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Welcome from the Dean

I wish you a warm welcome to Amsterdam University College! You join us as a member of the Class of 2023, indicating the year you will graduate.

It is our vision that the innovators and thought-leaders of the future will have to be successful in working together across the boundaries of nationalities, cultures and disciplines. They will have to perform on a globally competitive level in scientific, cultural, corporate and public service sectors. It is therefore our mission to offer an international liberal arts and sciences bachelors programme that promotes academic excellence, while offering you a diverse and exciting learning environment. The global city of Amsterdam with its two major research universities and rich cultural heritage is a context where excellence and diversity can meet very naturally. We believe this is a strong model for preparing you for high-level performance in a 21st century knowledge economy that is fuelled by innovation, and to equip you for a globally engaged and culturally diverse society. We have high expectations of our students, as you do of yourselves. We expect you to contribute actively to the AUC community, its spirit, and its reputation. Your ideas, ambitions, creativity, and the fact that you come from so many different backgrounds guarantees the richness of the learning experience at AUC.

Of course, the world in 2020 is a difficult place for us all to be. The pandemic is impacting on all that we do, and we are adapting to the situation in many ways. At AUC, our aim is to deliver as much education as we can in our building, and to offer online courses when needed. This will require us all to be considerate and cautious. There will be firm guidelines on how to access and leave the classes, and we expect the whole community to be as careful as we can in keeping the campus, each other, and ourselves safe. It is also a year that has seen global mobilisation against discrimination and racism. At AUC we too are engaged in reviewing our practices and policies, to make the college a welcoming place for all, and do more to promote social justice. We can only do this together, so there will be opportunities in the coming months and years for you to join us in dialogue, as we shape our approach to inclusivity and diversity.

AUC students are motivated and ambitious. They work hard to reach their academic potential and to strive for excellence. Here, excellence is not necessarily understood in terms of obtaining good grades, but in terms of development as a student, researcher and academic citizen. AUC students interact directly with their teachers through course work, research projects, field trips, experiments, theses, and debates. They embark on global adventures by studying abroad, by pursuing internships and community projects, bringing broad-minded ideas and experiences back to the AUC community. They demonstrate entrepreneurship and engage with AUC partner organisations to build relationships and to reach out to the local community. They contribute to college life by inviting high-level speakers and by organising social activities.

Joining the AUC community means joining a vibrant environment that offers you a great range of opportunities. But you are expected to contribute to this community too, to be a real ambassador for AUC and to actively demonstrate what learning outcomes such as “engagement at local and global levels” and “personal and social responsibility” really mean. In doing so, you will follow in the footsteps of AUC graduates who successfully continue their studies in prestigious graduate schools and make a difference to the world.

I hope you will enjoy your AUC experience and that it will be a strong basis for your future success.
We are grateful for the support that we receive from our founding universities, the Vrije Universiteit and the University of Amsterdam, the City of Amsterdam, and the Dutch Ministry of Education and Science. In addition, we acknowledge the corporate sponsors of our AUC Scholarship Fund (ASF). Through the ASF, we support diversity and excellence at AUC, enabling students to study here for whom it would have been difficult to do so without a scholarship.

Professor Murray Pratt

AUC Dean
1. Introduction

Aim and purpose of this Handbook
This handbook is designed to provide you with practical and useful information for your life and studies at Amsterdam University College, including important policies and regulations such as Codes of Conduct. Please read all this material carefully, and keep it for reference. Any additional information and updates will be made available to you during the semesters, and new editions will be published each year.

Our mission and values: Excellence and Diversity in a Global City
A commitment to excellence, diversity, and the global perspective defines and drives AUC.

We seek excellence in all that we do and believe that it is not only the responsibility of each individual to strive for their best, but to create the conditions for the success of others. This requires respect: respect for yourself, respect for others, and respect for AUC.

Diversity is our strength. Our community is inclusive of race, ethnicity, nationality, culture, language, gender and gender expression, sexuality, religious beliefs, political beliefs, age, and ability. We aim to create an environment where every member of our community feels safe and comfortable. Different approaches, ideas, and values are integral to the creation of a vibrant and challenging learning environment. Diversity, however, requires not only tolerance but also understanding and acceptance. Tolerance, understanding, and open-mindedness are therefore expected of every member of the AUC community.

Finally, we believe that a global perspective is central to the success of every student. A global perspective requires active engagement with other individuals, communities, and the world. This engagement will be celebrated and valued at AUC.

With respect to teaching and learning specifically, we believe that excellence means:

- A reciprocal commitment to demanding academic standards and engagement on the side of the teacher and the student.
- Students take ownership of their learning process: prepare, participate, interact, and engage in self-reflection.
- Students are encouraged to learn more than expected, think critically, and make connections with what is going on in science and society.
- The teacher is an inspiring source of knowledge and provides guidance to learning.
- The student needs knowledge, to develop understanding, to analyse, and before being able to critically discuss a subject.
- While focusing on core concepts in their course, teachers relate course subjects to other fields and disciplines.
- The teacher varies the forms of class activities and evaluation.

Please note that every student enrolled at AUC is responsible for knowing and complying with the information in this handbook including AUC's Academic Standards and Procedures (Dutch acronym OER) and AUC's Codes of Conduct, so you are expected to read all of this material carefully and know its content. You are responsible for reading all published material and meeting all deadlines, including (but not limited to) the information in this handbook, your
rental contract with DUWO and the DUWO tenancy regulations for your accommodation in the residences, the AUC website and Canvas (AUC Student Information). If you fail to read the information available, this is not an acceptable excuse for missing deadlines or for being unaware of AUC policies and regulations!

Every effort has been made to ensure that the information in this handbook is accurate at the time of publication (August 2020). AUC reserves the right to correct errors and to clarify and update issues regarding policies and procedures and/or activities without prior notice. Changes and amendments made after publication will be made available to all students. Please note that AUC’s Academic Standards and Procedures and Codes of Conduct prevail over this handbook, if there is any conflict in the information provided.

If you have questions or need more information, please contact the AUC Student Services at the Information Desk in AUC’s Academic Building during their office hours.
2. AUC’s profile

Amsterdam University College
AUC is an inter-university institute of the University of Amsterdam and Vrije Universiteit. While studying at AUC, you will therefore be registered as a student at both the University of Amsterdam and Vrije Universiteit.

The two universities decided in 2007 to jointly establish AUC in response to the need, in a globally competitive environment, to nurture talent, develop it and attract it internationally; to widen choice in Dutch higher education, and create more avenues for excellence; to create more opportunities for students to major in science and science-related fields in a liberal arts and sciences context; and to the developments in bilingual and international education at secondary level.

AUC is a small, selective college offering a full-time three-year Liberal Arts and Sciences programme at Bachelor level, ensuring breadth and depth of learning by focusing on far-reaching themes and real-world problems in science and society, thus crossing the boundaries between science, social science, and the humanities. It aims high at academic excellence, through honours degrees and the selection of students and high calibre staff. It has an international and intercultural focus, reflected in a diverse and international student and staff body, an international curriculum and classroom setting, and training in intercultural competencies. It uses English as the language of teaching and learning and stimulates further language learning.

AUC offers an engaging academic and social context, supported by small class size, residential college setting and state-of-the-art facilities. It is reaching out to the community through off-campus community engagement and in-company internships.

AUC has an integrated approach to tutoring as an integral element of the teaching and learning model: tutors have a central role in the students’ learning experience and choices therein and are also involved in teaching.

Our founding universities: University of Amsterdam (UvA) and Vrije Universiteit (VU)
Both our founding universities are of great academic standing. Both the VU and UvA are listed in position 101-150 of the Academic Ranking of World Universities (Shanghai Ranking, 2019), and UvA is listed 62 and VU is listed 138 in the Times Higher Education World University Rankings 2020. The University of Amsterdam belongs to the League of European Research Universities (LERU). If you would like to know more about our founding universities, you can take a look at their websites: www.uva.nl and http://www.vu.nl.
3. Liberal arts and sciences at AUC

3.1 Liberal arts and sciences in the 21st century

A liberal arts and sciences programme traditionally provides a well-rounded education in the humanities, social sciences and natural sciences. It is undertaken in a spirit of free inquiry in order to both heighten your awareness of the human and natural world you inhabit and to support your personal development. Emphasis lies on acquiring the academic skills, knowledge and intellectual tools that will help you to be successful in any career that you may choose, including those not yet invented.

Why a liberal arts and sciences education?

Today's society is in a constant state of flux, and our future leaders need to be flexible, creative thinkers, able to cope with the complexity of the issues facing the world. A liberal arts and sciences education is an excellent foundation in this context.

In addition to factual knowledge, a liberal arts and sciences education prepares you to become a multilingual, informed and engaged global citizen, with well-developed intercultural competences, able to read intelligently, think critically and write effectively on the processes shaping our world.

The AUC programme reflects this through its wide curriculum. Apart from the disciplinary courses in sciences, social sciences and humanities, the Academic Core courses provide the necessary academic skills. You will learn to make complex connections across disciplines, cultures and institutions; become more creative in your problem-solving; more perceptive of the world around you. You will learn how to inform yourself about the issues that arise in your life, personally, professionally and socially, and to transform such knowledge into practical and ethical action.

The student body at AUC is international, as is the faculty, and students are encouraged to study abroad for a semester in their second or third year.

In addition, the frontiers of knowledge now call for cross-disciplinary inquiry, analysis and application. New pathways across the traditional dividing lines between liberal arts, sciences and the professional fields are needed. Students need to integrate and apply their learning by addressing the 'Big Questions' in science and society. They will learn to connect analytical skills with practical experience by putting knowledge to use. The AUC programme reflects this, aiming to create an academic community that is rooted in the very best traditions of the liberal arts and sciences, but actively oriented to the demands and challenges of the 21st century.

3.2 AUC’s curriculum structure

Liberal arts and science education is traditionally connected to the value of student choice, perceiving such freedom as a basis on which to create a culture of learning in which students display genuine motivation, innovation and self-direction. However, it should be clear that AUC students will be expected to use this freedom for innovation and discovery, rather than for freedom from requirements (i.e. it requires responsibility and accountability). You are free to choose your major and your electives (or a minor). At the same time, you have to fulfil certain requirements, which lead to a coherent individual programme.
The AUC curriculum structure supports this through its interdisciplinary and thematic approach (see previous section). And through a tutoring system (see section 4.4) which provides guidance to the students to develop a coherent focus to their studies over time.

In practical terms, you will have to meet several requirements to ensure that you graduate with excellent academic skills (see Academic Standards and Procedures, Articles 2.5 to 2.7), a solid grounding in one of the disciplines and a broad, interdisciplinary orientation.

Student choice is guided by the following principles:
- The curriculum consists of a total of 180 European credit points (EC) to be completed in six consecutive semesters.
- Students are required to complete Academic Core courses depending on their (intended) major, to be taken throughout the full (three-year) course of the programme.

Students are required to fulfil their major requirements (see Academic Standards and Procedures, section 2.7) in short:
- Students take a major in the Humanities, the Social Sciences or the Sciences.
- A major consists of ten major courses of 6 EC (of which at least 3 courses on the 300 level), two theme courses of 6 EC, and a capstone of 12 EC.
- The choice of major implies requirements for a certain set of Academic Core courses see Academic Standards and Procedures, section 2.7).
- At the end of the second semester, students should confirm their intended major with a detailed course proposal for their third semester to the tutor.
- Students choose 30 EC as electives.
  - These can be combined into a minor in a specific study area, but this is not obligatory.
  - The student’s choice of electives may also be guided by matriculation requirements (i.e. admission criteria of particular graduate programmes).
  - A minor consists of five courses in a field other than the major. See article 2.9 of the Academic Standards and Procedures for more details on requirements and making a minor declaration.
- Students are required to take at least one course in the areas of the sciences, the social sciences and the humanities.
- Courses are offered at three different levels: 100 level (introductory), 200 level (intermediate) and 300 level (advanced) (see also section 3.3).
- Theme courses are divided into introductory (100 level) and advanced (300 level) theme courses. Students must complete at least one of the introductory theme courses in their first year and one of the advanced theme courses as part of their major. Generally, students will take the advanced course for the same theme for which they took the introductory course in their first year.

