

# Student GUIDE

# **WELCOME TO** UNIVERSITY WEST

We would like to take this opportunity to wish you a warm welcome to our university and we hope that you will enjoy your stay and your time here in Sweden. This guide is developed in order to help you find information on practical matters during your stay in Sweden, and to whom to turn for help if needed. Wishing you all the best in your studies at University West!



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# ACCOMMODATION

**AS AN INTERNATIONAL STUDENT** at University West, you are offered furnished student accommodation during your study period. University West cooperates with two different housing companies: Eidar and Kungsleden AB.

**WHEN YOU ARRIVED** in Trollhättan, you received information about the conditions for your accommodation, where to turn if you have questions or if there is something wrong or missing in your apartment. This information is important to read through and to keep during your stay.

**UNIVERSITY WEST RELY** on your good behavior in order to maintain our good relations with the housing companies, and therefore we ask all students to follow the instructions regarding cleaning, waste sorting, smoking, parties, music and so on. Thank you!



# TRANSPORTS IN TROLLHÄTTAN

**BUS CONNECTION** is very good within the town, and also covers most of the countryside and almost all surrounding towns. The standard fare is 26 kr and is valid within Zone 1 that covers the town, neighbouring towns and the countryside. You can also get a card that you charge in order for a lower fare on each trip. There are also monthly bus passes.

**BIKE** There are both new and second hand bikes in the shop Jörgens Cykel & Sport on Österlånggatan in the town center. You can also get your bike repaired there. There are also websites where you can find second hand bikes, for example [www.trollhattantorget.se](http://www.trollhattantorget.se). You can also ask someone in the International Student Committee.

**TAXI** is rather expensive. Taximeter is virtually always used, but make sure that the driver really does turn it on unless a price has been negotiated in advance. You can ask for student discounts, but please do so before the drive.



# HEALTH CARE AND INSURANCE

## CONSULTING HEALTH CARE SERVICES

Always remember to bring insurance papers or health insurance card if you have them.

**HEALTH CARE INFORMATION HELP LINE: 1177**  
(open 24 hours)

## GENERAL INSURANCE FOR ALL UNIVERSITY STUDENTS

All international students registered on programmes and courses at the university are covered by the student insurance paid by the university during school hours and travels to and from the university, or during any activities performed by the university.

This insurance covers emergency health care in case of an accident.

This insurance does not cover emergency health care due to accidents during students' spare-time, nor does it cover regular health or dental care.

Please visit the Student Portal section on Healthcare and Insurance (under Support and Service) for more information.



# TELEPHONE

**AS SOON AS YOU GET THE KEYS** for your apartment, the university provides you with a SIM card for your mobile phone. This gives you a Swedish number which you can activate by purchasing a refill card that gives reasonable rates.

# REGISTRATION FOR COURSES

**AT THE START OF THE SEMESTER** All exchange students who have been accepted through on-line application form at University West web pages at [www.hv.se/exchange](http://www.hv.se/exchange) will register on-line for their courses. For courses starting in the beginning of the semester, you will register on-line before your arrival in Sweden.

All international students who have been accepted through applying at [www.universityadmissions.se](http://www.universityadmissions.se) will register by signing up in person at the International Office HelpDesk at the start of the semester.





### WHAT IS EXPECTED FROM OUR STUDENTS

Attend the lectures and always behave in a respectful way towards lecturers and other students (being on time, not chatting in class, no use of phones, etc).

Follow the rules for accommodation set up by your landlord, behave respectfully to them and to your flatmates, and pay your bills on time.

We also recommend you to pay the student Union fee, which is no longer mandatory but advisable in order to benefit from its advantages.

Register for your exams on time!

Make sure that your assignments, project works and other educational tasks are handed in on time.

At the end of the semester, do not make any travelling plans until you have taken all your examinations or handed all your assignments in.



# GETTING STARTED

**REGISTRATION** You need to register for the courses you will be studying (see p 7). If students are not registered for courses they are not allowed to attend lectures and will not be able to register for examinations.

**COURSE TOOL** All courses given at University West are listed in our course tool **Disco**. You will need to subscribe for your courses in Disco. If you are registered for a course in time, you should automatically have access to it in Disco. If you have problems accessing your course in Disco, please contact our Student Centre for help.

