



UNIVERSITY
OF APPLIED
SCIENCES



Welcome to TSI

Student Guide



Welcome to TSI University of Applied Sciences!

You are now a university student – congratulations! We are happy to welcome you to the TSI student community. We hope the journey you are starting with us will be inspiring, rewarding, and full of new opportunities.



This guide will support you during your first steps at TSI. It explains the most important rules, systems, and services you will use throughout your studies.

Inside you will find:

- **Academic Year & Schedule**
- **Navigating the Campus**
- **IT Tools & Services/Student's User Account**
- **Assistance**
- **Grading System & Academic Debt**
- **Registration for a Semester and for a Free Choice Subject**
- **Tuition & Discounts**
- **Applications, Reference Letters & E-Ticket**
- **Facilities & Resources**

Quick contacts:

HelpDesk (IT support): helpdesk@tsi.lv, +371 67 100 555

Student Experience and Retention Department:
student@tsi.lv, +371 67 100 523

Please read the entire guide – it will make your adaptation easier and help you start your academic journey with confidence.

We wish you success in your studies and a great time at TSI!

ACADEMIC YEAR & SCHEDULE

The academic year is divided into two semesters:

- Fall Semester. **Studies: September-December, Exam Session: January**
- Spring Semester. **Studies: February - May, Exam Session: June**

You can find the official calendar with all key dates (start/end of semesters, exam periods, holidays) here: [Academic Calendar](#)

Class Schedule

Make sure to check it regularly, as changes can happen.

The class schedule opens 2 weeks before the start of each semester.

Initially, the class schedule is available for the first 2 weeks, after 2 weeks the class schedule for the entire semester opens.

Lecture Timetable

Full-time studies	Part-time studies on Saturdays
08:45 - 10:15	08:45 - 10:15
10:30 - 12:00	10:30 - 12:00
12:30 - 14:00	12:30 - 14:00
14:15 - 15:45	14:15 - 15:45
16:00 - 17:30	16:00 - 17:30
18:15 - 19:45	17:45 - 18:55
20:00 - 21:30	






The schedule is available in the TSI Schedule application.

Use the QR code, download the application and follow the changes.

Download TSI mobile app!
Discover new features and stay ahead

GET IT ON Google Play

Download on the App Store



my.tsi.lv



TSI Schedule

NAVIGATING THE CAMPUS



- **Classrooms:** the first digit of room number shows the floor. For example, Room 305 is on the 3rd floor.

Exception: The large lecture halls labeled **I, II, and III** are amphitheater-style rooms located on the **2nd floor**, even though they don't follow the usual numbering system.

- The **cafeteria** and **self-service coffee corner** are both located on the **2nd floor**
- Restrooms are available **on every floor** of the building.

Minimum Attendance - 60%

Clause 8.4 of the Study Agreement **Register your Student Card before each lecture no later than 15 minutes from the start of the lecture.** The student must attend at least 60% of the classes in order to receive a final grade for the course. You can find out your lecture attendance percentage in the Student Portal.



Frequent lateness may affect your attendance record or participation grade (if applicable).

Tip: Aim to be in the room **5-10 minutes early** to settle in and get ready.

Punctuality Matters

Please make sure to arrive **on time** for your classes.

The **class start time** is when learning begins - walking in late is disruptive to both your classmates and your lecturer.

IT TOOLS & SERVICES



+371 67 100 555



helpdesk@tsi.lv



2nd floor, Room 228



All IT tools and services, such as the

- Student Portal my.tsi.lv
- E-library lib.tsi.lv
- LMS e-learning environment e.tsi.lv
- Password reset service pass-reset.tsi.lv
- Invoice payments payment.tsi.lv
- E-mail, Office 365 apps www.office.com, etc., are provided in TSI and are available in one place on the website.

To log in the Office products, you need to enter the TSI computer network access `username+@students.tsi.lv` and a password.

STUDENT'S USER ACCOUNT



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helpdesk@tsi.lv



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In order to get access to the e-resources, you need to activate your user profile first, which will remain active throughout your studies. Follow the link pass-reset.tsi.lv



- 1) Enter your login as `st#####` ("st" + 5 digits of your student code, for example "st75121")
- 2) Enter the code seen in the picture and click "Register".
- 3) Confirmation message will be sent to your personal email (the one you gave us during the admission process). Follow the link in the e-mail that you have received, to confirm.

