



A
UC Amsterdam University College

Life at AUC

Introduction Week 2024

Amsterdam University College

Agenda

- Introduction of the Well-Being Team
- Transitioning to university life
- Mental health, stress & wellbeing
- Residential living
- Meet DUWO
- Meet Resident Assistants and Peer Support
- Coming up...



01

Introduction of the Well-Being Team



AUC Student Life Officers

- **Lisa van Berkel & Aino Kekkonen**
- Provide support and advice for individual students on well-being issues:
 - Mental health & Stress
 - Finances
 - Residential issues
 - Anything related to “student life”
 - Strengthen the residential community aspect of AUC program, advise AUC on policies and support systems for student well-being
 - Develop and coordinate the work of the Well-Being Team
- **Contact:** studentlifeofficer@auc.nl, [online booking system](#) to schedule an appointment or join one of the group sessions
- **Available:** Mon & Tue, Thu & Fri | **Open hours** 12.45-13.45



Lisa



Aino

Well-Being Team



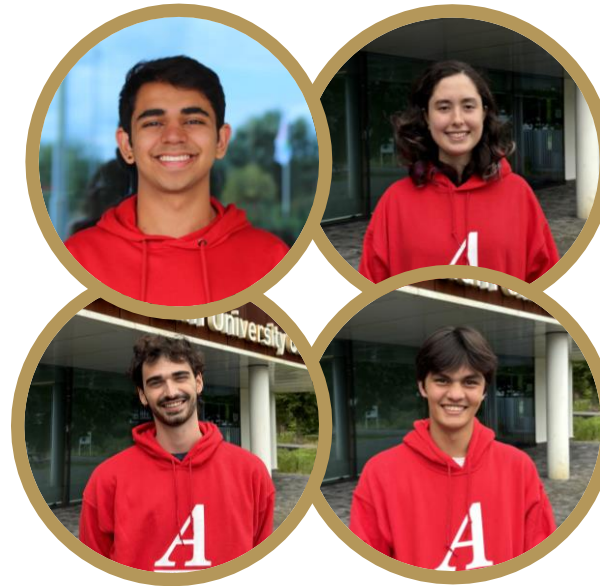
Student Life Officers

Lisa & Aino



GA to the SLOs

Marcello Benedetti



Resident Assistants

Dhruv, Iulia, Marcello,
Matisse



Peer Support

Willemijn, Kia, Roan,
Chanwoo, Hester &
Olivia

Graduate Assistant to the SLOs

Marcello Benedetti

My Life at AUC

- Humanities major, film & culture
- Student Council co-chair & AUCSA Board Secretary
- Capstone: discomfort in the film *Hereditary* (Ari Aster, 2018)

Now

- Graduate Assistant & Resident Assistant
- This year: working, taking up old hobbies, volleyball, figuring out life



m.benedetti@auc.nl



[@aucwellbeingteam](https://www.instagram.com/aucwellbeingteam)