The general requirements and the specific requirements for a bachelor degree in the sciences, social sciences and the humanities (including concentrations) are further specified in AUC’s Academic Standards and Procedures (OER), sections 2.5–2.7.
**Curriculum structure**

Academic Core (60), major (90), minor (electives, 30)

![Curriculum Structure Diagram](image)

**Figure 1: AUC’s Curriculum Structure**

3.3 Academic Levels

AUC courses are divided into three academic levels:

**100 Level**

100 level courses focus on instilling a disciplinary foundation and knowledge of core concepts, key authors and basic methods. They have no prerequisites and typically use college textbooks as main course material. Lecturers should be careful to link their courses to what students have learned in the introductory Theme Courses. Connections with the process of acquisition of academic skills (see Academic Core) should be sought.

**200 Level**

Courses at the 200 level are designed to deepen students’ knowledge of the discipline and their ability to connect their knowledge to problems in other disciplines. They have 100-level course(s) as prerequisite(s) and use college textbooks and sometime peer reviewed (overview) articles as main course material. Students will learn to link theory to methodology and to think at a more abstract and/or theoretical level. Courses at this level may also be related to the theme or themes to which to connect (e.g. Cities and Cultures, Social Systems, Health and Well-Being, etc.) to encourage cohesion throughout the curriculum. Particular attention shall be given to the integration and application of academic skills (e.g. research methods, Academic English, logic and argumentation) acquired in the first year.

**300 Level**

These courses are designed to deepen an appreciation for theoretical refinement, debate and controversy, and the methodological choices available to contemporary researchers in the discipline. They have 200-level course(s) as prerequisite(s) and include peer reviewed articles and or book chapters as course material.
material. Students have acquired an adequate general knowledge in the area to pursue some study in depth with the proper methodological tools. Particularly at this level, lecturers should also try to incorporate current relevant research findings in their course design and in the classroom experience. Lecturers may wish to share some of their own research and the process in which scholarly knowledge is created, discussed, and debated within a community of scholars. Students should be asked to think about how what they are learning connects with their capstone and the process of finding a research question, and carrying out research. Lecturers may suggest further areas for investigation leading to the capstone. Likewise, lecturers may construct course work with the capstone in mind. Courses at the 300 level may also be used as an opportunity to discuss graduate programmes and further career and research opportunities (e.g. graduate school) in the discipline.

Sequence of courses, prerequisites and concentration
Longitudinal logic in the sequence of courses is built into the structuring of courses at 100, 200 and 300 levels and are expressed in the prerequisites (if applicable) indicated for each course in the Course Catalogue. Coherence between a set of courses is guided by the prerequisites of the courses and tutor guidance.

3.4 Credits, workload and course planning

- The AUC curriculum has a total study load of 180 EC. Each year in the programme has a study load of 60 EC.
- Students take five courses per semester of six EC each.
- Each semester is divided into one period of sixteen weeks and one of four weeks (In agreement with VU/UvA 8-8-4 period).
- AUC distinguishes two types of courses:
  - Courses that run over 16 weeks
  - Courses that run over 4 weeks
- A course of 6 EC has a course load of 168 hours.
- Students thus have a course load of 42 hours per week, including 12-16 hours of classes per week, over a total period of 40 weeks per year.

Students complete four courses over a 16-week period and one course over a four-week period. Students complete the final requirements of the course in that period. The four-week periods will often be used for intensive language training, collaborative or project work, lab work, community projects, research projects and internships, or disciplinary courses. Students are sometimes permitted to take an extra, fifth, course during the 16-week period (You should discuss this with your tutor).

The start and end of the academic year coincides with that of VU and UvA, enabling mobility of students between AUC and the Honours Programmes of both universities during the second and the third year.

The AUC curriculum offers students many opportunities for individual choices, but students will need to plan their individual study programme carefully, bearing in mind possible prerequisites for more advanced courses. This is especially important for students majoring in science, where specific course prerequisites are common. Tutors will play an important role in helping students to plan their study programme and avoid any obstacles to their study progress (see the next section). Students are ultimately responsible for designing their individual study programmes with their tutor.
4. Who is who

An overview of AUC staff and committees is given below: for photos and short biographies, please see the AUC website, www.auc.nl.

4.1 Dean and Management Team

Prof. Murray Pratt is the Dean of AUC. He has the overall responsibility for the College, including the academic programme, the admission of students, personnel and finance, the well-being of AUC students, and the AUC campus. He is supported by his management team and by AUC’s academic and administrative staff. You are welcome to make an appointment to see the Dean through the College Secretary (collegesecretary@auc.nl).

Dr. Michiel van Drunen is Director of Education. He is responsible for the development, implementation, and management of the AUC curriculum, AUC’s academic staff, and the AUC tutoring system. He is supported by the Heads of Studies and Senior Tutor. You are welcome to make an appointment to see the Director of Education through the College Secretary (collegesecretary@auc.nl).

Dr. Belinda Stratton is Managing Director. She is responsible for the development, implementation, management, and administration of systems with regard to the buildings and facilities, student administration, general administration, services and communications, and finances. The Managing Director is assisted in these tasks by the support staff team (see 4.5). You are welcome to contact her through the AUC service desk, servicedesk@auc.nl.

4.1.1 Heads of Studies and Senior Tutor

Heads of Studies are responsible for the development, implementation, and management of the AUC curriculum in their own areas of the sciences, the social sciences, the humanities, and the Academic Core. They coordinate the teams of teachers from disciplines within their area, and work as a team with the Senior Tutor to ensure coherence as well as cross-disciplinary and interdisciplinary interaction across the curriculum.

Head of Studies for Humanities
Dr. Mariette Willemsen is Head of Studies for Humanities. Her office is in the Humanities Teachers’ Room; room 3.21 (e-mail m.f.willemsen@auc.nl).

Head of Studies for Sciences
Dr. Maarten Boerlijst is Head of Studies for Sciences. His office is in the Science Teachers’ Room; room 2.23 (e-mail m.c.boerlijst@auc.nl).

Head of Studies for Social Sciences
Dr. Julia Hoffmann is Head of Studies for Social Sciences. Her office is in the Social Sciences Teachers’ Room; room 3.24 (email j.hoffmann@auc.nl).

Head of Studies for the Academic Core
Dr. Marianne Riphagen is Head of Studies for Academic Core. Her office is in the Academic Core Teachers’ Room; room 2.27 (e-mail m.riphagen2@auc.nl).

Senior Tutor
Huan Hsu is Senior Tutor. As Senior Tutor, he is responsible for coordinating the tutoring system. Assisted by the Programme Coordinator, he also has a central role in the organisation of class enrolment per semester. You are welcome to
make an appointment to see the Senior Tutor, seniortutor@auc.nl. His office is in the Academic Core Teachers’ Room: room 2.27.

**Education Development Officer**

**Celestine Leah** is Education Development Officer, and reports to the Director of Education.

### 4.2 Core faculty

AUC’s core faculty is a highly qualified team of teachers with permanent offices at AUC. Most of them are also tutors, see ‘Tutors’ (section 4.4). There are also some desks for flexible working in and near the teachers’ rooms that are used by core faculty with small contracts and other teachers (e.g. from the VU and UvA faculties).

**Academic Core:**

**ACC teachers’ room, 2.27 & 2.28 (floor 2)**
- Dora Achourioti, MSc, MPhil
- Belén Arias García, MA
- Carmela Artiø Omil, MA
- Dr. Eddy de Bruijn
- Dr. Scott Dalby
- Dr. Melanie Eijberts
- Lorenzo Galeotti, MSc.
- Wade Geary, MA
- Dr. Jonathan Gill
- Huan Hsu, MFA (Senior Tutor)
- Dr. Maurits de Klepper
- Dr. Joost Krijnen
- Dr. Lara Mazurski
- Dr. Michael McAssey
- Dr. Shannon McBriar
- Angelika Port, MSc
- Dr. Marianne Riphagen (Head of Studies Academic Core)
- Dr. Dee Roytenberg
- Dr. Lotte Tavecchio
- Dr. Ydwine Zanstra

Faculty member Dr. Anne de Graaf also makes use of flex desks in the ACC teachers’ room.

**Social Sciences**

**SSC teachers’ rooms, 3.24, 3.25 (floor 3)**
- Dr. Michiel van Drunen (Director of Education)
- Dr. Vessela Chakarova
- Dr. Emma Cohen de Lara
- Dr. Hilla Dayan
- Dr. Julia Hoffmann (Head of Studies Social Sciences)
- Dr. Thijs Etty
- Dr. Maxim Kupovych
- Dr. Daniel Pinéu
- Dr. Melvin Schut
- Dr. Olaf Tans

**Humanities**

**HUM teachers’ room, 3.21 (floor 3)**
- Dr. Alexandra Brown
- Dr. Pedram Dibazar
• Dr. Allard den Dulk
• Dr. Janna Schoenberger
• Dr. Minou Schraven
• Dr. Marco de Waard
• Dr. Erinç Salor
• Dr. Mariëtte Willemsen (Head of Studies Humanities)

Sciences
SCI teachers’ room, 2.23 (floor 2)
• Dr. Forrest Bradbury
• Dr. Maarten Boerlijst (Head of Studies Sciences)
• Dr. Sebastian de Haro Ollé
• Dr. Anco Lankreijer
• Dr. Bart Verheggen
• Dr. Breanndan ‘O Nualláin
• Dr. Daan van Schalkwijk
• Dr. Cor Zonneveld
Core faculty member Dr. Margriet van der Heijden also makes use of flex desks in the Science teachers’ room.

4.3 Other faculty

Next to AUC core faculty, AUC courses are taught by a highly qualified and international faculty team drawn mostly from the University of Amsterdam or Vrije Universiteit. An overview of all AUC faculty is given on the AUC website www.auc.nl.

Most of these faculty members will not have permanent offices at AUC, but will make use of flexible workstations in the relevant Teachers’ Room or nearby offices. If you need to contact one of your teachers when they are not at the AUC academic campus, you can use Canvas (each course has its own Canvas site) or visit: http://www.auc.nl/about-auc/faculty/faculty.html.

4.4 Tutoring system

The AUC tutoring system, coordinated by the Senior Tutor, is designed to provide students with the academic guidance they will need to thrive in a residential liberal arts and sciences programme. It has been created to establish and maintain an individual connection between each student and the member of the teaching staff serving as their tutor.

Once accepted to AUC, you will be assigned a tutor, if possible in the field of your intended major. During the first year, your tutor will assist you in choosing your courses, offer advice about the curriculum, answer questions about the different themes and majors, introduce you to the different programmes AUC has developed to enhance your learning experience, and towards the end of the year, help you to declare a major and design a preliminary course plan for your remaining two years of study.

Each tutor is assigned a group of up to ten students. Your group will meet with the tutor for the first time during Introduction Week and you may continue to meet as a group throughout the first year. It is mandatory that you attend these meetings, as you will receive important information about studying at AUC. You will also be invited to meet individually with your tutor at least four times a year. Your tutor will provide you with an overview of your performance in your courses
at approximately the mid-way point of each 16-week period and also will meet you by the end of each semester to advise you on your course enrolments for the following semester (you are responsible for actually enrolling on your courses on time). Tutors are always available to schedule separate individual meetings with you to discuss any questions you may have in regard to your studies. In turn, you are expected to reply to your tutors’ correspondence in a timely fashion and if your tutor invites you to a separate meeting you must attend.

During the second and third years of study, your tutor will continue to provide you with specialised advice on your major, minors, internship and community project opportunities, study abroad programmes, and the capstone. Tutors are also a resource for any questions you may have about the complex process of applying to graduate school either here in the Netherlands or abroad.

Although group meetings will be less frequent in the second and third years, you will continue to meet with your tutors individually to enrol in classes and complete course planning. These meetings are integral to your success.

In addition to being very knowledgeable about AUC and its curriculum, the tutors are also an excellent source of information about the social, psychological, pastoral, and medical services that are available to our students, as well as about the facilities AUC, following UvA-procedures, could offer in case of individual needs (such as dyslexia, ADHD). If you ever have a question or would like to know more about these services, please feel free to contact your tutor.

**Tutors**

The tutors’ offices are on Floors 2 and 3 of the Academic Building. Rooms 3.15, 3.16, 3.17 and 3.18 (near the Merian Area) are available for tutoring sessions.