4) Your new password should include 8+ characters. Requirements for the new password: It must contain at least 8 (eight) characters including uppercase (A ... Z) and lowercase (a ... z) letters of Latin alphabet, as well as numbers (0...9) or special characters ([~! @ # \$ % ^ & * () - + = *]). The password must not contain the Login itself. If you are having difficulty activating your profile or accessing TSI Information Services, you should contact HelpDesk by phone or e-mail.

TECHNICAL ASSISTANCE

Technical issues are solved by HelpDesk.

Working hours on weekdays are 8:30 - 19:00, and Saturday 8:30 - 16:00.



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helpdesk@tsi.lv



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COMMUNICATION

For effective communication within the University, the following official channels must be used:

1. Official Student Email

- All communication with university departments, faculty administration, and other official units must be carried out exclusively via your official student email address
- This ensures proper student identification and protects the security of your personal data
- Using private or alternative email addresses may cause your message to be marked as spam, may not reach the recipient, or you may not receive a reply if it contains personal or confidential information



2. Messages and Consultation Forums in the LMS - you can communicate through the messaging tools and consultation forums available in the Learning Management Systems: e.tsi.lv and distant.tsi.lv

3. By Phone - for specific issues, you may contact the relevant services or departments directly by phone

4. In Person - you may also visit the Student Experience and Retention Department in person for assistance



Important: Before reaching out with questions, please first review this guide and the official university documents, as many answers can be found there.

CONSULTATIONS WITH LECTURERS

If you have questions about course material, assignments, or need extra support – you can meet your lecturer during consultation hours. Consultation times are announced at the beginning of each semester and are published in the schedule.

Tip: Use consultations to clarify difficult topics, prepare for exams, or discuss your progress – it's a normal and encouraged part of university life!

How to Find Consultation Times?

To see a lecturer's full schedule – including consultations – follow these steps in the class schedule system:

1. Open the **Schedule page**
2. In the **filter**, select the lecturer's last name
3. **Do not select a student group** - leave it empty

This will display the lecturer's complete schedule, including any open consultation times, which are usually available to all students, not just specific groups.

GRADING SYSTEM

Grades are posted in the Student Portal within 10 days of passing the test/exam, until the end of the term exams period. Grades for the graduating students are posted earlier. The term exams are held twice a year - in winter and in summer. Only students with no financial debt are allowed to participate in term exams.



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student@tsi.lv



1st floor, Room 100



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At TSI, student performance is evaluated using a **10-point grading scale**. A minimum of **4** is required to pass a course.

Assessment Types

Depending on the course, you may be evaluated through:

- **Exams**
- **Tests or quizzes**
- **Projects or coursework**
- **Presentations**

Grade	Meaning
10	Excellent
9	Very Good
8	Good
7	Fairly Good
6	Satisfactory
5	Almost Satisfactory
4	Weak Pass
1-3	Fail

Some courses have **midterms** and **final exams**, while others rely on continuous assessment throughout the semester.

Final Grade Formula

In many courses, your final grade is calculated as a **weighted average** of your results (e.g., 40% coursework + 60% exam). Details are always provided in the course syllabus.

You can check your grades at any time via the [Student Portal](#).

Individual works

to be performed independently, without plagiarism. Clause 4.6 of the Study Agreement, and Clause 2.1.3 of the Ethical Code.



ACADEMIC DEBT



Academic debt retake reexaminations are to be passed only during the resit weeks four times a semester, in accordance with the calendar of the academic schedule, as well as the additional fees are to be taken according to the Rectorate order.

Please, note! If you have more than 15 ECTS of academic debts, please contact TSI Student Experience and Retention Department.

Conditional registration: TSI and the student agree on a period, during which academic debts should be fixed and the student is allowed to participate in studies conditionally, or **Repeated studies:** Student retakes study material of the previous semester.



