF 20. All household rubbish must be disposed of in these bags. You can be fined if you dispose of your household rubbish in public litter bins!

Disposing of all your rubbish correctly is complicated. Here is a list of where to put what:

What	Where to put	When is it collected/emptied
“Züri Sack” (normal household rubbish)	Rubbish container belonging to your building (ask your neighbors)	Once per week; the day depends on the city district
Paper, in bundles*	In front of your building	Every two weeks; the day depends on the city district
Cardboard, in bundles *	In front of your building	Once every month; the day depends on the city district
Glass, metal, oil*	Special outdoor recycling collection points	regularly
PET bottles*	Special return points in supermarkets (usually near the entrance)	regularly
Old batteries*	Special return points in supermarkets (usually near the entrance)	regularly
Old clothes and shoes*	Special outdoor recycling collection points	regularly
Old electrical equipment*	Return to any electronics shop for disposal	

*these collection services are free of charge.

To find out the days when paper or cardboard is collected in your area or if you are wondering where to find the closest recycling collection point, it is best to ask your landlord or your flatmates. In the city of Zurich, you can even download your personal waste and recycling calendar or sign up for a free SMS reminder service:

➤ www.stadt-zuerich.ch/content/ted/de/index/entsorgung_recycling/sauberes_zuerich/persoenlicher_entsorgungskalender.html

"It took me some time to find out how the rubbish collection system works – it seemed to be very complicated at first. But once you get used to it, it's quite easy and effective. Maybe you should know that you need to deposit your household rubbish in special blue-and-white bags called "Züri Sack"; normal litter bags are not collected." (Victoria, 23, Australia)

IN CASE OF ILLNESS

Accidents and Emergencies

For minor emergencies or medical problems on evenings or weekends, you can go to one of the two "Permanences": medical centres located in the main railway station and near Bahnhof Oerlikon. These clinics are open 365 days a year. An experienced staff of general practitioners and internists with top-class equipment can diagnose and treat most non-hospital conditions. If necessary, patients are referred to specialists in Zurich or admitted to hospital. Should you have no health insurance at the time you will have to pay for your consultation in cash.

There is no need to make an appointment, but you may have to wait before seeing the doctor.

Permanence Hauptbahnhof

Bahnhofplatz 15, 8021 Zürich

Telephone: +41 44 215 44 44

Opening hours:

Daily from 07:00–22:00

➔ www.permanence.ch

Permanence Marktplatz Oerlikon

Querstrasse 15, 8050 Zürich

Telephone: +41 44 315 16 36

Opening hours:

Monday to Saturday from 7:00–21:00

Sunday and holidays from 10:00–18:00

[↗ www.permanence-oerlikon.ch](http://www.permanence-oerlikon.ch)

In Switzerland you should not go to a hospital's Accident and Emergency unless you are severely ill, your condition is life-threatening or you have been in a serious accident.

Doctors and Dentists

If you have a medical problem you should first see a general practitioner, who will determine whether your problem should be referred to a specialist (usually it is not possible to get an appointment with a specialist directly).

To find a doctor, simply look on the internet:

-
- Open www.doctors.ch
 - check for doctors > “Allgemeinärzte” (general practitioners) or any specialist if appropriate
 - click on the area in which you wish to see a doctor (e.g. Kanton Zürich → Stadt Zürich → Kreis 1)
-

A list of all the general practitioners in the chosen area will appear. The info button with a map will help you locate one close to your home. You need not register with a doctor as you do in some countries: you simply telephone the one you have chosen and make an appointment. The majority of doctors speak English.

To find a dentist the procedure is the same, except that you search for “Zahnärzte” instead of “Allgemeinärzte”. Please note: dental treatment is very expensive in Switzerland and is not covered by compulsory health insurance.

[↗ www.doctors.ch](http://www.doctors.ch)

Pharmacies/Chemists

For minor medical problems it is best to go to a pharmacy (Apotheke) first, as they can often diagnose a problem right away and provide the appropriate medication. In Zurich there are plenty of pharmacies, open from 8:30–18:30 on working days. The following pharmacies also have extended opening hours:

Bahnhof Apotheke

Bahnhofplatz 15, 8001 Zürich

Daily from 07:00–24:00

Odeon Apotheke

Limmatquai 2, 8001 Zürich

Daily from 07:00–23:00

Bellevue Apotheke

Theaterstrasse 14, 8001 Zürich

Open 24 hours daily

Other emergency pharmacies are listed at

➤ www.sos-apotheke.ch

(→ click on “Zugang zu den Suchfunktionen”)



PUBLIC HOLIDAYS

	2013	2014	2015
New Year's Day	1 Jan	1 Jan	1 Jan
Berchtold's Day	2 Jan	2 Jan	2 Jan
Good Friday	29 March	18 Apr	3 Apr
Easter	31 Mar/1 Apr	20/21 Apr	5/6 Apr
"Sechseläuten"*	15 Apr	28 Apr	13 Apr
Labour Day	1 May	1 May	1 May
Ascension Day	9 May	29 June	14 May
Whitsun	19/20 May	8/9 June	24/25 May
Swiss National Day	1 Aug	1 Aug	1 Aug
"Knabenschiessen"*	9 Sept	15 Sept	14 Sept
Christmas	25/26 Dec	25/26 Dec	25/26 Dec

* Local Zürich festivals. Shops and administrative services are closed in the afternoon.

SHOPPING

Opening Hours

Most shops are open from Monday to Friday, 9:00- 18:30, but some stores and shopping centres in the inner city have extended opening hours until 20:00 or even later. On Saturdays, shops usually close at 17:00 or 18:00. Exceptions are the shops in Zurich's main train station and Stadelhofen station, which are open daily from ca. 9:00-20:00. The "Bahnhofbrücke" Coop is open from Monday to Saturday, 7:00 – 22:00.

