

# EBU GUIDE

STUDENT WELCOME PACK



**EBU**

European Business Institute  
LUXEMBOURG

# WELCOME

**The world around you is ever changing. We understand that change is a challenge. At EBU we aim to provide you with the skills and experience to position you ahead of the competition, empowering you to create new meanings and new possibilities for others. It's a pleasure to personally welcome you to the European Business Institute of Luxembourg.**

This welcome package is an opportunity for you to 'meet' the EBU academic and supports team, as well as become more familiar with your new learning environment and enrolled course. I know you will be very happy with your EBU experience, because...

**• You will be taught by an outstanding academic faculty.**

EBU is proud of our global, highly qualified academic faculty. Bringing our students teaching excellence and vital business experience. We search the world for the best professors.

**• You will be guided by game-changing research leaders.**

EBU's research community is world class. Check out EBU's Journal of International DBA Studies (JIDS) at [www.ebu-journals.lu](http://www.ebu-journals.lu)

**• You will study with like minded, exceptional students.**

EBU's high standard entry requirements and small class numbers ensures that our students are some of this generation's best and most talented students. EBU students are global learners who motivate each other to push the boundaries of creativity and excellence.

**• You will be part of a global network.**

EBU's Network Hub connects you with EBU partner Universities and global companies based in Luxembourg and abroad. During term lectures and orientation week activities, you will broaden your global business network, allowing you to move forward with life-long friends and potential future business 'associates'.

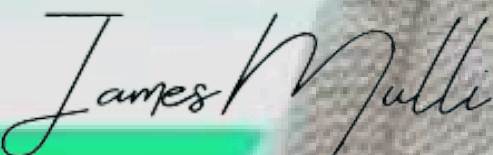
**• You will graduate with a global edge.**

EBU is internationally renowned as a top European Institute located in the birthplace of the European Union, Luxembourg; home to numerous European institutions and organisations. Giving you a degree that will give you an international edge.

In the coming days, you will receive your enrolment username and password; your key to EBU's Online Campus and the key to your learning and people network. Your orientation sessions will be the start of your new, exciting and challenging learning experience.

No matter what you choose to study at EBU, your time here will change your for life, and shape your future success.

***I welcome you to EBU, and wish you the all the best as you begin the path of a successful future with us.***



*Dr. James Mulli  
Academic Dean and President*



## IMPORTANT DATES

### MBA/MSDA PROGRAMS

<b>2024</b>		
SEP	9 - 15 Sep	Orientation Week
	16 Sep	Fall Term I Begins
DEC	15 Dec	Fall Term Ends
<b>2025</b>		
JAN	3 January	Winter Break Ends

### CERTIFICATE PROGRAMS

<b>2024</b>		
SEP	9 - 15 Sep	Orientation Week
	16 Sep	Fall Term I Begins
DEC	15 Dec	Fall Term Ends
<b>2025</b>		
JAN	3 January	Winter Break Ends

# CONTENTS

<b>Welcome to EBU</b>	<b>3</b>
Congratulations on your choice - EBU Key People	4
<b>The EBU Experience</b>	<b>8</b>
Your study experience EBU Student Community	11
<b>Your Planning</b>	
Your Support Network	12
Your Learning	13
Your Pathway to Academic Success	15
EBU Academic Requirements	17
Your Finances	20
Your EBU Online Campus	21



# WELCOME TO EBU



*Thank you for your choice of being a student at EBU. We understand that selecting a Institute is one of the most important decisions you will ever make. We are here to support you in every way possible so that you can reach your dreams and goals in the coming years.*

We are connecting learners worldwide online - Connecting you to Luxembourg and a world of opportunities; to earn a highly valued qualification that will open doors around the world.

EBU Website - Information Portal  
**W:** [www.ebulux.lu](http://www.ebulux.lu)

EBU Online Campus  
**W:** [www.connect.ebulux.lu](http://www.connect.ebulux.lu)



# CONGRATULATIONS ON YOUR EBU CHOICE

WE ARE EXCITED TO SEE YOU ACHIEVE YOUR GOALS AND REACH NEW HEIGHTS OF SUCCESS.  
WELCOME TO THE EUROPEAN BUSINESS INSTITUTE OF LUXEMBOURG.



## SUCCESSFUL GRADUATES

EBU Graduates have the support of our Student Services team to assist finding them places that fulfill their goals.



## ACCESS TO A GLOBAL NETWORK

EBU Network Hub creates events during the year where students have the chance to meet and discuss with international business leaders.



## GLOBAL CONNECTIONS

Extensive global study network, strong business partnerships and an alumni advantage.