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IF YOU FAILED AN EXAM

1st resit

📅 During the term exams period;
Date & time to be arranged with your educator

€ 40 € per subject for bachelor's student
50 € per subject for master's student

📄 With an exam resit request assignment from the Student Experience and Retention Department (room 100)

2nd resit

📅 During debt resit reexaminations or next term exams period;
Date & time to be arranged with your educator

€ 40 € per subject for bachelor's student
50 € per subject for master's student

📄 With an exam resit request assignment from the Student Experience and Retention Department (room 100)

3rd retake

📅 After retaken studies, during the term exam period

€ 40-60 € for 1 CP
30 € for 1 CP (for Double Degree)
Masters:
50 -80 € for 1 CP
40 € for 1 CP (for Double Degree)

📄 Student retakes the course together with the formed current study group

REGISTRATION FOR A SEMESTER

Registration for studies in the Student Portal is mandatory for every student. Registration for studies constitutes the **Student's** confirmation of their intention to continue studies in the relevant upcoming study period (semester or academic year).

- For the **first year** students, upon concluding a Study Agreement with TSI, registration for studies for the relevant study period is carried out automatically;
- For EU Students, registration is conducted twice during the academic year: from July 1 to September 15 for the autumn semester and from February 1 to March 1 for the spring semester;
- For non-EU Students, registration is conducted once during the academic year: from July 1 to September 15 if the academic year begins in the autumn semester or from January 1 to March 1 if the academic year begins in the spring semester.



Upon registration for studies, the Student's Study Agreement with TSI is extended for the relevant study period, and an invoice for the tuition fee for this period is issued.

Students who have not registered for studies within the specified deadlines may register by submitting a written application to the Student Experience and Retention Department.

REGISTRATION FOR A SUBJECT OF FREE CHOICE



Subjects of Free Choice at TSI (C block courses) are courses that provide students with the opportunity to expand their knowledge and skills beyond the mandatory study subjects. These courses cover a variety of topics that may be of interest to students and offer practical skills that will be useful in the future.

When a **Student's** study plan indicates a "Subject of Free Choice," the Student must select a course that is not included in the main study plan, in accordance with the provided instructions.

Instructions for registration for C block courses are prepared by the Student Experience and Retention Department each semester and are sent to all students by e-mail.

Students register for a subject of free choice by selecting the chosen study course in the Student Portal.

TUITION FEE PROCEDURE



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Students from EU countries	Tuition fee per year	no later than 14 days prior to the beginning of the academic year
	Tuition fee per semester	no later than 3 days prior to the beginning of the semester
	Monthly payment	payment must be made by the 30 th date of the month for the next month of studies (starting from the 2 nd semester)
Students from other countries	Tuition fee per year	no later than 14 days prior to the beginning of the academic year

The day of payment is considered to be the day when the money gets into the TSI bank account. An invoice for payments for studies can be received in the Student Portal or in the Student Experience and Retention Department, room 100.

OVERPAYMENT

If you have been granted a tuition fee discount and an overpayment of fees from your side has occurred, you can transfer it to the next semester. The overpayment can be returned to the bank account over completion of studies and/or in case of getting expelled.

If you would like to receive the overpaid amount back to your bank account, you will need to submit a refund application and a payment request to the Student Experience and Retention Department. The overpaid amount will be returned within 30 days from the date of submission of the required documents.

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DISCOUNTS & SCHOLARSHIPS

The common tuition fee discounts:

Success in Studies up to 10%

is granted for good academic performance. A student can get a 10% discount given that his or her average grade for the previous semester is not less than 8, all grades are not less than 7 and the term exams had been passed on time.

Active Participation up to 10%

is provided for active work in the Students Council and to a leader of the group.



Big Family of TSI up to 20%

is granted to direct relatives of TSI students and direct relatives of TSI employees.

Alumni up to 20%

is granted to TSI graduates continuing their studies at TSI, as well as to applicants whose direct relatives graduated from RCAII, RAU, TSI.

Business Partner up to 20%

for the applicant/student who works in a partner company.

Social Assistance up to 20%

for people with disabilities, orphans, and children left without parental care, 3+ family card holders. Study support is provided by the European Union, business partners of the university, private funds and others.

Scholarship Studēt Gods - the social scholarship “Studēt gods” is available to full-time bachelor's and college programme students of all courses in Latvian higher education institutions who are up to 25 years old (inclusive):

“Youth 3+” – at least one of the student's parents is registered in the Register of Natural Persons with three or more children

“Parent 3+” – the student themselves is registered in the Register of Natural Persons with three or more children

“Orphan/Without Parental Care” – the student was registered in the Register of Natural Persons as an orphan or a young person without parental care before reaching the age of 18

“Disabled Person of Group I or II” – the student has a Group I or Group II disability, who meet the criteria for receiving the “Studēt gods” scholarship

Latvian State Scholarships - foreign citizens can apply for Latvian State Scholarships in the amount of EUR 500 to EUR 700 per month. Application call is open from 1st of February to 1st of April each year.

