



Amsterdam University College
Excellence and Diversity in a Global City

Student Handbook
2022-2023

Amsterdam University College

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Introduction

Message from the Dean

Dear students,

Welcome to the academic year 2022-2023!

An important feature of a Liberal Arts and Sciences programme is that it allows you freedom in deciding upon the content of your studies. Your individual study programme thus gives you the opportunity to further shape your values and pursue your specific academic interests. Of course, a key feature of AUC is that you do not do so in isolation but in an educational context in which students and staff together form a true academic community. Whether you are arriving new this year at Amsterdam University College or are returning to continue your studies, it is important to be able to navigate your way in this community.

This handbook, a living document that we update each year, is to help you with this. It can be seen as a travel guide. When embarking on your journey, the guide gives you necessary information about AUC. During your journey, you are encouraged to consult it from time to time for specific queries that you may have. It starts with a general description of AUC's profile and the mission and values we aim to realise. Next, it provides detailed information about the organisation of AUC, the support that is available to you if you have questions or are in need of help. It also points you to the AUC rules and regulations, and the procedures that are followed in various situations.

I invite all of you to contribute to the further development of AUC. There are many ways of getting involved, as this handbook also makes clear. Me and my colleagues are very much looking forward to working together with all of you to make it a rich and rewarding year.

Martin van Hees

Dean

Practical application of this document

This document outlines resources and advice related to your life as a student at Amsterdam University College outside of academic matters. At a residential college, you are uniquely tied to and impacted by living on campus with your peers and classmates. Please read the information in this handbook carefully to be prepared for student life and as a member of the AUC community.

AUC has Social and Academic Codes of Conduct that express the standards of behaviour that we expect at all times from all members of the AUC community. You will find references to the Codes of Conduct through this handbook. You are responsible for knowing and complying with the Codes of Conduct, as well as the AUC Academic Standards and Procedures. Every effort has been made to ensure that the information in this handbook is accurate at the time of publication (August 2022). However, AUC reserves the right to correct errors, and to clarify and update issues regarding policies and procedures and/or activities. Changes and amendments made after publication will be made available to all students.

Note: AUC's Academic Standards and Procedures and Codes of Conduct prevail over this handbook should there be any conflict in the information provided.

[Access the AUC Social and Academic Codes of Conduct](#)

[Access the AUC Academic Standards and Procedures 2022-2023](#)

AUC's Rules and Regulations

Academic Standards and Procedures

All higher education programmes in the Netherlands must establish their academic standards and procedures and define their rights and obligations in a document for their students. In Dutch, this is referred to as the 'Onderwijs- en Examenregeling', or 'OER'.

The AUC Academic Standards and Procedures (AS&P) are published annually and establish all the rules regarding:

- academic programme
- content and structure of the degree programme
- assessment and examination
- study supervision (tutoring) and study progress
- attendance
- special provisions

[Access the AUC Academic Standards and Procedures 2022-2023](#)

[More information about AUC Academic Standard and Procedures](#)

Codes of Conduct

The AUC Codes of Conduct generally express the standards of behaviour that we expect at all times from all members of the AUC community. For AUC students, the Codes of Conduct express in more detail our expectations with regard to respect for the integrity of the academic process, individual integrity and self-respect, respect for the freedoms and rights of others, and respect for university facilities and resources and the property of others, while at the same time respecting the rights of students to conduct their own personal lives. The importance of the Codes of Conduct as the expression of our guiding principles means that breaches are taken seriously and may result in sanctions.

[Access the AUC's Social and Academic Codes of Conduct](#)

[More information about AUC's Social and Academic Codes of Conduct](#)

Key Resources

Canvas

The first place you should go if you have any questions is the Student Information course page in the digital learning environment Canvas. Here you will find a comprehensive A-Z of information on all kinds of topics, as well as announcements of event listings. Whenever you want to know anything, visit this environment first, the answer is probably there.

[Access the Student Information Canvas environment](#)

Your Tutor

Probably one of the most important people you will meet at AUC is your Tutor. Each AUC student is paired with an AUC lecturer, typically within your major, who serves as an academic and career advisor for the duration of your time at AUC. Your Tutor is your first point of contact for many of the advice on putting together your study programme and navigating higher education.

You will have your first meeting with your Tutor during AUC Introduction Week. How you can contact your Tutor and how frequently you will meet can be discussed during this time.

More information about the AUC tutoring system [Book section]

[More information about members of AUC's tutoring team](#)

[Contact the Senior Tutor](#)

Portal

AUC Portal is the online course registration system used by Amsterdam University College. In AUC Portal, you can find information on courses, plan which ones to take, view which courses you are currently registered for and their locations, and use an interactive tool to plan your personal curriculum. You will be using AUC Portal to register for courses throughout your time at AUC (the instruction manuals are available on Canvas). Once you have your UvAnetID, you can log in to view your course schedule.

[Access AUC Portal User Guide](#)

[Access AUC Portal](#)

Digital AUC Service Desk and Office Hours

If you could not find the answer on Canvas or the AUC website, your next option is to submit a question via the Digital AUC Service Desk. Questions will be directed to the appropriate member of our support staff team, regarding issues relating to:

- Registrar's Office (e.g. course registration, transcripts, enrolment, etc.)
- Admissions & housing
- Board of Examiners
- AUC Scholarship Fund

- SIS and Canvas support
- Room reservations in the Academic Building
- Document requests (including proof of enrolment or transcript)

Please allow for up to four working days to receive an answer to your question. Should your request be more urgent, then we recommend that you visit the AUC Service Desk in person during office hours.

AUC Service Desk Office Hours are held in-person, at the desk by Reception in the Academic Building, or online during lunch time. During Office Hours, you can talk directly to AUC staff for advice. Some questions will be able to be answered directly, while others may require more time or be referred to the Digital AUC Service Desk. Check the schedule to know when you can visit Office Hours in person or online.

[Access Digital AUC Service Desk \(submit your question\)](#)

[AUC Service Desk Office Hours schedule](#)

[More information about Digital AUC Service Desk](#)

Note: UvA Student Services also operates its own digital student service desk. You may be directed to use this for certain questions, while AUC-specific concerns should be submitted through the Digital AUC Service Desk. [Access the UvA Digital Student Service Desk.](#)

Student ID Cards

All AUC students are able to obtain UvA and VU student identification (ID) cards. For access to services such as printing in the AUC Academic Building, you must have an active UvA student ID with sufficient credit added. Student ID cards are also required for university exams.

[More information about Student ID cards](#)

Communication Channels

AUC uses the following channels for communication of important and relevant information, make sure you check them regularly:

- Announcements on the Student Information Canvas page
- Student Newsletters (sent every two weeks)
- LCD screens in Academic Building

Note: The [AUC Student Association](#) and [the Student Council](#) also have their own communication channels to share information about their activities and actions.

[Access announcements on Student Information Canvas page](#)

[Access Student Newsletters archive](#)

Academic calendar 2022-2023

AUC follows the academic year along with the University of Amsterdam and the Vrije Universiteit.

[Access the AUC Academic Calendar 2022-2023](#)

Who is Who at AUC

Amsterdam University College is run and supported by a vast community of staff and student bodies.

Management Team

Currently, the Management Team is comprised of the Dean and the Director of Education. Please note that the management structure will undergo a change soon. Information regarding this change will be shared through official AUC communication channels when implemented.