**TIMETABLES** You will have access to the time table for your course/s through Disco. You can also find it by using the Schedule search (English version) at the Student Portal.

**HE CREDITS** Each course is measured in Higher Education credits (HE credits; in Swedish högskolepoäng). One week of fulltime studies equals 1,5 HE credits. Hence 7,5 HE credits course equals 5 weeks of fulltime studies. 1,5 HE credits is equivalent to 1,5 ECTS credits. Fulltime studies during one semester corresponds to 30 HE credits or 30 ECTS credits.

**TEACHERS AND EXAMINERS** The examiner is responsible for the course. There can be one or more teachers involved in the course and the examiner and the teacher can be the same per-

son. The examiner is responsible for the course content and the structure and the examination. They are also in charge of the course evaluation.

## LEARNING AGREEMENT

The Learning Agreement is a documentation between three parts: you, your home university and University West. Its function is to make it easier for you to have your exchange studies included in your diploma when you get back home. It is your responsibility as a student to make sure that your home university has the latest version.

Learning agreement applies to exchange studies.

**THE HEAD OF PROGRAMME** is responsible for the Master's Programme/Bachelor's Programme.

**PROGRAMME SYLLABUS** Every programme has a programme syllabus which describes the aim and the content of the programme. Here you can find information about the courses included as well as a study plan for the programme.

## CONTACTS

You can find contact information for staff in Disco or by using the Staff Search function on the Student Portal.





**LIBRARY** The university library holds all literature used in courses at University West. Please go to <http://www.bibliotek.hv.se/en> for more information.

**STUDENT BOOK STORE** The bookstore Gre-garts (see contact information) stores the literature used in the courses. You can search the programme notice board for used books for sale. Check the syllabus for each course for information about literature.

**DEPARTMENTS** Each department is responsible for study programmes and courses within specific subject areas. They make sure that quality is maintained and that the content of the programs and courses is updated and relevant. The person in charge of a department is called Head of Department.

There are four departments at University West:

- School of Business, Economics and IT
- Department of Engineering Science
- Department of Health Sciences
- Department of Social and Behavioural Studies

There is also the Central administration where the Student Centre reception and International office are located.



# EXAMINATION

**EXAMINATIONS** Normally, all courses are examined right after the course has finished. You will find the examination date in the timetable for the course. Students must register for the examinations in order to take them.

**FORM OF ASSESSMENTS** Several different types of examination are used within the university. There can be long, written examinations, oral examinations, home examinations, PM hand ins, lab reports, presentations, projects, seminars etc. A course can contain more than one type of examination.

**YOU MUST ALWAYS REGISTER** for an exam, both regular and re-takes. You register by logging in to My Page at the Student Portal. The registration for examination is limited to 25 to 8 days before the examination. You cannot register any later or earlier.

If there are any problems with your registration, send an e-mail to [studentcentrum@hv.se](mailto:studentcentrum@hv.se). For more information on taking exams at University West, please visit the Student Portal.

*Don't forget to register for the exams! It is your responsibility as a student to check the timetable to see when the exam for your course is planned.*

**THE RESULT** of any examination will be published within three weeks after the examination date.

**GRADES** are generally awarded in three categories: Pass, Pass with distinction and Fail. (For some courses only pass and fail grades are available). In engineering departments, the following scale may be used: U=Fail, 3=Pass, 4=Pass not without distinction, 5=Pass with distinction.

You must register  
on-line for  
examination



# MISCELLANEOUS

**REGISTRATION CERTIFICATE** If you need a registration certificate for your home university or for other reasons, please ask the Student Centre Reception or the International Office. The certificate will show which courses you are registered on for the current semester.

**TRANSCRIPT OF RECORDS** provides a history or the student's academic achievements. The International Office will automatically send out Transcript of Records for all exchange students studying courses at the end of the exchange period.

## DEGREE CERTIFICATE AND DIPLOMA

**SUPPLEMENT** when you have completed a Bachelor's or Master's programme, you need to apply for the formal degree certificate. For more information and application forms, visit [www.hv.se/degrees](http://www.hv.se/degrees). The Diploma Supplement is an annex to a Degree Certificate. The Diploma Supplement is designed to provide a description of the nature, level, context, content, and status of the studies that were proposed and successfully completed by the individual on the original qualification to which this supplement is attached.