## ACCESSIBLE CAMPUS

Campus Wiltz  
35, Rue du Château,  
L-9516 Wiltz  
Grand Duchy of Luxembourg  
Free Transport through  
Luxembourg.



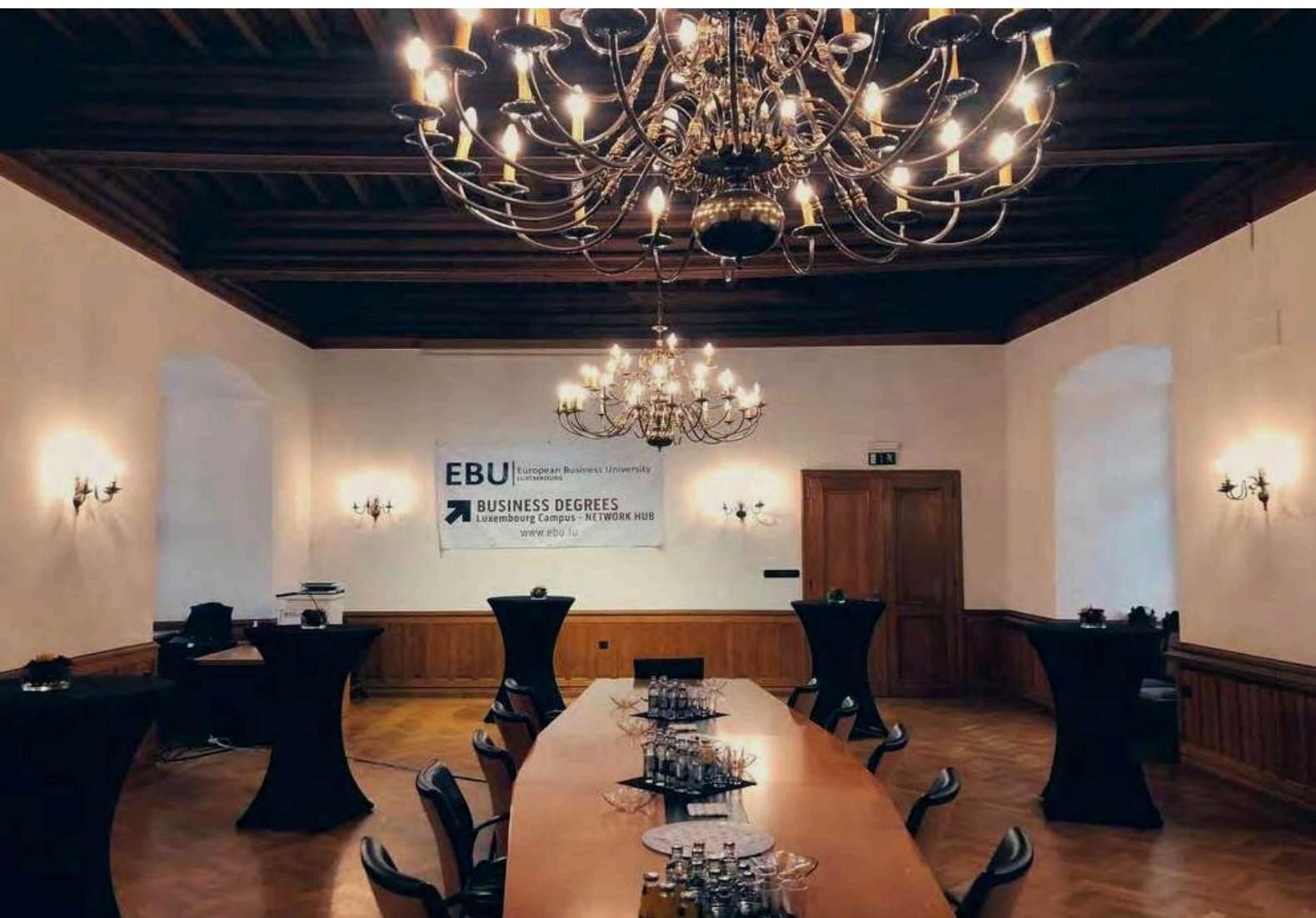
## CAMPUS WEEKS

A dynamic week of  
events, lectures and  
networking events that  
allow times for learning,  
mentorship, networking  
and a lot of fun!



## WORLD-CLASS ONLINE LEARNING

A technology  
infrastructure that is  
supported by our EBU  
Technology Support team  
and POST Luxembourg.



## EXCEPTIONAL PROFESSORS

We are not limited by  
location. We seek the  
best professors from  
around the globe who  
are not only academics  
but also active players  
in the world of business.