! Please, note

- Discounts are applied for a certain period of time (semester/full study period)
- Scholarships recipients are not entitled to discounts
- Discounts do not apply to students with academic or financial debts
- Discounts and scholarships do not add up

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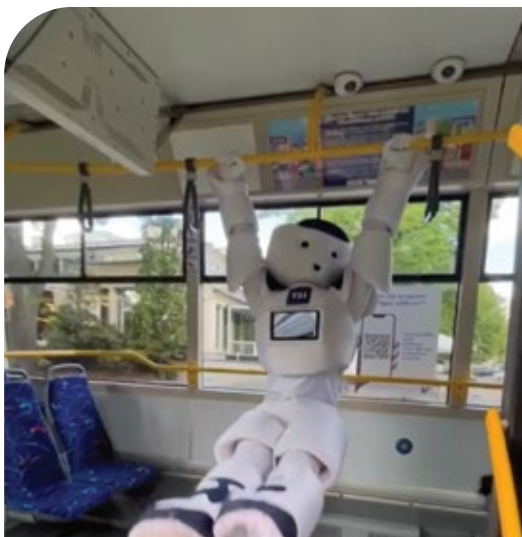
1st floor, Room 100

my.tsi.lv

APPLICATIONS, REFERENCE LETTERS & E-TICKET

To get documents related to the study process and to receive student status verification, hreference letters, and certificates regarding your legal or academic status, please contact the Student Experience and Retention Department. If you need to create an individual study plan or receive an exam and term test schedule, you can also contact the Student Experience and Retention Department.

TSI students have the opportunity to receive a public transport "Rīgas Satiksme" discount intended for students, by submitting a verification of student status to the customer service center or by submitting an individual electronic application on the website www.rigassatiksme.lv/lv/biletes/e-talons-studentam.



NOTE! All necessary reference letters (including a verification reference for an e-ticket) can only be obtained after the contract is signed and the tuition fee paid. Furthermore, foreign students additionally need to receive a TRP (Temporary Residence Permit) card.

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LABS



TSI has 20 labs with more than 25 different types of robots whose purpose is to support you in the study process. Leading researchers and lecturers of the university are keen to involve active students in the process of scientific research as well as in various projects. The labs are equipped with software management, mobile networks, navigation, radio and optoelectronic systems, various robots, 3D printers, etc.

TSI AdditiveLab is the only lab of additive manufacturing technologies (metal-based 3D printing) on the Baltic scale.



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1st floor, Room 125

Scientific & Research Journals

- Transport and Telecommunication
- Computer Modelling and New Technologies
- Research and Technology - Step into the Future

LIBRARY

• The library offers both electronic and printed resources. You can find them all in the library's electronic catalog at lib.tsi.lv. You can also review the library usage rules there.

• Printed resources can be reserved in the e-catalog for on-site use in the library or for borrowing, after becoming a library user and depositing EUR 10.00.

• Electronic resources are available to everyone, even outside the study premises, using a VPN connection.

• The reading room provides desktop computers and workstations for your laptop, as well as a multifunction device for copying and printing using the PaperCut system.





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library@tsi.lv



Library 2nd floor,
Reading room 225



lib.tsi.lv

Important!

Follow the deadline for returning books. Otherwise, a fine of EUR 0.05 will be charged for each day overdue. Lost information resources are replaced in accordance with the Library Terms of Use

SPORTS CENTRE



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tsisports@tsi.lv



TSI Sports Centre is located in the same building as university, from the Valerijas Seiles street side

The sports centre offers opportunities to improve yourself in volleyball, football, baseball, table tennis, yoga, and aikido. There is also a gym and a rock climbing wall. If you practice a certain sport professionally, you can qualify for a different types of support- tuition fee discount, extension of exam terms, as well as an individual study plan. Working hours daily: 9:00 - 21:00.

There is a special price offered for the gym membership for TSI students as well.

Sports activities are also available as part of the Block C electives.