**ACADEMIC DISHONESTY** See the Student Handbook for Academic Dishonesty in the Student Portal.

**THE DISCIPLINARY BOARD** decides on disciplinary actions against students that have broken the rules and regulations of the university. Most of the actions regard fraud and cheating. There are two student representatives at the Board.

**APPEAL** The following decisions made by the university can be appealed:

- Decision about credit transfer
- Decision about eligibility
- Decision about refusal to issue a degree certificate.

When you receive a decision in one of the above mentioned areas, information about how you proceed with an appeal is enclosed.

**TEMPORARY POSTPONEMENT OF STUDIES** Situations may arise during your studies that require you to take a break. Reason for this kind of break may be social, medical or military service etc. You can apply for postponement on a specific form. Ask the Study and Career counsellors for more information.

**INTERRUPTION OF STUDIES** If you choose to interrupt your studies, it will be regarded as quitting your studies with no intention of returning. You need to inform the International Office about your intentions.

This also means that you will no longer have a seat in the programme, and will need to reapply should you decide to take up your studies again.

**CHANGE OF ADDRESS** If you change your address you need to inform the university, the International Office, the Library and the Student Union about it. They are all located on Campus. It's important to do this in order to receive correct information at all times.

**PROLONGING RESIDENCE PERMITS** If you study on a programme for more than one year, you need to apply for an extension of your student residence permit. You need evidence from the university that you will continue your studies and the International Office will issue a certificate for you, as well as the insurance document, if applicable. If your programme is finished, but there are courses missing, you have the right to do re-exams during the coming semester, and also to re-register on courses if there are seats available. Contact the Head of Programme and ask him/her to confirm to the International Office how long you need to stay in order to finish the programme. International Office will issue the certificate to the Migration Board.





# STUDENT UNION

Every university in Sweden has a Student Union in order to look after students' best interests. The Student Union at University West is divided into several committees, each with its own area of responsibility, covering educational quality, equality, accommodation and student's financial situation. Read more on [www.shv.hv.se](http://www.shv.hv.se).

**INTERNATIONAL STUDENT** One of the Student Union's committees is the International Student Committee (ISC) which takes an active part in the internationalisation development at the university, and also takes responsibility for the reception of the international students. ISC will provide international students with a fellow



student, who will help you with different matters, and to settle in. ISC and the Student Union organise a lot of social activities, such as parties, sporting and cultural events. They have a Facebook group called International Students Committee at University West, Trollhättan, that you can join for information and communication. The Student Union is also a support for you, if you have any troubles during your stay. The main meeting point for students is the Student Union house on campus.

**STUDENT FEE AND DISCOUNTS** To be a member of the Student Union and benefit from its services as well as take part in the activities, you need to pay the Student Union Fee. Once you have paid it you will also get a student "discount card", which for example gives you discount on busstrips and in certain shops and supermarkets around the university.

# CAMPUS INFORMATION

**OPENING HOURS** The university is open 7.30 - 20 Monday - Thursday, 7.30 - 17 on Fridays, 10 - 14 on Saturdays. With a personal keycard, students are able to access the university every day from 7 in the morning until 23.00 in the evening. The keycards are administrated by the main reception. Main reception opening hour are 8.00-16.30 Monday-Thursday, 8.00-16.00 Friday.

**PARKING** You need to be a registered student at the university to get a parking permit at the information desk. The permit should be visible in the front window of the car whenever you are parked at the university.

This permit gives the holder the right to park, but does not guarantee a parking space. The parking fee is 15 kr/day or 150 kr/month.

**GROUP ROOMS** for studying are available on campus. You can book any of the 32 rooms at [schema.hv.se](http://schema.hv.se) (book rooms).

**COMPUTER FACILITIES** on campus have the same opening hours as the university and are accessible to all students. All admitted international students will be able to create an account



at the University prior to arrival. This will give you username and password so that you can access to computers

once here. For more information, please visit the Student Portal under Support and Service/IT services and support.

**COPY MACHINES** In various places around campus you find copy machines and printers. Manuals in English can be find at the Student Portal.