- Carmela Artome Omil, MA, room 2.27
- Dr. Forrest Bradbury, room 2.23
- Dr. Alexandra Brown, room 3.21
- Dr. Vessela Chakarova, room 3.25
- Dr. Emma Cohen de Lara, room 3.24
- Dr. Scott Dalby, room 2.27
- Dr. Pedram Dibazar, room 3.25
- Dr. Allard den Dulk, room 3.21
- Dr. Melanie Eijberts, room 2.27
- Thijs Etty, MA, LLM, room 3.25
- Dr. Lorenzo Galeotti, room 2.27
- Wade Geary, MA, room 2.28
- Dr. Jonathan Gill, room 2.28
- Huan Hsu, MFA, room 2.28 (Senior Tutor)
- Dr. Maurits de Klepper, room 2.28
- Dr. Joost Krijnen, room 2.27
- Dr. Maxim Kupovykh, room 3.25
- Dr. Anco Lankreijer, room 2.23
- Dr. Lara Mazurski, room 2.28
- Dr. Michael McAssey, room 2.27
- Breanndan O’Nuallain, MSc, room 2.23
- Dr. Daniel Pinëu, room 3.24
- Dr. Dee Roytenberg, room 2.27
- Dr. Erinç Salor, room 3.21
- Dr. Daan van Schalkwijk, room 2.23
- Dr. Minou Schraven, room 3.21
- Dr. Melvin Schut, room 3.24
• Dr. Olaf Tans, room 3.24
• Dr. Lotte Tavecchio, room 2.28
• Dr. Bart Verheggen, room 2.23
• Dr. Ydwine Zanstra, room 2.28
• Dr. Cor Zonneveld, room 2.2

The tutors work very closely with AUC’s Student Life Officer, who is a member of the support staff team. This role of Student Life Officer was created by AUC to strengthen the residential community aspect of the AUC programme, specifically at the interface of student life and the student residences (see also section 7.1). The Student Life Officer can also provide general guidance to students on health and well-being related issues. You can contact the Student Life Officer via email: studentlifeofficer@auc.nl.

4.5 Student services and administration

AUC has a small but dedicated team of support staff, who work hard to provide professional operational support to all AUC activities and to its students and staff.

If you have a question about an administrative matter, you are encouraged to consult Canvas first of all, where you will find comprehensive information and details of policies and procedures. You can contact the professional support staff team, ask questions and make requests for services through the Digital Service Desk.

You are also most welcome to come to the Office Hours at the Information Desk every lunchtime to talk to a member of the professional support staff team in person. Please come to the Information Desk at any time if you need to get in touch urgently with a member of the professional support staff.

Dr. Belinda Stratton is the Managing Director. The professional support staff team report to her.

Iris Effendi is the team leader for Admissions and Registrar.

Marcus Smit is the team leader for Services and Communication, and Internationalisation Officer.

Aino Kekkonen is our Student Life Officer. You can contact her directly via email: studentlifeofficer@auc.nl.

Janey Niemeijer is the College Secretary, providing administrative support to the AUC governance, AUC Dean and Management Team, and AUC International Advisory Board. The College Secretary also provides administrative support to the AUC Scholarship Fund Board.

Rowena van Asselt is an Administrative Officer and Secretary of the Board of Studies.

Wiebe Stuive is our Financial Officer, and also provides administrative support to the AUC Scholarship Fund Selection Committee.

Cheryl Moolhuijzen is Secretary to the Board of Examiners and an Administrative Officer in the Admissions and Registrar team. For BoE issues, please email secretary-boe@auc.nl.

Bob Kardolus is AUC’s Management Assistant, working in the Admissions and Registrar team.
Malu Pierik is SIS Local Coordinator in the Admissions and Registrar team.

Marlies van Daalen is our Admissions Officer in the Admissions and Registrar team.

Adam Popp is Administrative Assistant in the Admissions & Registrar Team

Jenny Hornikx is Administrative Assistant in the Admissions & Registrar Team

Gerylaine Campos is Alumni and External Relations Officer in the Services and Communication team.

Marliene Stolker is Study Abroad Programme Officer and CP/I support in the Services and Communication team.

Benjamin Garstka and Nora McLeese are Communications Assistants in the Services and Communication team.

Amber Roos is the Graduate Assistant in the Services and Communications team.

Grace John is the Graduate Assistant to the Student Life Officer.

Archana Ramdihal is our HR Officer.

Sandra Timmerman is AUC’s Quality Officer Institutional Research.

Jaap Boertje, Rina Rekers and Martin Versteeg are AUC’s Housemasters, responsible for the day-to-day running of the Academic Building and facilities.

4.6 Participatory Governance Bodies, Boards and Committees

4.6.1 The AUC governance

On 1 September 2016, AUC has became a cooperation of the science faculties of the VU and UvA: the VU Faculty of Earth and Life Sciences (VU-FALW) (now merged into the new VU Faculty of Science) and the UvA Faculty of Science (UvA-FNWI). The top governance of AUC is ormed by the Deans (decanen) of the VU and UvA science faculties, and the AUC Dean reports to them.

In their role as the AUC governance (AUC bestuur in Dutch), the Deans of the science faculties are supported by an advisory Board of Deans drawn from both VU and UvA, including at least one Dean of a faculty of humanities and at least one Dean of a faculty of social sciences. AUC’s Student Council nominates a student member to this Board of Deans, and the AUC Dean attends its meetings. The Deans of the science faculties need the approval of the Board of Deans with regard to AUC’s strategic education policy. The Board of Deans also has special responsibility with regard to ensuring deployment of high quality academic staff from the faculties of VU and UvA to teach at AUC.

As AUC’s top governing body, the Deans of the science faculties report to the Executive Boards of the VU and UvA. The Deans of the science faculties are jointly responsible for AUC’s strategic management, our education policy and its implementation, our policies with regard to buildings, finances, and human resources, and our quality assurance system. They are also responsible for adopting AUC’s Academic Standards and Procedures (onderwijs- en examenregeling, OER) and monitoring the implementation. They appoint the
Board of Studies, the Board of Examiners, and the International Advisory Board, and adopt AUC’s budget and year plan.

4.6.2 The Board of Studies (‘opleidingscommissie’)

The Board of Studies’ role is to help safeguard the quality of the degree programme, by giving advice, asked or unasked, to the AUC governance and management team on its quality and the education being offered. In particular it performs an annual evaluation of the way in which the Academic Standards and Procedures (AS&P) have been implemented, and advises on any changes. To this end, the Board of Studies can make use of a variety of data, including course evaluations, curriculum evaluations, graduate surveys, NSE and other external survey data, which are brought together in the AUC Quality Report.

The Board of Studies has eight members: half of them are academic staff that teach at AUC and half are AUC students. The AUC Student Council is responsible for nominating the four student members, and for ensuring that all three majors are represented and at least one second-year and one third-year student is included. The academic staff in the four areas (humanities, sciences, social sciences, academic core) nominate the four staff members, one from each area (elections are held if there is more than one nomination per area).

From 1 September 2017, the Board of Studies has gained additional rights and responsibilities following changes to the Higher Education and Research Act (WHW). In particular, the Board of Studies gained approval rights on some parts of the AS&P, and is designated as a representation body (medezeggenschaps–orgaan).

The members of the Board of Studies can be found here: https://canvas.uva.nl/courses/7037/pages/board-of-studies

4.6.3 The Board of Examiners (‘Examencommissie’)

The Board of Examiners is responsible for the conduct of examinations and assessment. Its tasks are further explained in the Academic Standards and Procedures of AUC. In particular, you will usually need to get approval in advance from the Board of Examiners for any deviation or exception from the regular study programme. The Board of Examiners also handles cases of fraud or plagiarism committed by students, and acts as AUC’s BSA committee and colloquium doctum committee. Members of the Board of Examiners are senior members of AUC’s faculty.

All correspondence to the Board of Examiners should be directed to Cheryl Moolhuijzen(secretary-boe@auc.nl), secretary to the Board of Examiners.

Note: for some categories of commonly submitted request (exemptions, extensions, grade appeal etc.), you can make your request to the Board of Examiners through the Digital Service Desk on Canvas: https://uva-ac.topdesk.net/tas/public/xfg/aucrq4. Please consult your tutor before sending a request to the Board of Examiners.

The members of the Board of Examiners are:
- Prof. Dr. Jan Bouwe van den Berg (chair), AMC
- Dr. Alexandra Brown (vice chair), AUC
- Dr. Anco Lankreijer, AUC
• Dr. Melvin Schut, AUC
• Dr. Tommy Pattij, External Member

The judicial protection (“rechtsbescherming”) of AUC students is placed with the Vrije Universiteit. The Board of Examiners therefore works in accordance with the VU regulations for such bodies. Appeals of decisions of the AUC Board of Examiners need to be addressed to the Vrije Universiteit Examinations Appeal Board (VU COBEX), [https://www.vu.nl/en/about-vu-amsterdam/contact-info-and-route/departments/complaintdesk/appeals-examinations-appeals-board/how-to-lodge-an-appeal/index.aspx](https://www.vu.nl/en/about-vu-amsterdam/contact-info-and-route/departments/complaintdesk/appeals-examinations-appeals-board/how-to-lodge-an-appeal/index.aspx). It is wise to consult your tutor before sending an appeal to VU COBEX.

Please be aware that a request to the Board of Examiners can take up to six weeks to process. If you want to object to a ruling from the Board of Examiners with the College van Beroep voor de Examens (COBEX) of the VU, you have to do so within 6 weeks of the BoE’s ruling.

4.6.4 The Admissions Committee [Toelatingscommissie]

The task of the Admissions Committee is to decide on the admission of students to AUC. To this end, the Committee implements the criteria and selection process as specified in AUC’s admission policy and made available to prospective students. The Admissions Committee consists of the Dean (chair), the Director of Education and the Senior Tutor. The Admissions Officer is Secretary to the Admissions Committee.

4.6.5 The International Advisory Board

The International Advisory Board comprises external stakeholders (e.g. from business, industry and local organisations) and members from the European/international higher education community. This Board meets annually and advises the AUC Dean on AUC’s role and position in the local, national and international context. Members of the International Advisory Board are appointed by the AUC governance, following the recommendation of the Dean. For more information on its members please refer to AUC’s website [http://www.auc.nl/about-auc/organisation/international-advisory-board/international-advisory-board.html](http://www.auc.nl/about-auc/organisation/international-advisory-board/international-advisory-board.html).

4.6.6 The AUC Student Council

The representation (medezeggenschap) of AUC students is organised through the AUC Student Council, which is established as a subsidiary body of the Faculty Student Council of the VU Science Faculty (VU Faculteit der Bétawetenschappen). The AUC Student Council has the following rights and obligations:

Right of approval regarding the adoption or amendment of:
- the Academic Standards and Procedures (OER), except for the subjects referred to in WHW and the admission requirements;
- the Student Handbook, insofar it concerns the completeness and up-to-dateness of the Student Handbook;
- headlines of the AUC budget;
- rules pertaining to safety, health and welfare.

The AUC Student Council holds advisory powers concerning:
- matters concerning the proper procedures within AUC;
- AUC policy regarding the student facilities;
• AUC policy regarding the teaching facilities;
• before (re)appointing or dismissing the AUC Dean, the AUC governance overhears the Student Council confidentially;
• before appointing or dismissing the AUC Director of Education, the AUC Dean overhears the Student Council confidentially;
• request for advice and proposed decisions are communicated in writing to the Student Council;
• except for emergencies, the Student Council decides within 30 working days after the request on either the approval, refraining of approval or the provision of advice.

When advice is requested on an intended decision:
• Advice is requested at a time when it can be of significant impact on the decision-making
• The Student Council is enabled to conduct preliminary consultation with the AUC Dean
• The Student Council is informed on the manner in which their advice was taken into consideration, as soon as possible in writing¹
• The Student Council can, if the AUC Dean does not follow the advice, partially or in its whole, and, if absolutely necessary, consult the AUC Dean once more before the final decision is made

The AUC Student Council works according to VU regulations on student participation (See: VU Code of Governance ("VU-bestuursreglement"), chapter VI and “further regulations on Participation”)

The AUC Student Council meets regularly with the AUC MT, and with the AUC governance and with other AUC boards and committees as appropriate or required.

The AUC Student Council nominates a representative to attend meetings of the AUC-DUWO working group that monitors implementation of the AUC-DUWO agreement. The agreement ensures that all AUC students are accommodated together in student residences owned by DUWO close to the AUC Academic Building.