## LEADING RESEARCH

EU Research Institute  
and EBU partner  
together to create  
extensive research  
opportunities.  
[ebujournals.lu](http://ebujournals.lu)



## HIGH- QUALITY PROGRAMMES

Intensive, real-world  
based programmes  
that are dynamic and  
challenging, with in-  
depth opportunities to  
apply knowledge.

# KEY PEOPLE? ALL OUR PEOPLE ARE KEY

At EBU we value all the people who make the European Business Institute such a special place to work and to study. It is a goal of the EBU Leadership team that all our employees are valued, motivated and receive regular opportunities to further their own education and reach their personal goals. That's why as a student, you will always receive our friendly attention and warm welcome.



## ANN MATATI

Senior Technology Support Manager

Bachelor of Science (Computer Science) graduate

After graduating with a Bachelor of Science (Computer Science major) in 2019, Ann took the opportunities and knowledge she gained at Institute to secure a position at EBU administration and admissions team. She now works as the head of our Technology Department, helping hundreds of people shape their future and impact communities worldwide.

**Here is a list of offices who you may contact directly regarding your studies or to seek assistance.**

Please fill out the contact form by providing your full name and email address. Select the relevant office for your query, support, or general feedback from the drop-down menu options:

**Academics:** Only questions about course instructors and course material/content unresolved with the instructor.

**Course Instructor:** All questions related to your grades, access to course material and content should be directed to your course Instructor directly via the Student Cafeteria.

**Accounts:** Questions about payments and all Financial issues.

**Certificate Admission Office - Enrolments:** Inquiries about new Certificate programs and courses for new or returning students.

**Certificate Program Office:** General questions about Certificate courses for continuing students, missing or delayed certificate issuance, and related inquiries.

**Student Services Office:** Transcripts, course resit and retake instructions, and guidance for degree courses.

**Tech Helpdesk:** Technical issues and concerns.

Contact the appropriate office as above otherwise you will risk delaying a response. Briefly summarize the purpose of your contact in the subject field and describe your query, support, or general feedback in detail in the provided text area. If applicable, upload any relevant documents or files that can help us understand better. Once all required fields are completed, click the "Submit" button to send your inquiry. We will respond to your request as soon as possible.

Thank you for contacting us!

## CONTACT FORM

### ADMISSION OFFICE

Europe Mobile Phone available on everyday: +352 621 431 378

Africa Tel. +254 707 835 194

admission@ebulux.lu

### ADMINISTRATION OFFICE

Europe Tel. +352 621 431 378

(Available on Mon, Wed & Fri from 10am to 4pm CET)

Africa Tel. +254 707 835 194

## TECHNOLOGY HELP DESK

Before you reach out to the EBU Tech Help Desk team, please check your own computer hardware and connections, to ensure that the issue is not a simple cable or connection problem on your side.