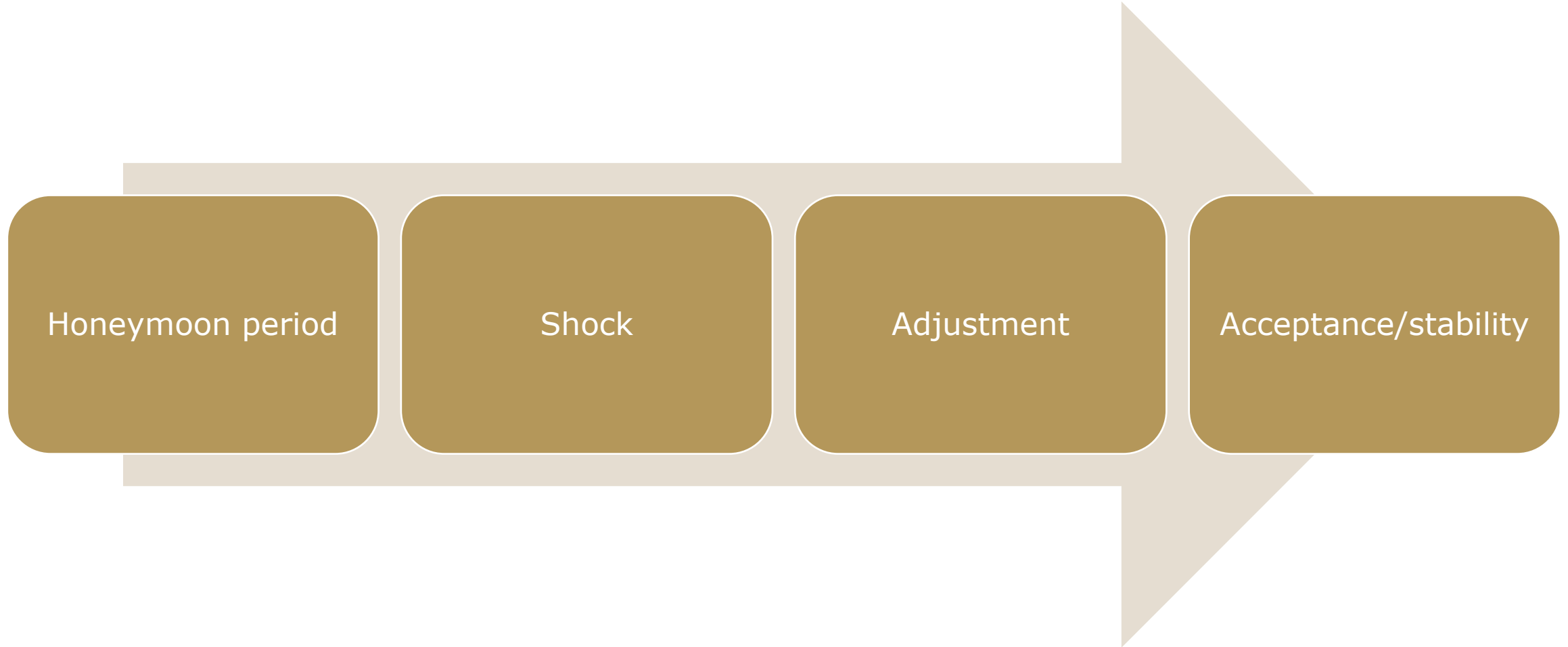
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**Transitioning to
university life**

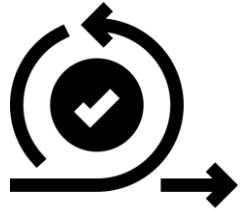
Embracing change



Stages of transition

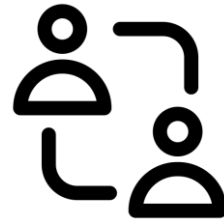


Transitioning with ease



Be proactive

- Take ownership of your experience
- Do not let the fear of failure stop you
- Ask for help



Be engaged

- Inside and outside of class
- You will get more out of your education and time at AUC
- Help both yourself and others learn and grow



Be compassionate

- Support each other
- Take care of your own physical and mental health
- Academic success is important, but your well-being is more important

Transition tips from students

- Don't be too hard on yourself.
- Take part in extracurricular activities (committees, workshops, etc.)
- Find an activity that relaxes you (reading, calling family).
- Talk about the difficulties you are having with others.
- Take breaks when you need.
- Make a list of all your new responsibilities (studying, cleaning, laundry, buying groceries, etc.).
- You have so many opportunities at AUC, so try not to pressure yourself to say yes to all of them.



Ask for help



Academic Support



Tutors



Mental Health & Well-being



Student Life Officers & Peer Supporters



Residential Life



Resident Assistants & Housing Officer



Other resources

- Fellow AUC students
- UvA & VU psychologists & counsellors

Student support services flowchart

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 Officers, your tutor or your General Practitioner.

Student Life Officers
Book an appointment with:
Tutorship and Life Officers (tutorship@auc.nl)
or call us on +31 (0)20 525 2222

The Student Life Officers (SLO) are your first point of contact at AUC for support on all issues related to student life. They are available to help our students individually offer support advice or assist in various ways and are also available to the respective support services. The SLOs are also responsible for developing and executing the work of the Well-Being Team, including the Student Access to the Student Life Officers, Product Assessment and Peer Supporters.

General Practitioner
For more information go to:
IMMUNO@UCSACESTUDENTSOCIETY

In the Netherlands you can get medical advice from the point of contact when you are being treated or need a referral for further tests or treatments, including lab tests, mental health services, physiotherapy etc. AUC practitioners will provide treatment at the level of Practice Provider a UK, where doctors are available with specific knowledge of student life. Your student doctor is your go-to, being aware of how other health services. They are also available if you need a prescription, a job test or a vaccination. You may also register with a GP in your home country.

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 progress and other AUC matters.