Other informal and informative meetings:
The chair of the AUC Student Council and the president of the AUC Student Association are always invited to the official AUC Start of the Year Meeting and the Faculty Development Seminar.

In general, students can provide input throughout the year through Focus Groups (with the AUC Student Council).

The elections for the AUC Student Council are held yearly, under the supervision of the Oversight Committee Student Council Elections and according to the VU regulations regarding student representation (see 4.6.7).

Members of the AUC Student Council cannot hold a paid student assistantship at AUC.

The Student Council members for 2020-2021 are:

¹ E.g. minutes of a meeting in which this has been discussed.
Preksha Bapna  
Ange Asare  
Jules Declérieux  
Karla Rojas  
Laura Aker  

Contact:  
info@aucsc.nl  
Canvas  
Office Hours: to be announced

4.6.7 Oversight Committee Student Council Elections

The AUC Student Council Election Committee oversees the yearly election of the AUC Student Council. This is done in accordance with VU Code of Governance (see above).

Its members in 2020 were:  
- Dr. Joost Krijnen  
- Bob Kardolus (secretary)  
- Dr. Anco Lankreijer

4.7 AUC Quality Assurance

AUC values the importance of internal and external quality assurance. In particular in regard to the international context for quality, AUC seeks formal accreditation from an international accreditor, specialised in liberal arts and sciences education. In 2013, AUC was reviewed by an international accreditation panel according to the standards of the Netherlands Flemish Accreditation Organisation (NVAO). The outcome of this review by QANU² accreditation committee was positive and AUC was rated on all three standards ‘good’ and the accreditation committee provided useful comments to further strengthen the AUC learning experience.

Quality in AUC is foremost based on the quality of its faculty in terms of their qualifications, experience, motivation and commitment to AUC and the framework of responsibilities in which they are expected to perform. Furthermore, quality at AUC recognises the importance of feedback and follow-up to this feedback. This why student participation is a key element for AUC quality assurance (see also section 4.7) and to strengthen the AUC community at large. Over the past years, proposals from students (Student Council, AUCSA, Student Panels, Focus Groups, individual student requests) and alumni were adopted and implemented.

4.7.1 Instruments and Structures for Quality Assurance

AUC runs approximately 250 different courses each year, which means that well over 1,000 assessments are taken by our student population. Recognizing that it is not practically feasible for a single committee to review each and every assessment, AUC designed a three level approach to guarantee the quality of assessments, and particularly of written exams. The first level is that AUC carefully selects its lecturers, based on their qualifications (Basic Teaching Qualification or higher) and experience. The Heads of Studies introduce new lecturers to AUC and to AUC’s assessment policy. The second level is our peer

² Quality Assurance Netherlands Universities (QANU)
review system. Using the peer review system makes sure that the quality assurance cycle of course and assessments evaluations is lecturer-led, while at the same time the in-depth procedure offers a tool for dynamic curriculum improvement. The third level is an independent analysis of a sample of tests to ensure technical compliance. The Director of Education (DoE) draws samples for external testing to check and control quality, and the Assessment Committee of the Board of Examiners check the quality care process and assure quality.

In addition, each semester the Heads of Studies choose one discipline or area for a more extensive review meeting with the respective lecturers’ self-reflections, course manuals and recommendations for adjustments. These meetings look at the course content, assessments and the relationship of the courses to each other in the discipline or area of the curriculum. The Heads of Studies send a report of these meetings, including proposed adjustments, to the Board of Examiners.

The UvA stipulates use of the PDCA (Plan, Do, Check, Act) cycle outlined by the UvA Quality Assurance Framework as its foundational structure for determining quality control, quality assurance and quality improvement. To ensure quality improvement within this level of the institution, the full cycle must be implemented, and in a manner which corresponds to the central policy frameworks established by the institution.
5. **Campus setting in Amsterdam Science Park**

A very important characteristic of the AUC educational concept and academic community is related to its residential character. The AUC learning experience combines study and cultural and social life in a campus setting. This allows you to focus on your study, to cooperate and discuss with fellow students and lecturers both during and after class hours, and to engage together in (organising) social and cultural activities. It is also in this context that the diversity of the student body becomes a true intercultural and social learning experience. The AUC campus is located in Amsterdam Science Park, in the Watergraafsmeer area of the city.

5.1 **Amsterdam Science Park**

AUC’s location in Amsterdam Science Park, where it is surrounded by a number of top national research institutes (AMOLF, NIKHEF, CWI, SurfSara) and the Faculty of Science (FNWI) of the University of Amsterdam, strongly supports its focus on the sciences and its target to enrol 50% of its students as a science major. Ties have been established with all institutes in connection to AUC’s curriculum themes and tracks. This location clearly offers an excellent learning environment in which students have access to a research environment of international allure and where they interact directly with internationally renowned researchers. A growing range of research internships and capstone research is performed in the institutes of Science Park.

5.2 **Campus life**

All AUC students are guaranteed accommodation, and the residential aspect of the international campus is an essential part of the AUC learning experience. You live on-campus in the AUC student residences, located on the Carolina MacGillavrylaan, for all three years of your studies. You rent your accommodation in the student residences directly from DUWO housing association (www.duwo.nl), who own and run the residences. For all practical things to do with your rental contract, and services, facilities, maintenance etc. in the residences, you will need to talk to your landlord, DUWO. In the absence of a Tenants Association the Student Council represents AUC students’ common interests as tenants to DUWO.

5.2.2 **DUWO tenancy regulations and AUC Social Code of Conduct**

The AUC Social Code of Conduct and DUWO tenancy regulations and house rules are designed to support successful community living, based on respect and consideration for others. There have to be rules, and you are responsible for knowing and abiding by them. Most of it is basic common sense and very practical: for example, ensure shared areas in the residences (balconies, common rooms, etc.) are kept clean; keep the noise down, especially at night; make sure your guests also observe the house rules; don’t leave stuff (trash, bikes) in the corridors or stairwells (they are emergency escape routes); and don’t let strangers into the residences or prop open security/fire doors.

As explained in the AUC *Academic and Social Codes of Conduct* (Appendix 1), we believe that it is not only the responsibility of each individual to strive for their best, but to create the conditions for the success of others. This requires respect: respect for yourself, respect for others, and respect for AUC. Diversity is our strength. Different approaches, ideas, and values are integral to the creation of a vibrant and challenging learning environment.
AUC expects each of its students to not only uphold these values, but to exemplify them. Actions or behaviours that demonstrate a serious disregard for our commitment to respect, tolerance, and engagement with others will be treated as seriously as a violation of our Codes of Conduct and can result in sanctions.

Supporting the physical, psychological, and social growth of each student is integral to a liberal arts and sciences residential education. As with academic conduct, students are expected to demonstrate respect toward others in the AUC community, making decisions and behaving with the well-being of the entire community in mind. As a residential programme AUC students not only study but also live together as one close-knit community. Every student is expected to contribute to the safety and inclusivity of the community and to enable all students to flourish and grow.

Actions or behaviours anywhere on campus that demonstrate a serious disregard for this commitment to respect, tolerance, and engagement with others are therefore treated very seriously, as a violation of the Academic and Social Codes of Conduct and the DUWO tenancy regulations, and can result in sanctions from AUC and/or DUWO (e.g. social probation). AUC and DUWO exchange information on serious incidents involving AUC students in the student residences. DUWO has zero tolerance (eviction) in the case of behaviour that (may) endanger your safety or the safety of others, serious damage to property, intimidation of staff, use of/dealing in hard drugs, engaging in criminal activity, illegal subletting, and extreme cases of (for example) persistent noise nuisance.

Make sure you read the AUC Social Code of Conduct and your tenancy regulations and you know exactly what is expected of you as a student and tenant, and what you can expect from your educational programme and landlord.

See also section 7, on safety and well-being.

5.3 Academic Building

AUC’s Academic Building was especially designed for its educational model and philosophy by one of the top Dutch architects, and won the Amsterdam Architectural Award 2013. It is located at Science Park 113, diagonally opposite the student residences, and all of AUC’s facilities and services are gathered together here under one roof: the classrooms, project rooms, reading and study areas, the Common Room, café, your tutors’ and teachers’ offices as well as the administrative offices and Information Desk.

Please be aware that access to and use of the Academic Building is subject to coronavirus measures. The information given in this handbook is for normal circumstances, and may not currently apply. As the situation changes AUC will keep students informed of the latest updates through Canvas, the Student Newsletter and/or email.

AUC functions operationally under UvA. Therefore you can also find the latest information on the UvA website: uva.nl/coronavirus
An overview of AUC’s provisions for students can be found on Canvas.

The latest updates from the Dutch Institute for Public Health and the Environment (RIVM) can be found on their website.

The latest updates on the measures taken by the Dutch government can be found on their website.

See also section 7.10.

The Academic Building has the following opening hours during semesters:

- Monday - Thursday: 08.00 - 22.00
- Friday: 08.00 - 19.00
- Saturday - Sunday: 12.00 - 18.00

During summer, the building is usually open 08.00 - 18.00, Monday - Friday.

Classrooms are locked when no classes are scheduled, but the Common Room, study areas and project rooms are accessible whenever the Academic Building is open.

You are encouraged to keep the building clean and you are also encouraged to use the main central staircase to access the different floors of AUC (”Burn calories, not electricity”).
5.3.1 Floorplans of the Academic Building
5.4 Other buildings

A few specific courses (e.g. practical courses in laboratories) will be held in other buildings of the University of Amsterdam or Vrije Universiteit, including the Amsterdam University Medical Center (UMC). If you take one of these courses you will receive detailed information on the location.

Public transport routes can be found through the following sources: 9292.nl, ns.nl (if you travel by train), or Google Maps. For cycling you can use the route planner by Fietserbond: https://routeplanner.fietsersbond.nl/.

5.5 Amsterdam

The city of Amsterdam has an abundance of cinemas, theatres, museums, bars, dances and festivals – and your UvA or VU student card will often get you a substantial discount. English is widely spoken and understood.

- Official website of the city of Amsterdam
  www.iamsterdam.com

5.5.1 Public transport

Public transport in Amsterdam consists of a network of metros, trams, buses and trains. You are rarely more than 10 minutes away from one of these means of transport. There is a train service to railway station Science Park (4 times per hour), and frequent bus connections (bus 40) to Amsterdam Amstelstation and Muiderpoortstation.

Most public transport in Amsterdam closes down at around midnight, but there are some night buses.

If you are eligible for a Dutch study grant (studiefinanciering) from DUO you will also receive an ‘OV-kaart’ (public transport card) with which you can travel throughout the Netherlands for free from Monday to Friday, and with a discount in the weekend (or vice versa), with certain restrictions.

If you are not eligible for a Dutch study grant, you will have to buy tickets to use public transport. For the buses, trams and metros in Amsterdam you will need to use the ‘OV-chipkaart’ (public transport chip card) system. Please check the website carefully: www.gvb.nl/english.

Please note that since 1 June 2020 the use of face masks in public transport has become mandatory. See section 7.10 for links to the most up-to-date information on the current measures.

5.5.2 Cycling

The best way to travel around Amsterdam is to cycle. The Netherlands is famous for its excellent cycle paths and there are more bikes here than people!

Where to buy a bike?
People in Amsterdam usually use rather basic bicycles, as more luxurious ones tend to get stolen. During AUC’s Introduction Week there will be special opportunities for AUC students to buy a second-hand bike at a reasonable price. Bikes, new and second-hand, can also be bought at shops all over the city.
Beware: you may be offered a bicycle on the street, perhaps at a really low price, but these are almost invariably stolen. Besides perpetuating a vicious circle of theft, buying a stolen bike is a criminal offence. Don’t do it!

Whether you decide to purchase a second-hand bike or a new one, always invest in a decent lock (preferably two).

**Cycling tips**

- Always give right of way to taxis, trams and buses, and give way to all traffic approaching from the right, unless otherwise indicated. Disregarding the rules could cost you a fine of 35 euro.
- Never leave your bike unlocked. Always lock your bike to something immovable, preferably a bike rack, using two locks: one through the back wheel and the frame, the other through the frame and front wheel.
- It is not a good idea to park your bike in front of Central Station or on Dam Square.
- If you cycle at night you must have lights that work on your bike (white at the front, red at the rear, not blinking). It is also acceptable if the lights are attached to you, rather than the bike. If you don’t have lights, you risk being fined by the police.