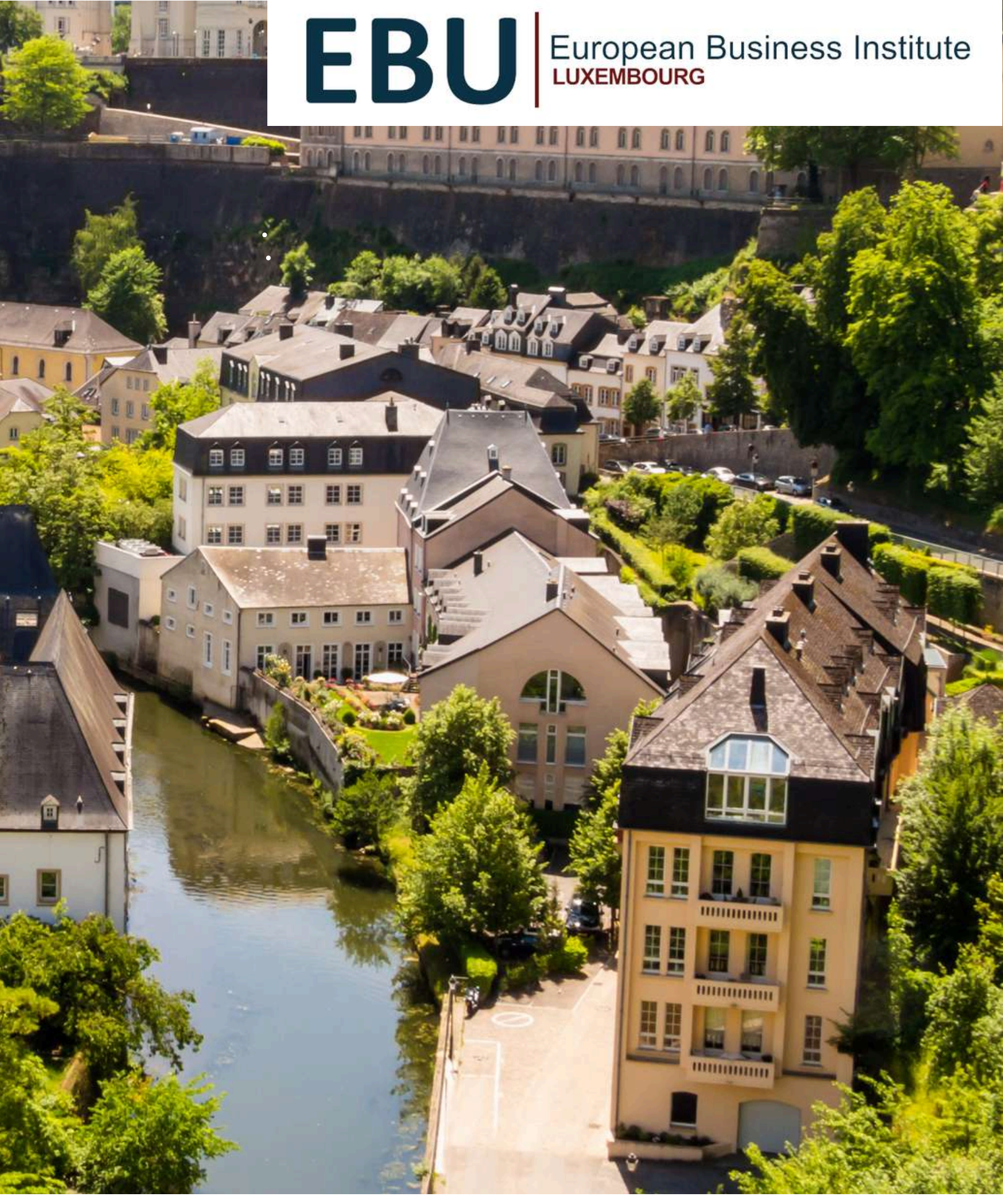
If your issue persists, please reach out to EBU Tech Team at [helpdesk@ebulux.lu](mailto:helpdesk@ebulux.lu)

**LU**  **EMBOURG**  
LET'S MAKE IT HAPPEN



**EBU**

European Business Institute  
**LUXEMBOURG**



# THE EBU EXPERIENCE

The European Business Institute of Luxembourg was built upon a philanthropic motivation to enable access to quality, 'world-class' higher education opportunities for all who had the motivation to learn, regardless of existing geographical, political, religious, physical or gender-based challenges.

The EBU team continues to implement this founding ethos whilst being dedicated to achieving and sustaining a tradition of academic excellence by ensuring EBU is at the forefront of digital innovation. The methodology applied by the Online Campus adheres to the EBU goal of simulating the 'campus' environment. For this purpose, you will interact with your professors and colleagues using the following tools:

## ONLINE CAMPUS

The EBU Online Campus platform will be used to deliver the courses and communication between EBU-students, professor-students, and student-to-student. You will be given access to the platform as part of the registration process.

## FORUM AND ACTIVITIES

The weekly online forum encourages interaction between students and the professor. You are required to actively participate in the forums as part of your evaluation process.

## SCHOLARSHIP WORK WORLDWIDE

EBU works with partners worldwide to provide Business Certificate scholarships to people who are financially and geographically challenged and who have a motivation to study business and give back to their community.

Currently we have over 18,000 students on Business Certificate scholarships and we are working with over 120 partners to make this happen.

## LIVE WEBINARS

You are required to attend weekly webinars that provide a live space for interaction. You are expected to attend live classes, participate and interact with other students and your professor.

All live webinars are recorded. In the event of absence or wish to review the lecture, you will be able to access a recorded version of the session



# EBU CAMPUS ACTIVITIES



# EBU CAMPUS ACTIVITIES

Students will be invited to participate in Campus Week events and seminars at least once before they graduate, However, participation in more than one Campus Week is also allowed and encouraged.