**SERVICEDESK** Any problems regarding the computers at the university should be reported to Service Desk. This also applies for printers and copy machines. Do not try to fix any problems yourself.

Servicedesk is located on the third floor of the D-building. You'll find the telephone number for Servicedesk in this handbook or at the Student Portal.







# BANKING

If you are staying in Sweden for a shorter period (one semester or less) we recommend you to use a credit card that is accepted internationally for economic transactions in Sweden. The credit cards are commonly used everywhere. If you are a student staying in Sweden for a year or more we recommend you to open a bank account in any of the represented in the city. Please read more about this at [www.hv.se/education](http://www.hv.se/education).

# SHOPPING

**FOOD** Close to Lantmannavägen, where most of the international students live, there are several stores where the prices are a little bit lower than average. For instance, LIDL and Willys are considered to have good prices. A little further away is the ÖoB warehouse with good prices on basic necessity food and groceries.

**WINE AND LIQUOR** are heavily taxed in Sweden and sold only in special stores, Systembolag. Beer of low alcohol content can be bought in any supermarket. You must be at least 20 years old to buy alcohol.

**OPENING HOURS** Normally the shops in the town center are open 10-18 or 19 Monday to Friday and from 10-13 or 14 on Saturday. On the shopping center Överbys the opening hours are 10-19 weekdays, 10-17 Saturday and 11-17 Sunday. However, many supermarkets are open later in the evening and also on Sundays.

**SPECIAL OFFERS** You may get weekly special offers from major supermarkets by direct mail. Look for "rabatt" (discount), "specialpris" (special price) or "nedsatt pris" (reduced price). "REA" is another word to look for – it means "sale".

**SECOND HAND STORES** There are several second hand stores in Trollhättan where you can find various things, from clothing to furniture and bikes. Returen second hand-store, Verkämästarev. 18 Yesterday, Magasinsg. 11 Myrorna, Kungsgatan 49 Pingstkyrkan, Lextorpsvägen 977

**PHARMACY** At the pharmacy, "Apotek" in Swedish, you can buy unsubscribed drugs and medicine or pick up prescribed medicine.

**BOOK STORE** In the bottom floor of the D-building, you will find the student book store, Gregart's. Here you can find literature for each and every course. You can also find handouts, course PM's and all kinds of study materials.



# LEISURE

**RESTAURANTS AND CAFÉS** There is a large variety of restaurants and cafés in Trollhättan ranging from fast food to smarter restaurants with menus and license to serve alcohol. At lunchtime, normally between 12:00 to 14:00, many restaurants have a special dish of the day, "dagens rätt". This normally includes a main course, salad, bread, butter and a soft drink or non alcoholic beer. The price for the dish of the day can vary from SEK 45 to SEK 80.

**COFFEE IS PROBABLY** the Swedish national drink and the Coffee Break, "fika", is an institution at all work places including the university. The Swedes normally break for coffee once before lunch, and once again in the afternoon. The break is often 15 minutes long.

**TV AND CINEMA** Film, stage plays and other programs in foreign languages on TV are not dubbed, but there are subtitles in Swedish. This also applies to the films showed at cinemas. There are three national TV channels but it is common to also have cable TV which gives access to numerous channels from all over the world.

**RELIGIOUS AND CULTURAL SERVICES** Apart from the Swedish Lutheran Protestant Church there is also a Muslim Mosque in Trollhättan and a Muslim Religious and Cultural Centre. It is located at Lantmannavägen 20, first floor.

For other cultural, religious or national support centres, please contact Trollhättan Stad for more contact information.

At the university you can also find a silent room, "andrum" that you can use for religious purposes. There is also a priest and a deacon with whom you can set up appointments. You will find more information about them at the Student Portal.

**PUBLIC LIBRARIES** At the public library you will find international press to read. Ask the clerk for a Library Card, "Lånekort", which allows you to borrow books free of charge.

# POSTAL SERVICE

**MAILBOXES** are yellow for national and international mail. Stamps can be bought at grocery stores or kiosks.

If a package is being sent to you (i.e. from home) you will get a notification in your mail box with the date of the delivery and the place where it can be picked up.







