

**ETH** zürich

# Handbook

for International Students  
at ETH Zurich



Student Services

**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: Tue & Fri 11.00–13.00  
or by appointment  
Telephone: +41 44 632 20 95  
international@sts.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  
exchange@ethz.ch**

WELCOME 3

ZURICH 5

IMMIGRATION AND GETTING SETTLED 9

LIVING IN ZURICH – PRACTICAL INFORMATION 18

STUDYING AT ETH ZURICH 39

LIFE ON CAMPUS 49

CAMPUS MAPS 58

MISCELLANEOUS INFORMATION 60

INDEX 65



ETH Zurich Main Building



Campus Hönggerberg

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 professors 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 [www.ethz.ch/en/studies.html](http://www.ethz.ch/en/studies.html) for additional information and contact addresses.

We look forward to seeing you in Zurich!

Sarah Springman  
Rector



# 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 among the top three cities in the world for quality of life. Despite its relatively small size (396,000 inhabitants), it 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 Zurich's 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/en](http://www.zuerich.com/en) →

## Language

Switzerland is a multilingual country. According to the most recent figures, about two thirds of the population speak Swiss German as their main language. The other three 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 of Zurich and ETH Zurich offers courses at all levels (see p. 45). At ETH, however, English is also spoken in addition 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 daytime temperatures in summer are 23°–25°C, but they can rise to over 30°C. In winter, temperatures often drop below zero. During this season warm clothing, a waterproof jacket and sensible shoes are essential.

### Switzerland: Facts and Figures

Area:	41,284.5 km <sup>2</sup> , of which only 2800 km <sup>2</sup> are habitable
Population:	8.4 million inhabitants, of which about 24.7% are foreigners
Capital:	Berne
Languages:	63.5% German, 22.5% French, 8.1% Italian, 0.5% Romansh, rest: 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

**BERLIN**  
644 m. (TEMPELHOF)

**AMSTERDAM**  
284 m.

**BRUSSELS (MELSBROEK)**  
288 m. 463 km

**ZURICH** (KLOT)  
508 m. 938

**ROME** (CIA)  
1025 m.

**LONDON AIR**  
86 m.

**PARIS**  
305 M.

# Immigration and Getting Settled

## Visa Requirements and Fees

Most citizens of countries outside the European Union/ European Economic Area need a visa to enter Switzerland for study purposes. It is very important to check your immigration requirements early enough. After you submit your application it can take up to 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 for 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.sem.admin.ch/sem/en/home.html](http://www.sem.admin.ch/sem/en/home.html) →  
 (→ Entry & Residence → Do I require a visa? → Annexes to the Visa Provisions FOM → Annex 1, List 1)

Visa fees comprise two payments:

Payment to	Amount
Embassy/consulate in your home country	Up to CHF 100.00 (prices defined by the embassy/consulate)
Migration Office of the Canton of Zurich	CHF 95.00

Please note that a further, separate fee will be charged for the residence permit you must obtain once you are in Switzerland (see p. 11)

## **Visa Procedure for Master's Degree (MSc) Students**

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.ethz.ch/en/studies/international-immigration-housing.html](http://www.ethz.ch/en/studies/international-immigration-housing.html) →

### *Advice on and help with immigration formalities:*

International Student Support (for regular MSc students)

Telephone: +41 44 632 20 95

[international@sts.ethz.ch](mailto:international@sts.ethz.ch)

[www.ethz.ch/en/studies/international-immigration-housing.html](http://www.ethz.ch/en/studies/international-immigration-housing.html) →

## **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

Telephone: +41 44 632 61 61

[exchange@ethz.ch](mailto:exchange@ethz.ch)

[www.exchange.ethz.ch](http://www.exchange.ethz.ch) →

## Residence Permit

Anyone who stays in Switzerland for more than 90 days 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.stadt-zuerich.ch/kreisbuero](http://www.stadt-zuerich.ch/kreisbuero) →

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/visiting students only)
- 1 passport photograph (EU/EFTA citizens only)
- rental contract for your accommodation (if available)
- CHF 20.00 administrative fee\*
- possibly CHF 65.00 (EU/EFTA countries) / CHF 142.00 (non-EU/EFTA countries) for issuing of the residence permit\*
- proof of financial means totalling at least CHF 1750.00 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)

\*Fees are determined by the responsible authority, according to your student status. ETH Zurich cannot guarantee the correctness of the amounts mentioned.

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 your residence permit will be sent to you by post. Before 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 85.00 for EU/EFTA citizens and CHF 142.00 for non-EU/EFTA 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 must be able to show that you have at least CHF 1750.00 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 semester breaks. A prerequisite, however, is to find an employer who is willing to apply for your work permit. Restrictions may apply to non-EU/EFTA citizens.