# THE EBU PHYSICAL CAMPUS VISITATIONS



Official visit with  
Amb. Prof. Bitenge Ndemo



Official visit with  
VC Eldoret Institute Prof. Dr. Teresa Akenga



Official Opening by  
Amb. Prof. Jacob Kaimenyi



Official Opening with  
the Mayor of Wiltz



Official Opening with  
Kenya Embassy to Brussels  
and EU Official

24000+

Students

175+

Countries

38

Faculty Members

130+

Partners

# A FEW OF OUR EBU STUDENT

## COMMUNITY



**CAPTAIN JETMUND RUNDE**  
EBU DBA Student - Cohort 2019  
Aspire Norway AS CEO  
NORWAY



**TINA KARME**  
EBU DBA Student - Cohort 2021  
Co-Founder and CEO Sustory  
FINLAND



**NICHOLAS BOHNLEIN**  
EBU DBA Student - Cohort 2018  
Dean of LSBE UK / Co-Founder & CEO at HeyOye  
SWITZERLAND



**MARTIN M.S. KARTOMO**  
EBU DBA Student - Cohort 2019  
Managing Partner at CP-FM  
HOLLAND



**ANNA SMOLJANINOV**  
EBU MBA Student - Cohort 2021  
Deloitte UK Analyst  
LUXEMBOURG



**SAIM KAAAN OZCOLAK**  
EBU MBA Student - Cohort 2021 EBU  
TURKEY



**FELNES DAANTOS-BAIS**  
EBU MBA Student - Cohort 2020  
Category Manager at AMAZON  
LUXEMBOURG



**VLADISLAV GASKAROV**  
EBU MBA Student - Cohort 2021  
Sales Manager SIPA  
LUXEMBOURG

A scenic view of a city, likely Luxembourg, featuring a large stone bridge with multiple arches in the foreground. In the background, there are several grand, historic buildings with distinctive architecture, including a prominent tower with a green roof. The scene is framed by lush green trees in the foreground and middle ground, suggesting a park or campus setting. The sky is blue with some light clouds.

# YOUR PLANNING

Planning is essential to the success of your study experience. Take the time to equip yourself with what you need to be organised and allow yourself the chance for success. Plan your finances, study equipment, working or family commitments. If you need assistance, ask a friend or family member to assist your planning.

# YOUR SUPPORT NETWORK

As a EBU student, you'll have access to a wide range of services to support you while you study.

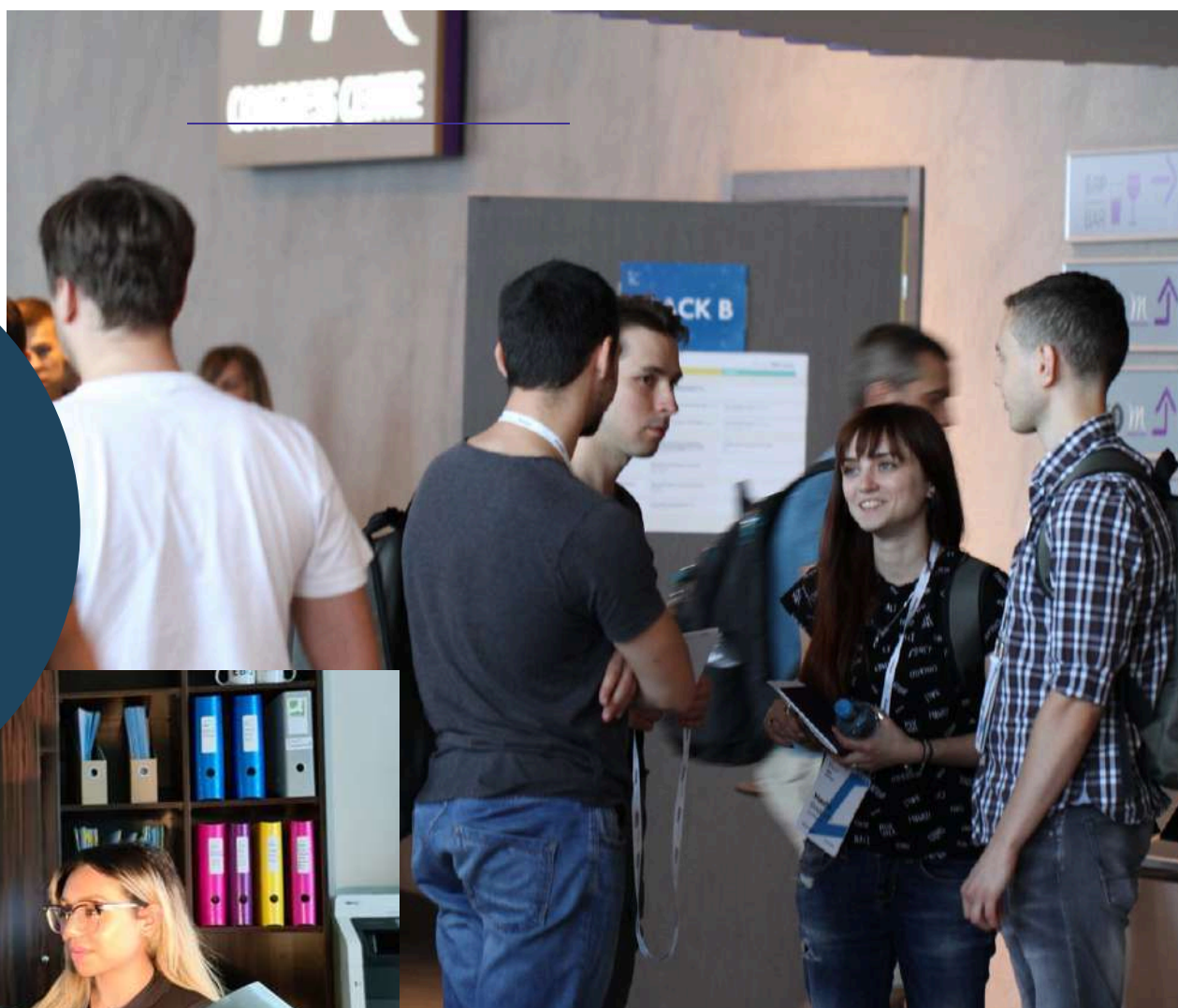
While online, you'll be able to:

