

区分	主な支援内容	詳細	留学生等	外国人研究者
来日・生活立上げ	渡日ガイドの提供	渡日時に必要となる交通手段、各種手続き、支援サービスなどの情報をまとめたガイドブックを提供する。	○	—
	在留資格認定証明書交付申請	本学が指定するウェブシステムに登録された情報に基づき、出入国在留管理局に在留資格認定証明書の交付申請を行う。	○	○
	航空券手配	新規入国に係る国際航空券の手配を行う。	—	○
	宿泊・交通手配	来日後の宿泊施設及び国内移動交通機関の手配を行う。	—	○
	到着時案内	仙台に到着する者を駅又は空港で出迎え、住居、宿泊場所又は本学まで案内する（移動には原則として公共交通機関を使用する）。	—	○
	行政手続き	住民登録その他必要な行政手続きに同行し、書類作成及び登録手続きを支援する。	—	○
	銀行口座開設	銀行口座開設に係る書類作成及び手続きを支援し、必要に応じて同行する。	○	○
	携帯電話・インターネット等契約	携帯電話、インターネット等の契約に係る書類の作成及び手続きを支援し、必要に応じ同行する。	—	○
	住居斡旋（学内寄宿舍を含む）	物件情報（マンスリーマンションを含む）の提供、不動産業者等との連絡調整、内見等への必要に応じた同行、書類の作成及び契約手続きを支援する。また、学内寄宿舍の申請に係る支援及び一部受付を行う。	○	○
	電気・ガス・水道の契約	電気、ガス、水道等の契約に係る書類の作成、手続きを支援する。また、現場立会が発生した場合の対応業務を行う。	—	○
	生活必需品の購入・レンタル	生活必需品（電化製品、家具、通勤・通学定期等）の購入・レンタル等に係る手続きを支援し、必要に応じて同行する。	—	○
	帯同家族の入園・入学等	帯同家族の保育園、幼稚園又は学校等の入園又は入学に係る書類の作成及び手続きを支援し、必要に応じて同行する。	○	○
	オリエンテーション	新構成員向けに、大学生活や本学の各種支援サービス等に関する情報提供を主としたオリエンテーションを春・秋に開催する。	○	○
滞在中	雇入れ時検診	雇入れ時検診に同行し、受診を支援する。	—	○
	在留資格の更新及び変更申請補助	在留資格の更新及び変更に係る申請の支援を行う。	—	○
	日本語教育	本学又は外部団体が実施する日本語教育プログラムに関する情報を提供する。	○	○
	日常生活における通訳支援	日常生活における通訳の依頼を受け付け、タブレット等による三者間通訳を行う。	○	○
離日・転出	医療機関への予約支援等	受診可能な医療機関の紹介、診療予約、タブレット等によるした三者間通訳を行う。症状に応じた外国語対応可能機関がない等により現地で通訳支援を要する場合付き添いを行う。	○	○
	帰国前準備ワークショップ	留学生ヘルプデスクの学生スタッフが帰国前に必要な準備について説明する。	○	—
	航空券手配	離日に係る国際航空券の手配を行う。	—	○
	宿泊・交通手配	離日前の宿泊施設及び国内移動交通機関の手配を行う。	—	○
	行政手続き	住民転出届その他必要な行政手続きに同行し、書類作成及び登録手続きを支援する。	—	○
	銀行口座解約	銀行口座解約に係る書類作成及び手続きを支援し、必要に応じて同行する。	—	○
	携帯電話・インターネット等解約	携帯電話、インターネット等の解約に係る書類の作成及び手続きを支援し、必要に応じ同行する。	—	○
	住居解約（学内寄宿舍を含む）	不動産業者との連絡調整、退去点検等への必要に応じた同行、書類の作成及び手続きを支援する。また、学内寄宿舍の退去に係る手続きを支援する。	—	○
	電気・ガス・水道の解約	電気、ガス、水道等の解約に係る書類の作成、手続きを支援する。また、現場立会が発生した場合の対応業務を行う。	—	○
	引越し及び不用品の廃棄	海外引越を取り扱う業者の紹介、不要物品の廃棄・回収等に係る申請及び連絡調整を支援する。	—	○
その他	帯同家族の退園・退学等	帯同家族の保育園、幼稚園又は学校等の退園又は退学に係る書類の作成及び手続きを支援し、必要に応じて同行する。	—	○
	相談	本学での活動や生活に関する各種問い合わせ、相談に対し、各担当部署と連携して対応する。	○	○