Prof. Dr. Martin van Hees 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 the Management Team and by AUC's academic and administrative staff.

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.

[More information about the Management Team](#)

Heads of Studies

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 and the Director of Education to ensure coherence as well as cross-disciplinary and interdisciplinary interaction across the curriculum.

[More information about the Heads of Studies](#)

Senior Tutor and Tutors Team

The Senior Tutor is responsible for coordinating the tutoring system and is available for any concerns you may have about your tutor or the tutoring system. The tutor team is made up of core teaching faculty members.

[More information about the Senior Tutor](#)

[More information about the Tutoring Team](#)

[More information about the Tutoring System](#)

Lecturers

Core faculty

AUC's core faculty is a highly qualified team of teachers directly contacted to AUC and most of them are also Tutors. They typically have offices on the second or third floor of the AUC academic building.

[More information about members of Core faculty](#)

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.

[More information about members of AUC teaching staff](#)

Professional Staff

AUC's daily operations and services are supported by a professional staff team, who work within the following roles and services:

- Services & Communications team
- Student Life Officer
- Admissions & Registrar team
- Alumni and External Relations Officer
- Coordinator for Diversity, Equity and Inclusion
- Education Development Officer
- College Secretary
- AUC Scholarship Fund team
- Finance Officer
- Quality Officer
- Facilities Housemasters

[More information on AUC's professional staff, its roles and members](#)

[Contact members of AUC's professional staff through Digital AUC Service Desk](#)

Student Council

The AUC Student Council is the official representative body of students at AUC.

[More information about the Student Council](#)

AUC Student Association

The Amsterdam University College Student Association (AUCSA) is the umbrella organisation that covers all of the social activities at AUC. It provides funding to activities and supports committees where necessary.

[More information about AUC Student Association](#)

Student Life Officers and Well-Being Team

The Student Life Officers and the Well-Being Team help to maintain a safe, secure, pleasant and positive living environment for the whole AUC community. Headed by the Student Life Officers, the team includes a Graduate Assistant to the Student Life Officers, 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.

Student Life Officers

The role of the Student Life Officers is to support students in their life at AUC, strengthen the residential community at AUC and advise AUC on policies and support systems for student well-being. They are responsible for leading and managing the Well-Being Team, as well as developing and coordinating their work.

The Student Life Officers are the first point of contact at AUC for support on issues related to student life and are available to meet with students individually to offer support and advice on all student life concerns. Topics that they 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. Your conversations with the Student Life Officers are confidential and this confidentiality can only be broken if you give permission for this or in cases of immediate danger to yourself or others.

[More information about the Student Life Officers](#)

[Contact the Student Life Officers](#)

[Make an appointment with the Student Life Officers](#)

Peer Supporters

Peer Supporters are a source of support for current students from fellow current students. This group of students strives to offer assistance to other students, both regarding serious situations and more casual topics. They are trained to discuss mental illnesses and able to recommend other sources for more professional help. Peer Supporters are also available to help with smaller or practical issues such as requesting rent benefit, getting to know others, making a Board of Examiners request, and grocery shopping for those who are quarantining or unable to do so themselves for any other reason. Peer Support furthermore focuses on strengthening the AUC community, offering a safe space to meet others and be yourself through their many events.

Your conversations with a Peer Supporter are confidential. A Peer Supporter would only break confidentiality in extreme circumstances, if they're worried about your safety or the safety of others. Please be mindful that while Peer Supporters are available for a wide range of support needs, they remain students and not paid professionals.

[More information about Peer Support](#)

[Contact Peer Support](#)

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. The RAs are appointed by AUC, after a selection process involving DUWO, the AUC Student Council, the Student Life Officers, AUUSA and the Well-Being Team, and have an important role in welfare, safety and discipline in the student residences. Trained in general peer-to-peer support, first aid and emergency procedures, the RA's play a vital role in maintaining a safe, secure, pleasant and positive environment to all residents, and in creating greater social cohesion in the campus community. They have regular shifts in the evenings,

when they are either available patrolling their assigned strings (hallways) or walking around the building.

Please feel free to approach an RA if you are concerned about any issues in the residences or want to alert them to a particular situation in the residences that needs their attention. For maintenance issues, you should notify DUWO's 'Vastgoed Service'. However, the RAs are available to help with this when needed. 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.

[More information about the Resident Assistants](#)

[Contact the Resident Assistants via Facebook](#)

[Contact the Resident Assistants via email](#)

Emergency contact: (+31) 06 50 44 93 38

Organisational Structure

The organisation of Amsterdam University College consists of the management, faculty and a number of representative bodies.

[Access the Amsterdam University College Organogram \(organisational chart\)](#)

University of Amsterdam and Vrije Universiteit Amsterdam

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, giving you access to many of their facilities and student services.

Governance

On 1 September 2016, AUC 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 the AUC Board, which is formed 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' or '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.

[More information about the members of AUC's governing body](#)

AUC Management Team

AUC's Management Team holds the responsibility for managing the overall of the institution, including developing policy and strategic vision for AUC's continuous improvement.

[More information about the Management Team](#)

AUC's participatory governance bodies

The participation of employees and students increases the quality of governmental decision-making and ensures that policies are supported by staff members and students of the university. Amsterdam University College has several democratically chosen participatory bodies in which students and staff members get a say. They are the Board of Studies, with its focus on the quality of education, the Student Council, with its focus on the rights and well-being of students, and the Works Council, with its focus on the rights and well-being of staff.

Student Council (SC)

The AUC Student Council is the representative body for students at Amsterdam University College (AUC). This means that their job is to represent the interests of all students regarding all aspects of student life at AUC, such as academics and student well-being. By doing so, they act as a bridge between you as the AUC student community and the AUC management, faculty and external parties such as the UvA, the VU and DUWO. The Student Council establishes a policy plan for each academic year, communicates through its own channels and regularly holds office hours as ways to stay in contact with students and their needs.

The AUC Student Council is situated under the Student Council of the science Faculty of the Vrije Universiteit Amsterdam. Like every student council in the Netherlands, the AUC Student Council has legal rights to ensure that the students of AUC have a say in how AUC is run. This includes rights of approval, advisory rights and rights of initiative. An exact definition of these and other rights can be found in the *Wet op het Hoger Onderwijs en Wetenschappelijk Onderzoek (WHW)* and the *VU Regeling Medezeggenschap Studenten*.

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.

[More information about the Student Council and its current members](#)

[Access the 'Wet op het Hoger Onderwijs en Wetenschappelijk Onderzoek'](#)

[Access the 'VU Regeling Medezeggenschap Studenten'](#)

[Contact the Student Council](#)

Works Council (AUC-ODC)

The final participatory body at AUC is the Works Council, which is representational rights of AUC employees, including both academic and administrative staff.

[More information about the Works Council](#)

Board of Studies (BoS)

The Board of Studies ('Opleidingscommissie') helps safeguard the quality of the degree programme, by giving advice, solicited or unsolicited, 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, the National Student Survey (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 Academic Standards & Procedures, and is designated as a Participatory governance body.

[More information about the Board of Studies and current members](#)

Board of Examiners (BoE)

The Board of Examiners ('Examencommissies') 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. Members of the Board of Examiners are senior members of AUC's faculty.