The student residences have secure indoor storage for your bike. As the Academic Building is located within a few minutes walking distance of the residences, students are not expected to cycle to it. The bike shed at the Academic Building therefore has limited capacity and is intended primarily for staff although students are permitted to use it (ask at the Information Desk for the permission to be activated on your UvA student ID card). Bikes must be left either in the designated bike shed or in a bike rack or in a designated bike parking area, it is not permitted to leave bikes anywhere else outside the Academic Building.

6. Services and facilities

Please be aware that access to and use of the Academic Building is subject to coronavirus measures. The information given in this handbook is for normal circumstances, and may not currently apply. As the situation changes AUC will keep students informed of the latest updates through Canvas, the Student Newsletter and/or email.

AUC functions operationally under UvA. Therefore you can also find the latest information on the UvA website: [uva.nl/coronavirus](https://uva.nl/coronavirus)

An overview of AUC’s provisions for students can be found on [Canvas](https://canvas.auckland.ac.nz/).

The latest updates from the Dutch Institute for Public Health and the Environment (RIVM) can be found on [their website](https://rivm.nl).

The latest updates on the measures taken by the Dutch
government can be found on their website.

See also section 7.10.

An overview of all important services and facilities. Please read carefully as this information will be very useful during your time at AUC.

6.1 Student information and communication

AUC’s Student Services use a range of communication channels to keep you informed on academic matters and student life at AUC. This section will give you an overview of all the important channels that you need to know about.

6.1.1 Canvas

Your main source of information on all academic matters, procedures, forms and services, including access to the Digital Service Desk, is the AUC Student Information site on Canvas, and this is also where all important announcements and updates are posted. Log in to Canvas with your UvAnetID at https://canvas.auc.nl/. The figure below provides a snapshot of various items on this Canvas site.

6.1.2 Student Services office hours

Members of AUC’s team of support staff hold office hours every weekday lunchtime at the Information Desk (reception), where you can come with your questions on student services and administration. (Note: for academic advice, please approach your tutor.)

6.1.3 Email newsletters

AUC sends a regular email newsletter to AUC students with important AUC deadlines and news.

Amsterdam University College Student Association (AUCSA) circulates its own weekly email newsletter to AUC students.

6.1.4 Information screens

Important dates and deadlines are also posted on the information screens in the academic building. This concerns academic matters and AUC community events, and urgent news (such as a class being cancelled if the teacher is ill).

6.2 Information Desk

At the entrance to the Academic Building you will find AUC’s Information Desk. This is the central information point for AUC students, and is a reception desk for visitors. Many of AUC’s services and facilities are provided through this Desk. The receptionist or security officer at the Information Desk is provided by Profi-Sec (the company providing security and reception to the University of Amsterdam), and AUC’s support staff team hold office hours every weekday lunchtime at the Desk.

6.3 Student card
You can obtain both a University of Amsterdam student ID card and Vrije Universiteit student ID card. You may need to produce these cards when you want to use university facilities that are outside AUC’s own buildings (e.g. the universities’ libraries and sports centres), and you may be asked to produce your card when taking an exam. You can also use these cards to obtain a student discount in many shops, restaurants, etc. You can find instructions on getting your student cards on Canvas.

6.4 Payment by UvA student ID card and PIN

To avoid having large amounts of cash on AUC premises, you can only pay for services in the building using your UvA student ID card or your bank card (PIN). You may also be able to use contactless payment by waving your card over the reader. The cantina (café) in the Lower Common Room accepts both (except if you are using the self-service checkout, this does not accept payment via the UvA student ID card). The vending machines and student printers only accept payment via your UvA student ID card. See http://student.uva.nl/en/az/a-z/a-z/content/folder/student-id-card/student-id-card.html for information on uploading credit to your UvA student ID card. There is an upload unit in the main entrance of AUC.

6.5 Books and library

You will find a course manual for each of your courses on Canvas (see below), containing information on the reading material for the course. You are expected to buy the required books, and there may be other books recommended that you will also wish to buy. You can buy your books through the webshop of the AUC Student Association (AUCSA), operated in coordination with StudyStore. Other course reading materials will be made available digitally on Canvas. You can also, of course, use the libraries of both the University of Amsterdam and Vrije Universiteit (including their digital libraries), and the public libraries in the city of Amsterdam.

University of Amsterdam library
http://cf.uba.uva.nl/nl/ and click on ‘English’
Your UvA student card doubles as your library card.

Vrije Universiteit library
www.ubvu.vu.nl and click on ‘EN’ for English
Your VU student card doubles as your library card.

Public libraries in Amsterdam
www.oba.nl and click on ‘English’

6.6 Study areas

There are two main study areas in the Academic Building, the Darwin Area on Floor 2 and the Merian Area on Floor 3. There are also a number of smaller study rooms and study areas located around the building. Room 1.02 is also available to students for use as a reading room when not needed for other scheduled activities. These areas are all intended for quiet studying. So you should not use your mobile phone, and only listen to music etc. if your earpiece/headset ensures that no one else can hear it.

The project rooms and the Common Room are most suitable for working in groups. The tutor rooms on the 3rd floor can be used as project rooms, when not needed by tutors.
6.7 Computer facilities

At AUC the ICT facilities have been designed to allow you to use your own laptop for your studies. AUC has a wireless network that you can access with your laptop from anywhere in the Academic Building. There are no computer rooms with PCs for student use. Information from the UvA on using the wireless network: http://student.uva.nl/en/content/az/wireless-internet/wireless-internet.html

6.7.1 ICT Helpdesk

On-the-spot support with connecting your laptop to the wireless network and installing software is provided through the Information Desk in the Academic Building during Introduction Week and the first week of the first semester. An ICT Officer is available at the Desk in these periods (exact times are announced on notices at the Desk).

If your laptop breaks down completely or is stolen, and you have an urgent deadline, you may be able to borrow an AUC laptop for a short period: please enquire at the Information Desk. Only a very small number of laptops is available, and they will be issued on a first come, first served basis. You may not take the laptop out of the Academic Building, you can only borrow it for a short time (e.g. one or two hours), and you must in any case return it the same day.

6.7.2 Login and wireless network

To access the wireless network you need your UvAnetID you received from the University of Amsterdam (UvA). (You also receive a VUnetID from the Vrije Universiteit (VU), which you will need in order to use the VU’s electronic services, such as your VU e-mail account.)

You can find instructions for accessing the wireless network at http://student.uva.nl/en/content/az/wireless-internet/wireless-internet.html

There is also an open wireless network available in Science Park named Amsterdam Science Park.

You are expected to be responsible in your use of the digital services of both VU and UvA. Keep your passwords confidential and never share them with anyone else. Make regular backups. Keep your laptop well protected against hackers and computer viruses. Do not use the networks or your e-mail accounts for any illegal activities (including those that breach copyright), for commercial purposes, for sending spam, or for distributing discriminatory, libellous or insulting material.

6.7.3 E-mail address

Every AUC student gets their own AUC email address (@student.auc.nl) on the Microsoft 365 platform, created for them by the UvA. You can log on to Microsoft 365 and will always receive emails from the AUC and UvA at this email address. As an additional service, the emails you receive in this mailbox are also forwarded to the email address you submitted as your correspondence address in Studielink. If you are happy with this, no further action is required. If you want to disable this email forwarding, you can do this in your account settings. This will allow you to separate study-related emails from your personal email. But you must then check your @student.auc.nl mailbox regularly or risk missing important information from AUC or UvA.

Please also check your VU e-mail account regularly for messages (log in with your
VUnetID at [https://webmail.vu.nl](https://webmail.vu.nl) and/or arrange for it to forward messages to another account. This is particularly important if you are a “VU first” student, i.e. your tuition fee is paid to the VU, as the VU will send all important messages with regard to your university enrolment and tuition fee payments to your VU email account.

### 6.7.4 Software

The course manuals will inform you if you need special software for a particular course. You can download and install software cheaply from the Surfspot website [www.surfspot.nl](http://www.surfspot.nl). You will need to log in with your UvAnetID as a University of Amsterdam student.

### 6.7.5 Canvas

Canvas is the electronic learning environment that AUC uses for staff and students. It is where you will find information on courses and schedules (see section 6.1.1), and you should always communicate with your teachers through Canvas. You can login to Canvas by visiting the Canvas site at [https://canvas.auc.nl/](https://canvas.auc.nl/). Students will be introduced to Canvas during Introduction Week.

### 6.7.6 Charging your laptop

There are electrical sockets available all around the Academic Building in the study and reading areas where you can plug your laptop in and charge it while you work. However, the number of sockets available in the classrooms is limited, so you are advised to charge your laptop before going to class.

### 6.8 Photocopying and printing

A photocopier and printer for use by students is located on Floor 2 of the Academic Building, close to the Darwin Area, and there is a second machine on Floor 3, near the Merian Area.

You will need to load credit on to your UvA student ID card to pay for your prints and copies (see information above on payment with UvA student ID card). Instructions for using the printing facilities are posted near the printer. You can use the wireless network at AUC to print without having to install a printer to your laptop. More information can be found on [http://uba.uva.nl/en/services/studying/internet-printing-copying-scanning/internet-printing-copying-scanning.html](http://uba.uva.nl/en/services/studying/internet-printing-copying-scanning/internet-printing-copying-scanning.html)

Please contact an ICT Officer during Introduction Week or the first week of the semester, or the Housemaster, through the Information Desk if you have any problems.

### 6.9 Common Room and Cantina

The Common Room is the meeting place for the AUC community between and after classes. It is open whenever the Academic Building is open. The Lower Common Room (on the ground floor) also has the Cantina where you can buy light meals, snacks and refreshments.
The Cantina is run by catering company Cormet, and is open during semesters, on the following times:

- Monday, Tuesday, Thursday, Friday: 08:00 - 17:00
- Wednesday: 08:00 - 16:00
- When the Cantina is closed you can still buy drinks and snacks using the self-service checkout. There is also a tea/coffee vending machine on Floor 3.

In January and June, the canteen often closes earlier. The canteen is closed during the holidays and when classes are not in session at AUC.

You can pay using your UvA student ID card or your bank card (PIN). You may also be able to use contactless payment by waving your card over the reader.

**Please be aware that access to and use of the Academic Building is subject to coronavirus measures. The information given in this handbook is for normal circumstances, and may not currently apply. As the situation changes AUC will keep students informed of the latest updates through Canvas, the Student Newsletter and/or email.**

AUC functions operationally under UvA. Therefore you can also find the latest information on the UvA website: [uva.nl/coronavirus](http://uva.nl/coronavirus)

An overview of AUC’s provisions for students can be found on [Canvas](https://canvas.aoc.uva.nl).

The latest updates from the Dutch Institute for Public Health and the Environment (RIVM) can be found on [their website](https://www.rivm.nl).

The latest updates on the measures taken by the Dutch government can be found on [their website](https://www.government.nl).

See also section 7.10.

### 6.10 Rubbish disposal and recycling

Please dispose of your rubbish in the bins provided, making sure you separate items for recycling as indicated.

### 6.11 Drink tap water! (Join the Pipe)

There are two ‘Join the Pipe’ water taps installed in the Academic Building. Jointhepipe.org is a community of tap water drinkers joining from different parts of the worlds to build the longest water pipe ever seen, long enough to bring
water to those without. To join the pipe means to give everyone the chance to
drink clean water. The proceeds of the jointhepipe.org Foundation are used to
finance water and sanitation projects in underdeveloped countries. Rather than
buy bottles of water, buy one Join the Pipe bottle and fill it with tap water from
the Joint the Pipe water tap. For more information see website Join the Pipe.

6.12 Sports and fitness

There are plenty of opportunities to get involved in sport while studying at AUC. All AUC students are welcome to make use of the sports facilities of the
University of Amsterdam and Vrije Universiteit – you will usually need to register
and/or obtain a sports card, and pay a contribution for the sports in which you
wish to participate.