Supermarkets

Migros and Coop are the largest national supermarket chains. Each has a customer card scheme, which is why cashiers will always ask you to show either your "Cumulus" card (Migros) or your "Supercard" (Coop). Of course, it is not obligatory to have one! Migros sells neither alcoholic drinks nor tobacco products. There are lots of regional and specialty food stores in Zurich – it is best to ask around or google to find those which interest you. Globus and Jelmoli each have large specialty foods sections, although these are rather expensive.

Coming from Shanghai, where most shops are open all day and night, I was a bit surprised to find out that almost everything is closed on Sundays in Zurich. Finally I discovered that there are several shops, e.g. in the main station, that are open in the evenings and on Sundays as well."
(Wei, 25, China)

Open Air Markets

Flower and vegetable markets:

Bürkliplatz

Tuesday and Friday from 06:00–11:00

Helvetiplatz

Tuesday and Friday from 06:00–11:00

Oerlikon

Wednesday and Saturday from 06:00–11:00 (12:00 on Saturdays)

Flea markets:

Helvetiplatz

Saturday from 08:00–16:00 (all year)

Bürkliplatz

Saturday from 06:00–16:00 (May to October)



Furniture

Don't worry if you end up renting a room/studio that is completely bare! You can buy second-hand furniture, crockery, household and kitchen accessories, clothes, electronic equipment or even books at the "Brockenhaus". They sell almost everything at very reasonable prices.

Brocki-Land

Steinstrasse 68, 8003 Zürich

➤ www.brockiland.ch

Zürcher Brockenhaus

Neugasse 11, 8031 Zürich

➤ www.zuercher-brockenhaus.ch

If you prefer new things, then visit IKEA. They sell nearly all furniture, household goods and furnishings:

IKEA

Brandbach, Moorstrasse 3, 8305 Dietlikon

➤ www.ikea.ch

LEISURE AND SIGHTS

Zurich, Switzerland's largest city, offers visitors a wealth of captivating culture. In addition to internationally famous cultural establishments such as the Opera House, Schauspielhaus (Theatre), Tonhalle (Concert hall) and Kunsthaus (Art museum), there are countless museums, smaller theatres, restaurants, bars, discos etc. to enjoy.

Please refer to the Zurich Tourism website and the daily newspapers for details.

➤ www.zuerich.com (Zurich Tourism)

➤ www.zueritipp.ch (Thursday supplement to the Tages-Anzeiger, event calendar)

➤ www.zominuten.ch (free daily newspaper)

Zurich is known for its many cinemas. Every Monday evening all Zurich cinemas offer reduced-price tickets, and every afternoon you can get a reduction by showing your student card. Many films are shown in the original language, with German and French subtitles.

The online cinema programme is available at

➤ www.cineman.ch

EXCURSIONS AND TRIPS

Zurich's location in the heart of Switzerland makes it an ideal starting point for excursions and outdoor activities. Day trips can easily be made to cities like Berne, Lucerne, Basle or Schaffhausen, and if you want to see the Alps you can reach Pilatus, the Rigi, Säntis or even the Jungfrauoch within a few hours.

In winter the Swiss Railways (SBB) offer special package deals which include a round-trip train ticket, an overnight stay and ski lift tickets at various ski resorts. You can, of course, also organise your own one-day ski trips. For further information please contact Zurich Tourism, who will be happy to help you. Just drop by their office, located in the hall of Zurich's main train station.

➤ www.zuerich.com (Zurich Tourism)

➤ www.myswitzerland.com (Switzerland Tourism)

➤ www.sbb.ch (Train timetables)



ETH ZURICH

ETH Zurich, the Swiss Federal Institute of Technology, is one of the world's leading universities in science and technology. Thanks to its focus on quality, its global outlook and excellent infrastructure, ETH Zurich enjoys an outstanding international reputation in education and research. No less than 21 Nobel Prize winners are associated with the ETH, from Wilhelm Konrad Röntgen and Albert Einstein to Kurt Wüthrich.

ETH Zurich provides an excellent environment for studying, including state-of-the-art laboratory equipment and a first-rate infrastructure. 430 professors and more than 4600 members of scientific staff in 16 different departments located at two main campuses ensure that you get the supervision and guidance you need to learn effectively. Close links to research mean that teaching at ETH always reflects the scientific and professional state of the art.



ACADEMIC CALENDAR

The academic year at ETH Zurich is divided into two semesters of 14 weeks each. The Autumn Semester runs from mid-September to the end of December (calendar weeks 38 to 51) and the Spring Semester lasts from mid-February to the end of May (weeks 8 to 22). Examinations usually take place at the end of each semester and towards the end of each semester break.

	2013	2014	2015
Spring Semester	18 Feb – 31 May	17 Feb – 30 May	16 Feb – 29 May
Autumn Semester	16 Sept – 20 Dec	15 Sept – 19 Dec	14 Sept – 18 Dec

Semester and examination dates can be found online at

➤ www.rektorat.ethz.ch/calendar/index_EN

EXPECTATIONS OF INTERNATIONAL STUDENTS AT ETH ZURICH

Depending on where you come from, studying at ETH Zurich may be quite different to studying in your own country. Academic activities such as lectures, seminars and tutorials may take different forms, and there may be much more independent study time than you are used to. Please note that you will also have to use your own initiative in dealing with administrative questions. The ETH staff are happy to advise you, but they expect you to contact them and seek advice early, before a problem becomes critical. Many services are available, but you usually need to ask for them. This cultural difference sometimes surprises international students. Do not hesitate to get in touch with the ETH Zurich administrative staff if you need help!