All requests are submitted via the Digital AUC Service Desk and must be accompanied by a copy of your planning grid, for which you can find a template on the BoE Canvas page. Requests for recognition of off-campus or honours courses must always include a course manual and should be requested before starting those courses (i.e., before the start of the semester). Please consult your Tutor before sending a request to the Board of Examiners. Requests may take up to six weeks to process.

[More information about Board of Examiners and its current members](#)

[Contact Board of Examiners through Digital AUC Service Desk](#)

Appealing Board of Examiners decisions

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). It is wise to consult your tutor before sending an appeal to VU COBEX.

The appeals procedure is outlined on the VU website. Be advised that it is best to consult with your Tutor first before sending an appeal to VU COBEX. You must submit your appeal within six weeks of the ruling from the Board of Examiners.

[More information about the VU Examinations Appeal Board \(VU COBEX\).](#)

[More information about VU disputes procedure](#)

Admissions Committee

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.

[More information on the Admissions Committee and Admissions policy](#)

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 Board, following the recommendation of the Dean.

[More information about the International Advisory Board and its members](#)

AUC Quality Assurance and Accreditation

AUC's Liberal Arts and Sciences programme has been accredited by the NVAO (the Accreditation Organisation of the Netherlands and Flanders), based on an assessment report of an international expert committee. The NVAO formally re-accredited the AUC programme on 15 July 2019. Findings, consideration and conclusions of the accreditation committee were brought together in a report, which concluded that "AUC brings the research strengths of the two parent institutions together by realising a distinctive residential teaching-learning environment that addresses real world challenges through a flexible approach to learning and development", and "AUC delivers graduates of a high standard who easily find their way in top-ranked university programme".

Instruments and Structures for Quality Assurance

Quality at 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, AUC recognises the importance of feedback, such as through course evaluations, and follow-up to this feedback. Student participation is a key element for AUC quality assurance 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.

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 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 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.

[More information about evaluations](#)

Policies and Procedures

Academic Standards and Procedures

The AUC Academic Standards and Procedures (AS&P) are the rules that guide students through their studies at Amsterdam University College in order to receive a qualified degree. All information in the AS&P document is important but extra attention should be given to:

- Regulations on fraud and plagiarism (Appendix 2)
- Grading policy (section 3.1)
- Missed assessments (section 3.3)
- Attendance policy (section 4)
- Academic Probation and Binding Recommendations on Continuation of Studies (BSA) (section 3.6 and 3.7)

[More information about AUC Academic Standard and Procedures](#)

[Access AUC Academic Standards and Procedures 2022-2023](#)

Grade appeals process

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 for a particular assignment being posted on Canvas.

After contacting your teacher, if you are still unsatisfied, you have the right to appeal. Appeals should be directed to the Examination Appeals Board of Vrije Universiteit 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. For other appeals issues that are not related to grades, you should first contact the Board of Examiners.

[More information about VU COBEX appeals procedure](#)

[Contact the Student Ombudsman \(VU\)](#)

Complaints procedure

If you have a complaint of an academic nature, please see your tutor, and they will inform you about the proper procedures. 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 or the Student Life Officers.

If you have general complaints or suggestions, you can also submit them using form that can be found on Canvas. Please be sure to follow the procedure as outlined in the form. All complaints and suggestions will be handled with confidentiality. If you have completed the AUC procedures, but you have been unable to solve the problem, you may contact the Student Ombudsman.

Course evaluations at the end of a course are intended specifically as quality assurance exercise, rather than suggestions or complaints. Grade appeals should be sent to the VU OBEX. Please refer to the AUC Academic Standards & Procedures for more details.

[Contact the Senior Tutor](#)

[Contact the Student Life Officers](#)

[Contact Board of Examiners](#)

[Contact the Student Ombudsman \(VU\)](#)

[Access the Complaints and Suggestions form](#)

[Access the Academic Standard and Procedures](#)

Course registration

Students register for courses during the designated AUC course registration periods twice a year. Course registration for the first semester usually takes place in May and the course registration for the second semester is usually in November. During the course registration period, you submit your request for five courses for the semester (16-week period and 4-week period) through the AUC Portal. If you can't be registered for your first choice of course(s) for any reason, you must submit alternatives. Each registration period is also accompanied by Add/Drop period(s) where additional course changes can be made.

Resources such as the course market, the Curriculum Planner Tool in AUC Portal and your tutor are available to help you in your course selection and semester planning

[More information about courses and Course Registration](#)

[Access instruction manual for Curriculum Planner Tool](#)

[Access Course Registration guidelines](#)

[Access AUC Portal](#)

Services and Facilities

AUC Academic Building

AUC's Academic Building is in Amsterdam Science Park at Science Park 113, 1098 XG Amsterdam. AUC's facilities and services are all 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.

Almost all of AUC's classes take place in the Academic Building. A few specific courses (e.g. practical courses in laboratories or that involve field work) may be held in other buildings of the University of Amsterdam or Vrije Universiteit Amsterdam.

Classrooms

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. While there are electrical outlets available all around the Academic Building in the study and reading areas, be aware that the number of outlets available in classrooms is limited, so you are advised to charge your laptop before attending class.

Project rooms

Project rooms are spaces around the Academic Building available to students and are intended for meetings, group work or shared study time. You can use project rooms when they are free, as they are not booked ahead of time.

Study spots

Two main study areas in the building are on the second floor (Darwin Area) and third floor (Merian Area). These are intended as quiet areas for studying and work, so please be mindful and respectful of your peers in these spaces.

Common Room and Cafe

The Common Room in the Academic Building is a multifunctional space which hosts events, meetings and is connected to the cantina on the ground floor. Cirfood catering services the AUC cafe, along with all UvA campuses, and offers light meals, snacks and refreshments.

[More information about Cirfood on UvA campuses](#)

Intelligent fridge

On the first floor of the academic building, you can find an 'intelligent fridge,' which is stocked with a variety of sandwiches, snacks and refreshments and is serviced similarly to a vending machine. Contactless cards are accepted as payment.

Luxury coffee machine

Also on first floor of the academic building, you can find a luxury coffee machine, which can be paid for with contactless payment and offers higher quality range of coffee options than other campus coffee machines.

Join the Pipe

the Academic Building is part of the "Join the Pipe" initiative to encourage students, staff and visitors to drink tap water as part of its sustainability efforts.

[More information about Join the Pipe](#)

Lockers

A number of lockers are available in the Academic Building to use for temporary storage. Do not leave property in the lockers overnight. AUC is not liable for any loss or damage to your property if you use the lockers. Rules and instructions for use are posted by the lockers in the building.

Lost and found

If you lose something in the Academic Building, check with the Information Desk at the reception. Additionally, should you find property left behind, please hand it in at the Information Desk. Please do not leave any of your personal belongings unattended in the Academic Building.

No Smoking on campus

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 (past the bridge and onto the sidewalk in front of the Academic Building). Do not throw your butts on to the ground or into the waterways – not only is it unsightly, it is also a hazard to the local wildlife.

[More information about campus smoking policy](#)

Alcohol policy on campus

For on-campus events in general, AUC follows guidelines that alcohol consumption will not be promoted at nor the main focus the event. A wide and appealing range of non-alcoholic beverages will be made available whenever refreshments are organised for an AUC event, whether organised in the AUC Academic Building or at an external location.

