



2014-2015 Student Charter: Study supervision and Student counselling

The Executive Board is responsible for providing the necessary facilities in the area of *study supervision* (from the study programme, provided by lecturers and study advisers) and *student counselling* by Student Counselling Service. These facilities are available for all students enrolled at Wageningen University in a CROHO registered study program, for students enrolled at other institutions for higher education who take one or more courses at Wageningen University ('bijvakken') and for international exchange students.

Wageningen University takes care of a good accessible registration of the student's results, to provide the student a permanent overview of his approved individual study programme and his results. The Education and Examination Regulation for the Bachelor and Master study programmes are yearly reviewed and adapted, if necessary. Extra attention is paid to the studyability and the study load of the programmes.

Study supervision: programme directors and study advisers

Every study program has a programme director and one or more study advisers. The programme director is responsible for the daily course of affairs in the study programme and the curriculum. The study adviser supports the student to make well based choices within his study and for an appropriate study progress. So the study adviser supports the student in preparing his future position on the labour market and in getting a position in society. The study adviser promotes a proper balance between the wishes and possibilities of the student and the policies of the university. For the study adviser, the student's interests are the starting point.

The position of the study adviser towards the student is one of a coach. The coach stimulates that students find their own solutions in their way to adulthood, independence and helps developing the student's ability to make own choices. This related to the study, but also in student life and with respect to his orientation and position in society. If necessary, the study adviser may refer a student to lecturers, student counsellors, alumni organizations and institutions and businesses. The study adviser also mediates between individual students and lecturers, examiners and Examining Boards regarding educational matters.

At the end of the first year of enrolment in a Bachelor study programme, the student receives the Examining Board's statutorily mandated advice about the continuation of the study: the Binding Study Advice (BSA). If the BSA is negative and also if desired for other reasons, the study adviser may help the student to orient for another study programme of Wageningen University or elsewhere.

More information about the Binding Study Advice may be found in the EER Wageningen University.

During the second year of study there is a compulsory discussion with the study adviser about planning the study and about the tentative, individual set of examination courses. The study adviser contacts the student and makes an appointment for this purpose.

Study advisers confirm the agreements with the student in writing (the individual examination programme, internship and thesis contracts, MSc study contract) and provide the necessary declarations which are required when applying for grants and funding, courses taken outside Wageningen University, Master permission regulation etc.

If necessary, study advisers refer students to the Student Counselling Service.

Student counselling: Student Counselling Service

The Student Counselling Service is concerned with student supervision, advisory services and assistance to students as well as improving the studying and living environment of students. This service also provides information about the possibilities for students who get problems with their study financing or study progress because of specific circumstances. Circumstances like problems in their home situation, illness and psychological problems. But also world class sport and administrative activities in student organisations. In the counselling service are appointed student counsellors, a confidential adviser and student psychologists. If necessary, the service refers students to the student physician.

Student counsellor

Student counsellors guide students in the area of personal and study conditions, education, the educational organization and in the area of legal position and finances. In concrete terms, this concerns for example the Student Financial Support Regulation, regulations with regard to dyslexia and other disabilities and questions in the areas of study delay, study choice, study financing and other financial matters, housing, professional mediation, enrolment or de-enrolment and extending the study. Concerning future career, student counsellors may refer students to career centres (KLV or other). Student counsellors can also act as ombudsperson.

Student psychologist

The student psychologist offers help with personal problems, such as adjustment difficulties, homesickness, shyness, social anxiety, contact and relational problems, depression, mourning, eating disorders and symptoms caused by tension. The psychologist also offers help with study problems: discipline, fear of failure, fear of public speaking, lack of concentration and planning as well as psychological testing regarding choice of study and career orientation. He can also be approached with questions about dyslexia.

Confidential adviser for students

Some student counsellors are appointed as confidential advisers for students. Students can contact her to talk about and find solutions for unacceptable behaviour such as bullying, (sexual) harassment, threats, stalking and gossiping. The confidential adviser is an independent staff member and everything discussed between her and the students stays confidential. Email: vpstudent@wur.nl.

General practitioner, student physician

For all 'normal' medical issues and treatment of illnesses students should consult a general practitioner. It is highly recommended to every student to register with a general practitioner in the place you are officially registered (Wageningen, Bennekom, Ede, ..). If your complaints are study related, you may visit the student physician, the student psychologist or the student counsellor. Students can only visit the student physician with referral from one of the student counsellors. The student physician is located in Wageningen (Kortenoord, practice Dr Van der Duijn and Dr Van Dinther).

Complaints, objection and appeal

For complaints about lecturers and study advisers, students can initially contact the programme director. If necessary, they can contact an ombudsperson (student counsellor) or confidential adviser for students for information and advice. For complaints about a student counsellor or the student psychologist, the Legal Affairs Office of the University offers a complaint procedure.