- access live webinars
- have an EBU Digital ID
- communicate with professors and peers
- visit us on our EBU Wiltz Campus Luxembourg
- access a vast range of learning materials
- be updated with the latest calendar dates, events
- access academic information and notices
- participate in forum discussions
- be assessed using online exams and project based assessments.
- contact student support services
- read EBU Institute student information



## EBU ONLINE APP.

EBU online campus is available on your phone. The APP is free, easy-to-use, location-based application for mobile devices that connects staff and students directly with the EBU Online Content.



## Student Services

We're here to help you!

- International, Learning, and Disability Advisors
- Career Counselling
- Workshops to improve your academic skills
- Programs to help you socially connect

Student Services Office:  
[student.services@ebulux.lu](mailto:student.services@ebulux.lu)



# YOUR LEARNING

At EBU, you'll have access to a range of services and resources to help you get the most out of your studies, complete assignments and prepare for your exams.

## Teaching and learning

**At EBU, we use a range of teaching methods, including lectures, tutorials, laboratory practicals, fieldwork, group discussions, and online modules and workshops.**

Actively participate in class discussions, ask questions and express your personal viewpoints.

## Peer Assisted Study Sessions

Learn from students who have 'been there, done that' through Peer Assisted Study Sessions (PASS), a mentoring scheme offered by some faculties to help smooth the way for first-year students. Second- or third-year students, who have previously successfully completed a specific course, run collaborative study sessions of up to 25 students. They can provide advice on academic and non-academic coursework matters, as well as suggest effective study habits that will help you make the most of your time.

## Learning assistance

**Enrich your study skills and set yourself up for academic success with our range of online workshops, learning consultations, and peer writing support.**

Learn how to write assignments, prepare for exams, manage your time, improve your memory, and read and write critically. Our Learning Advisors can also consult with you individually to help you clarify ideas from workshops you've attended, develop your study skills, and give you feedback on assignments.

## Library and Resources

**You will receive excellent support for your research and study needs at EBU Library and Media Services**

The EBU Library has one of the largest collections among EU academic libraries. You will have access to extensive electronic collections that include books, journals, video and audio materials, databases, textbooks and other items on course reading lists, and more.

## Assessment

**Methods of assessment you will complete vary according to the courses you study.**

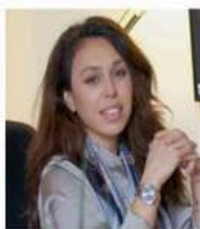
You may have to write assignments, take mid-semester and/or end-of-semester examinations, present oral reports, join in debates, participate in individual and group projects, or prepare research summaries and laboratory practical reports. Individual course assessment requirements are set out in course profiles (outlines), available online when classes start, and are usually explained to you in the first lecture.

Your academic results are determined by the relevant faculty at the end of semester. EBU strongly emphasises written expression in most forms of assessment, but good speaking skills are also essential. You will develop both during your program.

# The Executive Team that makes EBU happen.



**Dr. James Mulli**  
President/Academic Dean



**Kübra Erden**  
Director of Administration



**Isabel Bellon**  
Senior Academic Officer



**Ann Matati**  
Program Director/Senior Technology Support Manager



**Dr. Huberto Joo**  
Program Coordinator



**Josefina Bengoechea**  
Program Coordinator



**Gloria Queralt**  
French Campus Coordinator



**Tina Yu**  
China Campus Coordinator



**Sam Yu**  
EU-Asia Research Coordinator



**Peris Ranji**  
Scholarship Program Coordinator



**Rosemond Phil - Othihiwa**  
Scholarship Program Partnership Coordinator

# YOUR PATHWAY TO ACADEMIC SUCCESS ONLINE COORDINATORS

At EBU, each programme has a dedicated Online Coordinator. Their goal is to ensure that your study experience is one of consistent high quality, with exceptional support, in a tailored learning environment.



