

繕打 中文及英文 心得報告，應包含下列項目

(**中文至少 1,000 字+英文至少 500 字**。赴中國交換者不需撰寫英文心得。)

A. 學校簡介

約翰·克卜勒林茲大學 (德語為 Johannes Kepler Universität Linz，簡稱 JKU) 是一所位於奧地利上奧地利邦首府，第三大城市林茲 (Linz) 為紀念天文學家克卜勒的一所公立大學。該校設有社會科學 (包含經濟與商業)、理工、法律與醫學四所學院及由五棟充滿工業風格的建築物所構成的科學園區 (Science Park)。即使是現在也還有設施在進行施工，可見未來的潛能無窮。

該校也是林茲電車 (Linz AG) 1、2 號線的終點站。從維也納機場站 (Flughafen Wien) 坐奧地利國鐵 (ÖBB) 到林茲總車站 (Linz Hauptbahnhof) 需要大約 1.5~2 個小時，而從總車站搭電車到該 校的車站需要大約半小時。前一站的 Schumpeterstraße 是許多交換生距離住的宿舍最近的車站 (例如 STUWO，Julius Raab Heim 等)。

另外，該校的學生會 (Erasmus Student Network 組織，簡稱 ESN，在林茲大學有 REFI Linz 的別稱) 相當熱心。除了會提供交換生一些在奧地利生活的建議與推薦之外，還會定期與學校共同舉辦活動 (例如交換生歡迎派對、聖誕市集、校園與城市導覽等) 來幫助交換生逐漸熟悉環境和互相交流，成為朋友。

B. 國外研修之課程學習 (課內)，另外推薦受益最多/最喜歡的課程

來林茲大學的交換生只需要選滿 20 ECTS 的課程。如果有額外參與學期開始前的德語課與文化課 (Cultural Sensitivity Training)，可以獲得 5 ECTS，並且可以拿來抵銷交換生所需的 20 ECTS。這學期除了文化課之外，我還選了三個皆為 6 ECTS 的課程，分別是創造策略優勢 (Creating Strategic Advantages)、組織 (Organization) 與創業精神 (Entrepreneurship)。其中我最推薦

的課程是 Entrepreneurship。這個課程以基本創業知識為基礎，讓學生以不同工具分析不同的創業方法和不同類型的創業。授課的 Elisabeth Berger 教授也很鼓勵學生表達意見，且尊重每位學生的想法。學期中會有工作坊 (Workshop)，也就是跟其他交換生以組別的形式一起針對教授給的主題或活動去實際討論出一個問題的解決方案，並做成一個最多三分鐘的電梯簡報來跟其他組別分享。個人覺得工作坊很有趣，尤其特別喜歡用樂高積木做出方案雛形的階段。最後一堂課還會有創業家作為講師分享他在創業這領域的實際經驗，包括他們在成功前如何面對失敗與困境，相當立志。除了期中考的選擇題要回頭複習，期末要繳交心得報告之外，是個很有趣、能夠滿載而歸，壓力又不會太大的課程。

C. 國外研修之生活學習 (課外)

我住的宿舍 (Julius Raab Heim) 有附設的健身房和體育場，能夠在課程之餘來好好鍛鍊身體，或是跟其他交換生一起打排球。個人也很愛吃，平日沒課時會去宿舍附近的 WinklerMarkt 超市採購食材來烹飪有興趣的食譜當作該日的晚餐 (例如蛋黃麵 Carbonara、泰式紅綠咖哩等)，假日則是會出門去尋找各種在台灣找不到的美食。在多次的美食探險裡，最讓我驚豔的是在魯道夫街 (Rudolfstraße) 電車站附近，一年舉辦兩次的 Urfahrermarkt。對我來說，算是一個迷你版的德國啤酒節，遊樂園跟台灣夜市的結合。它擁有來自世界各地的食物攤販、遊樂設施和以光鮮亮麗的色彩點綴，簡直就是繽紛的美食天堂。除此之外，由於我是在冬天期間作交換生，很幸運地在奧地利度過第一次「真正的」聖誕節，並去逛林茲、維也納和薩爾斯堡的聖誕市集。搭配上一兩杯熱紅酒 (Glühwein) 或熱蘋果酒 (Glühmost)，整個過節的氛圍真的很棒。

林茲大學也會不定時舉辦一些活動。例如，十一月是它們的文化月，會指定五間林茲的博物館提供給交換生們免費參觀 (但要給櫃檯看林茲大學學生證，每間博物館只限一次)。另外，我也有參加這學期的學生會會長 Paul 所舉辦的薩爾斯堡一日遊，除了能更加認識這個城市獨特的歷史與

