

Mobility Scholarship Questionnaire

A) My Program of Study: International Management

Courses that I am taking at the University of Vienna:

I was required to have 24 ECTs and I took 6 courses each worth 4 ECTs.

Title of Course : International Negotiations

Course Code : 040009

Description : Students will gain a theoretical and practical overview of negotiation concepts and skills including planning skills, communication skills, and conflict resolution skills by interactive roleplay simulations, small group discussion and planning, structured presentation of skills.

Number of credits (ECTs) : 4

Number of hours: Block Course – 2 weeks long, approx. 17.5 hours total + 5 hours of homework

Title of Course : Organization of the International Firm

Course Code : 040156

Description : The goal of this course is to familiarize students with a broad range of theoretical and practical perspectives on the strategy and organization of the multinational firm as global network. Specifically, this course is concerned with the evolution, the strategy process, the formation of the organization structure and the communication strategy of the MNC. The student is expected to develop skills in evaluating international competitive strategies in multicultural environments, in designing alternative organizational forms for multinational firms, in applying communication strategies, in the use of international licensing, strategic alliances, merger & acquisitions, consortia, franchising and clusters, in identifying appropriate forms of market entry, and in evaluating alternative corporate governance structures in different international institutional environments, especially in the BRIC realm.

Number of credits (ECTs) : 4

Number of hours: Block Course – One month long (June), approx. 32 hours total of lectures

Title of Course : eBusiness and eServices

Course Code : 040117

Description : The objective of this course is to provide an insight into the concept of eBusiness&eServices, their delivery channels and platforms, as well as management and engineering issues. At the end of the course, students will be able to understand the terminology and to classify ranges of eBusiness&eService applications. They will be ensured with a competence in eBusiness&eServices and eBusiness Service Systems management and engineering issues (i.e., theoretical fundamentals, conceptual frameworks, and service ecosystems).

Number of credits (ECTs) : 4

Number of hours: Semester long – approx. 18 hours total + 10 hours of homework

Title of Course : Special Topics in Produktion/Logistik/SCM: Softwaretools im Decision Support

Course Code : 040147

Description : This course gives an introduction to programming for decision support (DS) applications. The language of choice is Python, although the course will focus on fundamental programming concepts

that also exist in other programming languages. The ultimate goal is to learn how to implement algorithms to solve optimization problems such as the Traveling Salesperson Problem (TSP).

Number of credits (ECTs) : 4

Number of hours: Semester long – 24 hours total + 10 hours of homework

Title of Course: eBusiness and Service Science

Course Code : 040154

Description : eBusiness becomes increasingly a vital driving paradigm in modern economies. Its elements and principles are employed in almost business processes and daily operations, up to the strategic decision-making levels. eBusiness by the enterprises is associated with many different domains, namely: with manufacturing operations, e-tracking, e-payment and transaction processing, distribution channels, portfolio management, supply chain management, authority regulations, and also business and technological applications.

On the other hand, service business is a business that offers services directly to consumers or other businesses. The service sector is active all over the world, and companies have interactions with such businesses commonly and on a daily basis. Companies can also have units offering services additionally to products.

Thus, the course explores the landscape of eBusiness and Service Science, their common interdisciplinary approaches to services comprehensive investigation and assessment.

Number of credits (ECTs) : 4

Number of hours: Semester long – approx. 18 hours total + 10 hours of homework

Title of Course: Market Entry Strategies

Course Code : 040824

Description : This course is concerned with the market entry decision of firms. It gives an overview of the theoretical approaches to the issues of selection of an appropriate market entry mode by a firm. In all discussions the students are encouraged to think about the complexity of cultural and political environments encountered by firms in the course of their global expansion. Economic and political realities of the modern world require professional to bring solutions allowing to balance different opinions and come up with mutually-beneficial solutions. Hence, upon the completion of this course students should also be able to disuses, bring arguments and make comprehensible suggestions about the controversial issues in today's international management, taking into account the views and positions of multiple stakeholders. Working through the histories of internationally well-known companies, analyzing the reasons for their failures and successes, students can use their knowledge in order to test the applicability of theoretical concepts and come with viable and scientifically-based solutions for the future.