[More information on UvA policy regarding alcohol on campus](#)

[More information on UvA alcohol consumption policies and resources](#)

UvA campuses

The University of Amsterdam has four open city campuses – Science Park campus, Roeterseiland campus, City Centre campus, Amsterdam UMC – that connect the city and the University and combine the advantages of both. As an AUC student, you have access to these campuses just as other students enrolled in the University of Amsterdam and can use facilities such as the libraries and cultural centres.

[More information about UvA campuses](#)

VU campus

The campus of the Vrije Universiteit Amsterdam is located in Amsterdam Zuid. As an AUC student, you have access to this campus just as other students at the VU and can use facilities such as the library and cultural centre.

[More information about VU campuses](#)

Libraries and books for courses

For your courses and studies, you may have to borrow or purchase books outside of materials available digitally on Canvas. As an AUC student, you have access to the libraries of the University of Amsterdam and Vrije Universiteit Amsterdam, including their digital libraries.

[More information about UvA Libraries](#)

[More information about VU Library](#)

[More information about StudyStore](#)

Tutoring System

The tutoring programme is one of the defining features of Amsterdam University College. You are paired with a core faculty member who acts as an academic and career advisor for the duration of that student's time at AUC. The tutoring system empowers you to navigate and your studies, discover your interests, develop academically and personally, and find potential post-graduate pursuits.

Tutors receive a group of new students each year. You will meet your tutor and the other students in your Tutor group during Introduction Week and you may continue to meet as a group throughout the first year. You will also be invited to meet individually with your tutor primarily at mid-semester and during course registration. Tutors are available for additional meetings to discuss questions you may have regarding your studies.

In addition to discussing your courses, internship and community project opportunities, study abroad programmes, and capstone, tutors can provide guidance in administrative matters, such as requesting study accommodations. As you progress in your studies, tutors can help you identify, clarify, and articulate personal, educational, and post-graduate or career values and goals. It is expected that you communicate effectively and keep appointments with your tutor.

[More information about the tutoring system](#)

[Access the tutoring syllabus](#)

Student services and administration

AUC has a team of professional staff, who provide operational support to all AUC activities and to its students and staff. If you have a question about an administrative matter, consult Canvas first. Then, you can submit a question or request via the Digital AUC Service Desk or at the schedule Office Hours.

[More information about AUC's professional staff](#)

[Access Digital AUC Service Desk \(submit your question\)](#)

[AUC Service Desk Office Hours schedule](#)

[More information about Digital AUC Service Desk](#)

Student information and communication channels

Key sources of information for policies, resources and processes relevant to your time at AUC include the AUC website, Canvas and Portal. If your questions are not answered via information there, then you can contact relevant staff members via the Digital Service Desk.

Communications from AUC that include important and relevant information for all students will most often be shared through the following channels:

- Announcements on the Student Information Canvas page
- Student Newsletters (sent every two weeks)
- Direct mailings
- LCD screens in Academic Building

[Access AUC website webpage for current students](#)

[Access Student Information Canvas page](#)

[Access Portal](#)

[Access announcements on Student Information Canvas page](#)

[Access Student Newsletters archive](#)

Student ID Cards

You can obtain both a University of Amsterdam student identification (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 and more.

[More information about Student ID cards \(UvA and VU\)](#)

Payment by UvA student ID card and PIN

You can pay for services in the AUC building using your UvA student ID card or your bank card (PIN), including contactless. Cash is not accepted. The café in the Common Room accepts both.

[More information about paying with your Student ID card](#)

UvA Student counsellors

The UvA student counsellors are available for confidential conversations, advice and information on matters that are not directly related to the content of your degree programme, but which relate to your personal situation or your study progress. This can include exceptional personal circumstances such as illness, family circumstances, providing informal care to loved ones, pregnancy and parental responsibilities, etc.; requesting a student loan and financial assistance; studying with a disability, dyslexia or chronic illness; requesting educational or exam-related facilities; top-class sports and top-class cultural activities; problems with departments or individuals at the UvA. At AUC, it is best to discuss these issues with your Tutor first, where possible.

[More information about the UvA Student Counsellors](#)

Religious and spiritual services

A wide range of religious and spiritual services are available to you in the city of Amsterdam, including student associations.

[More information about religious and spiritual student associations](#)

ICT services

Student email

All AUC students have an AUC mailbox (an "@student.auc.nl" email address or "@student.uva.nl" email address) on the UvA Microsoft 365 platform. You can log on to Microsoft 365 using your UvAnetID and you will always receive email communications from AUC sent to this AUC email address. It is considered your official email address while you are an AUC student and will be used for all official correspondence from AUC. By default, the emails you receive in your AUC mailbox are also automatically forwarded to the email address you submitted as your correspondence address in Studielink. You can change the settings to unlink your emails if you wish, but you must then check your AUC mailbox regularly as this is where AUC emails will be sent. Please note that you may also be asked to complete a 'two-step verification' process before accessing your student email.

With your VUnet ID, you will automatically be given a VU email address. Please regularly check your VU email account for messages or arrange for it to be forwarded 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.

[More information about your student emails](#)

[More information about setting up and accessing your UvA/AUC email](#)

[More information about two-step verification](#)

[Access VU student email](#)

UvAnetID and VUnetID

All AUC students get both an UvA-net ID as well as a VU-net ID to access email accounts and digital environments. Your ICT services and all ICT services at AUC are provided by the UvA, so your UvAnetID is particularly important.

UvAnetID

[More information on UvAnetID](#)

[Activate or reset UvAnetID](#)

[Questions about UvAnetID](#)

VUnetID

[More information on VUnet ID](#)

[Activate or reset VUnet ID](#)

[Questions about VUnet ID](#)

ICT Code of Conduct

Everyone granted access to UvAnet must abide by the ICT code of conduct which was drawn up by the UvA Board and which forms an integral part of the UvAnet Regulations.

[Access the UvAnet Regulations \(Code of Conduct\)](#)

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 computers available for student use in the Academic Building, however AUC students can make use of public computers on UvA and VU campuses.

[More information about computer facilities at UvA Faculty of Science \(Science Park 904\)](#)

Wireless network

As an AUC student, you have access to the UvA's and VU's wireless networks at various UvA and VU buildings and in lecture and study rooms. Internet access in the student residences is provided, but you must bring your own wireless router and ethernet cable.

To access the UvA wireless networks, including in the AUC building, you will need your UvAnetID and log-in. Below you can find the steps and software needed to access the WiFi networks on UvA campuses. These networks are titled "eduroam" or "uva".

[More information about wireless networks at AUC, the student residences and Science Park](#)

[More information about accessing UvA wireless networks](#)

[More information about accessing wireless networks on VU campus](#)

Network and service outages

If you experience any ICT disruptions with the AUC website, Canvas, your student email, wireless network in the academic building or if you are experiencing other technical errors, you can check through the UvA network services webpage if this is a known ICT disruption. If there is no known description, you can contact the ICT service desk.