# NEW EXPERIENCES

**AS AN INTERNATIONAL STUDENT** you have the opportunity to broaden your studies, get to know another country, make new friends and also learn a lot about yourself. Like most students, you will probably go through different phases during your stay abroad. During the first weeks you will see and experience things through the eyes of a tourist. Everything is new and exciting! After this period, everyday life takes effect. With this follows, in some cases, a feeling of disorientation or culture shock. It is a rather natural phenomena when a person moves to a place where everything is new and unfamiliar.

**IF THIS AFFECTS YOU**, remember there are things you can do to brighten yourself up. This period will pass, and in the meantime try to keep an open mind and go out and see other people.

- Stay in touch: do not lose contact with family and friends back home. Either on the phone or through internet try to talk to them, it gives you strength to continue in your experience.

- Make yourself at home. Photos or objects which are familiar to you, music or even food help sometimes too.

- Interact with others. Get in touch with new people, go out with them, get to know them, soon you will find your place.

- Exercise. It is proven that physical exercise strengthens your brain and brings you good mood. Try to join the gym or at least go for a jog once in a while you will feel better, not only physically but mentally as well.

- Talk to someone about what is bothering you, it is sometimes good to have someone else's opinion/advise, but especially because problems seem to be smaller when they are shared. Talk about them, everything will seem much simpler.

# HEALTH CARE SERVICES FOR STUDENTS

**STUDENTOMBUD** The Studentombud gives support to students and postgraduate students in study related matters. Contact the Studentombud if you feel that you have been subject to an unacceptable behaviour or have been treated badly by the university staff or other students.

You find more information about these services at the Student Portal. You also find the contact information in the end of this booklet.

**COUNSELLOR** University West has a counselor available for students, who works at the Student Centre.

**PRIEST AND DEACON** There is also a priest and a deacon at University West who offer counselling and guidance to all students.

# EQUAL OPPORTUNITIES AT UNIVERSITY WEST

**THE UNIVERSITY HAS** an Equal Opportunity policy. The aim is to meet every individual with respect and consideration regardless of age, gender, social background, skin colour, ethnic and cultural background, religion, disability or sexual preference. If you feel in any way harassed, insulted, discriminated or mistreated please contact the Head of Department.

**HARASSMENT** The university has a policy and a plan of action in matters concerning sexual harassment. If you feel in any way harassed, please contact the Head of Department or the Studentombud at the Student Union. Your case will be treated with the outmost discretion and respect.



## CIVIC REGISTRATION NUMBER

For students granted a visa for at least 12 months, it is possible to apply for a Swedish Civic registration number. This gives you the right to health care on the same conditions as a Swedish citizen and also to the welfare system where you pay a limited sum for medicine with a doctor's prescription during a period of 12 months. It is important to show your Civic registration number at the Health Care Center or at the Pharmacy in order to pay the accurate price.







# THE SWEDISH WAY OF LIFE

- We are on time for appointments, including lectures, seminars etc. It is considered bad behaviour to be late.
- We are informal. We call people by their first name, usually also the professors and other staff members.
- If there is a queue, we stay in it and wait for our turn.
- There is absolutely no smoking allowed indoors, anywhere.
- We take our shoes off when entering somebody's home.
- We follow rules and regulations
- We have a profound concept of equality. We have laws, rules and regulation which ensures every man and woman equal right regardless of age, gender, social background, skin colour, ethnic and cultural background, religion, disability or sexual preference.
- When we greet one another we shake hands, or simply nod our heads. We also keep a distance when talking to each other, and stand a bit further than an arms-length apart.

# WORK IN SWEDEN AS A STUDENT

If you are a student from a EU country you are allowed to enter gainful employment without any form of specific work permit.

If you are a student from a country outside the European Union you may work during the period you have residence permit for studies. You do not need a special work permit. If you have applied for an extension of your residence permit for studies, you may continue to work while waiting for the answer if:

You made your application while your earlier permit was valid and you have had a residence permit for studies for at least six months.

You can look for jobs available at:

[www.hv.se](http://www.hv.se): about University West / job opportunities

[www.arbetsformedlingen.se](http://www.arbetsformedlingen.se)

## DRIVING

- Alcohol and driving do not mix!
- By law everyone in the vehicle must wear a seat belt, otherwise the driver will be held responsible.
- All vehicles must drive with at least the dipped headlights switched on, even in daytime.
- Sweden is a densely-forested country where wildlife accidents are all too common. Please take the wildlife warning signs seriously!

