

A) Your program of study (courses, assignments, course format). Add the exact number of class hours per course.

At the University of Vienna, I was required to take 24 ECTS credits which would be the equivalent of five courses at the Telfer School of Management. Most of the courses that were offered from the Business School equaled 4 ECTS credits. This resulted in my taking six courses during the exchange semester. I was also able to take both bachelor level and masters level courses from the business school which allowed for more interesting options when selecting courses.

Five of the six courses I took were business courses. These courses included Strategic Branding (masters level seminar), International Market Entry Decisions (masters level seminar), B2B Marketing (bachelor level lecture), eBusiness and eServices (bachelor level lecture), and eBusiness and Service Science (bachelor level lecture). Strategic branding was structured as meeting for 1.5 hours every morning for two weeks, followed by a final group presentation and a final exam. International Market Entry Decisions required handing in a term paper and attending a three-day seminar which includes presenting the term paper. B2B Marketing was meeting once a week for a three-hour lecture that included a quiz each session, and a final exam in December when the course finished. Finally, eBusiness and eServices, and eBusiness and Service Sciences were tandem courses that were taught by the same professors. They both had the same structure of meeting once a week for an hour and a half, having a midterm exam, and a final presentation.

The sixth course was a German Language course offered by the Language Centre associated with the University of Vienna. I had to pay extra to take this introductory German Language course but still received the 4 ECTS credits. For the German Language course, I chose the trimester course. This meant having class every Tuesday and Thursday night from 17:45 to 20:15. The course started during the second week of October and went until the Christmas break. The only assessment for this course was the final examination in December and the requirement to attend at least 75% of the classes.

*B) The timetable (academic calendar, registration dates, orientation, beginning and end of classes, exams, holidays, number of semesters, etc.) Please submit the **precise dates so students will know when to book their flights next year.***

The semester started October 3rd and it had been recommended by the International Office to arrive two weeks prior to this start date. This allowed for attendance to a general orientation for the University of Vienna, as well as a separate orientation specific to the Business School. Registration for courses took place in September and we were able to register for courses during the Business School orientation to receive assistance. It is recommended that you register for more courses than you actually need in the event that you are waitlisted for some of the courses. You then have two weeks after the start of the semester to drop the courses you will not be taking.

The semester ends January 31st and there is no specific exam period. The timing of exams depends on the courses that you are registered for. For example, I had final exams and presentations in October and December. I was finished four of the six courses before the Christmas holidays so in January I only had two classes left. For these two classes in January, I had already finished the final presentations so for the month of January my only requirement was to attend the classes for participation and attendance marks.

In regards to the holiday breaks, we received three weeks of holidays at the Christmas break and there is one national holiday on October 26th (Austrian Independence Day), as well as a religious holiday on November 1st. The entire month of February is also a break between semesters with no classes or exams.

C) Procedures to follow upon arrival. List and description of services offered by the International Exchange Office of the host institution. Registration and course selection. Social activities.

The International Office provides an orientation session upon arrival which explains the administrative work that needs to be done for both the University of Vienna, as well as the City of Vienna. As mentioned previously, the registration and course selection is explained by the Business School orientation which includes the opportunity to enroll for courses with the assistance of students from the department. Finally, there is the Erasmus Student Network (ESN) which plans a Welcome Week for the incoming exchange students. This Welcome Week consists of a variety of events. Some examples include going on a brewery tour, eating schnitzel, visiting museums, as well as many different pub nights.

D) Budget outlining the cost of studying abroad (i.e. airplane tickets, housing, vacation and daily travel costs, textbooks, meals, etc.).

I had purchased a round-trip ticket from Ottawa to Vienna in the June before going on exchange, and I was able to pay less than \$1000 for this trip. For housing, I found a student dorms company called WIHAST. Here I found the monthly rent for the dorms was significantly cheaper than the other student dorm companies or renting a room in an apartment. I stayed in their dorms at Tendlergasse 12 and my monthly rent was 235 euros (not including internet, but this was not an expensive addition). The location of this dorms was walking distance from the Business Building, where all business classes are located, and the Language Centre.

Other costs for my stay included purchasing the semester pass to use the public transportation, which was beneficial for easily getting around and seeing a lot of the city. The general cost of living in Austria is a little less than in Canada. I found this specifically noticeable when grocery shopping, for example. I only needed to purchase a textbook for my German Language course, as well as a course pack of case studies for the B2B Marketing course. All other courses did not require a textbook except for the Strategic Branding course which had the textbook available online.