[Access UvA network services status webpage](#)

[More information about Service Desk ICT services](#)

Software

Your AUC student email is hosted in Microsoft 365 and Office 365 ProPlus is available free for all students. This will give you access to the latest versions of software programmes such as Word, Excel and PowerPoint. You also have access to study support software such as Microsoft Teams and Zoom. Microsoft Teams, in particular, is used by many university services as a resource and method of contact. Your UvAnet-ID or VUnet ID also give you access to discounted software via Surfspot.

[More information about available software](#)

[More information about Microsoft Teams](#)

[Access Surfspot](#)

Photocopying and printing

You can use the multifunctional printers in the AUC building, or any UvA building to print, scan and copy documents. Printing and copying come with a small fee per page, while scanning is free. You can only use the printers if you have a valid UvA student ID card with sufficient credit.

[More information about printing, copying and scanning](#)

Needing a Temporary Laptop

Should your laptop breakdown or you (temporarily) don't have access to your own, there are various options. You can borrow a Chromebook for the day from the UvA university library and there are external organisations that rent out laptops for a fee per month. In a dire emergency, you can ask at the AUC Information Desk if there is a laptop available for you to borrow temporarily. Please note that these laptops are only for use within the AUC academic building and you cannot take them home with you, and you will usually only be able to borrow one for a few hours. If borrowing a laptop from the Information Desk, please make sure you bring your student ID card (or another form of ID) with you to be left at the Information desk while you use it.

[More information about borrowing laptops resources for laptop issues](#)

[More information about borrowing a Chromebook from UvA Libraries](#)

ICT helpdesk

The UvA Service Desk ICT Services assists both students and staff members of the UvA with questions and issues pertaining to ICT.

[More information about Service Desk ICT services](#)

The Residential Campus

Living on campus is an essential part of AUC. The AUC learning experience combines academic and social life in a campus setting. This allows you to focus on your studies, to collaborate 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 in Amsterdam Science Park in the district of Amsterdam East (Amsterdam Oost).

[More information about AUC's campus](#)

Amsterdam Science Park

The AUC Academic Building and student residences are located in Amsterdam Science Park, in the East of Amsterdam. Amsterdam Science Park is also home to a number of top national research institutes (AMOLF, NIKHEF, CWI, SurfSara) and the Faculty of Science (FNWI) of the University of Amsterdam. This location 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. Every year, many AUC students are able to pursue and complete a growing range of research internships and capstone research through the institutes of Science Park.

Alongside academic and research institutions, Amsterdam Science Park includes a number of spots and resources that AUC students may find useful, including cafés, sports facilities, transportation and career opportunities:

[More information about the UvA Science Faculty](#)

[More information about the university sports facilities](#)

[More information about Anna's Tuin & Ruigte](#)

[More information about Café Restaurant Polder](#)

[More information about Maslow Café](#)

[More information about Amsterdam public transport](#) (Bus line 40 connected to Science Park)

[More information about national train service](#) (Train station Science Park)

[More information about Startup Village](#)

[More information about Amsterdam Science Park](#)

[Access Science Park Audio Tour \(AUC podcast\)](#)

Accommodation

All AUC students are guaranteed accommodation for three years (six semesters). 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](#), 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 should contact your landlord, DUWO. In the absence of a Tenants Association, the Student Council represents AUC students' common

interests as tenants to DUWO. The student residences have on-site assistance in form of a caretaker and the Resident Assistants.

[More information about DUWO housing association](#)

[More information about DUWO caretakers](#)

[Access the DUWO contact page](#)

[More information on housing at AUC](#)

Practical matters in student residences

The AUC student residences are equipped with extra facilities that are important to know about while living there, as well as requiring some practical actions from you to keep the living community clean and safe for everyone. As a resident, you are expected to adhere to the DUWO tenancy regulations and house rules, as well as the AUC Social Code of Conduct.

[Access the DUWO tenancy regulations](#)

[Access the AUC Social Code of Conduct](#)

Living Rooms and balconies

Strings (hallways) in the student residences have shared spaces called Living Rooms or a balcony. These are managed by a string representative per string so that they are kept up in a clean and usable way. Living Rooms and balconies are not part of your rental contract and their usage is a benefit given by DUWO. Every summer (July and August) the Living Rooms and balconies will be closed. In other unforeseen circumstances (e.g. COVID-19 restrictions), it can also be necessary to close them for either a short or longer period of time. The closing of the Living Rooms is done in consultation between AUC and DUWO.

Washing machines and dryers

On-site paid washing machines and dryers are available on the ground floor of the middle block and the third block of the residences, accessible only to residents.

[More information on paid washing machines and dryers in DUWO buildings](#)

Waste removal

Please be mindful of other people living in the same area. This also means that you take care of your waste and rubbish. There are underground containers in front of the building for the separate deposit of paper, glass and residual waste. Waste belongs in the waste containers, not in front of it or next to it. Items of waste that do not fit in these containers ('bulky waste') have different processes from the municipality of Amsterdam. Rubbish bags that are found in the gallery or in the hallway, will be removed by the caretaker or manager at your expense.

You share the neighbourhood with other residents, so please prevent littering in the streets and keep it a nice and clean residential area for all of your neighbours. This includes both fellow AUC students as well as other people living in the area. For information about the collection of bulky waste, please visit the website of the municipality of Amsterdam.

[More information about removal of bulky waste](#)

Bicycle parking

There are also secure storage spaces for bicycles available for each string to use, located inside the buildings.

AUC Social Code of Conduct and DUWO tenancy regulations

The AUC Social Code of Conduct and DUWO's tenancy regulations and house rules are designed to support successful community living, based on respect and consideration for others. 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 AUC's Codes of Conduct and can result in sanctions.

Read the AUC *Social Code of Conduct* and your DUWO tenancy regulations for full information on what is expected from you as a student and a tenant and what you can expect from your educational programme and landlord.

[Access the AUC Social Code of Conduct](#)

[Access the DUWO tenancy regulations](#)

[More information about DUWO housing association](#)

Breaches of the AUC Social Code of Conduct

Actions or behaviours anywhere on campus that demonstrate a serious disregard for the commitment to respect, tolerance, and engagement with others are treated very seriously, as a violation of the Social Code of Conduct and the DUWO tenancy regulations, and can result in sanctions from AUC and/or DUWO. 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.

Students who breach the AUC Social Code of Conduct are required to attend a mandatory meeting with a member of the AUC Management Team and the Student Life Officer. Possible sanctions can include social probation. Students on social probation are not able to study abroad, nor work for AUC, and they are strongly discouraged from running for or holding an elected office at AUC. For less severe breaches of the Social Code of Conduct students might get a formal warning instead of social probation on the condition that there will not be any further breaches in the future. If the student breaches the Social Code of Conduct again, social probation may still be imposed. The decision on the appropriate level of sanction is ultimately made by the Dean.

[Access the AUC Social and Academic Code of Conduct](#)

Sports facilities on campus

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

Amsterdam, as well as any affiliated student sports associations. Most sports facilities and associations will require some type of registration or membership to participate.

[More information about UvA/HvA's University Sports Center \(USC\) in Science Park](#)

[More information VU's Sports Centre \(SVU\) in Amsterdam Zuid](#)

Cultural facilities on campus

All AUC students are welcome to make use of the cultural student centres of the University of Amsterdam and the Vrije Universiteit. They offer a variety of programmes and courses in music, arts, dance, theatre and other creative pursuits. You can also watch performances and watch films with a student discount.