**Dr. Hubert Joo-Kitano**  
EBU Professor and MBA Coordinator



**Ms. Josefina Bengoecha**  
EBU Professor and Undergraduate  
Coordinator



**Dr. James Mulli**  
EBU Academic Dean and DBA Coordinator



**Dr. Frank Billingsley**  
DBA Online Coordinator

# YOUR PATHWAY TO ACADEMIC SUCCESS MEET THE PROFESSORS

Meet our dedicated and highly qualified EBU Professors.



Dr. James Mulli, PhD



Dr. Hubert Joo-Kitano PhD



Josefina Bengoecha



Dr. Frank Billingsley, PhD



Dr. Vera Hoelscher, PhD



Dr. Nick Beckley-Hoelscher, PhD



Diane Stephenson



Jan Kingsley



Konstantinos Biginas



Valentino Cremona



Anne Dwyer



Andreas Rambow



Dr. Georges Merx



Khalil El Ghazzi

All EBU Faculty

# ACADEMIC REQUIREMENTS

## Credits and Time Commitment

Students workload for undergraduate and graduate students is dependent on the ECTS requirements of each course. One ECTS credit corresponds to 25 - 30 hours of work. In most cases a full-time workload will range from 100-120 hours per 4 ECTS course per Term.

A typical undergraduate 10 ECTS course workload is as follows:

<b>Course evaluation: Study Load per 10 ECTS course</b>	<b>Total 276.5 hrs.</b>
- Lectures: 1.5 hours per week for (13 weeks)	19.5 hours
- Self-directed content learning & preparation: 9 hours per week (13 weeks)	117 hours
- Specific assignments: 3 x 3-hour assignments	9 hours
- Formative Assessments/Research assignments	4 hours
- Course Preparation and Discussion Forums: 2.5 hours per day for 10 Weeks	125 hours
- Written Summative Assessments	2 hours

A typical MBA 4 ECTS course workload is as follows:

<b>Course evaluation: Study Load per 4 ECTS course</b>	<b>Total 113 hrs.</b>
- Lectures: 1.5 hour per week for (10 weeks)	15 hours
- Self-directed content learning & preparation: 4 hours per week (10 weeks)	40 hours
- Formative Assessments/Research assignments	36 hours
- Course Preparation and Discussion Forums: 2 hours per week for 10 Weeks	20 hours
- Written Summative Assessments	2 hours

A typical MSDA 4 ECTS course workload is as follows:

<b>Course evaluation: Study Load per 6 ECTS course</b>	<b>Total 135.5 hrs.</b>
- Lectures: one hour and a half per week for (13 weeks)	19.5 hours
- Self-directed content learning & preparation: 4 hours per week (13 weeks)	52 hours
- Formative Assessments/Research assignments	36 hours
- Course Preparation and Discussion Forums: 2 hours per week for 13 Weeks	26 hours
- Written Summative Assessments	2 hours

# ACADEMIC REQUIREMENTS

## Assessment

Your performance on the different courses may be assessed through various forms including dissertation, examination, project, essay, presentation, practical work or any other exercise. The EBU Student Guidelines handbook (available at the Online Campus) has all the terms and conditions for all assessments, in full detail.

You will have two weeks after receiving a grade to review any assessment. Any comment or doubt about the grade must be dealt with within that deadline; after that, no requests can be considered. In the case of a grade appeal, you must follow the Grade Appeal Process in the Student Guidelines and Handbook.

## Make-up and Resit Exams

Are non-cumulative exams that are taken when an exam assessment is missed by a student during the regular semester. They should cover the same material as the missed exam. Students will only be able to take a make-up exam if their reasoning for missing their first exam falls under the Mitigating Circumstances Policy.

Resit Exams are comprehensive examinations that students with a final course grade of “40% - 54%” may opt to take. You must confirm with the administration your decision to take the resit option within the defined period.

## Grading System

EBU adheres to the U.K. Percentage Grade Scale. The grade conversion is the same for Undergraduate and Postgraduate Programmes and the pass mark is 40% for Courses.

If you have an unsatisfactory performance and/or fail to meet the requirements in a course you must repeat said course. Passing all required courses is a graduation requirement for both graduate and undergraduate students.

