We are here to help
Learn about AUC’s student support services.

The following support networks and services are the main resources available to AUC students. Please note that this is not an exhaustive list and you may want to look into additional resources if necessary.

As your first point of contact, talk to the Student Life Officer, your tutor or your General Practitioner.

**Student Life Officer**
Open hours on Mon & Tue at 12:00-14:00 in room 3.22
The Student Life Officer (SLO) is your first point of contact at AUC for support on all issues related to student life and is available to meet with students individually to offer support, advise on student life concerns and refer students to the appropriate support services. The SLO is also responsible for developing and coordinating the work of the Well-Being Team, including the Graduate Assistant to the Student Life Officer, Resident Assistants and Peer Supporters.

**General Practitioner**
In the Netherlands your GP (huisarts) should always be your first point of contact when you are feeling unwell or need a referral for further tests or treatments, including lab tests, mental health services, physiotherapy etc. AUC students can seek medical treatment at the General Practitioners Practice UvA, where doctors are available with specific knowledge of student life. Visit a student doctor if you are sick, feeling down or have other health concerns. You are also welcome if you need a prescription, a lab test or a vaccination. You may also register with a different GP.

**Tutors and Senior Tutor**
AUC tutors are the first point of contact for students with academic concerns or questions. The tutoring system at AUC assigns each student a personal tutor who meets with them on a regular basis. The tutors provide advice on academic and administrative issues including selecting courses, academic developments or curriculum changes, academic procedures, and life after AUC.

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**FINANCES**

"I need help with my finances."

**UvA Student Counsellors**
UvA student counsellors provide advice and information on student finance. All sessions are confidential.
- Make an appt. through the UvA website

"Are there any funding resources?"

**AUC Solidarity fund**
Emergency financial relief through an initiative of AUC students and staff.
- Make an appt. through the UvA website

**UvA Emergency Fund**
For emergency situations that lead to financial problems for students.
- Make an appt. through the UvA website

**UvA Profiling Fund**
Financial support for specific students who fall behind schedule in their studies as a result of exceptional circumstances (such as illness or disability).
- Submit a request via UvA Counsellors

**AUC Scholarship Fund**
You may be eligible for the scholarship fund if there has been a sudden, unforeseen and drastic change in your family income.
- See website: auc-solidarityfund.wordpress.com

**DUO**
You might qualify for financial support from the Dutch government.
- Visit website

**HEALTHCARE**

"I wish to report an issue."

**UvA General Practitioners Practice**
A general practitioner that is open to new registrations for all AUC students.
- Make an appointment

To see a specialist in The Netherlands, you need a referral from your general practitioner. UvA and VU also offer psychological services that specialise in student affairs and do not require a referral. If you need immediate help call: 112 contact your general practitioner or UvA General Practitioners at +31 (0)20 525 2222

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**UvA psychologist at AUC**
One time consultation sessions with a psychologist at AUC. Mondays 09:00-12:00
- Make an appointment via UvA website

**UvA psychologists**
Specialised in student affairs.
- Make an appointment via UvA website

**VU psychologists**
Specialised in student affairs.
- Make an appointment via UvA website

"I am dealing with substance abuse."

**Jellinek**
Information and self-help tools for substance abuse.
- Visit website

"I have experienced sexual assault."

**Sexual Assault Centre**
Provides specialised care to victims of sexual assault and rape (day and night).
- Visit website

**In case of immediate issues:**

**Emergency 112**
The national Dutch emergency number for police, ambulance and fire department.

**Non-emergency 0900-8844**
Local police number for non-emergencies.

**UvA Security +31 (0)20 525 2222**
Contact point for reporting incidents within UvA 32/7.

**STUDENT SUPPORT**

"I have an issue at my residence."

**Resident Assistants**
AUC graduates living in the AUC student residences. Trained in general peer-support, first aid and emergency procedures.
- Contact Carolina MacGillavrylaan through Facebook

"I cannot do a repair myself."

**DUWO repair number**
Check whether the issue is the responsibility of the tenant or DUWO on the DUWO website. For immediate repairs call 015-2516700 or submit a repair request on the DUWO website.
- Visit website

"The information I can find is only in Dutch."

**Peer support**
Informal support for students by peers.
- Visit website

"I have ideas or concerns about life at AUC."

**Student Council**
The AUC Student Council is there to represent your interests regarding all aspects of student life at AUC.
- Visit website

**STUDENT SUPPORT**

"I need more time in exams."

**Request to the Board of Examiners**
If you need more time in your exams because of personal circumstances talk to your tutor about what you need, then submit a request to the Board of Examiners.
- Make an appointment

"I believe we can improve..."

**Academic Staff**
Talk directly with a faculty member to address your concerns. You can also address your ideas to:
- Student Life Officer or your tutor

"I need help with my writing skills."

**AUC Writing Centre**
Help with improving your writing skills.
- Visit website

"I need help with my finances."

**General Practitioner**
For more information go to: student.uva.nl/en/content/g/doctors

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