Number of credits (ECTs) : 4

Number of hours: Semester long – 24 hours total + 10 hours of homework

B) Timetable

The following table shows my semester dates for the 2018 semester as well as next year's semester dates. I would recommend arriving in Vienna two weeks prior to the first day of classes.

Semester dates

Winter semester 2017/18

Start of semester: 01/10/17
Start of lectures: 02/10/17
No lectures: 02/11/17
Christmas holidays: 18/12/17-07/01/18
End of semester: 31/01/18
Semester break: 01/02/18-28/02/18
26/10/17
Public holidays: 01/11/17
08/12/17

Deadline for paying the fee for the Austrian Students' Union: 30 November 2017

Summer semester 2018

Start of semester: 01/03/18
Start of lectures: 01/03/18
No lectures: 12/03/18
Easter break: 26/03/18-08/04/18
Pentecost holidays: 19/05/18-22/05/18
End of semester: 30/06/18
Summer holidays: 01/07/18-30/09/18
01/05/18
Public holidays: 10/05/18
31/05/18

Deadline for paying the fee for the Austrian Students' Union: 30 April 2018

Winter semester 2018/19

Start of semester: 01/10/18
Start of lectures: 01/10/18
No lectures: 02/11/18
Christmas holidays: 17/12/18-06/01/19
End of semester: 31/01/19
Semester break: 01/02/19-28/02/19
26/10/18
Public holidays: 01/11/18
08/12/18

Deadline for paying the fee for the Austrian Students' Union: 30 November

Summer semester 2019

Start of semester: 01/03/19
Start of lectures: 01/03/19
No lectures: 12/03/19
Easter break: 15/04/19-28/04/19
Pentecost holidays: 08/06/19-11/06/19
End of semester: 30/06/19
Summer holidays: 01/07/19-30/09/19
01/05/19
Public holidays: 30/05/19
20/06/19

Deadline for paying the fee for the Austrian Students' Union: 30 April 2019

C) Procedures upon arrival

List of things to do before Vienna:

- Preregister at the University of Vienna
 - o Then you will receive your letter of acceptance
- Apply for a uCard at Uni Wien
 - o In January they will give you a uSpace log in to do this
- Begin to look at course options in uFind
 - o Although the course options for my "Summer" (your winter) semester only were available as of mid January for viewing
- In February you will need to register for courses on uSpace
- Send your course selection to Telfer
- Tell the Government of Canada about your departure
- Notify your banks of your departure
 - o Apply for a credit card (if needed) as this is my main form for payment in Vienna
- Register for student orientations:
 - o 1. Uni Wien
 - o 2. With your faculty (e.g. Faculty of Business, Economics, and Statistics)
 - An e-mail will be sent out to you to register for these
 - They occur before school actually starts therefore, I recommend arriving in Vienna 1-2 weeks before the first official day of classes
- Apply to the ESN Network (online) to get a Buddy

D) Budget

The cost of living in Vienna is quite expensive. It does not help the fact the CAD to EUR exchange rate is pretty bad. To give you an idea, currently the exchange rate is 1.65. So if something is 10 EUR that would mean it would cost you \$16.50. This is important to keep in mind especially if you will be eating out at fast food and restaurants. What is a normal meal \$13 for one main course in Canada would be the same in Vienna but in EUROS. So a 25 euro meal (drink+meal and maybe a dessert/appetizer) would cost you \$41.25 Canadian which is quite expensive. I recommend finding accommodation with a kitchen. Shopping at the local groceries would be much more cost effective. In terms of accommodation, normal rent for a student in a student house would cost you anywhere between 395 to 550 euros/month, depending on the accommodation. The tipping in Vienna is about 10-15%. Although you do not have to tip things like Ubers, which is the exception to transportation instead of taking U-bahns(metro), trams, and buses. A 75 euro/semester Wienerliner student card is a good investment for getting around Vienna.

Costs of living

The list below shows an estimation of the monthly living expenses for students in Austria. The **numbers given are only average values**, may fluctuate highly **and are by no means binding**. Accommodation costs are calculated on the basis of a room in a hall of residence or a shared flat.

