



## **2013-2014 Student Charter: Student facilities**

Next to the education facilities, Wageningen University has a number of other facilities for students. Their aim is to enhance study progress as much as possible and to move away barriers. The main facilities are described here.

The Student Council's power concerning the policy and budget student facilities is described in the Student Council's Regulations.

In the context of the Regulations for Enrolment it has been decided that the facilities mentioned below are also open for 'guest students' including (Erasmus-) exchange students, provided they meet the specific conditions (if any) (refer to Regulations for Enrolment Non Regular Education).

### **Overview**

#### *Student Service Centre (SSC)*

The Student Service Centre of Wageningen University consists of four subsections:

- Student Administration
- International Office
- Student Counselling Service
- Student Information Desk

More information about the Student Service Centre and how to contact the subsections, may be found on: [www.wageningenuniversiteit.nl/NL/onderwijs/studenteninformatie](http://www.wageningenuniversiteit.nl/NL/onderwijs/studenteninformatie)

#### *Student Administration*

The Student Administration is responsible for the handling of student-related administrative matters such as: application, admission to and enrolment for BSc and MSc study programmes, *Studielink*, provision of student WURcard and proof of enrolment, registration for interim examinations and exams, registration for courses and of marks, registration of approved study programmes of individual students, registration for graduation, organization of graduation ceremonies, provision of study-/registration related certificates, diploma and diploma supplement, WU Funding costs for vaccination and traveling etcetera.

#### *International Office*

The International Office is responsible for the handling of administrative matters related to international students such as: application of visa and residence permit including contact with the Dutch Immigration and Naturalization Services (IND), reception of students on arrival, insurance, fellowships, accommodation, invoicing and payment from abroad etcetera. The work is organized in three teams: International Student Support, Finances and Student Housing.

#### *Student Counselling Service*

See information on study supervision and student counselling via the Student Charter 2012-2013 homepage.

#### *Student Information Desk*

The Student Information Desk is situated on the ground floor of Forum at Wageningen Campus. The desk provides students with general information about administrative procedures and regulations related to their studies (e.g. admission, enrolment, fees, grants, financial affairs, housing). Opening hours are Monday-Thursday: 9.00-16.00 hours and Friday: 9.00-13.00 hours.

### *Student Financial Support Regulation (Profiling Fund: FOS-regulation)*

Wageningen University has a Student Financial Support Regulation for students enrolled as 'a student'. This regulation compensates, under certain conditions -such as having paid the tuition fee to Wageningen University and being eligible for a performance grant of DUO or WU study financing- study delay because of being an administrator or committee member of a student organization (student fellowship, study association etc.) or due to circumstances beyond their control.

### *Annual Introduction Days (AID)*

These getting-acquainted days are organised on behalf of the Executive Board by the AID Board (Annual Introduction Days Board) for all BSc and MSc first-year students of Wageningen University, the new Wageningen bachelor students of VHL and Stoas. [info.aid@wur.nl](mailto:info.aid@wur.nl)

### *Studium Generale (SG)*

Studium Generale was established due to the statutory responsibility of the University to disseminate more general academic knowledge that benefits society (Article 1.3 Higher Education and Research Act). It organises lectures, exhibitions, workshops and study days. For programme details, see [www.studiumgenerale.wur.nl/](http://www.studiumgenerale.wur.nl/) [info.SG@wur.nl](mailto:info.SG@wur.nl)

### *Language courses Wageningen UR language centre: Wageningen In'to Languages*

Language Services offers courses for students in the following languages: English, Dutch, French and Spanish. The student's contribution in the costs, depends on whether the course is necessary for an internship or thesis abroad: refer to 'WU contribution to students' costs'. Most courses focus on speaking and listening; In'to Languages also provides writing courses.

The language courses are not part of any study programme and therefore not awarded with credits. For further information: [www.languageservices.wur.nl](http://www.languageservices.wur.nl)

### *IT services*

Every student gets a WURnet account after enrolment. The WURnet account includes an e-mail account and gives access to the student's own e-mailbox, work area (composing, editing and saving files), My Portal and SSC online.

My Portal is the digital education portal for students and lecturers. All students gets access to their personal My Portal page. This page is the start page for the latest information regarding their study: the student will find the latest announcements from lecturers, documents needed for courses, timetables of courses, summary of e-mail, quick access to the student's own work area, access to Blackboard (E-learning environment) and data from the library.

For questions and problems, the student can contact the ICT Helpdesk ([servicedesk.it@wur.nl](mailto:servicedesk.it@wur.nl) or WU Intranet > Services > ICT) and the EDUsupport Helpdesk ([helpdesk.EDUsupport@wur.nl](mailto:helpdesk.EDUsupport@wur.nl) or <http://EDUsupport.wur.nl>).

### *BSc and MSc Thesis working places*

The Sciences Groups are responsible for providing students with a thesis working place (BSc, MSc). The working place can be an individual working place or a working place that has to be shared with other thesis students. The working places must meet the ARBO-guidelines. In case of problems, students should contact their study advisor.

### *Housing mediation*

Wageningen University facilitates the Housing Desk, a non-commercial room rental mediation bureau for students and other young people ([housingdesk@pulsewageningen.nl](mailto:housingdesk@pulsewageningen.nl)). *Idealis* lets out approximately 4500 rooms in 19 complexes in Wageningen and Ede ([www.idealis.nl](http://www.idealis.nl)). In special cases, staff of the Student Counselling Service can submit an urgency declaration to *Idealis*. For students with a bed-guarantee, SSC provides furnished rooms. A part of these rooms Wageningen UR rents from *Idealis*, another part is Wageningen UR property en is taken care of by *iNFacilities*.

#### *Food service facilities*

The food service facilities in the Wageningen UR buildings are outsourced to commercial catering companies. The restaurant of the Sports Centre *De Bongerd* also provides warm meals in the evening. The refectories of the student associations are only open for members. However, groups of non-members may arrange appointments with the associations to have their meals there.

#### *Sports facilities*

The Wageningen University Sports Foundation *SWU Thymos* and the Sports Centre *De Bongerd* offer many sports facilities for students. Students who paid for sports rights may make use of these facilities.  
<http://www.sportscentre.wur.nl/UK/>

#### *Student Platform & Chaplaincy, In the World (SP&C)*

The student platform and chaplaincy has chaplains from various religions. The student platform and chaplaincy organises lectures, courses and excursions and provides (individual) counselling regarding religious or philosophical questions.

Mail: [spc-intheworld@wur.nl](mailto:spc-intheworld@wur.nl).