[More information about UvA's student cultural centre: CREA](#)

[More information about VU's student cultural centre: Griffioen](#)

Amsterdam, your (new) home

Amsterdam is a creative and culturally-vibrant city with lots of opportunities and activities for students. The city has an abundance of cinemas, theatres, museums, bars, clubs and festivals – and your UvA or VU student card will often get you a student discount.

Amsterdam municipality registration

The municipality of Amsterdam oversees a number of public services that you will come in contact with as a (new) resident of the city, such as waste removal and parking. Living in the AUC student residences means that you must be registered as a resident in Amsterdam. Once you've registered, you'll be given a citizen service number ('burgerservicenummer' or BSN). A BSN is required for many things in the Netherlands, including opening a bank account, visiting a doctor or getting hospital treatment.

[More information about registering with the municipality](#)

[More information about burgerservicenummer, BSN](#)

[Access the municipality of Amsterdam website](#)

Amsterdam Oost

Science Park and AUC's campus are located in Amsterdam Oost (East), which is home to lots of cultural hotspots, such as cafés and restaurants, museums, parks and a student-run cinema, that AUC students frequent.

[More information about Amsterdam Oost, the neighbourhood](#)

[More information about Studio K \(student-run cinema, café and club\)](#)

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. From AUC's campus, there is bus service (bus line 40) with several stops in the Science Park terrain and train service from the Science Park railway station. Most public transport in Amsterdam runs until around midnight, but there are also night buses and limited intercity connections. From many railway stations, in particular the bigger ones like Amsterdam Amstel and Amsterdam Centraal, you can easily catch a train to other destinations within the Netherlands.

If you are eligible for a Dutch study grant ('studiefinanciering') from DUO you will also be able to request and receive a student travel product for your 'OV-chipkaart' (public transport card) with which you can travel throughout the Netherlands for free either from Monday to Friday with a discount in the weekend or vice versa, with certain restrictions. If you are not eligible for a Dutch study grant, you are not eligible for this student discount.

For the buses, trams and metros in Amsterdam, as well as public transport systems throughout the Netherlands, you will need to use the 'OV-chipkaart' (public transport chip card) system. There are

two types of cards that you can use: a personal card, which is tracked and allows passes and discounts, or an anonymous card, which is untracked and shareable.

[More information about personal or anonymous 'OV-chipkaart'](#)

[More information about train passes and discounts on personal OV-chipkaart](#)

[More information about public transport in Amsterdam \(GVB\)](#)

[More information about national rail services \(NS\)](#)

Cycling

Frequently, the most practical way to travel around Amsterdam is by bicycle. Bikes, new and second-hand, can also be bought at shops all over the city. Avoid purchasing bikes on the street with extremely low prices, as these are almost invariably stolen goods and buying a stolen bike is considered a criminal offence. Bicycles should always have a serial number ('serienummer') which can be checked for its (possible) theft history. In addition to your bicycle, you should invest in a decent lock.

[More about checking bicycle serial numbers \(in Dutch\)](#)

Buying or renting a bicycle

Many resources are available to purchase or rent a bicycle, both new and second-hand. Within walking distance from Science Park, you can find several bicycle sellers and repair shops that will typically have a selection of new and used bicycles for sale. Online is also a good resource, with Facebook Marketplace and Marktplaats (Dutch re-sale site) as popular options for second-hand bicycles. However, it is good to be mindful of scams when buying through these sites. You can also acquire a bicycle on a monthly subscription-basis via a company called Swapfiets. Renting is also a possibility for short trips or visitors, but will be more expensive over a longer period of time.

[More information about Facebook Marketplace](#)

[More information about Marktplaats](#)

[More information about Swapfiets](#)

[More information about OV-fiets \(short term public transport bike rental\)](#)

Cycling tips and traffic rules

If you are inexperienced in cycling, especially in a city, it is helpful to have some tips and best practices. Always give right of way to taxis, trams and buses, and give way to all traffic approaching from the right, unless otherwise indicated. Put your hand out to let other people know if you are going to turn left or right, especially in busy streets with more traffic (both cars, scooters and bikes) this can easily prevent accidents. Never leave your bike unlocked and preferably lock it to something immovable (e.g. bike rack) and through the wheels and the frame. Lights at night are required.

The Amsterdam tourist board has put together a helpful guide on cycling safety.

[More information on cycling safety from IAmsterdam](#)

Health, Well-being and medical services

Health insurance in the Netherlands

By law you must have health insurance covering all health costs for the duration of your stay in the Netherlands. Before arriving, check your current health insurance and buy extra coverage if needed. This will vary if you are a student from the European Union (EU) or from a non-EU country.

If you're working alongside your studies or doing volunteer work, you must get Dutch health insurance even if you're already insured elsewhere. Your health insurance options are outlined below.

[More information about health insurance for international students \(UvA\)](#)

[More information about health insurance \(VU\)](#)

European Health Insurance Card (EHIC)

For EU/EEA or Swiss nationals. Can be obtained through a reciprocal agreement between EU/EEA countries. It covers most – but not all – basic and emergency healthcare costs. You apply through a local insurer in your home country.

In the Netherlands, Zilveren Kruis (Silver Cross) manages the coverage and reimbursements

[More information about European Health Insurance Card](#)

[Contact Zilveren Kruis](#)

Private Insurance

For non-EU/EEA or Swiss nationals. Private companies offer various packages for international students and can be used to supplement EHIC insurance. If you are already insured in your home country, check what and how long they cover you abroad.

Basic Dutch Health Insurance

Dutch nationals and/or anyone working in the Netherlands. It covers basic health care and emergency expenses. A range of health insurance companies are available to you if you wish to have basic Dutch health insurance. This is not intended for international students who are not employed in the Netherlands (job or paid internship). For basic health insurance, you will have a monthly cost as well as a yearly 'eigen risico' (deductible) of €385, which is an amount set by the government.

[More information about Dutch Health Insurance options](#)

Registering with A General Practitioner

The General Practitioner doctor (GP or 'huisarts') is the first point of contact for most medical services, including psychologists or counselling, physiotherapy, hospital visits, surgery and more. This means that if you would like to visit a medical specialist, you first need a referral from your GP (read more below). Therefore, we strongly suggest you register with a GP as soon as possible. There is a big selection of GP practices in Amsterdam that are open to new patient registrations and can be found via databases such as 'Zorgkaart Nederland' or by visiting the local town hall and asking for a list of registered GPs in the area. The other option is to register with the UvA's General Practitioners Practice, which has GPs that have specific knowledge about student life and is open to registrations and

appointments from all UvA and HvA students. The practice and student doctors' offices are located at Oude Turfmarkt in the center of Amsterdam. They also have a sign-up sheet for international students, in which you do not need to fill in your BSN number in order to be able to register.

[More information about registering with a GP in the Netherlands](#)

[More information about Zorgkaart Nederland](#)

[More information about UvA's GP practice](#)

[Contact UvA's GP Practice](#)

[Registration - Huisartsenpraktijk UvA \(huisartsenamsterdam.nl\)](#)

Medical emergencies

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

For minor injuries in the Academic Building, you can contact the security officer/receptionist at the entrance or call **UvA Security at +31 (0)20 525 2222**. Security personnel have a basic first aid box for minor injuries.