The other important thing to note is that travelling from Vienna to other cities is relatively affordable. Due to its location, there is the possibility of taking a plane, train, or bus to the desired destinations. I would recommend checking all three because sometimes the bus is cheaper than a train, but also a plane could be cheaper than a train as well, depending on the destination. There are many different companies to book with so that is also something to research before planning a trip. For example, some bus companies have better pricing for certain destinations than others.

E) Application procedures before your arrival (visa deadlines, documents required for visa, course registration, housing deposit, etc.).

The major deadline before leaving was getting the Austrian Study Visa (Class D). I attended the appointment in mid-July and received my passport back with my visa by the end of the month.

The full list of required documents can be found on the Austrian Embassy in Ottawa's webpage but I will discuss the major ones I had to plan ahead for. This included, having confirmation of housing, as well as the flights to demonstrate when you will be entering/leaving the country. I made sure to have my housing agreement with WIHAST signed and ready by this appointment, I had also purchased my plane tickets and had the itinerary to show for it. Other documents included, the letter from the University of Vienna and a police record check.

As mentioned previously, the course registration I did not complete until I was in Vienna and attending the orientation. It was very helpful to have the opportunity to register at the university with the assistance of other students because the process is very different from the University of Ottawa. Not only is it recommended that you register for many more courses than you need in case you are waitlisted, there is also a point allocation system. Course waitlists are not created based on "First-Come, First-Serve" but instead it is following the number of points that students allocated for the course. The students who allocated the most points suggests that they want to take the class more than the other students who put less points.

F) Address and description of housing. Cost of housing.

The housing I chose was with WIHAST and the address was Tendlergasse 12. This is located in the 9th District of Vienna, a very central and quality neighbourhood. In this housing, I had a roommate who I shared a room with. We both had our own beds, desk, shelves, and wardrobes. The room was a relatively large space so I did not feel as though we were in overly close quarters. We also shared a kitchen and a bathroom. As mentioned earlier, the cost of this accommodation was 235 euro/month. I think that this was an incredible deal because it provided me with all of the amenities that I needed. I didn't mind sharing a room and it was nice to have a bathroom and kitchen in our flat. I also took advantage of the free gym in the building. The location was perfect for getting to classes but also near a lot of tourist attractions and interesting cafes and restaurants. The internet was not included in the rent but it is not expensive to buy monthly internet. The accommodation also does not provide you with any bed linings or supplies for the kitchen.

G) Work term (if applicable).

N/A

H) Other comments or recommendations.

For further discussion on the course registration, I have mentioned that it is necessary to register for more courses than you plan on taking because there is a chance of being waitlisted for a number of courses. These waitlists are created based on the points that are allocated by the students. In the event that you are waitlisted for some courses, still attend the first lectures of the semester. For all courses, it is mandatory that students attend the first lecture in order to stay enrolled in the class. By going to these first lectures, even when waitlisted, you might be able to join the class when other enrolled students do not show up. It is also worthwhile to inform the professor that you are an exchange student as they are often more willing to accommodate.

The second comment I would like to make is in regards to opening an Austrian bank account. In Austria, it is free for students to open a bank account. You can transfer money from your Canadian account to your new Austrian account and this will save you money on ATM fees when

withdrawing money. I transferred one large sum of money from my Canadian account so I would not have to pay multiple international transfer fees over the course of the term. I opened a bank account with Estre Bank because it also allows you to take out money from other banks around Europe with no fees, which is very convenient when travelling. The student dorms will also be able to take the monthly rent directly from your account each month so you will not need to worry about making sure payments are on time. At the end of the semester, you will need to go to the bank and close your account. At this point any further money you have left in your account will be withdrawn for you.

1) Add a description of about five to seven sentences summarizing your experience.

Vienna is an incredibly beautiful city that has something for everyone. Although the national language of Austria is German, most people you meet will have at least a basic understanding of the English language. When first arriving in Vienna, it can be overwhelming to complete all of the administrative work required for the University and the City, but once all of the paperwork is finished, it is time to experience all that Vienna has to offer. The city provides many incredible cafes and restaurants to try Austrian delicacies, there is no shortage of good food and beverage. There are also endless green spaces, many including beautiful palaces, nestled in the city. It is also essential to emphasize how Vienna being in the heart of Europe allows for greater accessibility for visiting other countries. Austria's location also might lead to travelling to countries in Eastern Europe that might not be seen on other trips to Europe but are well worth the visit.