



# GUIDE

THROUGH THE  
ADMINISTRATION

## I WANT TO GET ACADEMIC TRANSCRIPT



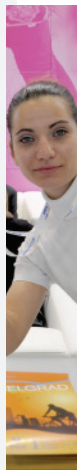
Academic transcript is available in the Serbian and English language at a price of RSD 1, 300 and RSD 2, 600, respectively. Payments should be made into the following account: 325-9500700190321-77. Student should be aware that it takes at least a day for the money to show in the account. Once you receive a confirmation note on the portal eStudent that the money has been deposited in your account you may collect the transcript at the Student Service. Only if you have settled your scholarship fees as stipulated by the Student Contract will you be able to collect your transcript.

**Student Service Danijelova Street**  
8:00-18:00 on workdays and 9:00-14:00 on Saturdays.

## I NEED A CERTIFICATE OF STUDIES

Certificate of studies is available in the Serbian and English Language. A copy of the certificate is available at a price of RSD400. The payment should be made into the following account: 325-9500700190321-77. Payee reference number is the same as the eStudent portal user name. Please be noted that it takes at least 1 day for the money to show in the account and be available for withdrawal. Once you receive the confirmation note that the money in your account is available, you may collect the certificate at the Student Service. Only if you have settled your scholarship fees as stipulated by the Student Contract will you be able to collect your certificate.

**Student Service Danijelova Street**  
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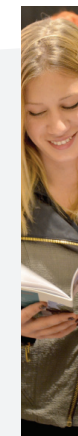


## I WANT TO REGISTER FOR AN EXAM

Exam registrations should be submitted online only, via the eStudent portal, no later than 2 days before the exam is due and not after 3 p.m. The registration fee is RSD 500 per exam. Payments are accepted no later than 5 days prior to the day of your exam.

**[estudent.singidunum.ac.rs](http://estudent.singidunum.ac.rs)**

Exam registration instructions may be downloaded from the University's website, option: Students -> E-STUDENT.



## MY EXAM APPLICATION IS LATE

Once the closing date has passed (3 p.m. of the last registration date) it is possible to submit an exam application at the late entry fee, by 7 p.m. the following day.

Entries submitted on the examination day will not be accepted. Late entries are completed by delivering the receipt via email or in person to the Student Service and will be charged RSD3, 000 per exam.

**Student Service Danijelova Street**

8:00-18:00 on workdays and 9:00-14:00 on Saturdays.

**[estudent@singidunum.ac.rs](mailto:estudent@singidunum.ac.rs)**

*(The email should contain the name of the course you want to register, your first and last name and the number of your student ID).*



## I PAID FOR THE SCHOLARSHIP BUT PAYMENT HASN'T BEEN REGISTERED

It is important to personally bring the receipt to the Student Service. Alternatively, you may submit the scanned copy of the receipt to the University's address.

**Student Service Danijelova Street**  
8:00-18:00 on workdays and 9:00–14:00 on Saturdays.

*pfb@singidunum.ac.rs*  
*fthm@singidunum.ac.rs*  
*fir@singidunum.ac.rs*

## I NEED INFORMATION ABOUT THE COURSE OR LECTURE MATERIAL

Course pages contain general information about a particular course, lecture and practice materials, as well as additional materials that can help you prepare for your mid-terms and exams. In addition, these pages also contain information on lecture date and time change, exam terms, exam and test results etc.

[www.course.singidunum.ac.rs](http://www.course.singidunum.ac.rs)

## I NEED A PASSWORD FOR SINGIMAIL

You can get a password by sending an email from your private email address. It should contain your name and surname and your student ID number.

[erc@singidunum.ac.rs](mailto:erc@singidunum.ac.rs)

## I NEED A PASSWORD FOR THE PORTAL ESTUDENT

You may get your password directly at the Student Service. Alternatively, you can get it by sending an email from the student singimail address.

**Student Service Danijelova Street**  
8:00-18:00 on workdays and 9:00–14:00 on Saturdays.

[estudent@singidunum.ac.rs](mailto:estudent@singidunum.ac.rs)

## I WANT TO KNOW THE EXAMINATION TIMETABLE FOR THE NEXT EXAM TERM

The exam term timetable is defined before the beginning of the school year and is distinctly marked in the Academic calendar available on your Department's website. The final timetable containing exact information about examination dates and venues will be available several days prior to exam registration.

[estudent@singidunum.ac.rs](mailto:estudent@singidunum.ac.rs)

**Academic calendar** is available on your Department's website, in the "Student" category.

**Examination timetable** is available on your Department's website in the category Student -> Timetables->Exam Term Timetable

## I WANT TO CHECK HOW MUCH I NEED TO PAY FOR THE SCHOLARSHIP

The information regarding the scholarship fee, due dates and installments, current debt and the amount of money left to be paid until the scholarship fee has been fully paid off, along with a list of all payments is available on the portal eStudent, **Scholarship and payments**.

[estudent.singidunum.ac.rs](http://estudent.singidunum.ac.rs)

## I HAVE QUESTIONS AND COMPLAINTS ABOUT CLASSES AND EXAMS

Student Service will answer all your administrative questions but will be unable to provide information about lectures and exams or in any possible way influence the processes.

Should you have any questions or complaints we kindly advise you to first contact the Director of Department for Foreign Studies, your course professor, assistant or Vice Dean.

Email addresses of the teaching staff are available in Singimail address book.

## THE PAYMENT HAS NOT BEEN CREDITED TO MY ACCOUNT

After you have paid money for the exams, it takes between 1 -5 days for the payment to become visible in your account (depending on the bank or post office where the payment was made, whether it was made ahead of weekend, holiday etc). If 5 days after the payment was made the money is still unavailable, you should bring the receipt to check if everything's in order.

[estudent@singidunum.ac.rs](mailto:estudent@singidunum.ac.rs)

**Finance Department Danijelova Street**  
Office hours 10:00 – 18:00.

## I WANT TO MAKE A COMPLAINT OR SUGGESTION ABOUT ADMINISTRATION

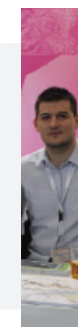
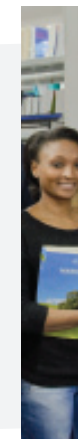
To improve the procedures and avoid mistakes your feedback is of immense importance. This primarily refers to the cases when the service you received was not in compliance with University rules and standards.

[study@singidunum.ac.rs](mailto:study@singidunum.ac.rs)

## I NEED ASSISTANCE TO WRITE A CV AND PREPARE FOR A JOB INTERVIEW

If you have any concerns how to put a CV together or introduce yourself to a potential employer, you may consult the experts from the Career Development Centre.

**Career Development Center**  
Danijelova Street, 1st floor, 8:00-16:00.





Address: 32 Danijelova St., Belgrade  
261a Kumodraška St., 11000 Belgrade (*Peka Dapčevića St.*)  
Phone: +381 30 94 094, 30 93 306, 30 93 307  
Email: [study@singidunum.ac.rs](mailto:study@singidunum.ac.rs)

**[WWW.SINGIDUNUM.AC.RS](http://WWW.SINGIDUNUM.AC.RS)**