Hospitals with emergency centres

- [OLVG, Location East \(Oost\)](#)
 - Contact at +31 (0)20 599 9111
- [VU University Medical Center \(VUmc\)](#)
 - Contact at +31 (0)20 444 4444
- [Academic Medical Center \(AMC\)](#)
 - Contact at +31 (0)20 566_9111

Huisartsenpost (General Practice Centres for emergencies)

In evenings, on weekends and holidays, and outside of standard office hours for general practitioner doctors, there are General Practice Centres ('huisartsenpost') which have on-call doctors for needs that do not require an emergency room visit.

[More information about General Practice Centres](#)

[More information about OLVG Oost Huisartsenpost](#)

Specialist medical care

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 your 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.

The main steps to see a specialist:

- Check what is covered by your insurance

- Pick a General Practitioner (GP)
- Register with your chosen GP, which can often this can be done online
- Make an appointment with your GP and ask for a referral letter to a specialist
- Once you have the referral, contact the specialist for an appointment

[More information about health services and specialist medical care](#)

Stress and mental health

To some degree, stress is a normal part of life and the university experience. However, excessive stress can be harmful to your health and well-being. If you are struggling with stress from study or personal problems, you do not have to deal with it on your own. Talking to someone, whether that is a friend, a family member, the Student Life Officers or a medical professional can help to prevent your stress from getting worse. AUC has a range of resources to offer advice regarding stress management, including the SLOs and Peer Support, as well as strategies for understanding and addressing your stress.

[More information on stress and stress management](#)

[Contact the Student Life Officers](#)

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 resources and advice regarding non-academic issues that may impact your study progress. Your Tutor and the Student Life Officers are often closely connected for non-academic concerns, so you can approach either and they will be able to further refer you for additional advice or support. You can also contact support or counselling services directly.

[Contact the Student Life Officers](#)

UvA and VU student psychologists

As both a University of Amsterdam and Vrije Universiteit Amsterdam student, you have access to both of these universities' psychological services. However, AUC works more closely with the UvA psychologists. Both resources are listed below. If you require longer term or more specialised help, these services can help you to find the appropriate mental health professional. This is not a replacement for care given through Dutch health services, especially for long-term issues. If you are unsure what would be best for you, please contact the Student Life Officers.

[More information about the UvA psychologists](#)

[More information about VU student psychological counsellors](#)

[Contact the Student Life Officers](#)

UvA workshops for psychological issues

The University of Amsterdam has a student training portal that hosts free in-person and online workshops that cover mental health topics such as stress relief, motivation and social issues.

[More information about UvA student training portal](#)

UvA psychologist at AUC

AUC works together with one of the UvA psychologists for AUC-specific availability and online consultation sessions. These appointments are typically 30-minutes long, free of charge and are intended to be one-time consultation sessions. Some issues may be addressed in that time, but there can also be referral for further support services. As with other university psychologist services, it is not a replacement for care through health care services.

[More information about UvA Psychologist at AUC](#)

Drugs and alcohol

AUC's policy on drugs can be found in the Social Code of Conduct. 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 among its students. In the Netherlands, rules pertaining to drugs are laid down in the Opium Act, which distinguishes between hard drugs and soft drugs.

- **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**. However, 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) or no more than 5 cannabis plants.

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, and will endeavour to offer appropriate counselling and support. If you are worried about a fellow student or yourself, please reach out. You can contact your Tutor, the Student Life Officers 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.

[More information on laws and policies on drugs and alcohol \(Dutch government\)](#)

[More information on support for issues with drugs and alcohol \(Jellinek Clinic\)](#)

[More information about two schedules of illegal substances \(Opium Act\)](#)

[Contact the Student Life Officers](#)

Studying with disability or chronic illness

For guidance and information on the support available at AUC, students are encouraged to reach out to the Student Life Officers, 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 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.

[More information about studying with a disability, dyslexia or chronic illness](#)

Requesting Accommodations

A range of accommodations can be made to support your study at AUC. Prior to making any type of accommodation requests while you are at AUC, you are always encouraged to first discuss your situation and needs with your tutor or the Student Life Officers team. Some requests will require documentation from a (mental) health professional. If this is not accessible, the Student Life Officers may be able to evaluate the situation and provide a statement instead.

Academic accommodation requests

Students may have exceptional personal circumstances, whether short-term or long-term, that could make them eligible for provisions or accommodations in teaching facilities, logistics, course load, attendance, examinations or other assessments where they believe they would otherwise be (or have been) unfairly disadvantaged. AUC is committed to giving each student a fair opportunity to demonstrate their skills and knowledge. If you need accommodations for your academics and academic requirements on the basis of disability or chronic illness, you can submit a request to the Board of Examiners by selecting the option "Academic Accommodation on the basis of Physical or Mental health or Disability Attach any supporting documentation" via the Digital AUC Service Desk. You can refer to Article 6 in the Academic Standards and Procedures for more information about AUC's policy on academic provisions.

[Access the Academic Standards and Procedures](#)

[Contact Board of Examiners](#)

Residential accommodation requests

If you require a special provision in your residential requirements, for example due to (mental) health reasons, contact the Student Life Officers. You will need to complete the Medical Documentation for Special Provisions, which the SLOs will review, along with the situation and your documentation, and assess if you are eligible for special residential provisions. This may include a meeting with the SLO to better assess the needs.

[Access the Medical Documentation for Special Provisions form](#)

[Contact the Student Life Officers](#)

Confidentiality in accommodation requests

All requests for special provisions will be handled confidentially, and documentation and requests will only be shared on a need-to-know basis.

[More information and documents related to accommodations](#)

UvA IDEAs (formerly Student Disability Platform)

UvA IDEAs is a platform run by students with a disability who are committed to creating an accessible and inclusive UvA. IDEAs stands for Inclusivity, Disability, Equity, Accessibility for and by students. The platform is committed to creating an accessible and inclusive university where every student is able to enjoy their studies and to succeed – regardless of their disability and/or chronic illness.

[More information about UvA IDEAs](#)

Disability Handbook

The Disability Handbook was put together by an AUC student and aims to raise awareness regarding disability, accessibility, and inclusivity in higher education. Published online, it provides guidance to those looking for support to navigate disability-related challenges arising in academia, and is available to anyone who wishes to inform themselves on the topic. This was a one-time project from a student, completed in 2021, and is not consistently updated but still offers useful resources.

[Access the Disability Handbook](#)

Safety on campus

Whenever the Academic Building is open, security personnel are present at the entrance for your safety and security. Be aware that the buildings are considered public and are open to visitors, so you should always keep a close eye on your personal possessions. Do not leave your bag or laptop unattended at any time. AUC assumes absolutely no liability for the loss, theft or damage of personal possessions of students and their guests in the Academic Building or student residences.

In the student residences, the DUWO caretaker, social warden and technical manager help DUWO to monitor their buildings and provide services to their tenants. You can contact DUWO on any issue regarding the residences. The Resident Assistants, while not considered professional first responders, are also available for assistance in emergencies and situations with safety needs.

Contact AUC security personnel: call **+31 (0)20 525 8780**

[Contact the Resident Assistants via email](#)

[Contact DUWO housing association](#)

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. Emergency number is **112**; non-emergency number is **+31 (0)900 8844**.