REGISTRATION / STUDENT CARD

Regular Master's degree students will receive detailed instructions from the Registrar's Office as to the matriculation procedure. Please follow these instructions carefully. Depending on your place of residence before the start of the semester, the Registrar's Office will either send you your matriculation documents by post or ask you to pick them up in person upon arrival. Exchange and visiting students need to register with the Student Exchange Office upon arrival.

Every student receives a student card, a personal e-mail account with a username and password, and five copies of the matriculation confirmation document, one of which is double sized and called "Extended Confirmation of Matriculation". This is the one you must use in connection with your residence permit.

Please note that important study-related news is often communicated by e-mail. You must therefore check your ETH Zurich e-mail account regularly or redirect your mails to the e-mail account you most frequently use!

Your student card is also your library card and your sports facilities entrance pass (see p. 53) and allows you to buy meals at reduced prices in the student restaurants (see p. 51). On weekdays during the semester you may also use it as a ticket to commute between the two campuses at certain hours (see p. 21).

TUITION FEES

Exchange students are exempt from tuition fees. Visiting student tuition fees are listed in the corresponding application package.

For all other Bachelor's and Master's degree students the tuition fees are as follows:

Compulsory fees (per semester):

→ Tuition fee	CHF 580
→ Student activity fee	CHF 64

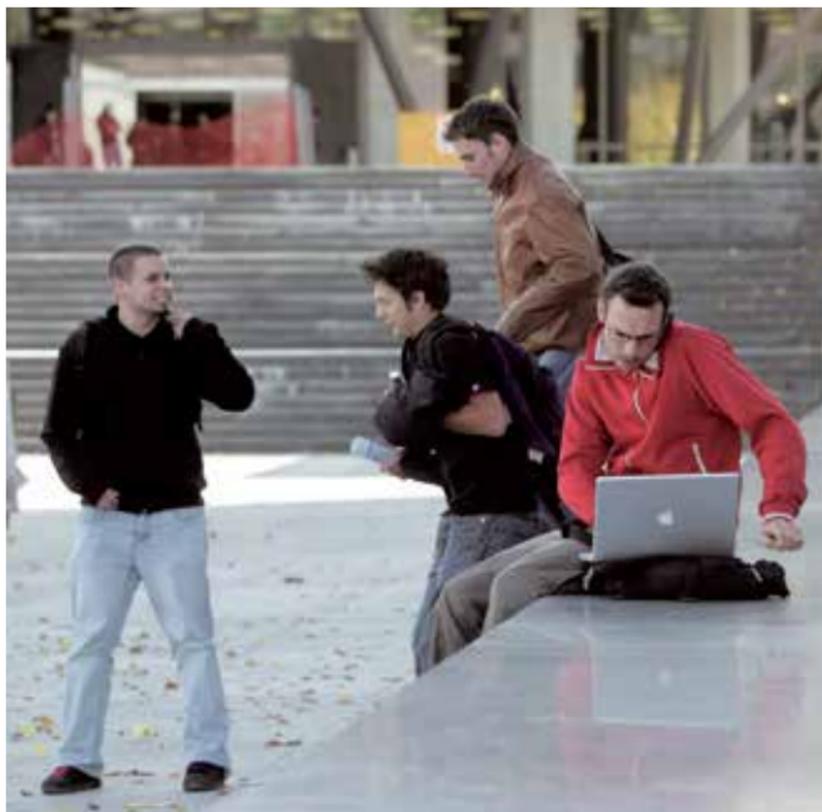
Voluntary fees (per semester):

→ Solidarity fund for foreign students	CHF 5
→ SOSeth membership fee	CHF 5
→ VSETH membership fee	CHF 10

Total Semester Fees **CHF 664**

An invoice for your semester fees is sent to your address in Switzerland a few weeks after the semester begins. The bill can be paid electronically or at any bank or post office, and must be paid within 30 days of receipt.

Please note: The fees cannot be paid in advance. No exceptions can be made to this.



DEPARTMENTS, PROGRAMMES AND COURSES

The following list provides an overview of the 16 departments and fields of study offered at ETH Zurich.

Department	Abbreviation
Architecture	D-ARCH
Biology	D-BIOL
Biosystems Science and Engineering	D-BSSE
Chemistry and Applied Biosciences	D-CHAB
Civil, Environmental and Geomatic Engineering	D-BAUG
Computer Science	D-INFK
Earth Sciences	D-ERDW
Environmental Systems Science	D-USYS
Health Sciences and Technology	D-HEST
Humanities, Social and Political Sciences	D-GESS
Information Technology and Electrical Engineering	D-ITET
Management, Technology and Economics	D-MTEC
Materials Science	D-MATL
Mathematics	D-MATH
Mechanical and Process Engineering	D-MAVT
Physics	D-PHYS

Degree Programmes, Credits and Grades

ETH Zurich adheres to the two-tiered Bachelor-Master system according to the Bologna agreement signed by the European Ministers of Education. Its credit system is based on the European Credit Transfer System (ECTS). According to this system, study achievements are allocated credit points. As a rule, the scope of one semester (including the semester break) is 30 credits, with one credit corresponding to 30 hours of study.

Study achievements are assessed for their quality and are graded. The grading scale ranges from 0 to 6.0, with 4.0 being a “pass” and 6.0 the highest grade.

Bachelor's Degree Programmes

The Bachelor's programme is ETH Zurich's undergraduate degree programme. Bachelor's programmes last for six semesters

(180 credits) and usually conclude with a final project or thesis, leading to the degree of Bachelor of Science (BSc) or Bachelor of Arts (BA) depending on the field of study. Bachelor's programmes at ETH Zurich are usually taught in German and begin in the Autumn Semester.