Further information can be found at:

[www.ethz.ch/en/studies/international-immigration-housing/employment.html](http://www.ethz.ch/en/studies/international-immigration-housing/employment.html) →

Many departments offer assistantship positions or other kinds of employment to their students.

We also recommend the following student job boards:

<https://eth-gethired.ch> →

[www.arbeitsvermittlung.uzh.ch](http://www.arbeitsvermittlung.uzh.ch) → (ETH/University student job board)

[www.marktplatz.ethz.ch](http://www.marktplatz.ethz.ch) → (ETH/University whiteboard)

[www.siroppglobal.org](http://www.siroppglobal.org) → (job platform for scientific projects)

[www.students.ch](http://www.students.ch) →

[www.studentenjobs.ch](http://www.studentenjobs.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 work to cover your living costs at the same time. 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 their own flat-sharing communities (“WG” or “Wohngemeinschaft”), where several people rent a flat together and share the rent.

For new incoming foreign students with no acquaintances in Zurich, it can be difficult to find a flat to share. ETH Zurich can provide you with some useful information and offers a limited number of furnished rooms, but generally housing is your own responsibility.

Accommodation in Zurich is expensive! For a furnished or unfurnished single room with shared kitchen and bathroom you should expect to pay between CHF 500.00 and CHF 900.00 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. Eligible students will receive the application link in good time. These rooms can be rented for a maximum of one or two semesters. You will then have to look for another room/flat.

### ***Rooms in Privately Run Student Houses***

The Housing Office of the University and ETH Zurich provides a list of privately run student residences.

[www.wohnen.ethz.ch/en/search-accommodation/studenthouses.html](http://www.wohnen.ethz.ch/en/search-accommodation/studenthouses.html) →

### ***Rooms Provided by WOKO (Student Housing Cooperative)***

Over 3000 rooms are available in 65 properties throughout the cities of Zurich and Winterthur. All of these properties can be reached very easily by public transport and the majority are conveniently located near one of the university campuses. They range from houses in the older part of the city with simple furnishings to purpose-built student residences and complexes with a modern infrastructure.

Detailed information can be found on the WOKO website. Please note that all current offers are published on the bulletin board of the website. Please contact the person in charge for further details and or to visit the property. The tenants themselves choose their new flatmates and inform WOKO accordingly. WOKO makes available a small number of rooms which can be rented without prior inspection. Students interested in these rooms who are unable to look for accommodation on-site can make a request to WOKO by telephone or email two months before their desired moving date.

**WOKO Studentische Wohngenossenschaft**

**Stauffacherstrasse 101, 8004 Zürich**

[www.woko.ch](http://www.woko.ch) →



## **Private Accommodation**

Normally landlords and/or flatmates want to see you in person before they rent out their rooms, which makes it impossible to find accommodation before having arrived in Switzerland. 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. 35).

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

## **Housing Office ETH Zurich and the University of Zurich**

The Housing Office provides an accommodation interface between private individuals and members of the University and ETH Zurich with a search portal and information about living in Zurich. You can visit their office or search their database for rooms and flats online. 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](http://www.wohnen.ethz.ch) →

## **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](http://www.zuerich.com) →

## 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, the city centre can be reached by train, tram or taxi.

[www.zuerich.com/en/visit/to-and-from-the-airport](http://www.zuerich.com/en/visit/to-and-from-the-airport) →

### **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](http://www.sbb.ch) →



# Living in Zurich – Practical Information

## 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](http://www.map.search.ch) →

### **By Tram and Bus**

#### *Tickets*

Tickets can be purchased at the blue ticket machines located at every tram or bus stop.

For an explanation of these machines' basic functions see:

[www.sbb.ch/billettautomat](http://www.sbb.ch/billettautomat) →

[www.youtube.com/watch?v=-AlwgsQ-ySw](http://www.youtube.com/watch?v=-AlwgsQ-ySw) →



Further information on tickets, prices and timetables can be found on the website of the Zurich Transport Network (ZVV).