## DRUGS

Anyone in possession of any type of illegal drugs runs the risk of being arrested and prosecuted. Please note that Hashish, Marijuana and steroids are classified as illegal drugs regardless of whether you intend to use it yourself or not.



# RIGHT OF COMMON ACCESS

The right of common access is a unique Swedish tradition which entitles anyone to roam freely throughout the countryside as long as you do not intrude, vandalize or litter.

**YOU CAN FOR EXAMPLE** walk through forests and across fields that are not sown, walk or bike on any road, public or private, pick wild berries or mushrooms, camp for one night without permission or make a fire provided it is totally safe at the place in question and there are no fire restrictions (e.g. during periods of dry weather).

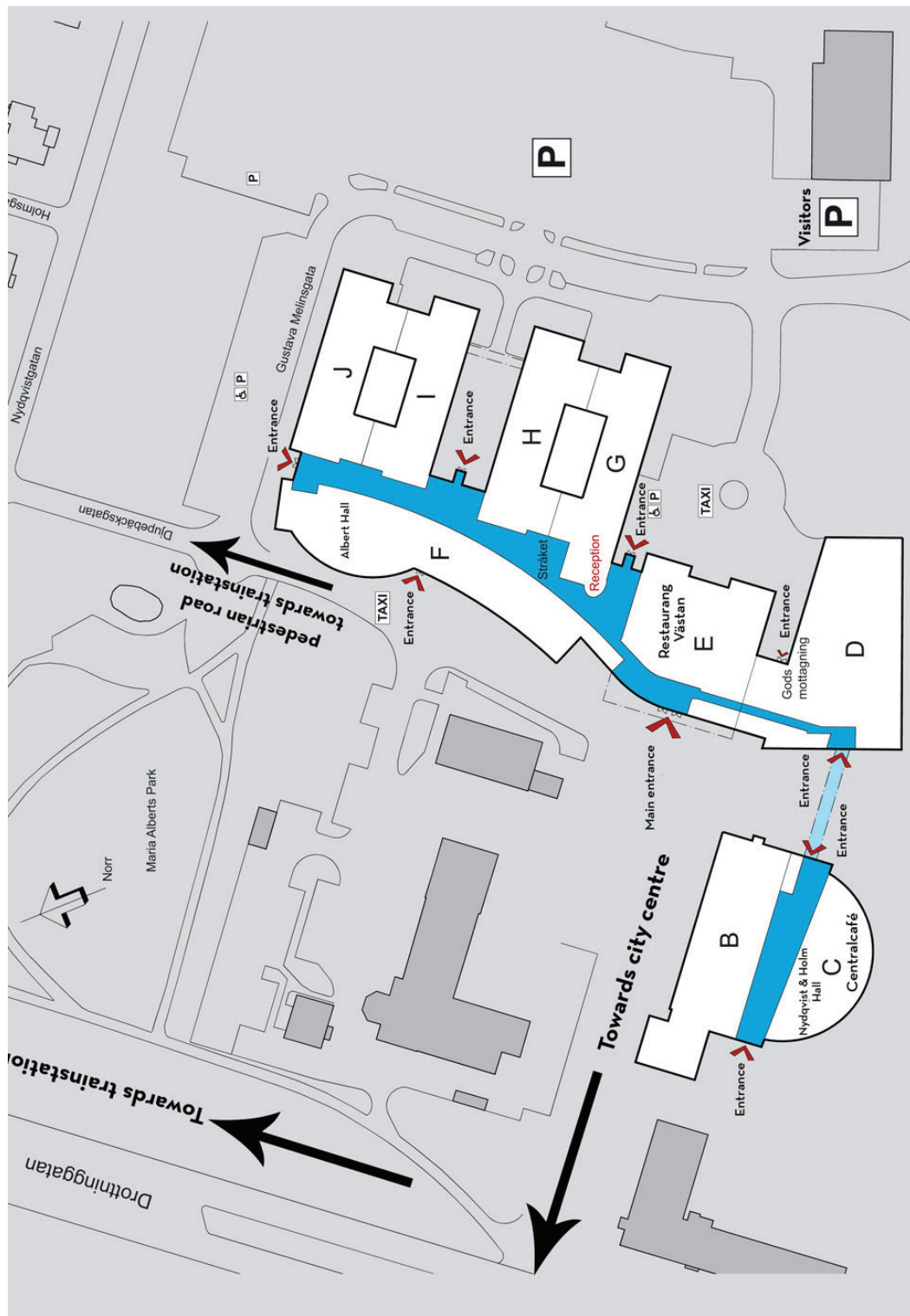
**YOU ARE NOT ALLOWED** to enter someone's private garden, walk across sown fields, newly planted forests where you can cause damage, drive motor vehicles through the terrain, camp for more than one night without permission from the land owner, make a fire where there is risk it can spread or on rocks that may crack from the heat, collect bird's eggs from nests, fish without a fishing permit or leave any litter in the countryside.