➤ www.ethz.ch/prospectives/programmes/index_EN

Master's Degree Programmes

The Master's degree is an international postgraduate degree. Master's programmes comprise 90 or 120 credits and are specialised degree programmes which succeed the Bachelor's programme. The Master's degree is the primary professional qualification at ETH Zurich. Master's degree programmes follow on thematically from the Bachelor's programme in the same subject. Most specialised Master's programmes are interdisciplinary and internationally oriented. Master's programmes at ETH Zurich are mostly being taught in English, and some also offer a start in the Spring Semester.

➤ www.ethz.ch/prospectives/programmes/index_EN

Course Registration

You must register online for your ETH Zurich courses during the first two weeks of the semester. You will receive detailed instructions about this when your studies begin.

Online course catalogue:

➤ www.courses.ethz.ch

Scholarships for Regular Master's (MSc) students

Means-Based Scholarships

ETH Zurich can provide subsidiary financial assistance to students who cannot otherwise meet the costs of their education. Applications are possible as of the third semester of your Master's programme. In order to apply you must have successfully completed your first and second semesters at ETH Zurich.

The actual amount of a scholarship is calculated individually and, takes into account any other scholarships, grants and further support the applicant receives. ETH Zurich funding always complements other funding sources, so even students who re-

ceive a maximum scholarship need to raise at least three quarters of their living costs by other means. You should budget approximately CHF 21'000 per year for education and living expenses.

When applying for an ETH Zurich scholarship you must disclose your own financial situation as well as that of your immediate family. You are also required to provide documents (tax assessment bills, salary slips, etc.) to support your application.

First-time applicants must submit their documents by the end of the second week of the semester in which they apply. Scholarship applications must be renewed annually; the deadline is 30 June for the following academic year.

For any questions regarding financial support, please contact the Scholarship Office:

Scholarship Office

HG F 22.1-22.2

Telephone: +41 44 632 20 40/88; Fax: +41 44 632 11 17
stipendien@rektorat.ethz.ch

The application form can be ordered online:

➤ www.rektorat.ethz.ch/students/finance/scholarship/foreigners_EN

Merit-Based Scholarships

Under the Excellence Scholarship & Opportunity Programme, ETH Zurich awards a limited number of merit-based scholarships to excellent students who wish to pursue a Master's (MSc) degree at ETH Zurich. The scholarship covers both full tuition fees and living costs. It can be awarded to students who demonstrated top performance during the Bachelor's degree programme and who are among the best in their class.

➤ www.rektorat.ethz.ch/students/finance/scholarship/excellence/index_EN

ETH Zurich scholarships are not open to exchange and MAS students.

LANGUAGE COURSES

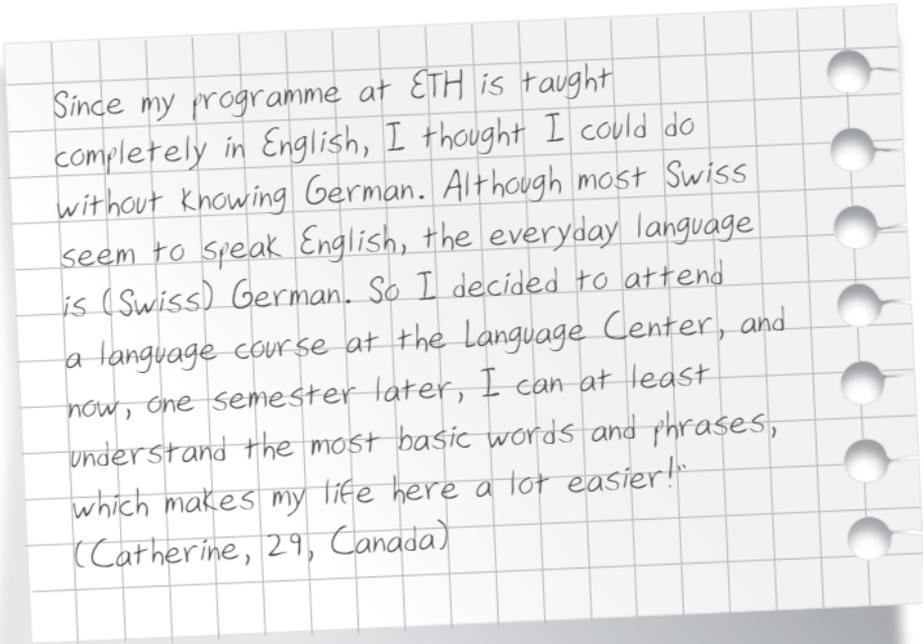
Some basic knowledge of the language and culture of your host country is essential to get to know the locals. Although your Master's programme may be taught completely in English, daily life in Zurich takes place in German or, more precisely, in Swiss German. The joint Language Center of ETH Zurich and the University of Zurich ("Sprachenzentrum") offers intensive German courses before the beginning of the semester and regular classes during the semester. These courses are free of charge for international Bachelor's, Master's and exchange students. For intensive courses, a registration fee of CHF 100 is charged.

Online pre-registration is required and must be submitted during a certain time slot prior to the start of the semester. Please see the Language Center's website for detailed information.

Sprachenzentrum der Universität und der ETH Zürich

Rämistrasse 71, 8006 Zürich

➤ www.sprachenzentrum.uzh.ch



Since my programme at ETH is taught completely in English, I thought I could do without knowing German. Although most Swiss seem to speak English, the everyday language is (Swiss) German. So I decided to attend a language course at the Language Center, and now, one semester later, I can at least understand the most basic words and phrases, which makes my life here a lot easier!"
(Catherine, 29, Canada)

STUDENTS WITH DISABILITIES

Disabled students or those suffering from a chronic medical condition may face additional challenges during their studies at ETH Zurich. Please note that disability assistance may differ from that offered at your home institution. We strongly recommend that you check our website and that you contact us early, preferably before you apply to study at ETH.