※各支援業務に係る被支援者の交通費及び外部機関との契約・支払い等に係る実費は本人又は部局負担とする。

	Service	Details	Intl. Students	Intl. Researchers
Getting Started in Japan	Pre-Arrival Guidebook	A guidebook with essential information on transportation, procedures, and support services for arriving in Japan will be provided.	○	—
	Help with the application for the issuance of Certificate of Eligibility (CoE)	Assistance in submitting CoE application based on information registered on the university's web system.	○	○
	Arranging of Flight Tickets (for travel to Japan)	Assistance in booking flight tickets for initial travel to Japan.	—	○
	Arranging of Accommodation and Transportation	Assistance in making hotel reservation and arrangement for domestic transportation in Japan.	—	○
	Guidance At Time of Arrival	Greet-and-guide transportation arrangements which includes meeting guests at the Sendai airport or train station and personally escorting them to their accommodations or our campuses. (public transportation is typically used)	—	○
	Help with Bureaucratic Procedures (e.g., Residence Registration)	Assistance with bureaucratic procedures at the ward office, such as residence registration, and the preparation of related documents.	—	○
	Help with Opening Bank Accounts	Assistance in preparing necessary documents required to open bank accounts and accompanying individuals to assist with registration as needed.	○	○
	Help with Mobile Phone and Internet (Wi-fi) contracts.	Assistance in preparing necessary documents for mobile service and internet subscription and accompanying individuals to assist with registration as needed.	—	○
	Support with respect to Housing (Including University Housing)	Assistance with tenancy process, including liaising with real estate agents to find prospective units, accompanying individuals to house viewings, and supporting them with the tenancy contract. We also accept and offer support with university housing applications.	○	○
	Assistance with Application Process for Utility Supply	Assistance with registration to initiate utility (electricity, gas, and water) supply in your home, and be in attendance as needed if any installation is required to start supply.	—	○
	Help with Purchasing/Renting Household Goods, Bedding, and Other Necessities	Assistance in purchasing or renting daily necessities such as electrical appliances, furniture, and commuter passes (for going to the university or work) and accompany individuals to purchase goods if needed.	—	○
	Assistance with School/Kindergarten Enrollment for Family Members	Support in documents preparation for school/kindergarten enrollment process and accompany individuals to assist with the enrollment process if needed.	○	○
	Orientation	Held in spring and fall, orientation helps new affiliates get familiar with life in academia and available support services within the university.	○	○
	Support with Health Screening Required Upon Start of Employment	Assistance in accompanying researchers during the health screening process conducted at the beginning of their employment.	—	○
While in Japan	Help with Extension of Residence Period and Change of Residence Status	Assistance with the application process for both the residence period extension and the change of residence status.	—	○
	Japanese Language Course	Providing information about Japanese language learning programs offered by Tohoku University and external organizations.	○	○
	Everyday Interpretation Support	Interpretation support through tablet or similar device-based services are available to help with communication in daily life.	○	○
	Medical Visit Support	Various support for medical visits is available, such as finding clinics, making appointments, and offering 3-way tablet interpretation. In-person support is provided if no language-compatible clinic is found.	○	○
Leaving Japan	Pre-Departure Workshop	Student staff from the International Student Help Desk will guide you through the necessary steps to prepare for leaving Japan	○	—
	Arranging of Flight Tickets (for leaving Japan)	Assistance with flight booking for those who are due to leave Japan.	—	○
	Arranging of Accommodation and Transportation	Assistance with hotel reservation and domestic transportation arrangement prior to departure.	—	○
	Help with Bureaucratic Procedures (e.g., Move-out Notification)	Assistance in completing pre-departure bureaucratic procedures, such as move-out notification, and preparation of related documents.	—	○
	Help with Closing of Bank Accounts	Assistance with preparations of documents required to close bank accounts and accompanying individuals to complete the process as needed.	—	○
	Help with Termination of Mobile Phone and Internet (Wi-fi) contracts.	Assistance in preparing necessary documents for the termination of mobile service and internet subscription and accompanying individuals to assist with the process as needed.	—	○
	Support with Tenancy Contract Termination	Assistance with tenancy contract termination process and be in attendance during the move-out inspection if required. We also aid with the procedures involved in moving out of university housing.	—	○
	Assistance with Cancellation of Utilities	Assistance with the termination utility (electricity, gas, and water) supply, and be in attendance on-site inspection is required upon termination.	—	○
	Assistance with Moving and Disposal of Goods	Assistance with moving process, including recommendations for moving companies and support with waste disposal and collection arrangements.	—	○
	Assistance with School/Childcare Disenrollment for Family Members	Assistance with school/kindergarten disenrollment procedures, and accompanying individuals as needed to provide support in completing the disenrollment process.	—	○
Others	Consultation	We offer consultation and respond to various inquiries and consultations related to activities and daily life at the university, in coordination with each respective department.	○	○

※Please note that any expenses incurred for transportation, as well as the costs associated with contracts, payments, or other matters involving external organizations in each support service shall be borne by the individual or their host department in entirety.