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, you can contact UvA Security (24/7 control room) at **+31 (0)20 525 2222**

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 at **+31 (0)20 525 2222**.

In case of fire in the Academic Building, 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 and other emergency services as necessary.

For other kinds of emergencies or incidents in the Academic Building, report it immediately to the security officer/receptionist at the Information Desk or to the Housemasters. AUC reception can be reached at **+31 (0)20 525 8780**.

For other kinds of incidents in the student residences, report it immediately to the DUWO concierge, or to 24/7 DUWO maintenance services at **+31 (0)20 342 9666**.

[More information about UvA Security](#)

[More information about Emergency response in Amsterdam](#)

[Contact DUWO \(non-emergency\)](#)

Emergency assistance team in the 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. If you are interested in joining the emergency assistance team as a student, please contact the Housemasters.

[More information about joining the emergency assistance team](#)

Consent and reporting harassment

Consent, its definition and usage

Consent is Clear, Coherent, Willing, Ongoing

Consent is **clear**. It is expressed through words or actions that create mutually understandable permission. Consent is never implied and the absence of a no is not a yes. Silence, “I’m not sure” “Maybe” “I don’t know” and similar phrases are NOT consent.

Consent is **coherent**. People incapacitated by drugs or alcohol cannot consent. Someone who cannot make rational, reasonable decisions because they lack the capacity to understand the “who, what, when, where, why or how” of the situation cannot consent. People who are asleep or in another vulnerable position cannot consent.

Consent is **willing**. Consent is never given under pressure. Consent is not obtained through psychological or emotional manipulation. Consent cannot be obtained through violence or threat. Someone in an unbalanced power situation (i.e someone under your authority cannot consent).

Consent is **ongoing**. Consent must be granted every time. Consent must be obtained at each step of physical intimacy. If someone consents to one sexual activity, they may or may not be willing to go further.

Support resources for sexual violence

Sexual Violence is a broad term that encompasses any form of attempted or completed sexual approach, requests for sexual favours or other sexually explicit verbal, non-verbal or physical behaviour that is experienced as undesirable. AUC aims to create a supportive and safe environment free from such behaviours, 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.

[Access AUC’s Social Code of Conduct](#)

[More information about AUC’s policies on Harassment, Discrimination and Sexual Misconduct](#)

Reporting and resources

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 to the confidential advisors in the UvA. For situations between students, cases can be reported to the VU's confidential counsellors. For more information or assistance in this process, please contact the Student Life Officers.

[More information about AUC’s policies on Harassment, Discrimination and Sexual Misconduct](#)

[More information about the UvA confidential advisers](#)

[More information about VU confidential counsellors](#)

[Contact the Student Life Officers](#)

Harassment, discrimination and sexual violence reporting forms

To protect the safety and wellbeing of everyone within the community, 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 Officers 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.

[Access the Complaints Form for Harassment, Discrimination and Sexual Misconduct](#)

[Access the Anonymous Reporting Form for Harassment, Discrimination and Sexual Misconduct](#)

UvA Confidential advisers for undesirable behaviour

The UvA confidential advisers for undesirable behaviour 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 regulations and procedures for complaints within the university. For situations perpetrated by or occurring between members of staff, a report should be made immediately to the confidential advisers in the UvA.

The responsibilities of the UvA confidential advisers include:

- To provide a confidential, open and easily accessible possibility to report undesirable behaviour
- To provide support and assistance to students and staff who have experienced undesirable behaviour
- To help the person reporting the behaviour look for a way to resolve the undesirable situation and provide guidance in this process
- Where necessary to refer them to other specialists inside or outside the university

[More information about the UvA confidential advisers](#)

[Contact the Student Life Officers](#)

VU Confidential counsellors

The VU confidential counsellors are part of an active policy that counters all forms of undesirable conduct at the VU. The confidential counsellors have been specifically appointed for this for students.

The confidential counsellors are there to:

- Take care of you, give you advice and support;
- Inform you of the various ways in which you can solve the problem or submit a complaint;

- Guide you in case you want to have the matter mediated or if you want to submit a complaint to the Complaints Committee;
- Ensure that you receive adequate follow-up care, if necessary.

[More information about VU confidential counsellors](#)

[Contact the Student Life Officers](#)

Emergencies and immediate assistance

In case of emergencies with immediate response needs always call the **emergency number: 112**

For immediate specialized assistance concerning sexual violence, either as a survivor or someone supporting a survivor, call the **Amsterdam GGD (Public Health Service) Sexual Assault Centre: +31 (0)800 0188**.

[More information about Emergency response in Amsterdam](#)

[More information about GGD Sexual Assault Centre](#)

Financial matters and support

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. AUC does not handle tuition fee payments, so you will need to contact the appropriate university central student administration for any questions you may have 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.

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.

[More information about UvA tuition fees payment](#)

[More information about VU tuition fees payment](#)

Amsterdam University College Scholarship Fund

The AUC Scholarship Fund is an independent foundation ('stichting') with the aim of furthering 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 financial need. In addition to standard scholarships, the ASF supports the Talent Fellowship at AUC (TFA), which aims to empower the next generation of talented Dutch students from communities that are underrepresented in higher education, including first-generation students, students with a migration background and refugee students. Through the scholarships and the TFA, 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 incoming students or December for students already at AUC. 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.

[More information about the AUC Scholarship Fund](#)

[More information about alternative sources of financial aid](#)

AUC Solidarity Fund

The AUC Solidarity Fund is an independent initiative that aims to support the students of Amsterdam University College in times of financial stress. Applications requesting support are accepted from students in need due to unexpected life changes or hardships. These applications are reviewed by the Solidarity Fund Board, composed of faculty members, to protect your anonymity. If you are interested, you can donate to support the fund or become involved in supporting the team behind it.

[More information about the AUC Solidarity Fund and how to apply.](#)

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.

[More information about the AUC Student Research Travel Fund](#)

Other sources of financial support

Students who are Dutch nationals or international students under the age of 30 could be eligible for student finance. This can consist of a number of components, such as loans, student travel products and scholarships. If you encounter certain special circumstances, you may also be eligible for extra grants or support. In cases such as study delays (e.g. caused by illness, disabilities, pregnancy, or special circumstances in the family of the student) you should inform your Tutor or the Student Life Officers. They can assist you by providing more information about the support options and application procedures, including deadlines and guidelines for calculating amounts.

[More information on student finance \(UvA\)](#)

[More information on grants and financial aid \(UvA\)](#)

[More information on grants for students in special circumstances \(UvA\)](#)

Rent benefit

Rent benefit ('huurtoeslag') is paid by the Dutch Tax Office and is intended to help people with low incomes to pay for their rented accommodation. The units in the AUC student residences have been designed to be independent households and therefore eligible for rent benefit. Both Dutch and international students can apply for rent benefit. To get rent benefit, you must be registered at the

municipality '(Gemeentelijke Basis Administratie)', and non-Dutch students must also have successfully completed registration or residence permit procedures with the Dutch Immigration and Naturalisation Service. Many units in the residences are for one person, but there are also many that are shared by two or more students (two- and three-room apartments, large studio apartments). If you live in one of these shared units, you will not be eligible for rent benefit, but your rent is lower, meaning the final cost will be quite similar.

[More information on rent benefit and eligibility from the Dutch government](#)