Information and contact may be accessed at

➤ www.soc.ethz.ch/advice/special_needs/index_EN

IT SERVICES

The IT Services unit provides all registered ETH students with a free basic IT package which includes an e-mail address, access to public computers, an ETH-wide directory, and the possibility to publish a personal homepage.

Details of these services may be accessed at

➤ www.ethz.ch/students/it/index_EN

E-Mail Account

All ETH Zurich students are assigned an e-mail account ending with @student.ethz.ch. All students receive an “nethz” username and password when they register at the Registrar’s Office or the Student Exchange Office, respectively. All official e-mails from ETH Zurich are sent to this address only, and it is important to check it regularly.

Computer Rooms

There are approximately 1000 computer workstations at the disposal of ETH students. These computer stations offer full internet access and are equipped with standard software. The use of computers and printers (up to 800 pages per semester) is free of charge. In the ETH Zurich Main Building, the computer rooms are located on the ground floor (E). To enter the system you need your personal “nethz” username and password. Scanners are installed in the gallery of Room E27. You can connect your notebook directly to these scanners. Scanning is also possible without a laptop as the appropriate driver is already installed on computers next to the scanners.

If there are any problems, please contact the helpdesk:

➤ servicedesk@id.ethz.ch or 044 632 77 77

Wireless Access

WLAN hotspots are found on both campuses in most public spaces, including lecture halls, seminar rooms, libraries and lounges.

ETH EduApp

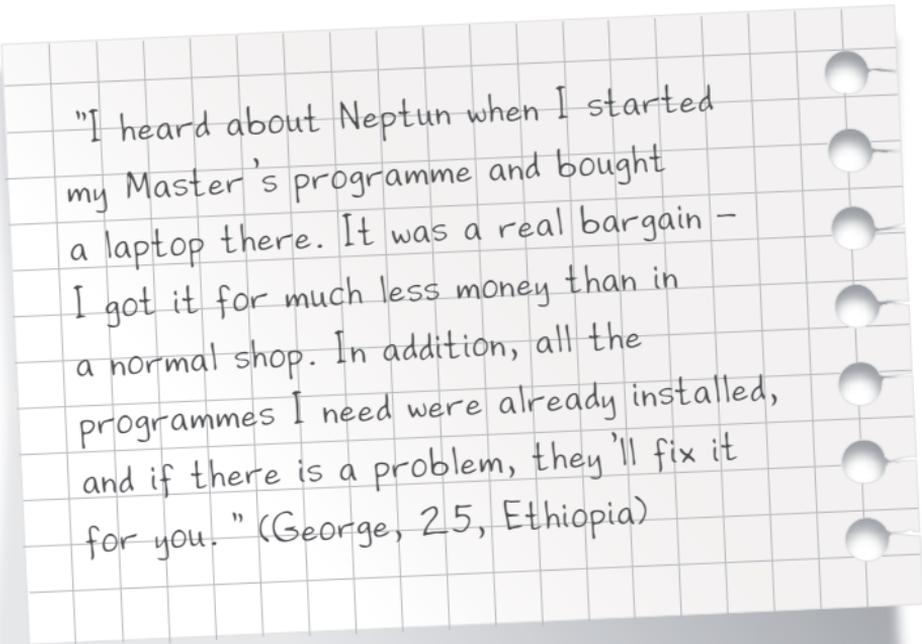
Download the ETH EduApp to your iPhone or Android smartphone to display your personal timetable, find lecture halls, give feedback on courses or answer lecturers' clicker questions. If you have no smartphone, the EduApp will work on your computer via any standard internet browser, although without the lecture hall navigation function.

➤ http://eduapp.ethz.ch/home_en.html

NEPTUN – Your Own Laptop

"Neptun" is the name of a project which supports and encourages the use of portable computers (laptops) at ETH Zurich by enabling students to acquire them at reduced prices. Each semester Neptun selects a range of laptop models suitable for ETH Zurich studies which can be ordered during a 3-4 week slot at the beginning of each semester.

➤ www.neptun.ethz.ch



"I heard about Neptun when I started my Master's programme and bought a laptop there. It was a real bargain - I got it for much less money than in a normal shop. In addition, all the programmes I need were already installed, and if there is a problem, they'll fix it for you." (George, 25, Ethiopia)

CATERING SERVICES

ETH Zurich has around 15 student cafeterias and student restaurants (“Mensa”) in various buildings on both campuses. They offer affordable daily meals, sandwiches and salad buffets. With a valid student card a standard meal costs CHF 6.20.

The opening hours and daily/weekly menus can be found online. ETH Zurich students are also entitled to the usual student reductions at any University of Zurich student restaurant or cafeteria.

➤ www.gastro.ethz.ch/index_EN (ETH Zurich)

➤ www.mensa.uzh.ch (University of Zurich)

LIBRARIES

With about 8 million items, the ETH-Bibliothek Zurich (ETH Library) is the largest library in Switzerland and the national centre for information on technology and natural sciences. Use of the library is free of charge for anyone registered as a user. All ETH Zurich students are automatically library members. You can access the Library’s services using your nethz login. Your ETH card is also your library card.

The Knowledge Portal (www.library.ethz.ch) is the platform for searching and using the resources of and for submitting orders to the ETH-Bibliothek; it also serves the libraries in the Network of Libraries and Information Centers in Switzerland (NEBIS). The libraries’ electronic and printed resources include journals, books, textbooks, reports, databases, images, videos, geodata, maps, archival documents, and other media.

The ETH-Bibliothek mobile web app has been optimised for mobile devices and enables you to search for and order resources, view loans and make orders/reservations via your user account, use selected e-resources with mobile interfaces, call up contact information and opening hours, receive news, etc.

Some of the smaller departmental libraries have their own web-based information systems.

Services include advice by subject specialists, electronic document delivery, interlibrary loan, study spaces and search terminals.