6.12.1 USC: University Sport Center

The University of Amsterdam Sports Centre is located in Amsterdam Science
Park, very near to the AUC campus. For the latest information on opening times
and classes, please check the USC website. www.usc.uva.nl (for English website,
click on UK flag)
University Sports Centre
Science Park 306
1098 XH Amsterdam

6.12.2 SVU: Sports Centre VU

The VU offers sports facilities at three locations, with the main location at VU-
Sports Centre VU
Uilenstede 100
1183 AM Amstelveen

6.12.3 Public swimming pools near AUC

Indoor
Sportfondsenbad oost
Fronemanstraat 3 1093 KT, Amsterdam
tel 020-6650811
Website (in Dutch)

Outdoor (open from end of April to early September)
Flevoparkbad Insulindeweg 1002  1095 AN Amsterdam
tel 020-692 5030
Website (in Dutch)

6.13 Cultural activities

All AUC students are welcome to make use of the cultural student centres of the
University of Amsterdam and Vrije Universiteit. They offer a variety of classes in
music (instruments/singing), arts, dance and theatre. You can also go to the
movies and see shows with a student discount.

6.13.1 Griffioen

Griffioen is the Vrije Universiteit's cultural centre.
6.13.2 Crea

Crea is the University of Amsterdam’s cultural centre.
www.crea.nl

6.14 Post and package delivery

All mail should be sent to your address in the student residences, where you have a personal mailbox. If you receive a package that will not fit in your mailbox, and you are not at home, the postal service normally leaves a note explaining when they will try to deliver it again, or where you can collect it. In order to make sure you receive your package; it is best to be home during the delivery period. You can often also select to have your packages delivered to a pick-up point. The nearby Spar supermarket (Carolina MacGillavrylaan 3192) is a pick-up point for PostNL.

6.15 Lockers

A number of lockers are available in the Academic Building. The lockers are intended for temporary storage only (do not leave property in them overnight), and absolutely no liability is accepted by AUC for any loss or damage to your property if you use them. The rules for their use are posted by the lockers.

6.16 Lost and found

If you lose something in the Academic Building, you can ask at the Information Desk if it has been handed in. Should you find something, please hand it in at the Information Desk. Please do not leave any of your personal belongings unattended in the Academic Building.
7. Well-being and safety on campus

7.1 Student Life Officer and Well-Being Team

The Well-Being Team helps to maintain a safe, secure, pleasant and positive living environment for the whole AUC community. The Well-Being Team is composed of the Student Life Officer, Graduate Assistant to the Student Life Officer, Resident Assistants and Peer Supporters. In addition to paying attention to welfare and safety, the Well-Being Team also has a role in creating greater social cohesion in the campus community and occasionally organises small activities towards this goal, supported by a modest social budget.

7.1.1 The Student Life Officer

Aino Kekkonen is AUC’s Student Life Officer. Her role is to strengthen the residential community at AUC and advise AUC on policies and support systems for student well-being. She is responsible for developing and coordinating the work of the Well-Being Team.

Aino is the first point of contact at AUC for support on all issues related to student life and is available to meet with students individually to offer support and advice on all student life concerns. Topics that Aino can help with include stress management, mental health (such as anxiety or depression), lack of motivation, study skills, family or relationship problems, residential life issues (including problems with a roommate), financial questions and more.

You can contact the Student Life Officer via email: studentlifeofficer@auc.nl or approach her in room 3.22 of the Academic Building during her open hours on Mondays and Tuesdays from 12:00-14:00. Your conversation with the Student Life Officer are confidential and this confidentiality can only be broken in cases of immediate danger.

Please note that the measures taken to combat the spread of the coronavirus may affect the open hours. If in-person meetings are not possible, you can schedule an online meeting with the Student Life Officer through Zoom.

7.1.2 Peer Supporters

Peer Supporters are a source of support for current students from fellow current students. Through active listening and offering emotional support, they will try to help you clarify your concerns and options for yourself and reach your own solutions, so you can decide what you need to do next. They can also help you with more practical issues like translating government letters, filing tax exemptions or making a BOE request. Peer Support furthermore focuses on strengthening the AUC community, offering a safe space to meet others and be yourself through their many events. Do not hesitate to contact them with your problems or concerns, large or small.

- Facebook: Peer Sup
- Instagram:@aucpeersupport
  https://www.instagram.com/aucpeersupport/
- Email: peersup.auc@gmail.com
- Or approach them in person
Your conversations with a Peer Supporter are confidential. A Peer Supporter would only break confidentiality in extreme circumstances, if we’re worried about your safety or the safety of others.

7.1.3 Resident Assistants

The Resident Assistants (RAs) are recent AUC graduates who agree to live in the student residences and undertake RA duties for one year after they graduate, in exchange for the rent for their room being paid for them. The RAs are appointed by AUC, after a selection process involving DUWO, the AUC Student Council, the Student Life Officer, AUCSA and the current Well-Being Team. The RAs have an important role in welfare, safety and discipline in the student residences.

The RAs follow the same training as the Peer Supporters, and you can also approach them about anything you are worried about or troubled by. If you make it clear that you want to talk to them in their peer-supporting role, then the conversation will be confidential in principle, just like conversations with the Peer Supporters.

In addition to their peer support role, RAs also have responsibilities with regard to general safety and discipline in the student residences. For example, reducing disturbance through noise, especially in the evenings and at night, and helping to ensure that fire and security doors are closed, corridors are not blocked, etc. They have regular shifts in the evenings, when they are either available patrolling their assigned strings or walking around the building. Please feel free to approach an RA if you are bothered by noise from your neighbours, or concerned about any other issue in the residences, or want to alert them to a particular situation in the residences that needs their attention. The RAs are trained not only in peer support but also in emergency response and some basic first aid, and they will know whom to contact if there is any kind of incident, major or minor. The RAs meet with representatives of DUWO and AUC on a regular basis, and report in parallel to both AUC and DUWO in accordance with an agreed reporting scheme. Check on Canvas for the names of the current RAs.

Do not hesitate to contact them via
- Facebook: Carolina Macgillavrylaan
- Email aucresidentassistant@gmail.com
- In an emergency call 06 50 44 93 38
- Or approach them in person in the dorms or while they are doing their rounds!

The RAs in 2020-2021 are:
- Bart Knibbe
- Phoebe Mullis
- Annemijn Ooms
- Justin Smael

7.2 Medical services

If you ever have a medical emergency that needs immediate attention, contact the national emergency services: **112** (police, fire brigade, ambulance).

For minor injuries in the Academic Building, you can contact the security officer/receptionist at the entrance or call UvA Security on 020-525 2222. Security personnel have a basic first aid box for minor injuries.
Hospitals with emergency centres:
- Onze Lieve Vrouwe Gasthuis, Oosterpark 9, telephone: 020-599 9111
- VU Medisch Centrum, De Boelelaan 1117, telephone: 020-444 4444
- Academisch Medisch Centrum (AMC), Meibergdreef 9, telephone: 020-566 9111

If you need to make an appointment with a doctor, the University of Amsterdam has its own Student Doctors’ Office. 
https://student.uva.nl/en/content/az/doctors/doctors.html
Oude Turfmarkt General Practitioners/Student Doctors’ Office
Oude Turfmarkt 151
1012 GC Amsterdam
Tel: 020-525 2878 / 4772

Emergencies during office hours: 020-525 2889
Emergencies outside of office hours and at the weekend: 088 00 30 600

For more information, please contact the Student Life Officer or the Student Doctors’ Office directly.

See section 8.4 on Attendance, if you are ill and are going to miss classes.

More generally, if you are interested in learning more about your health and finding out how you score on health, lifestyle and quality of life compared to your fellow university students, you can take part in the UvA Student Health Check. Visit this link for more information.http://www.studentengezondheidstest.nl/en

7.2.1 How to access specialist medical care in the Netherlands

In the Netherlands your general practitioner (“huisarts”) should always be your first point of contact when you have medical complaints, including mental health complaints. You can discuss your situation with the GP and if necessary they can refer you to a specialist. This also applies if you would like to see a psychologist or other mental health professional.

7.3 Advice and counselling

Your Tutor is your academic adviser, for all your questions about AUC courses, the AUC curriculum, or academic opportunities outside of AUC. But they can also provide information on contacts and places to go for advice and counselling on health and personal issues. Or you can contact the Student Life Officer for advice or referral. You can also contact such services directly. Do not suffer in silence; do reach out for help if you need it.

7.3.1 UvA Student counsellors

Student counsellors are available for students requiring advice and information on study progress and planning, registration, finances and appeals proceedings. You can approach a student counsellor for financial issues related to student grants and loans, issues related to immigration and insurance, registering and deregistering, study delays, studying with a disability, and individual coaching, help or advice.
Get help from a student counsellor early to maximise the chances that the counsellor will be able help you. Consultations with the student counsellor are free of charge.

For the UvA Student Counsellors, visit this link for more information.

7.3.2 Student psychologists

As both a University of Amsterdam and Vrije Universiteit student, you have access to both of these universities’ psychological services. For more information, please contact the Student Life Officer directly (see section 7.1).

The information below is taken from the UvA website.

Should you experience a lack of motivation or concentration, or any other personal problems, such as depression, anxiety or culture shock, you may wish to consult the UvA Student Psychologists’ Office. They also offer a stress-relief walk-in hour. http://student.uva.nl/en/content/az/psychologists/psychologists.html

For Vrije Universiteit (VU) student psychologists, visit this link for more information: http://www.vu.nl/en/about-vu-amsterdam/contact-info-and-route/departments/student-psychologists/index.asp

If you require longer term or more specialised help, these services can help you to find the appropriate mental health professional.

7.3.3 UvA Psychologist at AUC

AUC students can make on-campus appointments with a UvA psychologist Vinanda Kapooria. These appointments are 30 minutes long, free of charge and are intended to be one-time consultation sessions. Some issues can already be addressed during that time and if necessary, Vinanda can help you with a referral for further support services.

When: Mondays from 9.00 to 12.00
Location: Room 3.22
To make an appointment: send an email to v.kapooria@uva.nl
Mention in your email that you are an AUC student

Please note that in-person consultation hours with Vinanda may not be possible at the start of the academic year due to the developments with the corona virus. Always check Canvas for the most up-to-date information.

7.3.4 Religious and spiritual services

A wide range of religious and spiritual services are available to you in the city of Amsterdam. We highlight two here that are specially aimed at students.

International Student Chaplaincy: http://spa020.nl/international-students/

7.3.5 Disability and chronic illness resources

For guidance and information on the support available at AUC, students are encouraged to reach out to the Student Life Officer, their personal tutor or the appropriate support service offered at UvA or VU. When requesting a special provision, the student may be asked to provide medical documentation supporting the need for the desired provision. Please note, if students choose not to disclose a health condition or disability, this may limit the support that AUC is able to provide.

If you have a disability, chronic condition or dyslexia and have or expect problems in studying because of this, the UvA can provide extra support. Visit this link for more information.


7.3.5.1 Requesting Accommodations

**Academic accommodations**
If you require accommodations in your *academic* requirements on the basis of disability or chronic illness, you can submit a request to the **Board of Examiners** via the **AUC Digital Service Desk**:
- Visit **Digital AUC Service Desk**
- Select "Request for the Board of Examiners"
- Select "Academic accommodation on the basis of disability"
- Attach any supporting documentation

**Residential requests**
If you require a special provision in your *residential* requirements, you will need to complete the **Medical Documentation for Special Provisions**. Once completed, please email the form to the **Student Life Officer** (studentlifeofficer@auc.nl).

*Please note that all requests for special provisions will be handled confidentially; documentation and requests will only be shared on a need-to-know basis.*

Visit **Canvas** for more information and links to the above mentioned documents.

7.3.5.2 Student Disability Platform

The Student Disability Platform is made up of students with a disability who collectively want to ensure that every student has the chance to get as much out of their studies as possible without experiencing any obstacles from the UvA arising from their disability. Visit this link for more information.


7.3.6 Support resources for sexual violence

Sexual Violence is a broad term that encompasses any form of attempted or completed sexual approach, requests for sexual favors or other sexually explicit verbal, non-verbal or physical behavior that is experienced as undesirable. AUC aims to create a supportive and safe environment free from such behaviors, as stated clearly in our Social Codes of Conduct.
As such, it is a priority for AUC that clear help-seeking options are presented to all survivors, placing emphasis on the fact that regardless of whether or not you feel something “counts” as sexual violence, we will provide support to help you with any sort of discomfort or emotional distress you may experience.

Should a student wish to report an instance of sexual violence, current policies divide the course of action on whether the perpetrator is a staff member or another student. For situations perpetrated by or occurring between members of staff, a report should be made immediately to the confidential advisors in the UvA. For situations between students, serious cases can be reported to the VU’s confidential counselors. For more information or assistance in this process, please contact the Student Life Officer.

