



In-person support



Online / mail-based support



Call center / three-way interpretation support

NEW



These are the support services offered by the ISC!

WHILE IN JAPAN

INTL.
STUDENTS

INTL.
RESEARCHERS

Help with VISA related matters	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.		
NEW 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	Assistance with flight booking for those who are due to leave Japan.		
Arranging of Accommodation & Transportation	Assistance with hotel reservation and domestic transportation arrangement prior to departure.		
Help with Bureaucratic Registrations	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 Wifi 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	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.		
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