[www.zvv.ch/zvv/en/home.html](http://www.zvv.ch/zvv/en/home.html) →

### ***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 currently CHF 782.00 and CHF 570.00 (Junior version) for the annual pass and CHF 85.00 and CHF 62.00 (Junior version) for the monthly pass. Network passes can



be bought at any ZVV sales point, for example in the main train station:

**ZVV-Contact Customer Center**

Löwenstrasse Hall (at the entrance to platforms 31–34)

Opening hours:

Monday to Friday 7:00–21:00

Saturday/Sunday 8:00–20:00

[www.zvv.ch/zvv/en/customer-service/customer-centre.html](http://www.zvv.ch/zvv/en/customer-service/customer-centre.html) →

## **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 185.00 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.halbtax.ch](http://www.halbtax.ch) →

### ***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 129.00 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](http://www.gleis7.ch/abos/gleis7) →

## **By Bicycle**

### ***How to Get a Bicycle***

Zurich 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”), you could for example use the students’ electronic notice board and search for the keyword “Velo”:

[www.marktplatz.ethz.ch](http://www.marktplatz.ethz.ch) →

Alternatively, search Switzerland’s most popular online marketplaces:

[www.ricardo.ch](http://www.ricardo.ch) →

[www.tutti.ch](http://www.tutti.ch) →

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 20.00 and presenting a valid ID. Bikes can be returned to any of the pick-up points. For a charge of CHF 10.00 you can even keep your bike overnight.

For pick-up points and opening hours please see:

[www.zuerirollt.ch](http://www.zuerirollt.ch) →

***Bicycle Services on Campus***

ETH provides bicycle parking spaces on both campuses, bicycle pumps and “Velo Box”, a secured bicycle parking space.

[www.ethz.ch/en/campus/locations/velo.html](http://www.ethz.ch/en/campus/locations/velo.html) →

**Between the Campuses**

ETH Zurich has two campuses: “ETH Zurich Zentrum”, located in the heart of Zurich, and “ETH Zurich Hönggerberg”, located about 8 km outside the city centre on a hill called the “Hönggerberg”. The “ETH 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 10–20 minutes, at 14, 34, 44 and 54 minutes past the hour.

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

[www.ethz.ch/en/campus/locations/link.html](http://www.ethz.ch/en/campus/locations/link.html) →

**Insurance**

All persons living in Switzerland for more than 3 months (90 days) 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:

**Health Insurance Exemption Possibility**

Holders of a European Health Insurance Card can apply for an exemption from the Swiss health insurance obligation. This may also apply to privately insured persons whose insurer is recognized by the Swiss authorities (this is very rare).

Information and guidelines can be found at:

[www.ethz.ch/health-insurance-for-students](http://www.ethz.ch/health-insurance-for-students) →



## Obtaining Swiss Health Insurance

With premiums ranging from CHF 200.00 to CHF 400.00 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 own prices.

You can compare premiums at:

[www.comparis.ch](http://www.comparis.ch) →

[www.priminfo.ch](http://www.priminfo.ch) →

Please note that some companies provide special offers at reduced rates for international students. These offers do not usually appear on sites like “Comparis” or “Priminfo”.

Further information on special offers for international students is provided at the beginning of the semester and on the following website:

[www.ethz.ch/health-insurance-for-students](http://www.ethz.ch/health-insurance-for-students) →

## 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 100.00 per year for maximum coverage of CHF 5 million.

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

[www.comparis.ch](http://www.comparis.ch) →

## Money Matters

### Cost of Living

Zurich is a pleasant but expensive place to live. You can easily spend up to CHF 2000.00 a month without living in luxury. On their website the ETH Financial Aid Office provides a cost estimation which gives you an idea of the total study and living expenses you can expect during your stay in Switzerland.

[www.ethz.ch/content/dam/ethz/main/education/finanzielles/files-en/cost-of-living.pdf](http://www.ethz.ch/content/dam/ethz/main/education/finanzielles/files-en/cost-of-living.pdf) →

### 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 recommendable 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 Bank Account

If you stay in Switzerland for more than 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.

Most banks offer free accounts with special benefits for students aged 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:

[www.ubs.com](http://www.ubs.com) → (student account "UBS Campus")

[www.credit-suisse.ch](http://www.credit-suisse.ch) → (student account "Viva Student")

[www.zkb.ch](http://www.zkb.ch) → (student account "ZKB student")

[www.postfinance.ch](http://www.postfinance.ch) →

## 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 can take these to a post office and pay in cash, or, if you have a Swiss bank account, pay through online banking services.

## 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 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](http://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 Höggerberg 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](http://www.post.ch) →

## Telephone / Mobile Phone

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. We strongly recommend that you first talk to someone from your home country who has been here for a while: they will be able to tell you exactly what the cheapest option is. There are various providers. The big ones (Swisscom, Sunrise, Salt) are normally more expensive. Check out Aldi mobile, Migros Budget Mobile, Coop Mobile and Yallo.

