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 Officers, your tutor or your General Practitioner.

**Student Life Officers**

- **Book an appointment online:** Meetings with SLOs [info@auc.edu](mailto:info@auc.edu)
- **Send an email:** studentlifeofficer@auc.nl

The Student Life Officers (SLOs) are your first point of contact at AUC for support on all issues related to student life. They are available to meet with students individually to offer support, advise on student life concerns and refer students to the appropriate support services. The SLOs are also responsible for developing and coordinating the work of the Well-Being Team, including the Graduate Assistant to the Student Life Officers, 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.

**FINANCES**

- **1st point of contact:** Student Life Officer

  “I need help with my finances.”

**UvA Student Counsellors**

UvA student counsellors provide advice and information on student finances. All sessions are confidential.

- **Make an app.:** Through the UuS website

  “Are there any funding resources?”

**AUC Solidarity fund**

Emergency financial relief through an initiative of AUC students and staff.

- **AUC Solidarity Fund website**

**UvA Emergency Fund**

For emergency situations that lead to financial problems for students.

- **Make an app.:** Through the UuS 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 req.:** To UvA student 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.

- **AUC Scholarship Fund website**

**DUO**

You might qualify for financial support from the Dutch government.

- **AUC DUO website**

**HEALTHCARE**

- **Contact your General Practitioner**

  “How do I see a doctor in the Netherlands?”

**UvA General Practitioners Practice**

A general practitioner that is open to new registrations for all AUC students.

- **Register on website:** Practice for general practitioners

To see a specialist in The Netherlands, you need a referral from your general practitioner. UvA and UvA 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.

**UvA psychologists at AUC**

One-time consultation sessions with a psychologist specifically for AUC students.

- **Sign up on UvA website**

**UvA psychologists**

Short-term individual counselling and group workshops and trainings. Free of charge.

- **Sign up on UvA website**

**VU student psychological counsellors**

Short-term individual counselling for study-related problems. Introductory appointment is EUR 12.50.

- **Sign up via www.vu-net.nl**

**COURSE WORK**

- **See your tutor at Student Life Officer**

  “I wish to report an issue.”

**UvA confidential advisers**

Confidential advisers for undesirable interactions.

- **See UvA website for content details**

**Student Support Services**

- **Contact your General Practitioner**

  “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.

- **AUC website**

“Have I been in touch with my studies?”

**UvA psychologist at AUC**

One-time consultation sessions with a psychologist specifically for AUC students.

- **email:** prof.j.vanbergen@vusn.nl

**Jelliemak**

Information and self-help tools for substance abuse.

- **Website:** jelliemak.be

**Sexual Assault Centre**

Provides specialised care to victims of sexual assault and rape (day and night).

- **Call:** 000-0800 or chat at sexualassault@vusn.nl

**STUDENT SUPPORT**

- **1st point of contact:** Student Life Officer

  “I need help with my writing skills.”

**AUC Writing Centre**

Help with improving your writing skills. Appointments available online.

- **Register via the AUC website**

**CAMPUS LIFE**

- **Talk to the Student Life Officer**

  “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 MacGillavry

**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.

- **For other repairs go to DUWO.nl**

**Sexual Assault Centre**

Provides specialised care to victims of sexual assault and rape (day and night).

- **Call:** 000-0800 or chat at sexualassault@vusn.nl

**Peer support**

Informal support for students by students. They can help to translate Dutch documents.

- **Peer support website**

**Student Council**

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

- **AUC website**

**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**

Contact point for reporting incidents within UvA (24/7).