In case of immediate issues:

Emergency	112 <small>The national Dutch emergency number for police, ambulance and fire department.</small>
Non-emergency	0900-8844 <small>Local police number for non-emergencies.</small>
Uva Security	+31 (0)20 525 2222 <small>Contact point for reporting incidents within Uva (DUT).</small>

FINANCES

Uva Student Counsellors
Uva student counsellors provide advice and information on student finance. All members are well trained.

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

Uva Emergency Fund
For emergency situations that lead to financial problems for students.

Uva Profiling Fund
Financial support for specific students who feel behind or excluded in their studies due to a lack of conceptual understanding.

AUC Scholarship Fund
You may be eligible for the scholarship fund if there has been a change in your financial situation.

DUO
You might qualify for financial support from the Dutch government.

HEALTHCARE

Uva General Practitioners Practice
A general practitioner that is open to non-residents in the Netherlands.

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

Uva psychologists
Short-term individual counselling and group work on topics and knowledge. Free of charge.

Jellinek
Information and self-help tools for substance abuse.

Sexual Assault Centre
Provides specialist care to victims of sexual assault and new (rape and report).

STUDENT SUPPORT

Uva student ombudsman
To solve a complaint in the Netherlands, you need to consult your general practitioner. But you can also consult a psychological services that operate in student when you do not require a referral.

Peer support
Students supporting students who are experiencing financial or educational, social and non-academic learning.

Jellinek
Information and self-help tools for substance abuse.

"I have experienced sexual assault."
Provides specialist care to victims of sexual assault and new (rape and report).

COURSE WORK

Request to the Board of Examiners
Faculty need more time in your report. Because of personal circumstances talk to your tutor about what you need. Your advisor requests to be heard at Examiners.

"I believe we can improve..."
Student Council and Board of Studies

AUC Writing Centre
Help with improving your writing skills. Appointment sessions online.

CAMPUS LIFE

Resident Assistants
AUC graduates living in the AUC student residences. Besides a general peer support first aid and emergency provisions.

"I cannot do a repair myself."
DUWO repair number

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

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

We are here to help

Flowchart and links to services found on the "Student Life Officers & Well-Being Team" page on student.auc.nl

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Mental health, Stress & Wellbeing



Stress & anxiety

- As a student, it's normal to sometimes feel stressed and/or anxious.
- Common sources of stress
 - Academics
 - Physical and mental health
 - Procrastination
 - Perfectionism
 - Relationships
 - Finances
 - Living on your own (for the first time)



How to manage stress

- It's okay to not succeed sometimes
- Try and pinpoint the source of the stress, ask yourself: "Is there something *I* can change"
- Ask yourself: "Will I remember this in two years' time?" Most likely, the answer is "no."
- Surround yourself with a support network, it's okay to ask for help
- Make time for relaxing activities

Some in-the-moment strategies:

- Deep breathing
- Tensing and releasing muscles
- Grounding techniques



Mental health & Support Resources



- It is okay to struggle with your mental health during your time as a student
 - Mental health problems are common among university students
 - Examples: depression, (social) anxiety, eating disorders, perfectionism and more
- If you are struggling, we are here for you.
- Professional resources in case you are struggling with your mental health:
 - SLOs
 - UvA psychologists
 - General Practitioner (GP)

How to take care of your wellbeing

- Take good care of your body
 - Eat healthy
 - Exercise
 - Get enough sleep
 - If you use alcohol or other substances, please do so responsibly
- Take good care of your social battery
 - Have enough “me-time”
 - Make time for friends and family
- Take good care of your emotional wellbeing
 - Being in the moment (mindfulness)
 - Relaxing activities
- Join a monthly mental health support group by one of the SLOs



UvA: Training, workshops and groups



Study skills

- Smart reading skills
- Smart planning
- Studying with a disability
- Tips for exams



Study motivation

- Boost your motivation
- Relaxation and making an effort
- The art of Failing
- Procrastination & planning



Psychological guidance

- Bulding healthy relationships
- Chronic conditions and studying
- Dealing with fear of public speaking
- Dealing with grief and loss
- Emotion regulation
- Managing stress
- Mindfulness when down and anxious
- Social blues
- Studying with AD(H)D



Stress & Well-being

- Dealing with difficult thoughts
- Waking up with mindfulness
- Winding down with mindfulness

Go [here](#) for more information on the student.uva.nl website or contact the SLO (studentlifeofficer@auc.nl).