Frequent training courses present the range of services on offer. Please check the libraries' web page for detailed information and news.

ETH-Bibliothek

H-Floor, Main Building
Rämistrasse 101, 8092 Zurich

Telephone: +41 44 632 21 35

info@library.ethz.ch

➤ www.library.ethz.ch

COPY CARDS

Public photocopiers are available in most ETH Zurich buildings. To use them you need a special copy card, which can be purchased at the campus stationery shops, libraries or at special dispensers installed beside some photocopiers (e.g. Main Building, H-Floor, to the left of the library entrance). Copies cost CHF 0.10 per page.

STATIONERY SHOPS

There are two stationery shops on campus where students can buy office supplies, laboratory coats and supplies, greeting cards, posters etc. One is located next to the main cafeteria in the ETH Main Building (MM C 88.1), and the other near the “ETH Höggerberg” bus stop at Science City.

➤ www.sab.ethz.ch

STUDENT BOOKSHOPS

There are two bookshops on campus (“Polybuchhandlung”) where you can find most of the books required during your studies. One is located in the ETH Main Building (MM B96, one floor below the BQM student bar) and the other on the Science City campus (HPI E16.1). Books can also be ordered online.

➤ www.books.ethz.ch

ACADEMIC SPORTS ASSOCIATION ZÜRICH

The Academic Sports Association Zurich (ASVZ) offers a varied range of over 80 sports as well as the possibility of individual training. The ASVZ fee is included in the mandatory student fees, and includes the regular classes held throughout the year. For special outdoor activities, courses or camps students must register in advance and pay an extra fee. Students can also participate in team sports such as football or badminton, or take classes such as yoga or jazz dance. The most popular course of all is fitness training, known as “Kondi” (Konditionstraining), which takes place several times a day during lunch breaks and in the evening.

At the beginning of each semester a pocket-sized sports timetable (“Sport-Fahrplan”) is sent to students which lists alphabetically all training sessions, courses and services as well as

administrative and organizational details. The ASVZ website also provides information on the courses offered.

The ASVZ has several sport centres, two of which are located on ETH Zurich premises (Polyterrasse and Science City). When entering the facilities students will be asked to show their student cards. They should also bring their own padlocks for the lockers.

➤ www.asvz.ch

STUDENT ORGANISATIONS AND SERVICES

Various organisations and services at ETH Zurich provide support to students. A small selection is listed below.

VSETH

VSETH (“Verband der Studierenden an der ETH Zürich“) is the umbrella organisation of most of ETH Zurich’s student associations. It represents student interests both inside and outside ETH Zurich.

The VSETH and its student associations offer many services to students, such as a legal advisory service, the monthly magazine Polykum, a weekly cinema, and student career fairs. It also rents out music rooms, a photo laboratory, and (for parties) a student centre.

Visit the VSETH website or just drop by the VSETH office in CAB E27.

➤ www.vseth.ethz.ch

Student Associations (“Fachvereine“)

Students from every field of study are organised in student associations within or across the various ETH Zurich departments. These associations represent student interests within the departments, provide useful tips and information regarding studies and examinations, and organise activities such as parties or excursions for students in the respective study programmes. Do not hesitate to contact them!

Student Association	Website	Contact
AIV (Civil Engineering)	www.aiv.ethz.ch	vorstand@aiv.ethz.ch
AMIV (Electrical Engineering and Information Technology and Mechanical Engineering)	www.amiv.ethz.ch	info@amiv.ethz.ch
APV (Pharmaceutical Sciences)	www.apv.ethz.ch	apv@apv.ethz.ch
Architektura (Architecture)	www.architektura.ethz.ch	architektura@arch.ethz.ch
BSA (Biotechnology)	www.bsa.ethz.ch	bsa@ethz.ch
Erfa (Earth Sciences)	www.erfa.ethz.ch	erfa@student.ethz.ch
GUV (Environmental Engineering, Geomatic Engineering and Planning, Spatial Development)	www.guv.ethz.ch	vorstand@guv.ethz.ch
HeaT (Health Sciences and Technology)	www.heat.ethz.ch	praesi@heat.ethz.ch
OBIS (Management, Technology & Economics)	www.obis.ethz.ch	info@obis.ethz.ch
SMW (Materials Science)	www.smw.ethz.ch	info@smw.ethz.ch
UFO (Environmental Sciences)	www.ufo.ethz.ch	info@ufo.ethz.ch
VCS (Chemistry, Chemical Engineering and Interdisciplinary Sciences)	www.vcs.ethz.ch	info@vcs.ethz.ch
VEBIS (Biology)	www.vebis.ch	vorstand@vebis.ch
VIAL (Agroecosystem Science and Food Science)	www.vial.ethz.ch	vial@vseth.ethz.ch
VIS (Computer Science)	www.vis.ethz.ch	vis@vis.ethz.ch
VMP (Mathematics and Physics)	www.vmp.ethz.ch	intern@vmp.ethz.ch

International Student Organisations

There are plenty of international student organisations at ETH Zurich. A list can be found at

➤ www.global.ethz.ch/partners/students

Erasmus Student Network (ESN)

ESN is a Europe-wide student organization which was created to support and develop student exchange. ESN aims to promote the social and personal integration of exchange and visiting students. It helps foreign students to acclimatise in Zurich and organises all kinds of weekend trips, events and parties. The ETH Zurich section of ESN runs its own mentoring system: an online platform where every exchange student is invited to link up with a local student, who acts as a personal contact and

maybe even fetches the foreign student at the airport and shows him/her around ETH Zurich.