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 are:

[www.salt.ch](http://www.salt.ch) →

[www.sunrise.ch](http://www.sunrise.ch) →

[www.swisscom.ch](http://www.swisscom.ch) →

[www.m-budget-mobile.ch](http://www.m-budget-mobile.ch) →

[www.yallo.ch](http://www.yallo.ch) →

[www.lebara.ch](http://www.lebara.ch) →

[www.aldi-mobile.ch](http://www.aldi-mobile.ch) →

[www.coopmobile.ch](http://www.coopmobile.ch) →

You can compare mobile phone rates at:

[www.comparis.ch](http://www.comparis.ch) → or

[www.dschungelkompass.ch](http://www.dschungelkompass.ch) → (German/French only)

Online phone directory for Switzerland:

[www.local.ch](http://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 problems.

## Rubbish Disposal

As an incentive to limit the amount of household rubbish, most communities in Switzerland charge for rubbish disposal. If you live in the city of Zurich, you will need to buy special white rubbish bags (“Züri Säcke”). 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 20.00. 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 it	Collection
“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 are 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 check your personal waste and recycling calendar, sign up for a free SMS reminder service or get the ERZ app “Sauberes Zürich”:

[www.stadt-zuerich.ch/entsorgungskalender](http://www.stadt-zuerich.ch/entsorgungskalender) →

## 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 7:00–22:00  
[www.permanence.ch](http://www.permanence.ch) →

**Permanence Marktplatz Oerlikon**  
Querstrasse 15, 8050 Zürich  
Telephone: +41 44 315 16 36  
Opening hours:  
Monday to Saturday from 7:00–20:00  
Sunday and holidays from  
10:00–17:00  
[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.doctor.ch](http://www.doctor.ch) →
- check for doctors → “Allgemeinärzte” (general practitioners) or any specialist if appropriate
- click on the area in which you wish to see a doctor

A list of all the general practitioners in the chosen area will appear. The information button with a map will help you

locate one close to your home. You need not register with a doctor as you must 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.doctor.ch](http://www.doctor.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 7:00–24:00

**Odeon Apotheke**  
Limmatquai 2  
8001 Zürich  
Daily from 7:00–23:00

**Bellevue Apotheke**  
Theaterstrasse 14  
8001 Zürich  
Open 24 hours daily

**Bahnhof Apotheke Oerlikon**  
Hofwiesenstrasse 369  
8050 Zürich  
Daily from 7:00–22:00

## Public Holidays

A list of public holidays can be found at:

[www.officeholidays.com/countries/switzerland](http://www.officeholidays.com/countries/switzerland) →

In addition to the general public holidays, Zurich celebrates two special local holidays: Sechseläuten and Knabenschieszen.

Sechseläuten takes place on the afternoon of the third Monday in April. The event starts with a parade of the local

guilds and ends with the burning of the “Böögg”, a figure of a snowman loaded with explosives. The local belief is that a fast explosion predicts a warm summer, whereas a longer burning period means a rainy one.

Knabenschiessen is a target shooting competition for 13- to 17-year-olds on the second weekend of September. The competition takes place at Albisgütli, on the slope of Üetliberg. It is surrounded by a large fair and attracts thousands of visitors every year.

## 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 Zürich’s main train station and Stadelhofen or Oerlikon stations, which are open daily from ca. 9:00–20:00. The “Bahnhofbrücke” Coop is open from Monday to Saturday, 6:00–22:00.

### 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 Zürich—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.



## 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](http://www.brockiland.ch) →

**Zürcher Brockenhaus**  
Neugasse 11, 8031 Zürich  
[www.zuercher-brockenhaus.ch](http://www.zuercher-brockenhaus.ch) →

Another way to find cheap used furniture is via the online platform Ricardo:  
[www.ricardo.ch](http://www.ricardo.ch) →

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

IKEA Dietlikon  
Brandbach, Moorstrasse 3  
8305 Dietlikon  
[www.ikea.ch](http://www.ikea.ch) →

IKEA Spreitenbach  
Müslistrasse 16  
8957 Spreitenbach  
[www.ikea.ch](http://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](http://www.zuerich.com) → (Zurich Tourism)

[www.zueritipp.ch](http://www.zueritipp.ch) → (Thursday supplement to the Tages-Anzeiger, event calendar)

[www.20minuten.ch](http://www.20minuten.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](http://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](http://www.zuerich.com) → (Zurich Tourism)

[www.myswitzerland.com](http://www.myswitzerland.com) → (Switzerland Tourism)

[www.sbb.ch](http://www.sbb.ch) → (Train timetables)





# Studying at ETH Zurich

## ETH Zurich

ETH Zurich, the Swiss Federal Institute of Technology, is one of the world's leading science and technology universities. 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 prizewinners are associated with the ETH, from Wilhelm Konrad Röntgen and Albert Einstein to Kurt Wüthrich.