In terms of help-seeking resources, in case of an emergency always call the emergency police number 112.

For immediate specialized assistance concerning sexual violence, either as a survivor or someone supporting a survivor, call the Sexual Assault Center at 0800 0188.

For AUC specific accommodations concerning academic or housing, contact the Student Life Officer (studentlifeofficer@auc.nl).

Students in need of physical and/or psychological care are encouraged either to contact the student psychologists or doctor at the UvA, or obtain referrals via their own general practitioner.

7.3.6.1 Harassment, discrimination and sexual violence reporting forms

To protect the safety and wellbeing of everyone within the community, Amsterdam University College (AUC) will not tolerate harassment, discrimination or sexual misconduct of any kind. The College encourages everyone who has experienced or witnessed such incidents to submit a report or a complaint through the Complaints Form for Harassment, Discrimination and Sexual Misconduct.

Complaints and reports of any incident of discrimination, harassment and sexual misconduct will always be taken very seriously. The form will be received by the Student Life Officer (studentlifeofficer@auc.nl) and handled confidentially. Anonymous reports cannot be submitted through this form. To make an anonymous report of discrimination, harassment or sexual misconduct, please use the anonymous reporting form.

7.4 Safety on campus

Whenever the Academic Building is open, security personnel are present at the entrance for your safety and security. The buildings are, however, open access, so you should always keep a close eye on your personal possessions, and do not leave your bag or laptop unattended at any time.

In the student residences, take sensible precautions to keep your own and other students’ property safe. Don’t let other people walk through the external security doors into the residences with you unless you know them, don’t prop open any of the internal security/fire doors (there is no need, your key opens them), and always lock the door to your room even if you are only popping out for a few seconds. A basic household content insurance is included in your rent, but do
check the policy carefully to see if it covers everything you need (e.g. your laptop). It is your responsibility to take out extra insurance if necessary.

AUC assumes absolutely no liability for the loss of or damage to personal possessions of students and their guests in the Academic Building or student residences, or for the loss by fire or theft of personal possessions. You need to use your common sense about bringing any very valuable items with you to AUC.

DUWO is your landlord for your accommodation in the student residences. A DUWO caretaker, social warden and technical manager help DUWO to monitor their buildings and provide services to their tenants. Do not hesitate to contact DUWO on any issue regarding the residences, [http://www.duwo.nl](http://www.duwo.nl).

7.5 Emergencies on campus

If you need IMMEDIATE ASSISTANCE or if there is an imminent threat to life then call 112 for the emergency services.

If you witness or are the victim of a crime, you are encouraged to report it to the police (112 in an emergency, 0900 8844 otherwise).

You can contact UvA Security on 020 525 2222 (their control room is staffed 24/7) if you observe that a threatening or dangerous situation is developing, or you feel threatened or unsafe, anywhere on campus (including the AUC student residences).

If you are suspicious about something in the Academic Building, report it immediately to the security officer/receptionist at the entrance or call UvA Security on 020 525 2222. In case of fire, follow the instructions on the emergency notices posted in every room. Tell the security personnel about the nature of the emergency and its exact location. They will take the appropriate steps to contact police, fire brigade etc. as necessary.

For other kinds of emergencies on campus (such as an overflowing toilet!): in the Academic Building, report it immediately to the security officer/receptionist at the Information Desk or to the Housemaster. In the student residences, report it immediately to the DUWO concierge, or to 24/7 DUWO maintenance services 020 342 9666.

For non-emergency matters, you can contact DUWO through their contact form: [https://duwo.nl/en/contact/contact-form](https://duwo.nl/en/contact/contact-form)

**Emergency assistance team, Academic Building**

An emergency assistance team of AUC staff is trained to assist the security officers in an emergency (e.g. if the Academic Building needs to be evacuated) and to help make sure the academic buildings are safe and secure. Regular emergency drills are held. For your own safety, please make sure you know where the emergency exits are located in the Academic Building, and also the location of emergency equipment. If you are interested in joining the emergency assistance team, please contact the Housemaster.

7.6 Reporting and Complaints

7.6.1 General Suggestions & Complaints form
If you have any complaints about or a suggestion for AUC, you can submit these through the general suggestions/complaints form through Canvas. The form will be received by AUC Administration and forwarded to the appropriate member of staff for action.

Anonymous complaints/suggestions cannot be taken into consideration. If it is a very private or confidential question, please talk to your tutor or the senior tutor.

We recommend that you discuss any issues with your tutor (and/or the senior tutor) first, particularly if they are related to your personal study programme.

Complaints will always be taken very seriously, but AUC may not be able to act having heard only one side of the story. Enquiries may need to be made into how the other parties involved perceive the matter.

Note that grade appeals need to be sent to the Board of Examiners via the Digital Service Desk. Please refer to the AUC Academic Standards & Procedures for more details.

For more information on reporting instances of discrimination or harassment, see section 7.3.6.1 of this handbook.
For more information on the general complaint’s procedure, see section 8.7 of this handbook.

### 7.6.2 UvA Confidential Advisors

The UvA confidential advisors can offer guidance and support if you feel you are experiencing discrimination, sexual intimidation, bullying, aggression, violence, and/or stalking. They can offer advice on the complaints regulations and procedures within the university.

For situations perpetrated by or occurring between members of staff, a report should be made immediately to the confidential advisors in the UvA.

For more information, visit: [http://student.uva.nl/en/content/az/confidential-adviser-for-undesirable-behaviour/confidential-adviser-for-undesirable-behaviour.html](http://student.uva.nl/en/content/az/confidential-adviser-for-undesirable-behaviour/confidential-adviser-for-undesirable-behaviour.html)

For more information about the confidential advisors, and the complaints process at AUC, please contact your Student Life Officer.

### 7.6.3 VU Confidential Advisors

The VU confidential advisors are part of an active policy that counters all forms of undesirable conduct. The confidential advisors have been specifically appointed for this. Alongside this, there is a formal complaints procedure and an investigating committee.


### 7.7 Smoking

Smoking is not allowed anywhere on AUC’s terrain, which includes the Academic Building and the premises surrounding it. You must leave AUC property to smoke.
Do not throw your butts on to the ground or, horrors, into the waterways – not only is it unsightly, it is also a hazard to the local wildlife.

You can smoke in your own room in the student residences, but please be considerate and do not smoke in any of the communal areas.

### 7.8 Drugs and alcohol

AUC’s policy on drugs can be found in the Social Code of Conduct (article 7). If you break the rules as outlined in the Social Code of Conduct, this can result in expulsion or other consequences.

AUC is very conscious of the health risks and the social problems that can arise from the abuse of drugs, and is committed to raising awareness on this among its students. In the Netherlands, rules pertaining to drugs are laid down in the Opium Act\(^3\), which distinguishes between hard drugs and soft drugs. Two schedules of illegal substances are appended to the Opium Act.

**Hard drugs** – heroin, ecstasy, cocaine, opium, amphetamines, GHB, LSD, etc. – are illegal. The government takes a hard line on the use and trafficking of these substances.

**Soft drugs** are also illegal. But the Netherlands has a policy of regulated tolerance towards the personal use of soft drugs. Even though it is illegal, you will not be prosecuted for possession of small quantities of soft drugs for your personal use. A “small quantity” is defined as: no more than 5 grams of cannabis (marijuana or hash); no more than 5 cannabis plants. More than this: you will be prosecuted. Trafficking in soft drugs: you will be prosecuted.

AUC recommends that its students and guests do **not** engage in any kind of drug use. Students should **not** feel pressured to participate in activities involving soft drugs or alcohol.

AUC will be alert to signs that a student’s studies or well-being are being adversely affected by drug use of any kind (including alcohol abuse; see also www.alcoholinfo.nl), and will endeavour to offer appropriate counselling and support. If you are worried about a fellow student or yourself, please do not stay silent. You can contact your Tutor, the Student Life Officer or, if you want to remain anonymous, use the Anonymous Reporting Form. Student seeking support or advice for substance related issues will be treated with confidentiality.

For more information please consult the following websites:
Dutch government: [http://www.government.nl/issues/drugs](http://www.government.nl/issues/drugs)
Jellinek Clinic: [www.jellinek.nl/](http://www.jellinek.nl/) (in Dutch, click on UK flag for English)

### 7.9 Flowchart

On the AUC website you can find a practical overview of the different support services available to AUC students in the form of a flowchart. The flowchart is divided by topic and directs students to whom they should contact or what actions they should take depending on their situation.

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7.10 The coronavirus and its impact on AUC
As with everything, the coronavirus has had a tremendous impact on AUC and our community. Access to the Academic Building will be limited at the start of the academic year and certain areas and services will be out of use. As the situation changes AUC will keep students informed of the latest updates through Canvas, the Student Newsletter and/or email.

An overview of AUC’s provisions for students can be found on Canvas.

AUC functions operationally under the UvA and thus follows their policies regarding the coronavirus. You can find the latest updates from the UvA on their website.

The latest updates from the Dutch Institute for Public Health and the Environment (RIVM) can be found on their website.

The latest updates on the measures taken by the Dutch government can be found on their website.

All information on testing can be found on the government website. If you have tested positive, follow the protocol of your doctors and contact the Dean of AUC via collegesecretary@auc.nl.

If a roommate is diagnosed with COVID-19, follow the protocol of the Dutch National Institute for Public Health and the Environment found here.

7.10.1 Hygiene practices

The Dutch government advises the following as general hygiene rules and to prevent the spread of the coronavirus (and other viruses such as `flu):

- Wash your hands often.
  - Wash your hands with soap and water for 20 seconds, then dry them thoroughly.
  - Wash your hands in particular before you go out, when you return home, after blowing your nose, before meals, and after going to the toilet.
  - Try not to touch your face
- Cough and sneeze into your elbow.
- Use paper tissues to blow your nose and discard them after use.
  - Then wash your hands.
- Don’t shake hands with others.
- Stay 1.5 metres (2 arms lengths) away from other people
- Work/study from home as much as possible.

7.10.2 Stress and Mental Health

The pandemic has caused a lot of worry and stress to many people. You may be feeling worried for the safety of yourself or your loved ones. You might be struggling with online classes or other adjustments in your courses. The government’s advice to keep 1.5m distance from others might be causing you to feel lonely or isolated. No matter how the pandemic is affecting you, you can always reach out to the Student Life Officer (studentlifeofficer@auc.nl) or to any other members of the Well-Being Team to talk about it.
On Canvas you can find more tips on how to study at home during the corona crisis.
8. Important policies and procedures

8.1 English language policy

We want to explicitly foster an international and inclusive community, so please respect the use of English as the language of communication at AUC.

8.2 Fraud and plagiarism, grading policy, academic and social probation

For our rules and policies on all of these, and related, academic issues, please see AUC’s Academic Standards and Procedures and Codes of Conduct (Appendix 1).

8.3 Missing an Examination or Assessment

AUC has a strict no re-examination policy (see ASP Article 3.3.5). This means, there are no opportunities to re-take exams or other assessments. A student who did not complete an assessment (who is unable to attend or complete a scheduled exam, or submit work by the deadline set by the lecturer) will receive a score of 0% for that assessment, unless they were prevented from doing so due to force majeure. In case of force majeure and at the request of the student, the examiner will make an opportunity for an alternative assessment available. The eligible

8.4 Attendance

(see Academic Standards and Procedures, Art. 4)

- Attendance is required for all classes (Student members of the AUC Student Council are exempted for MT-College Council meetings).
- If you are unable to attend a class, you must notify both your teacher and tutor, preferably by e-mail.
- When notifying a tutor of an absence, please include a reason for your absence.
- Students are expected to arrive on time. Late arrivals may be counted as an absence.
- Six absences in one class during a 16 week period will result in an automatic failure for the course. Exemptions from this policy may be granted in exceptional circumstances by the Board of Examiners or a representative of the Board of Examiners.
- Three absences in one class during a four week period will result in automatic failure for the course. Exemptions from this policy may be granted in exceptional circumstances by the Board of Examiners or a representative of the Board of Examiners.

8.5 Academic Probation and Binding Recommendations on Continuation of Studies (BSA)

Students are expected to complete 180 EC in six semester or 30 EC per semester (see Academic Standards and Procedures article 2.5). If a student does not meet these requirements (i.e. s/he fails a course), the student is placed on academic probation in the following semester (see article 3.6 of the Academic Standards and Procedures).

