



2013-2014 Student Charter: Study supervision and Student counselling

The Executive Board is responsible for 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 for individual students are *linked to enrolment 'as a student'* in one of the Wageningen University study programmes or enrolment as *an exchange student*.

The Executive Board is responsible for registering the results the student attained in the education and examination programme of the study. This summary must be updated at least after every interim examination period.

The Executive Board is responsible for an annual evaluation of the Education and Examination Regulations for the Bachelor and Master study programmes. This process takes into account, the amount of time the student needs for the study. The aim is to monitor, and if necessary, modify the study load.

Study supervision: programme directors and study advisers

A programme director and one or more study advisers are appointed to every study programme. The programme director is responsible for the daily course of affairs in the study programme and the curriculum. According to the Wageningen University vision, study advice supports the student to make well based choices within his study and stimulates an appropriate study progress. The study adviser supports students to prepare their future position on the labour market and in the society and related choices in the study trajectory.

With respect to the progress of study the intention of study advice is to clarify the ambitions of the student and possible hurdles to achieve these. The study adviser promotes a proper balance between the wishes of the student and the policies of the university.

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 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. In these processes the interests of the student are a starting point. As a consequence the study adviser is able to detect developments relevant for the university. The study adviser might be seen as "spider in the web", able to 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 study adviser's statutorily mandated recommendation about the continuation of the study. It includes the advice not to continue the study programme in case less than half of the 1st year's credits are achieved. The study supervision is also intended to help the students to orientate on other study programmes.

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 (examination courses, 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, they 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. The Student Counselling Service is also available to inform students about the possibilities of applying for regulations in specific individual circumstances that may complicate the regular implementation of rules and regulations.

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.

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.

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.

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 complaints about a student counsellor or the student psychologist, the Legal Affairs Office of the University offers a complaint procedure.