ETH Zurich provides an excellent academic environment, with state-of-the-art laboratory equipment and a first-rate infrastructure. 500 professors and more than 5800 scientific staff in 16 different departments located on two main campuses ensure that you get the supervision and guidance you need. 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.

Semester and examination dates can be found online at:  
[www.ethz.ch/semester-dates](http://www.ethz.ch/semester-dates) →

## 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 ETH Zurich administrative staff if you need help!

## Registration / Student Card (Student ID 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 (Student ID Card), a personal email account with a username and password, and five copies of the matriculation confirmation document, one of which is double-sized and titled "Extended Confirmation

of Matriculation". This is the one you must use in connection with your residence permit.

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

Your student card is also your library card and your sports facilities entrance pass (see p. 54). It also allows you to buy meals at reduced prices in the student cafeterias (see p. 51).

## 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:

<b>Compulsory fees in CHF (per semester):</b>	
Tuition fee	580
Other compulsory semester fee	69
<b>Voluntary fees in CHF (per semester):</b>	
Solidarity fund for foreign students	5
SOSeth membership fee	5
VSETH membership fee	10
<b>Total semester fees</b>	<b>669</b>

An invoice for your semester fees is sent to you by email 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

With its 16 departments ETH Zurich covers a broad academic spectrum. Departments are the organisational units that bring together those members of the university working in a particular academic field, and the departments are responsible for education, research and services in that field.

The complete list of ETH departments can be found at [www.ethz.ch/departments](http://www.ethz.ch/departments) →

### **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/de/studium/bachelor/studienangebot.html](http://www.ethz.ch/de/studium/bachelor/studienangebot.html) →



### *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 increasingly being taught in English, and some also offer a start in the Spring Semester.

[www.ethz.ch/en/studies/prospective-masters-degree-students/masters-degree-programmes.html](http://www.ethz.ch/en/studies/prospective-masters-degree-students/masters-degree-programmes.html) →

## Course Registration

You must register for your ETH Zurich courses online in myStudies 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](http://www.courses.ethz.ch) →

## Scholarships for Regular Master's (MSc) Students

### Means-Based Scholarships

ETH Zurich may provide subsidiary financial assistance to students who cannot otherwise meet the costs of their education. Applications are possible from 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 (min. 40 credits).

The actual amount of a scholarship is calculated individually based on other sources of income, scholarships and grants. ETH Zurich funding complements other funding sources, so even students who receive a maximum scholarship need to raise at least 60% of their living costs by other means. You should budget for approximately CHF 21,000.00 per year for education and living expenses.

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

Application deadlines and further details are stated on the Financial Aid Office's website.

Financial Aid Office

HG F 22.1

Telephone: +41 44 632 20 40/88

studienfinanzierung@sts.ethz.ch

[www.ethz.ch/scholarships](http://www.ethz.ch/scholarships) →

## Merit-Based Scholarships

ETH Zurich awards a limited number of merit-based scholarships. Applicants must be among the top 3% of Bachelor's degree students who wish to pursue a Master's (MSc) degree at ETH Zurich. The scholarship covers both full tuition fees and living costs. The application submission deadline is mid-December for the Autumn Semester of the following year.

Please see:

[www.ethz.ch/students/en/studies/financial/scholarships/excellencescholarship.html](http://www.ethz.ch/students/en/studies/financial/scholarships/excellencescholarship.html) →

Neither ETH Zurich scholarship is available to exchange/visiting or MAS students.

## Language Center

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 the University of Zurich and ETH 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/visiting students. For some courses fees may apply, please refer to the language Center's website for details.



Online pre-registration is required and must be undertaken within 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.ethz.ch](http://www.sprachenzentrum.ethz.ch) →

The Language Center includes two Self-Access Centers, one on the Zentrum campus and one on the Hönggerberg campus. The centres offer autonomous language learning options, either in combination with a Language Center course or independent of a course. There you will find learning materials in 16 languages, study rooms with multimedia desks, a library with a reading corner, a tutor helpdesk for questions regarding your language learning, and much more.



The Self-Access Center Zentrum  
Rämistrasse 74, J 15, 8006 Zürich

The Self-Access Center Höggerberg  
Peter Debye Weg 13, HWW E21, 8093 Zürich  
[www.sprachenzentrum.ethz.ch/slz](http://www.sprachenzentrum.ethz.ch/slz) →

## Student Advisory Service / Coaching

Sometimes, studying doesn't go as smoothly as it should. If you have problems with things like organising yourself, staying motivated, coping with pressure or examination failure, the Student Advisory Service / Coaching team can help. They offer one-to-one discussions as well as a range of events.