文化，還能跟其他交換生們互動聊天，整體而言相當有趣，且收穫滿滿。

D. 交換/研修之具體效益 (請條列式列舉)

1. 加強廚藝
2. 強化外語能力
3. 認識不同國家的文化，擴展世界觀與國際視野
4. 認識來自世界各地的新朋友，擴展社交人脈
5. 訓練自身對於行程與計劃的規劃能力

E. 海外生活期間是否曾遭遇困境，及是否解決問題？如是，請說明如何解決問題;如未解決，請說明事件最大的啟發及思考未來可以怎麼解決？

不論是正式使用在奧地利的超市 (例如 Hofer) 買到的預付卡，或是通過 LAVIS APP 使用宿舍的洗衣機與烘衣機處理髒衣服，都需要為在奧地利的銀行帳戶申請網路銀行服務。當時剛到林茲大學申請奧地利的銀行帳戶時，由於我是選擇 Raiffeisen，要跑的程序和所需時間會比同樣在學校裡有分行的 Sparkasse 久很多。而且，即使已經申辦完成，有幾次在洗衣服要付款時，卻還會一直顯示付款失敗，讓我非常懊惱。幸運的是，學校 Raiffeisen 分行的工作人員和 LAVIS 的客服人員都很耐心的聽我解釋遇到的問題，並以最快的速度或補償方案幫我解決。這讓我領悟到即使身處異鄉，遇到問題如果真的有不懂的地方，別因為怕丟臉就硬把它們扛著，慌張地只想靠自己來想辦法。適時讓專業人員幫忙，可以節省許多精力與時間。

F. 海外生活期間是否曾遭遇文化衝擊，您如何去面對及適應？

奧地利每逢禮拜日或國定假日，大部分的店家都會休息不營業。少數會營業的店家只剩下一部份的亞洲餐廳跟在加油站旁邊設立的 BILLA NOW。雖然在台灣也有些店家會選擇在禮拜日休息不營業，但整體規模是遠遠不如奧地利的。一開始面對這種情況時，我確實感到很驚訝和不習慣。

但後來，我學會在每週第二次去 WinklerMarkt 超市採購時，順便提前買好禮拜日的晚餐，午餐則是到學校附近的亞洲餐廳處理。不過，也因為奧地利獨特的休息文化，讓我為即使是禮拜日，也還是照常營業的台灣店家感到佩服。他們犧牲自己的時間來服務大眾，為我們持續帶來方便，想給他們的感謝與尊敬實在是說也說不完的。

G. 海外生活歷練是否為您人生帶來不一樣的改變或者個人特質上的轉變，最大的成長是什麼？

我在台灣是跟家人一起住，因此有很多事情都有他們幫忙處理。同樣的事情雖然在奧地利都幾乎是一個人處理，但也因此有很多的時間去磨練自己的應對能力，並了解自己在奧地利交換期間想要去做什麼事情或達成什麼目標，並規劃出適合的行程。

另外，我其實是個蠻內向的人。因為以前與同學相處有過不好的回憶，讓我在認識別人前多少都會被過去的陰影給影響，會不禁害怕自己會不會被討厭與嘲諷。即便如此，在奧地利交換期間，我克服了自己的困境，並以真誠、和善的態度面對我遇到的每一個人。當他們同樣也以真誠的笑容與熱情回應，甚至還很喜歡我面對每一個人都非常和善的心時，我就知道渴望自己想變得更好的努力不是白費的，也很慶幸自己在處人的心境上終於有所成長。

H. 感想與建議

作為我第一次出國的經驗，而且又是去距離家裡這麼遠的國家當交換生，說實話，難免會感到相當緊張與害怕。畢竟還沒出發前，對奧地利的認知與印象就只限在書本或影片裡，也不知道這個國家到底會為我準備什麼樣的體驗。然而，從學期開始前的文化課，到在交換生的群組裡認識的每一個人，到自己去親身探索奧地利等，每一段經歷與冒險都完全超出了自己的預期。

整體而言，我在這段時間學習了很多東西，並感到相當滿足。的確，到了在奧地利的最後幾天，要準備回台灣和跟這個美麗的國家道別的時候，難免會感到悲傷，但我還是要真心感謝奧地利在這段時間帶給我的全部，讓我能過得如此快樂與順遂。雖然在未來，不管是出差還是作為單純的

遊客，我不確定自己還會不會回訪奧地利。但我知道，我會永遠記得，並珍惜作為交換生在這個國家創造的所有美好回憶。

- I. 英文心得(包含學校簡介、課程學習、生活學習、具體效益、心得感想等等) 500 字以上
赴中國交換者免填英文心得

Johannes Kepler Universität Linz, or JKU for short, is a public university located in Linz, the third biggest city in Austria and the capital of Upper Austria. The university was named in honor of astronomer Johannes Kepler. It not only has four main facilities for social sciences (including economics and business), Engineering and Natural Sciences, Law, and Medicine, but also five industrial style buildings that make up the Science Park area. Even today, there are still some areas that are under construction, showcasing the infinite possibilities the university has for its future.

