

Offene Zoom-Sprechstunde – Hinweise zum Ablauf

We are happy to offer online face-to-face consultation hours via Zoom.

Before you visit us during the Zoom office hours, we would like to ask you to read the following information.

- We have designed the zoom consultation hour in such a way that we can offer you an individual consultation in a time window of approx. 10 minutes. If your concern requires a larger scope of advice, we would like to ask you to make a separate (Zoom-)appointment with us or to get in touch by e-mail: international-affairs@th-koeln.de
- If, during the ongoing conversation with you, the employee concludes that your request takes more time than is currently available, they may ask you to make a separate appointment. This can be the case if there is a large number of people in the waiting room. We want to give as many people as possible the opportunity to ask their questions during the open office hours. Thank you for your understanding.
- Once you have joined the meeting via the zoom link, you will enter a waiting room. There you will receive the following message: "The meeting moderator will let you in shortly." When exactly you are allowed to enter or how long the waiting time is, depends on how many people are still in line in front of you in the waiting room. Unfortunately, but also for data protection reasons, this is not visible to you. Please allow for enough waiting time in your personal schedule. We ask for your patience.
- If you only joined the meeting shortly before the end of the consultation and there are still too many people in the waiting room in line in front of you, the employee may decide at short notice that the conversation with you will take place on a separate appointment or during the next open consultation hour. You will then be contacted accordingly via chat.
- Depending on your concerns, we as the Department of International Affairs / Team "International Degree Seeking Students" may not be responsible for clarifying your concerns and may have to refer you to another office. In this case, the employee will inform you with the relevant contact details. Please understand that we cannot seamlessly forward you to other employees or positions from the current Zoom consultation hour, but that you need to contact them on your own.

- Please note that Zoom is a service provided by Zoom Video Communications, Inc., which is based in the USA. Personal data is therefore also processed in a third country. TH Köln has concluded an order processing contract with the provider of Zoom which complies with the requirements of Art. 28 GDPR. Nevertheless, TH Köln considers this tool to be unsuitable for sensitive/confidential content and sensitive/psychological consulting sessions. We therefore recommend that you do not discuss sensitive personal data with us during consultation hours. The data will be processed in accordance with your consent and your own decision as to which content you will share with us during consultation hours.

Finally, some technical information:

Already registered with Zoom?

Simply join the meeting with the above-mentioned Zoom access data.

This is your first time using Zoom?

You can download Zoom for free and create an account. If you do not want to do this, you can join the meeting with the above-mentioned Zoom access data via your browser. No permanent installation of Zoom is required. All you have to do is enter your name. It is sufficient if you only use your first name or only your last name or alternatively participate under a pseudonym.

If you start Zoom using your mobile phone or tablet, you must first install the Zoom app. Follow the instructions on your mobile device.

Further information on Zoom can be found on the TH Köln website under the following link:

https://www.th-koeln.de/hochschule/zoom_73756.php [currently only available in German]

We look forward to welcoming you to our Zoom consultation soon!

See you soon!