For details and contacts, please check their website.

[www.ethz.ch/students/en/advice/student-advisory-service-coaching.html](http://www.ethz.ch/students/en/advice/student-advisory-service-coaching.html) →

## 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.ethz.ch/disability](http://www.ethz.ch/disability) →



# Life on Campus

## IT Services

The IT Services department provides all registered ETH students with a free basic IT package which includes an email 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:

<https://www.ethz.ch/students/en/service/it-services.html> →

ITS Brochure "IT Services for Students at ETH Zurich":

[www.ethz.ch/services/en/it-services/documents.html/#publications](http://www.ethz.ch/services/en/it-services/documents.html/#publications) →

## Email Account

All ETH Zurich students are assigned an email 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. All official emails from ETH Zurich are sent to this address only, and it is important to check it regularly.

## Computer Labs (Rooms)

In the ETH Zurich Main Building (HG) there are approximately 200 computer workstations at the disposal of ETH students (more in the departments). These computer stations offer full internet access and are equipped with standard software. The use of computers and printers is free of charge. For print jobs, you need to charge your prepay account. Students have a free print quota of CHF 18.00 per semester. In the Main Building the computer rooms are located on

floors E and D. To enter the system you need your personal "nethz" username and password.

If you encounter any problems please contact the ITS Service Desk:

ITS Service Desk

HG E11 (service desk counter)

Opening hours:

Monday to Thursday 8:00–18:00

Friday 8:00–17:00

Telephone: +41 44 632 77 77

[servicedesk@id.ethz.ch](mailto:servicedesk@id.ethz.ch)

[www.ethz.ch/services/en/it-services/service-desk.html](http://www.ethz.ch/services/en/it-services/service-desk.html) →

## Wireless Access

WLAN hotspots are found on both campuses in most public spaces, including lecture halls, seminar rooms, libraries and lounges. We recommend using SSID eth[-5], which allows immediate unlimited Internet access and safer surfing (WPA encrypted).

## 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.

<http://eduapp.ethz.ch> →

## Projekt NEPTUN – Your Own Laptop

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

[www.projektneptun.ch](http://www.projektneptun.ch) →

## Catering Services

ETH Zurich has more than 15 student cafeterias (“Mensa”) in various buildings on both campuses. They offer affordable daily meals, sandwiches and salad buffets.

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

[www.gastro.ethz.ch](http://www.gastro.ethz.ch) → (ETH Zurich)

[www.mensa.uzh.ch](http://www.mensa.uzh.ch) → (University of Zurich)

## Libraries

ETH Library’s Knowledge Portal is the central access point for you: you can find specific textbooks, books, journals, databases, videos, geodata, maps, building materials, archival materials etc. from all disciplines in a vast selection of print and electronic documents. The library catalogue includes documents from around 140 libraries at ETH Zurich, the University of Zurich, many other Swiss educational institutions, and the Zentralbibliothek Zurich.

As a student of ETH Zurich you can also read many documents in full text online.

Want to improve your search skills? Then attend a training course or workshop and receive tips on how to best reach your target. The dates of these and other events are found at [www.library.ethz.ch/events](http://www.library.ethz.ch/events).

ETH Library’s InfoCenter and circulation desk are situated on the H floor of the ETH Main Building. The staff will advise you in person, by phone or via email. In addition to workstations, photocopiers and scanners you will also find newspapers and journals here.



Nearly every department also has its own library.

Incidentally, your ETH Student Card is also a library card and makes you an ETH Library member automatically.

The latest ETH Library news is published on Twitter, Facebook and YouTube. For further information see [www.library.ethz.ch/en](http://www.library.ethz.ch/en)

**ETH Library**  
**Main Building, floor H**  
**Rämistrasse 101**  
**8092 Zurich**  
**044 632 21 35**  
**[info@library.ethz.ch](mailto:info@library.ethz.ch)**  
**[www.library.ethz.ch/en](http://www.library.ethz.ch/en) →**

## 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 / Books / Merchandising Products

The ETH Store runs two on-campus stationery shops where students can buy office supplies, laboratory coats and supplies, greeting cards, posters etc. One is located underneath the Polyterrasse (MM Building, C floor, opposite Cafeteria Zweistein/bQm), and the other near the “ETH Höggerberg” bus stop (HPI building, next to the Coop).

[www.eth-store.ch](http://www.eth-store.ch) →

Books and ebooks can be ordered through the ETH Store webshop or the special eBook-Shop. The range of books is matched to the courses on offer. At the request of lecturers the staff will also arrange sales in the lecture hall. You can have your books shipped to your home address (check the postage fee!) or pick them up for free at one of the ETH Stores.