Average costs of living per month (2018)

Accommodation (inkl. heating, electricity):	€ 320 - € 450
Food:	€ 250
Public transport:	€ 30
Study and personal requirements (books, spare time etc.):	€ 300
Monthly expenses	€ 900 - € 1,030

The above table displays the average cost of living in Vienna to which I would agree with. Over the past two months, I've spend a lot of money. Therefore when budgeting before arrival, try to budget much more than you will think you need.

In addition here are some other basic costs for essentials:

- Basic lunch menu, €10-13
- Fast food menu, €8
- A regular beer, €3-5
- Coffee/tea, €3-4
- Cinema ticket, €10
- Sandwich, €3-5

E) Application Procedures

- Apply for a Student **VISA D** at the Austrian Embassy in Ottawa (Required if you are staying for more than 90 days)
 - o Prepare all the documentation needed
 - I highly recommend using this checklist (which you can find on their website as well):
https://www.bmeia.gv.at/fileadmin/user_upload/Vertretungen/Ottawa/Checklist_Visa_D.pdf
 - Checklist includes things like obtaining a Police Criminal Check, getting Passport photos, obtaining travel/health insurance, bank statements etc.
 - o You must go to the Embassy in-person to apply for a Visa
 - Make an appointment online (do in advance, I had to wait 3 weeks until they could see me)
 - o You can apply for the VISA as early as 3 months before the departure date (best to do ASAP)
 - o There is a fee for obtaining a VISA
 - Fee is on their website, differs depending on the exchange rate
- Make sure your passport is up-to-date before departure
- Apply for accommodation as early as you can to guarantee your top choice
 - o For international students such as yourself, go to <https://oead.at/> for residence options
 - o Pay deposit and first month of rent + booking Fee
- Book your flight in advance
 - o You will need to book your flights before applying for a VISA
- Apply for some kind of Travel/Health Insurance (if applicable)

When you arrive in Vienna (first few days):

- Apply for a Meldezettel within the first three days of arrival (must go to the office after your arrive in your residence)
- Pay your Austrian Tuition Fees
- Get a Wienerliner ticket (75 Euros for a students for one semester) for the U-bahn(metro), trams, and buses
 - o You will need to apply for the Meldezettel first as you will need this required document
- Get a phone plan (much cheaper than Canada)
- Print your info on your uCard
- Apply for an ESN Card
- Optional: Get an Austrian Bank Account

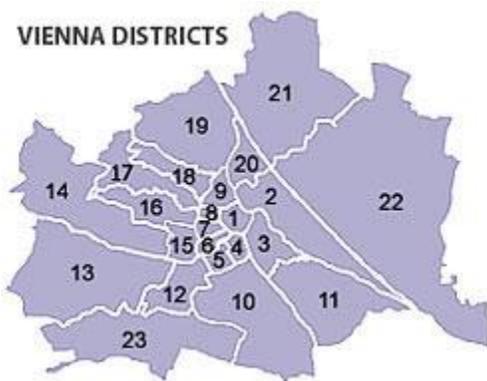
F) Accommodation

Essentially, the University of Vienna does not have a typical “campus” and the University does not have any student residences. However, there are many student residence dorms around the city as well as flat shares.

I recommend that you book through OEAD and go to <https://oead.at/> (the main listings of residences for international students in Vienna). Another good option to look at is residences is “Home4Students”.

Vienna also has districts. The first district is the “Inner City”. However there are no residences in this district.

I recommend you find accommodation in the **6,7,8 or 9th district** as they are beautiful, safe, in the city centre (inside the gurtel), and very close to everything you will need.



Before going to Vienna, I have done extensive research about all the residences.