➤ www.zurich.esn.ch

Nightline – Telephone Helpline

Nightline is a telephone helpline run by VSETH and StuRa for all students at ETH and the University of Zurich. During the semester you may call this number Monday through Friday from 20:00 to midnight – no matter what is bothering you. Nightline's student volunteers will be able to help you with administrative questions as well as those regarding life at ETH and in Zurich. You may also call them if you have personal problems you would like to discuss with someone. All conversations are confidential and you need not give your name. Most volunteers speak English, and some also speak other languages (languages currently spoken are listed on the website)

Telephone: +41 44 633 77 77

➤ www.nightline-zuerich.ch

Psychological Counseling Center of the University and ETH Zurich

Psychological counseling is available to all enrolled students and is free of charge. The centre offers a variety of services providing confidential assistance with personal and academic problems. You may find professional advice helpful in making important decisions, in dealing with competitive situations such as exam nerves, or in improving your learning skills. The centre also provides online and group counseling. Please see the website for further information.

Telephone: +41 44 634 22 80

➤ www.pbs.uzh.ch

Legal Advisory Service “ReBeKo”

On Wednesdays during the semester the ReBeKo staff provides free advice on legal matters. There is no need to fix an appointment: simply turn up between 12.00 and 14.00 in the ReBeKo office in the main building of the University of Zurich, Rämistrasse 71, Room F 102. Please bring your student card and all documents which may be relevant to your legal questions (e.g. letters, contracts). It goes without saying that the advice you receive is absolutely confidential.

➤ www.rebeko.uzh.ch



The following maps provide an overview of the two ETH Zurich campuses. You will find further information and site plans at