The ETH Store at Sonneggstrasse 3 sells many merchandising products with the ETH logo.

## Academic Sports Association Zurich

The Academic Sports Association Zurich (ASVZ) offers a varied range of over 120 sports and 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 you must register in advance and pay an extra fee. You 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.

The ASVZ has several sport centres, two of which are located on ETH Zurich premises (Polyterrasse in the Zentrum, and Höggerberg). When entering the facilities you are asked to show your student card. You should also bring your own padlocks for the lockers.

Use the ASVZ mobile apps for information about ASVZ’s range, timetables, news and sports-related entertainment.

[www.asvz.ch](http://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 the monthly magazine Polykum, a weekly cinema, various sports events, student career fairs and much more. 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](http://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.

The complete list of all student associations with links to their websites and contact details can be found at:

[www.vseth.ethz.ch/language/de/organisationen/#fachvereine](http://www.vseth.ethz.ch/language/de/organisationen/#fachvereine) →

## **International Student Organisations**

There are plenty of international student organisations at ETH Zurich.

A list can be found at:

[www.ethz.ch/en/the-eth-zurich/global/international-students/international-student-associations.html](http://www.ethz.ch/en/the-eth-zurich/global/international-students/international-student-associations.html) →

## **Erasmus Student Network (ESN)**

ESN is a Europe-wide student organisation 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](http://www.zurich.esn.ch) →

## **Nightline – Telephone Helpline**

Nightline Zurich is an independent helpline run by students for students of ETH, UZH and other academic institutions in Zurich. During the semester you may call this number Monday through Friday from 20:00 to midnight or reach helpline staff via email 24 hours a day, seven days a week. Nightline's student volunteers will be able to help you with both administrative questions and questions 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

[info@nighline.ch](mailto:info@nighline.ch)

[www.nighline-zuerich.ch](http://www.nighline-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 Center offers a variety of services which provide confidential assistance with personal and academic problems. You may find professional advice helpful in making important decisions, in dealing with competitive situations or exam nerves, or in improving your learning skills. The Center also offers a number of themed group sessions and workshops.

Telephone: +41 44 634 22 80

[www.pbs.ethz.ch](http://www.pbs.ethz.ch) →





# Miscellaneous Information

## 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 21.2-5

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

Telephone: +41 44 632 81 00

master@ethz.ch

### Registrar's Office

HG F 19

Opening hours: Mon–Fri, 11:00–13:00

Telephone: +41 44 632 30 00

kanzlei@ethz.ch

### Student Exchange Office

HG F 23.1

Opening hours: Mon–Fri 11:00–13:00

Telephone: +41 44 632 61 61

exchange@ethz.ch

### International Student Support

HG F 22.3

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

Telephone: +41 44 632 20 95

international@sts.ethz.ch

### Centre for Continuing Education

HG E 17–E 18.5

Opening hours: Mon–Fri 9:00–11:00 and 14:00–16:00, or by appointment

Telephone: +41 44 632 56 59

info@zfw.ethz.ch

**Financial Aid Office**

HG F 22.1

Opening hours: Mon-Fri 11:00–13:00

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

studienfinanzierung@sts.ethz.ch

**Student Advisory Service / Coaching**

HG F 67.3–68.4

Opening hours: By appointment

**Disability Advisory Service**

HG F 67.4

Opening hours: By appointment

Telephone : +41 44 632 35 92

karin.zuest@sts.ethz.ch

**Psychological Counseling Center**

Plattenstrasse 28, 8032 Zürich

Consultation hours Mon–Fri, by appointment

Telephone: +41 44 634 22 80

pbs@ethz.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/EFTA 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), not applicable for exchange students
- 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).
- Take out health insurance.
- 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!)