This university is also the last station for Lines 1 and 2 of the Linz AG Tram. Taking the train of Austria (ÖBB) from Vienna Airport Station (Flughafen Wien) to Linz Main Station (Linz Hauptbahnhof) takes about one to two hours, while taking the tram from the main station to the university takes about half an hour. The second-to last-station (Schumpeterstraße) is the closest station to their dorms for many exchange students (like STUWO, Julius Raab Heim, etc).

Also, the student union of the university (the Erasmus Student Network Group, ESN for short, also called REFI Linz in JKU) is very warm-hearted. They not only give exchange students advice and recommendations of living in Austria, but also host events with the university (like an exchange student welcome party, Christmas advent markets, campus and city tours, etc) to help exchange students be familiar with the environment and interact with each other, thus becoming friends in the process.

An exchange student in JKU only needs to select 20 ECTS worth of courses. If you also participate in the German course and the cultural course before the semester starts (Cultural Sensitivity Training), you can get a total of 5 ECTS, and they can be used to substitute some of the 20 ECTS needed as an exchange student.

For me, besides the cultural course, I also selected three courses that are all 6 ECTS. They are Creating Strategic Advantages, Organization and Entrepreneurship. Amongst these courses, I recommend Entrepreneurship the most. This course builds upon basic entrepreneurship knowledge and allows students to analyze not only different approaches,

but also different types of entrepreneurship using various tools. Professor Elisabeth Berger also encourages students a lot to express their thoughts and respects every opinion. There will be a workshop during the middle of the semester, which requires working with other exchange students as a group to come up with the solution of a problem (the topic or exercise is given by the professor). In the end, each team gathers what they came up with to create an elevator pitch (maximum three minutes) and share it with other groups. I think the workshop is very enjoyable, especially the step where we have to make a prototype of our solution out of LEGO bricks. The last session of the course even invited an entrepreneur as a guest speaker to share his experiences in this field, including their methods of facing failure and hardships before they succeed, which is very inspirational. Besides needing to review the course content for multi-choice questions of the midterm exam and preparing a reflective essay at the end of the semester, it is an interesting course that allows students to learn a lot without feeling too stressed out.

The dorm I live in (Julius Raab Heim) has its own fitness room and sports hall, allowing me to either train my body outside of classes or play volleyball with other exchange students. I am also a massive foodie. When I have no classes on weekdays, I will go to WinklerMarkt (a supermarket) near the dorm to buy ingredients and cook recipes that I am interested in as dinner for the day (like Carbonara, Thai Red/Green Curry, etc). On weekends, I will go out to search for various kinds of delicious food that is not available in Taiwan. Out of all the food adventures I have done, the one that amazed me the most was the Urfahrnermarkt, a festival near the Rudolfstraße tram station that only happens twice a year. To me, it is like a combination of a small Oktoberfest, an amusement park and a Taiwanese night market. With vendors serving food from around the world, various rides and lively bright colors to top it all off, it is just a colorful food paradise. Besides this, since I was an exchange student during winter, I was very lucky to be able to celebrate my first, "true" Christmas in Austria and visit the advent markets in Linz, Vienna and Salzburg. With a cup or two of mulled wine (Glühwein) or hot apple cider (Glühmost), the festive atmosphere is absolutely astonishing.

JKU also hosts events from time to time. For instance, November is their Cultural Month, and they pick five specific museums for exchange students to visit for free (by showing the ticket counter your JKU Student ID, which works only once per museum). Additionally, I did participate in the one-day trip to Salzburg hosted by Paul, the president of the Student Union that semester. This trip not only allows me to understand more about the unique history and culture of this city, but also gives me the opportunity to interact and chat with other exchange students. Overall, the trip was really fun, and I learned a lot.

Specific benefits during this exchange program/experience include:

1. Improving my cooking skills
2. Strengthening my foreign language skills
3. Understanding the culture of different countries, expanding world perspectives and international vision
4. Meeting new friends from around the world, expanding my social network
5. Training my planning and scheduling abilities

To summarize, as my first time going abroad to a country that is far away from home for my exchange program, I honestly felt nervous and did not know what Austria had in store for me. However, from the Cultural Sensitivity Training course, everyone I met in the Erasmus group, and me exploring Austria through my own eyes, each experience and adventure I had far exceeded my expectations. Overall, I have learned a lot during my time here, and as a result, I am quite satisfied.

While it is true that I felt a bit sad during my last few days in Austria when it was time for me to return to Taiwan and saying goodbye to this beautiful country, I still would like to genuinely thank it for everything that made my time here this enjoyable. While I am not sure if I will come back to Austria one day in the future or not, whether as a business trip or just as a tourist, I do know that I will remember and cherish all the wonderful memories I made there, for many years to come.