➤ www.ethz.ch/about/location/index_EN

➤ www.webcam.ethz.ch

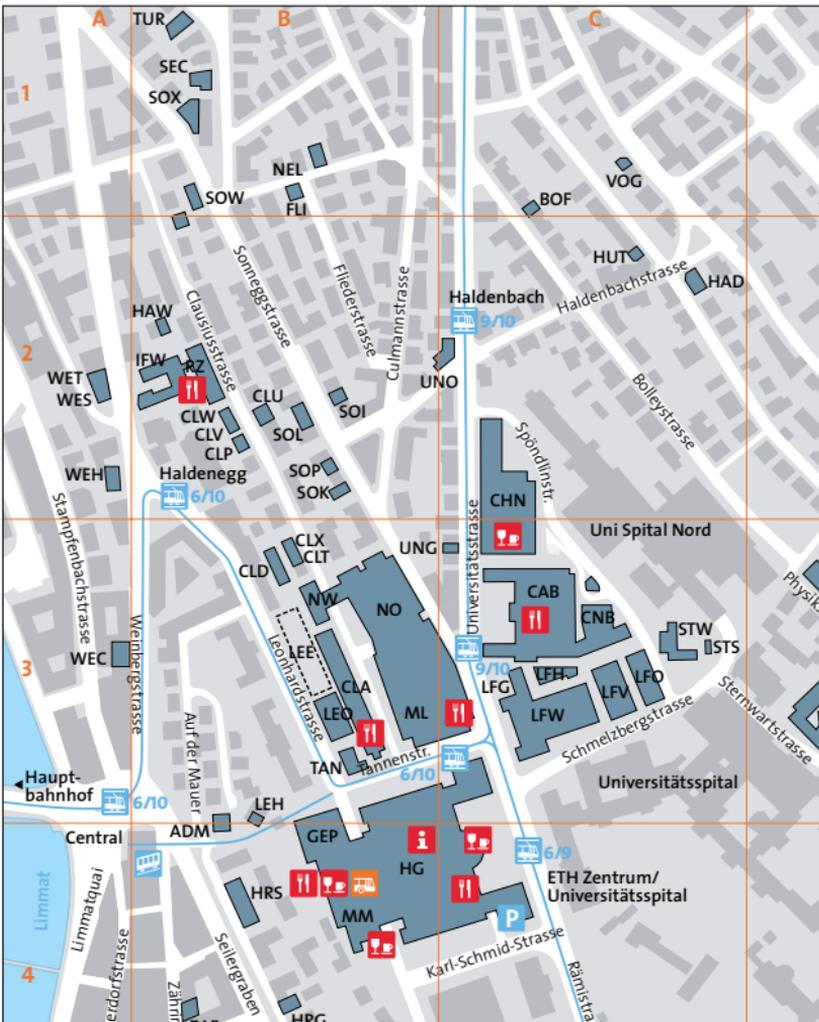
ETH ZENTRUM

ETH Zürich

Rämistrasse 101, 8092 Zürich

Telephone: +41 44 632 11 11

➤ www.ethz.ch

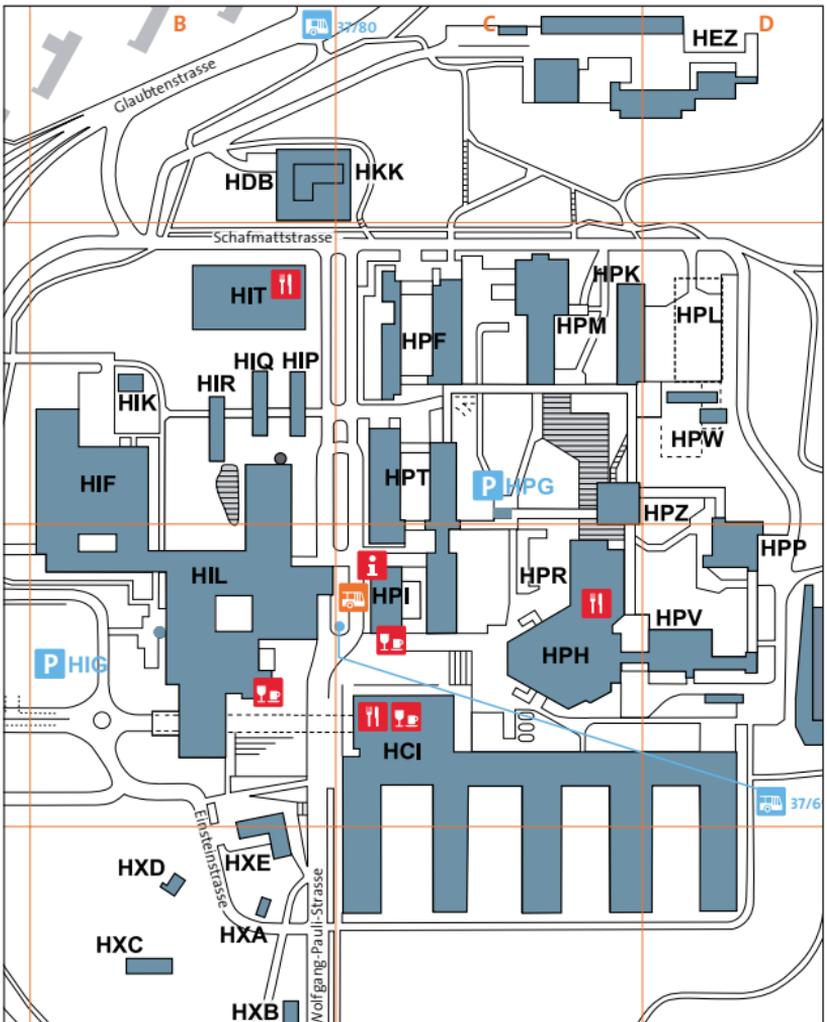


ETH SCIENCE CITY

ETH Science City

8093 Zürich

Telephone: +41 44 632 11 11



USEFUL ADDRESSES

Most of the offices listed below are located in the Student Service Centre, ETH Zurich Main Building (HG), Rämistrasse 101, 8092 Zürich

Admissions Office

HG F 21.3–21.4

Opening hours for Master's students: Mon–Fri 11:00–13:00

Telephone: +41 44 632 93 96; +41 44 633 91 78; +41 44 632 77 35

master@ethz.ch

Registrar's Office

HG F 19

Opening hours: Mon–Fri, 11:00–13:00

Telephone: +41 44 632 30 00

kanzlei@rektorat.ethz.ch

Student Exchange Office

HG F 23.1

Opening hours: Mon–Fri 11:00–13:00

Telephone: +41 44 632 61 61

mobilitaet@rektorat.ethz.ch

International Student Support

HG F 22.3

Opening hours: Wed 11:00–13:00; Fri 11:00–13:00 or by appointment

Telephone: +41 44 632 20 95

international@rektorat.ethz.ch

Centre for Continuing Education

HG E 18.1

Opening hours: Mon–Thu 09:00–11:00 and 14:00–16:00,
or by appointment

Telephone: +41 44 632 56 59

info@zfw.ethz.ch

Scholarship Office

HG F 22.1–22.2

Opening hours: Mon–Fri 11:00–13:00

Telephone: +41 44 632 20 40; +41 44 632 20 88

stipendien@rektorat.ethz.ch

Student Advisory Service

HG F 68.1 and HG F 68.2

Opening hours: Mon–Thu 14:00–16:00 and by appointment

Telephone: +41 44 632 20 61 and +41 44 633 28 59

studienberatung@ethz.ch

Advisory Service for Disabled Students

HG F 67.4

Opening hours: by appointment

Telephone: +41 44 632 35 92

karin.zuest@soc.ethz.ch

Psychological Counseling Center

Plattenstrasse 28, 8032 Zürich

Consultation hours Mon-Fri, by appointment

Telephone: +41 44 634 22 80

pbs@ad.uzh.ch

USEFUL PHONE NUMBERS

Police	117
Fire brigade	118
Ambulance	144
SOS (for emergency medical, fire and police services)	112
Toxicology Emergency Centre	145
Medical and Dental Emergency Services	044 421 21 21
Directory enquiries within Switzerland	1818
Lost property office (City of Zurich)	044 412 25 50



CHECKLIST

Before Leaving Home

- Passport (incl. a copy of the page with your photo and personal details)
 - Visa (if required)
 - Confirmation of Registration at ETH Zurich
 - European Health Insurance Card (EU/EFTA citizens)
 - Letter from your health insurance company verifying your coverage, and a detailed documentation of that coverage (for non-EU citizens, if applicable)
 - Liability insurance certificate, if you have one
 - Letter of parents in which they confirm that they will support you financially (EU/EFTA citizens)
 - Passport photos (can be used for your residence permit, etc.)
-

After Arriving in Zürich

- Register at the Registrar's Office or Student Exchange Office.
 - Register at the appropriate city district office (within 8 days of arrival).
 - Organise a health insurance policy.
 - Register online for your courses.
-

Before Leaving Switzerland

- Cancel your rental contract.
 - Cancel your insurance contract(s).
 - Deregister at the Stadthaus, Stadthausquai 17, 8022 Zürich, or, if you live outside the city, at the appropriate municipal administration office. (This is important, particularly if you plan to return to Switzerland at a later date!)
-

A quick and amusing guide to the Swiss German language can be found at

➤ www.eldrid.ch/switzerland.htm

The information in this guide is current as of January 2013. If you notice any changes or mistakes, or would like to send us some feedback, please contact international@rektorat.ethz.ch. ETH Zurich cannot accept any liability for changes, errors or omissions in this booklet.

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Publisher

ETH Zurich, Rectorate

Text / editing

ETH Zurich, Rectorate

Concept / design

null-oder-eins.ch

Photos

e-pics.ethz.ch, Michael Nitsch
and others

Printed by

FO Fotorotar AG

3^d edition

7000 copies

ETH Zurich

Rectorate

Rämistrasse 101

CH-8092 Zurich

www.ethz.ch

April 2013