## Some Words and Phrases in German / Swiss German

hello	<i>Guten Tag / Grüezi</i>
goodbye	<i>Auf Wiedersehen / Adieu</i>
yes	<i>Ja / Ja</i>
no	<i>Nein / Nei</i>
please	<i>Bitte / Bitte</i>
thank you	<i>Danke / Merci</i>
My name is...	<i>Mein Name ist... / Min Name isch...</i>
How are you?	<i>Wie geht es Dir? / Wie gaht's?</i>
I'm very well	<i>Es geht mir gut / Es gaht mir guet</i>
I feel ill	<i>Es geht mir schlecht / Es gaht mir schlächt</i>
How much does it cost?	<i>Was kostet das? / Was choschtet das?</i>
Do you speak English?	<i>Sprechen Sie Englisch? / Reded Si Änglisch?</i>
I don't understand	<i>Ich verstehe nicht / Ich verstah nöd</i>
where is ...?	<i>Wo ist... / Wo isch ...?</i>
entrance	<i>Eingang / ligang</i>
exit	<i>Ausgang / Usgang</i>
danger	<i>Achtung / Achtung</i>
open	<i>Offen / Offe</i>
closed	<i>Geschlossen / Gschlosse</i>
toilets/restrooms	<i>Toilette / WC</i>
doctor	<i>Arzt / Arzt</i>
bicycle	<i>Fahrrad / Velo</i>
hotel	<i>Hotel / Hotel</i>
restaurant	<i>Restaurant / Restaurant</i>
beer	<i>Bier / Bier</i>
wine	<i>Wein / Wii</i>
chocolate	<i>Schokolade / Schoggi</i>

menu	<i>Menü / Menü</i>
today	<i>Heute / Hütt</i>
tomorrow	<i>Morgen / Morn</i>
yesterday	<i>Gestern / Geschter</i>
Monday	<i>Montag / Mäntig</i>
Tuesday	<i>Dienstag / Zischtig</i>
Wednesday	<i>Mittwoch / Mittwuch</i>
Thursday	<i>Donnerstag / Dunschtig</i>
Friday	<i>Freitag / Friitig</i>
Saturday	<i>Samstag / Samschtig</i>
Sunday	<i>Sonntag / Sunntig</i>
one	<i>Eins / Eis</i>
two	<i>Zwei / Zwei</i>
three	<i>Drei / Drü</i>
four	<i>Vier / Vier</i>
five	<i>Fünf / Foif</i>
six	<i>Sechs / Sächs</i>
seven	<i>Sieben / Sibe</i>
eight	<i>Acht / Acht</i>
nine	<i>Neun / Nüün</i>
ten	<i>Zehn / Zää</i>
one hundred	<i>Hundert / Hundert</i>
one thousand	<i>Tausend / Tuusig</i>

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

[www.eldrid.ch/switzerland.htm](http://www.eldrid.ch/switzerland.htm) →

The information in this guide is current as of May 2017. If you notice any changes or mistakes, or would like to send us some feedback, please contact [international@sts.ethz.ch](mailto:international@sts.ethz.ch)

ETH Zurich cannot accept any liability for changes, errors or omissions in this booklet.

# Index

Academic calendar	39
Accidents	31
Accommodation	13
Addresses	60
Admissions Office	60
Arrival in Zurich	16
Bachelor's programmes	42
Bank account	25
Bicycle	21
Bills	26
Bookshops	53
Campus maps	
ETH Hönggerberg	59
ETH Zentrum	58
Catering services	51
Centre for Continuing Education	60
Checklist	62
Cinema	36
Computer rooms	49
Copy cards	53
Cost of living	24
Course registration	44
Currency	24
Dentists	32
Disabled students	47
Doctors	32
Electricity	29
Email account	49
Emergencies	31
Emergency phone numbers	61
Employment	12
Erasmus Student Network (ESN)	56
ETH departments	42

ETH EduApp	50
ETH study programmes	42
ETH Zurich	39
Examination dates	39
Excursions	37
Expectations of international students	40
Extended Confirmation of Matriculation	40
Facts and figures on Switzerland	7
Financial Aid Office	61
Furniture	35
Housing Office	15
Illness	31
Immigration	9
Insurance	22
Health insurance	22
Private liability insurance	23
International student organisations	56
International Student Support	60
IT services	49
Language courses	45
Languages	6
Leisure	36
Libraries	51
Mail services	26
Master's programmes	43
Mobile phone	27
Nightline	56
Pharmacies	33
Post offices	26
PostFinance account	25
Projekt Neptun	50
Psychological counseling	57
Psychological Counseling Center	61
Public holidays	33
Public transport	18
Half-fare card	20
Network pass	19

Tickets	18
Timetables	19
Registrar's Office	60
Registration at ETH	40
Residence permit	11
Application	11
Renewal	12
Rubbish disposal	30
Schengen visa	9
Scholarships	44
Shopping	34
Short term accommodation	15
Shuttle bus between campuses	22
Student Advisory Service	47
Student card	40
Student Exchange Office	60
Student organisations	54
Supermarkets	34
Swiss German	63
Telephone	27
Tourist office	6
Tourist visa	9
Train schedules	16
Tuition fees	41
Visa fees	9
Visa requirements	9
VSETH	54
Weather and climate	7
Wireless access	50
WOKO	14
Work permit	12
Züri Sack	30
Zurich	5





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