AVIATION CENTER APAC



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apac@tsi.lv



4th floor, Room 410



www.apac.lv

Academic and Professional Aviation Center (APAC) implements all types of aviation education. It delivers world-class training programs for aviation industry professionals across the world.

APAC is accredited by European Aviation Safety Agency (EASA) and awarded with Certificate Part-147 to conduct basic training for category B1 – Technician Mechanics and for category B2 – Technician Avionics, type training for Airbus 320 family and CRJ CL600 aircraft types.

STUDENT COUNCIL



sp@tsi.lv



1st floor, Room 126

TSI Student Council regularly organizes educational, entertainment, and team-building events. Join the council and develop your communication & organizational skills, creativity, learn to represent yourself individually and the group's interests, and participate in various events.

ERASMUS + STUDENT EXCHANGE PROGRAMME



All TSI students, regardless of study mode, have an opportunity to participate in the ERASMUS + mobility programme for studies or traineeship abroad for a period from one week to 12 months at each level of education or after graduation. Currently, TSI has cooperation agreements with more than 60 universities for the implementation of the Erasmus+ programme. All TSI students can receive a scholarship of up to EUR 1074 per month. Calls for applications for the participation in the ERASMUS+ programme takes place twice a year - at the beginning of the semester. In addition, applications for the traineeships can be submitted throughout the whole year.



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erasmus@tsi.lv



1st floor, Room 100

Eligibility requirements for participation in the programme:

- Knowledge of the foreign language required for studies or traineeship
- Average grade of at least 7
- No academic, no financial debts

BUSINESS INCUBATOR iDEAHUB

TSI has an innovation and entrepreneurship center iDEAHUB, which supports talented students and their business ideas with professional project mentorship. If you have a start-up/business idea that you want to materialize, apply for participation in the iDEAHUB innovation project competition individually or in a team, and receive support for prototyping and developing your ideas, as well as help and training under the guidance of mentors.



ideahub@tsi.lv



1st floor, Room 114



ideahub.lv

CONFERENCES



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Rutkovska.J@tsi.lv



9th floor, Room 910

TSI organizes two research conferences each year – a great chance to get inspired, learn from real projects, and meet researchers.

- RaTSiF (Research and Technology – Step into the Future) Twice a year (December & April). Master's students must present. Bachelor's students are welcome to participate either as presenters or as listeners.
- RelStat (Reliability and Statistics in Transportation and Communication) October. All students can attend free of charge as listeners. PhD students often present as authors/co-authors.

Follow updates: TSI website → Research → Conferences & Collaboration
<https://tsi.lv/research/activities/>.

Top 10 common first-year mistakes - and what to do instead

! Delaying activation of student accounts (TSI email / LMS / my.tsi.lv)

- ✓ Activate all accounts immediately after receiving credentials, change your password, and confirm access to the timetable, courses, and grades.

! Using a personal email address for official communication

- ✓ Use your TSI student email only. Subject line format: Programme / Course / Request / Student ID.

! Missing semester/course registration steps

- ✓ In Week 1, verify that you are registered and that all courses are visible in the system. If anything is missing, contact the relevant support unit without delay.

! Not monitoring attendance requirements

- ✓ Check attendance regularly and ensure you meet the required threshold. If attendance drops, inform the lecturer early and follow the procedure for missed activities.

! Relying on outdated timetable information

- ✓ Check the official timetable frequently (preferably daily). Use the official page/bookmark and do not rely on screenshots.

! Paying tuition late and misunderstanding the "date of payment"

- ✓ Pay in advance, allowing time for bank processing. Keep the payment confirmation and verify that your payment status is updated in the system.

! Accumulating incomplete coursework (labs, assignments, tests)

- ✓ Follow a weekly study routine, track deadlines, and complete missed coursework promptly to avoid academic backlog before exams.

! Ignoring deadlines/procedures for resits and retakes

- ✓ If you fail or miss an assessment, check the official procedure immediately (dates, required approval/registration, and fees if applicable) and follow the required steps.

! Submitting work without proper referencing (risk of plagiarism)

- ✓ Reference sources correctly and submit your own work. If you use digital tools, review and verify the content and maintain academic integrity.

! Requesting support too late

- ✓ Contact the lecturer, programme director, or the relevant student support service as soon as an issue appears. Early communication helps resolve problems efficiently.

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