When I went to Vienna, I originally stayed in a student residence called **Pfeilgasse 3a 1080 Wien, booked through OEAD**. It is very well located in the 8th district of Vienna. The district is beautiful and you have everything that you need within a few metres. This including any store that you may need, bus lines, and the tram is walking distance. Pfeilheim 3a is unfortunately a very old residence hence, the room is a bit run down. It is a main residence for students from Upper Austria, hence, if you would like to meet locals and true Austrian students, this is the place for you. My room was a single room with a bathroom and shower but there were two kitchens on the floor to share with everyone. The people are very nice and will speak English to you however, it is difficult if you do not know German as many of the people speak German to each other. In addition, Pfeilheim is a very social residence. There are residence floor parties every Thursday which can be quiet loud (you will need earplugs if you want to sleep) but are extremely fun and a great way to meet people. I paid about 395 Euros/month for rent.

After one month and a half however, I really wanted to live in a nicer space. And hence, I moved to **Oead student residence GASGASSE, 1550 Wien**, for the next 3 months. The rooms are very beautiful and I share a flat space with two roommates from the USA. My room is very spacious and I again have my own bathroom. I just share the kitchen with the two girls. Gassgasse is very popular among international students and hence, you will meet a lot of people from all over the world. The only con about Gassgasse is that the district is not as nice (15th district/borderline 6th). However, it is close to Mariahilfer Strasse which is Vienna’s largest shopping street. And because the district is a bit further, it does take longer to get to

school. But Vienna is very well connected so you can get anywhere within minutes. My rent is more expensive: 540 euros/month.

G) Work Term

Not applicable for my semester because I did not obtain a job while abroad.

H) Comments/Recommendations

To sum up what I said earlier, here are my recommendations:

- Be cautious about the exchange rate, prices will be misleading and cause you to spend a lot more money
- Book your accommodation online through OEAD or Home4Students
- Purchase a student Wienerliner ticket as your main form of transportation
- Purchase an Austrian (or any EU) phone plan as it is much cheaper and you get a lot more DATA for the value
- Note that this is a very different culture, so it is important to watch how other people behave and the etiquette in this culture.
 - o One thing that is shocking for me (as a typical Canadian) is that people are not as polite as we are in Canada. You have to be more aggressive in crowds and not everyone will say “excuse me” or hold a door for you. You have to learn to get through things on your own as this culture is much more individualistic.
 - o Another thing that is quite shocking is the customer service. You will not here things like “How are you?” when you go into shops. This statement is only used if you know someone personally. Typically you just go in and out.
- I recommend you take some time to learn even the most basic lines of German. I find compared to other European countries that I have visited, in Austria they do not convert to English as much. Although most people know it as a second language, they do not know it very well. So it would be wise to learn German.
- If you want to save some money, try booking flights to Bratislava or Budapest and then bussing to Vienna. Flying to these airports are usually much cheaper. If you do not want to do this off the bat, when you want to travel to other countries, fly through these airports. Typically the bus ride to Bratislava is only one hour and is only 5 euros, and you save about \$200 on the flight.
- Meet your students who are also going on exchange with you to Austria from Telfer. I met a girl during the International Exchange meeting and we ended up meeting for coffee before leaving for Vienna and we flew in together. I cannot imagine doing the exchange without having a friend from Canada. It is really nice to know someone, as you won't feel as alone.

I) My Experience

Although I have been for only 1.5 months of our 4.5 months, the experience has been worthwhile. Being from Ottawa, I never lived on my own before. Therefore, I have done a lot of growing and learning in the past month and a half. When I arrived in Vienna, I had doubts about why I was here. This is because I knew my life in Ottawa was comfortable and I put myself into survival mode. I had to learn an entire new country and new culture. Everything was completely unfamiliar. During my first

few days, I didn't want to get out of bed because I was scared of the unknowns. Although, there was a lot of running around with my friend trying to get all our documentation set with the Government, University, Banks etc. I also got sick with strep which was really difficult because I didn't know how the health care system worked. But I found a clinic and used my insurance to cover the costs. When I felt better, the time flew by. Once student orientations came prior to school starting, things felt much better when I started meeting more people. I recommend attending all these events as it is a great way to meet other International students. All the classes have been really good and much more hands on which I actually prefer much more compared to the University of Ottawa. You aren't just there listening to a prof talk the entire time. There is much more group work involved and it is much more interactive. It is now Easter break and I've been travelling Europe with other International exchange students. I am excited for the next 3 months. I hope your exchange will be an amazing experience.