## Passing Grades

Students must achieve a passing grade in the final exam in order to complete a course. Passing all required courses is a graduation requirement for both graduate and undergraduate students.

The following table presents a description of the grades:

Grade	Description
<b>A</b>	Exceptional superior performance showing comprehensive understanding of the course matter
<b>B</b>	Good above-average performance with knowledge and understanding of course matter
<b>C</b>	Fair average performance with a basic understanding of the course matter
<b>D</b>	Marginal performance and adequate preparation for subsequent courses;
<b>F</b>	Fail repeat course. Unsatisfactory performance and/or failure to meet requirements in a course; students must repeat said course
<b>FA</b>	Fail due to absence. Repeat course. Unsatisfactory performance due to absenteeism; students must repeat said course passing grades. Students must achieve a passing grade in order to complete a course

# ACADEMIC REQUIREMENTS

## Official Transcripts

Grade reports will be communicated to you by the administration office approximately three weeks after the end of the semester/term. When technically feasible, the grade reports will be available on the Moodle platform. Final grades are not given to students by phone.

## Academic Probation

In addition to unacceptable attitudes, punctuality records or other misbehaviours, if you have a GPA below 3.0 after one term, you will be required to attend a meeting with the corresponding academic coordinator to discuss improvement. A second meeting, if necessary, will be held midway through the following term to check on improvement.

If the behavioural problem has not improved and/or the GPA is still below 3.0, a meeting will be arranged with the academic dean and the following courses of action may be followed:

- Suspension from the academic program
- Expulsion from the academic program

## Student Status and Withdrawal

You are required to declare your status at the beginning of the semester/term to apply the adequate tuition fee. Initially, you will be registered as full-time student. However, at the beginning of each term, you have the opportunity to amend the initial full-time enrolment via the withdrawal process.

## Manuals to the Degree Program

You must adhere to and familiarize yourself with the following manuals: [links](#)

- Honour Code
- Student Conduct Code
- Student Rights and Responsibilities
- Student Guidelines handbook

# YOUR FINANCES

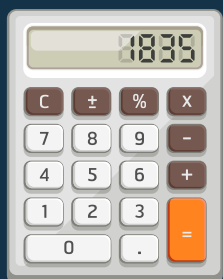
## Fees and costs

When you study at Institute, at the start of each semester or teaching period you are charged a tuition fee based on your programme of choice, study plan and level of study. Most students pay either: upfront or by month. An invoice will be emailed to you for electronic payment by the deadline dates indicated on each invoice. The invoice can be paid by bank transfer or credit card. Major deadline dates are advertised on our EBU website, online campus and events calendars, where possible.

Please note: non-payment or late payments should be avoided. Should you foresee a late payment, you must reach out to [accounts@ebulux.lu](mailto:accounts@ebulux.lu) to communicate your next payment date. Should non-payment occur without communication with student finance, access to your online platform will be withdrawn until payment is made.



Understanding the costs involved will help you be better prepared for Institute life.



## Fee Payments

To help you estimate your course fees for a study period, EBU can provide you with a payment plan.

Fees for 2023 are expected to be available from August 2022. Before you enrol, the EBU Admissions Office can help you develop a study plan.

**Admissions Office**  
E: [admission@ebulux.lu](mailto:admission@ebulux.lu)

LEVEL OF STUDY	TUITION FEES
DBA	€37,800
MBA, MSc.	€12,547
EBBA, Undergraduate	€11,498

# EBU ONLINE CAMPUS

## YOUR ONLINE LEARNING PLATFORMS

The online learning platform for the degree programs are located at [www.online.ebulux.lu](http://www.online.ebulux.lu) and [www.connect.ebulux.lu](http://www.connect.ebulux.lu) is for the scholarship certificate programme.

### FAST FACTS:

- Access is limited only to enrolled students, professors and EBU Administration staff.
- Upon enrolment you will be provided with a unique username and password to access EBU Online Campus
- The EBU Technology Department will send all credentials approximately 2 weeks prior to your course commencement.
- You will be enrolled in the EBU Student Area, where you can find information regarding your study at EBU
- The EBU Tech Helpdesk can assist with your general technology questions - email [tech@ebulux.lu](mailto:tech@ebulux.lu) for assistance
- You can download the Mobile App using this URL <https://download.moodle.org/mobile/>



# EBU IS MUCH MORE THAN A INSTITUTE

*WE ARE EXCITED TO SEE YOU ACHIEVE YOUR GOALS AND REACH NEW  
HEIGHTS OF SUCCESS.*

*WELCOME TO THE EUROPEAN BUSINESS INSTITUTE OF LUXEMBOURG.*





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