# SWEDISH FOR STARTERS

Weekday	Veckodag
Monday	Måndag
Tuesday	Tisdag
Wednesday	Onsdag
Thursday	Torsdag
Friday	Fredag
Saturday	Lördag
Sunday	Söndag

Months	Månader
January	Januari
February	Februari
March	Mars
April	April
May	Maj
June	Juni
July	Juli
August	Augusti
September	September
October	Oktober
November	November
December	December

Web page	Webbsida
Student Portal	Studentportalen
My account	Mitt konto
Schedule	Schema
Staff search	Sök personal
Student search	Sök student

Inside the University	Inne i Högskolan
Main entrance	Huvudentré
Library	Bibliotek
House	Hus
Stairs	Trappa
Floor	Våning (vån)
Elevator	Hiss
Department	Institution
Group room	Grupprum

Miscellaneous	Övrigt
Examination	Tentamen, "Tenta"
Teacher	Lärare
Course	Kurs
Grades	Betyg
Town square /bus station	Drottningtorget
Central station	Resecentrum
Student discount	Studentrabatt
NB! Doorhandle has an alarm!	OBS! Dörrvred larmat!



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# IMPORTANT CONTACTS/LINKS

The University Switchboard  
+46 520 22 30 00

International Office  
[international@hv.se](mailto:international@hv.se)  
+46 520 22 33 55

Admissions Office  
[admission@hv.se](mailto:admission@hv.se)  
+46 520 22 31 00

Degree Office  
[examen@hv.se](mailto:examen@hv.se)  
+46 520 22 31 20

Servicedesk  
[servicedesk@hv.se](mailto:servicedesk@hv.se)  
+46 520 22  
33 00

Counsellor  
Maria Blomqvist, [maria.blomqvist@hv.se](mailto:maria.blomqvist@hv.se)  
+46 520 22 32 31

University Deacon  
[hogskolediakon@hv.se](mailto:hogskolediakon@hv.se)

University Priest  
[hogskoleprast@hv.se](mailto:hogskoleprast@hv.se)

Book Store  
[info@gregart.se](mailto:info@gregart.se)  
+46 520 22 39 90

Emergency Phone number for Police,  
Fire Brigade or Ambulance:  
112

## Useful Links

Study in Sweden, [www.studyinsweden.se](http://www.studyinsweden.se)

Swedish tourism, [www.sverigeturism.se](http://www.sverigeturism.se)

Swedish Institute, [www.si.se](http://www.si.se)

Swedish phonebook, [www.eniro.se](http://www.eniro.se)

National agency for higher education, [www.uhr.se](http://www.uhr.se)

Swedish Migration Board, [www.migrationsverket.se](http://www.migrationsverket.se)

Buses & trains in the region, Västtrafik, [www.vasttrafik.se](http://www.vasttrafik.se)

Trains in Sweden, [www.sj.se](http://www.sj.se)

Tourist information about the region,

[www.visittrollhattanvanersborg.se](http://www.visittrollhattanvanersborg.se)

Trollhättans Stad, [www.trollhattan.se](http://www.trollhattan.se)









opening hours  
international  
helpdesk

Monday-Tuesday 11-13

Wednesday closed

Thursday-Friday 11-13

International Office  
international@hv.se  
+46 520 22 33 55

University West  
SE- 461 86 Trollhättan  
Sweden  
+46 520 22 30 00  
[hv.se/english](http://hv.se/english)