If a student is placed on probation, s/he will have a meeting with his/her Tutor and/or the Senior Tutor to discuss academic progress and possibilities for
improvement. A ‘probation contract’ will be agreed upon, signed by the student, the Tutor, and the Senior Tutor. At the end of a student’s first year (first two semesters), and after careful review of any probation semester, and in case of probation not being successfully completed and/or the norm of 60 EC during the year not being achieved, the Dean, on behalf of the Deans of the Science Faculties, may give a negative recommendation on the continuation of studies into the second year. This concerns a **Binding Recommendation on Continuation of Studies (BSA)**, as specified in article 7.8b of the Higher Education Act (WHW). See article 3.7 of the Academic Standards and Procedures for more details.

### 8.6 Student Appeals Process (grades)

The student appeals process falls under article 3.4 of the Academic Standards and Procedures.

Instructions for the student:

As outlined in the article in the Academic Standards and Procedures, the first step to take if you are unsure about why you have received a grade is to contact the teacher. You have the right to inspect your written work and also the assessment criteria within two weeks of the grade being posted for a particular assignment being posted on Canvas.

After contacting your teacher, if you are still unsatisfied, you have the right to appeal to the Examinations. Appeals can be directed to the AUC Board of Examiners (BoE) or to the Examination Appeals Board of VU Amsterdam (VU COBEX).

Before taking this step, it is advisable for you to discuss your course of action with your tutor.

You may also consult with the Student Ombudsman to discuss both your case and/or your appeal in more detail.

### 8.7 Complaints procedure

If you have a complaint of an academic nature, please see your tutor, and they will inform you about the proper procedures. You can also find information on complaints forms in section 7.6 of this handbook.

If your complaint is not of an academic nature, you can still contact your tutor for information on how to resolve the problem. If you are uncomfortable speaking to your tutor, you can also contact the Senior Tutor (seniortutor@auc.nl) or the Student Life Officer (studentlifeofficer@auc.nl).

You can also file a complaint using the complaints/suggestion form that can be found on Canvas (AUC Student Information). Please be sure to follow the procedure as outlined in the form. All complaints/suggestions will be handled in confidence.

If you have completed the AUC procedures, but you have been unable to solve the problem, you may contact the Student Ombudsman (section 8.7.1).
8.7.1 Student Ombudsman

The Student Ombudsman of Vrije Universiteit is an individual who assists students to resolve complaints through both formal and informal means. The current Student Ombudsman is Ms. drs. E.J. (Lies) Poesiat. For detailed regulations related to the Student Ombudsman, please see Appendix 2.


To contact the Ombudsman, please follow the instructions given here: https://www.vu.nl/en/about-vu-amsterdam/contact-info-and-route/departments/student-ombudsman-university/how-can-i-contact-the-ombudsman.aspx
9. Financial Matters and Support

A comprehensive overview of AUC’s information on financial matters can be found on the AUC Student Information on Canvas -> Funds & Scholarships.

9.1 AUC tuition fees

All AUC students are registered at both the University of Amsterdam (UvA) and Vrije Universiteit (VU). But you only pay your tuition fee once, to just one of these institutions. You will therefore be either UvA-first (you pay the UvA) or VU-first (you pay the VU). For administrative convenience, all international (non-Dutch) students are UvA-first. Dutch students may be either. AUC does not handle tuition fee payments, so you will need to contact the appropriate university central student administration for questions about payments, proof of payment of tuition fee etc.

Every academic year you have to re-enrol at the university and pay your tuition fee. If you are paying by direct debit you have to renew the authorisation: it does not continue automatically! It is important that you renew your enrolment and pay your tuition fee to the same university each year (to the UvA if you are UvA-first, to the VU if you are VU-first). The universities do not send invoices for the tuition fee, it is your responsibility to make sure you pay. Please follow the payment instructions as given by the universities.

Please note: if you are VU-first it is very important that you check your VU email account regularly or arrange for the messages to be forwarded to an account you check regularly. The VU will mail important messages about your university enrolment to your VU account.

UvA: [http://student.uva.nl/en/content/az/tuition-fees/tuition-fees.html](http://student.uva.nl/en/content/az/tuition-fees/tuition-fees.html)

9.2 Amsterdam University College Scholarship Fund

The aim of the AUC Scholarship Fund (ASF) is to further diversity and excellence in AUC’s student body. Applications for an ASF Scholarship are open to all students (Dutch and international), and the scholarships are awarded to a selected number of AUC students on the basis of their merit and economic need. Through the ASF Scholarships the AUC Scholarship Fund supports talented low-income students while they complete their Bachelor’s degree at Amsterdam University College.

The AUC Scholarship Fund is limited and highly selective, and only candidates who have excellent school results and a strong motivation are eligible for a ASF Scholarship. The deadline for applications for ASF Scholarships is typically in late March. For full details of the application procedures, requirements, and deadlines, please follow the links below.


If you are already studying at AUC you are welcome to apply for a scholarship, but please note that priority is given to awarding scholarships to new students about to start their studies at AUC, and funding is limited. As a current student, you are unlikely to be awarded a scholarship unless there has been a drastic and
unforeseeable change in your family’s financial circumstances since you started your studies. In other words, there is a reason why you did not apply for a scholarship as a new student (before you started at AUC), and a reason why you need one now. Even in this case, there is no guarantee that you will be selected for a scholarship as there may be other students in even greater need. The AUC website has some advice on alternative sources of financial aid: http://www.auc.nl/admissions-aid/other-financial-support/financial-support.html

9.3 AUC Solidarity fund

The AUC Solidarity Fund is an initiative that aims to support the students of Amsterdam University College in times of financial stress. The AUC student community is tight knit and ambitious, but for some of us, unexpected financial difficulties can get in the way of academic and social participation. These difficulties can arise without warning, such as due to a death in the family. They can happen to any of us, but in our current social system precariousness is distributed unevenly: Our differing socio-economic backgrounds can affect the buffer we have to cope with these situations.

But these situations do not have to be borne individually. While there are other options and resources that offer financial support for students in Amsterdam and the Netherlands, we are aware that there are always cases where students’ requests are not sufficiently accommodated or are even declined. Hence, our wish is to provide an additional possibility for those AUC students seeking emergency financial relief, but who have been unable to acquire funding from the alternative resources that are available.

The AUC Solidarity Fund aims to facilitating the creation of a more inclusive community for our university. We want to motivate the creation of a shared buffer that will ensure that unexpected financial difficulties do not hinder our students’ academic endeavors.

As of March 2018, the AUC Solidarity Fund is accepting requests for support. Details sent will only be available to the Solidarity Fund Board, composed of faculty members, to protect your anonymity. These faculty members will carefully review all applications received, and will grant the requests which they find deserving.

Finally, it is important to note that we need all of your help to keep the fund running! While we have quite an active core team of students and faculty members managing the fund, our time and resources are limited. So, be it helping with fundraising or through direct donations, we urge you to be solidaire and proactive, so that this cherished project can be maintained and so that we can all do our best to help the AUC community.
For more information about the AUC solidarity fund and how to apply, visit their website.

9.4 AUC Student Research Travel Fund

The AUC Student Research Travel Fund supports travel associated with scholarly research activities. AUC offers a travel grant to support students who want to present their undergraduate research results at academic conferences and symposia. Attending these events not only give students valuable presentation experience, but it also helps them become part of the larger research community outside AUC.
This fund is available for students who have conducted research at AUC or its partner institutions and who have the opportunity to present their research results at an international meeting of a professional association. Students must present their research (e.g., poster or oral presentation) to be eligible for this award. Attendance without presentation will not be supported by this fund.

A maximum of EUR 1000 per academic year may be requested for reasonable registration fees and travel expenses. AUC awards a maximum of 10 grants per year.

The AUC-SRTF is available to all AUC students with a cumulative grade point average of at least 3.0.

Applicants are evaluated based on the following criteria:

- Strength of the research project as evidenced by the abstract;
- Impact of travel on student’s development;
- Quality of student, as evidenced by GPA and previous research achievement; and
- Availability of other sources of funding or support.

### 9.5 Other sources of financial support

Students who receive the Dutch study grant (‘studiefinanciering’) and students in special circumstances may be eligible to apply for financial support (e.g. in the case of a study delay caused by illness, disabilities, or special circumstances in the family of the student, e.g. the loss of a parent). The student must inform his or her tutor or the Student Life Officer within two months after the start of the illness or special circumstance. Your tutor or the Student Life Officer will assist you with the completion of the application and provide you with more information about the procedure, including application deadlines and guidelines for calculating amounts. Your tutor or the Student Life Officer will contact UvA’s Studentendecaan (Student Counsellor) to complete the procedure.

Students who have received the designation of TopSport athlete and also receive the Dutch study grant may also be eligible to apply for financial support in the case of study delay. Please contact the Senior Tutor (seniortutor@auc.nl) or the Student Life Officer for more information about the application procedure.
10. AUC Student Association (AUCSA)

The AUCSA is the Student Association of the AUC community. They strive to provide an accessible, inclusive, and engaging community at AUC. Their aim is to be there for every student at AUC by being open to everyone’s ideas and to support all 29 diverse committees, initiated and run by students themselves.

For more information about the AUCSA and their committees - step by their office in the AB, check out their website [www.aucsa.nl](http://www.aucsa.nl) or send an email to [info@aucsa.nl](mailto:info@aucsa.nl).

Each newly elected AUCSA Board signs a Student Association Code of Conduct with AUC, which is based on the acknowledgment of the importance and influence that AUCSA plays in the AUC community. It sets out the responsibilities of the AUCSA Board and all its committees to ensure that their activities not only comply with the AUC Social Code of Conduct but exemplify the values represented within it. The Student Association Code of Conduct covers introduction activities for new students in particular. It is aimed at helping AUCSA to ensure that their activities are always in the spirit of AUC and its mission and values, and avoid any features of hazing.

The members of the 2020-2021 AUCSA board are:

- Stijn Maathuis - President, Vice Treasurer ([stijn.maathuis@aucsa.nl](mailto:stijn.maathuis@aucsa.nl))
- Onė Mikulskytė - Secretary, Vice President ([one.mikulskyte@aucsa.nl](mailto:one.mikulskyte@aucsa.nl))
- Bram Mak - Treasurer ([bram.mak@aucsa.nl](mailto:bram.mak@aucsa.nl))
- Ellie Swan - Committee Affairs Officer ([ellie.swan@aucsa.nl](mailto:ellie.swan@aucsa.nl))
- Ignacio Sánchez Abenante - Committee Affairs Officer ([ignacio.sanchez@aucsa.nl](mailto:ignacio.sanchez@aucsa.nl))
- Blanca González Martínez - Committee Affairs Officer, Vice Secretary ([blanca.gonzalez@aucsa.nl](mailto:blanca.gonzalez@aucsa.nl))
11. **Academic calendar 2020–2021**

**Semester 1**
16 week period:
Monday, 31 August 2020 – Friday, 18 December 2020

4 week period:
Monday, 4 January 2021 – Friday, 29 January 2021

Class-free week (semester 1):
Monday, 12 October 2020 – Friday, 16 October 2020

The AUC building is closed and there are no classes:
- Friday, 25 December 2020 – Sunday, 3 January 2021

The AUC building is open, but there are no classes:
- Monday, 21 December 2020 – Thursday, 24 December 2020

**Semester 2**
16 week period:
Monday, 1 February 2021 – Friday, 28 May 2021

4 week period:
Monday, 31 May 2021 – Friday, 25 June 2021

Class-free week (semester 2):
Monday, 3 May 2021 – Friday, 7 May 2021 (building closed on Wednesday, 5 May)

The AUC building is closed (and there are no classes) on:
- Friday, 2 April – Monday, 5 April 2021 (Easter)
- Monday, 26 April – Tuesday, 27 April 2021 (King’s Day on Tuesday, 27 April)
- Wednesday, 5 May 2021 (Liberation Day)
- Thursday, 13 May – Sunday, 16 May 2021 (Ascension Day on 13 May)
- Monday, 24 May 2021 (Whit Monday)
Appendix 1: Important documents

The AUC Academic Standards and Procedures, Codes of Conduct and other important documents can be downloaded here.

Appendix 2: Student Ombudsman Regulations