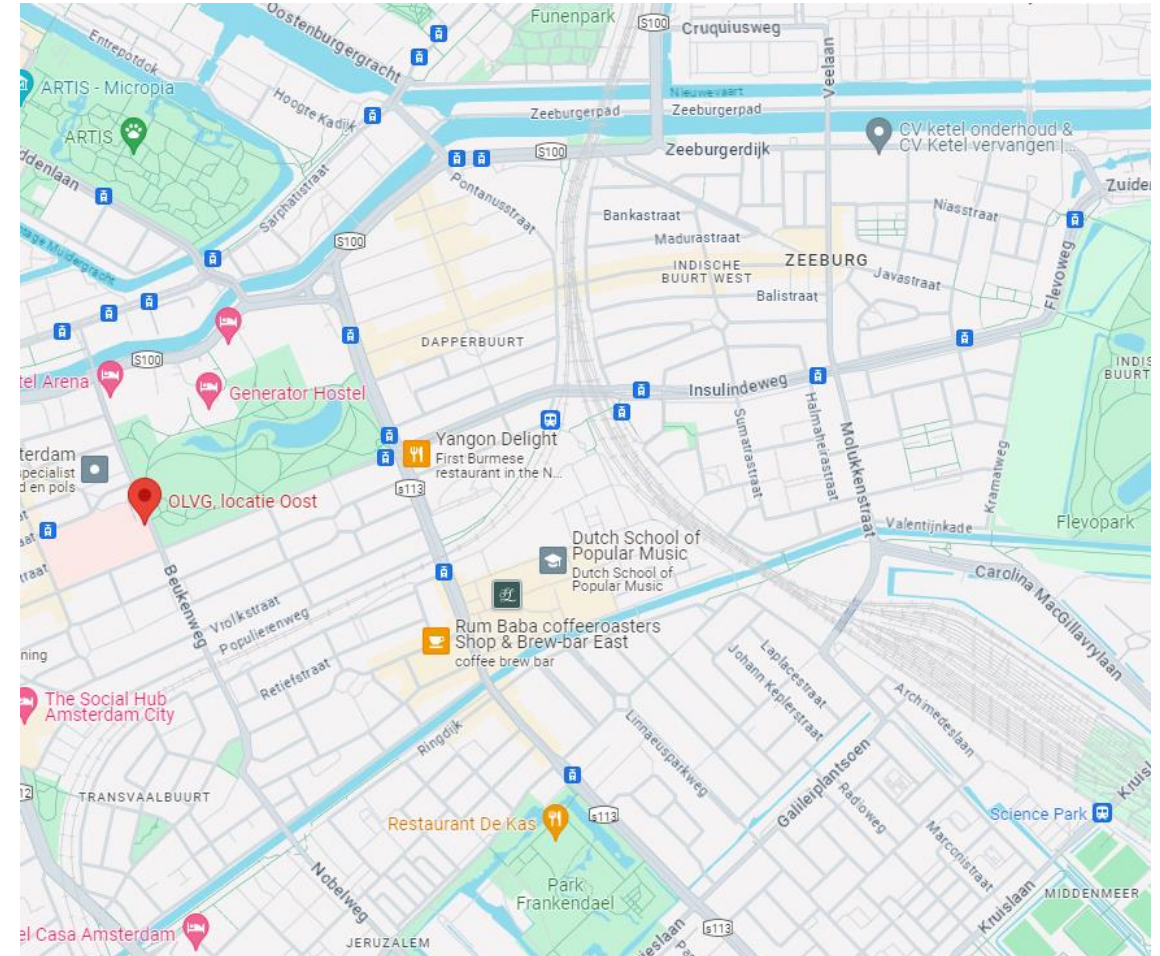
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Dutch Healthcare

Medical & Dental Care

As a UvA/VU student you are entitled to use student medical services, provided you are properly insured

- UvA Student Doctors: student.uva.nl
- UvA Student Dental Services: student.uva.nl
- Not all medication available in your home country can be obtained in the Netherlands. If you regularly take medication and do not have enough for your stay with you, please consult a doctor as soon as possible.
- Closest hospital is OLVG (Onze Lieve Vrouwe Gasthuis)



Get a doctor (huisarts)

- **General Practitioner (huisarts) is the first point of contact.**
- **Any specialist such as:**
 - Psychologist/counselling
 - Physiotherapist
 - Hospital visits
 - Surgery
 - And more...
- **Register with UvA student doctors: student.uva.nl**



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Residential living



AUC's Student Housing Coordinator

- **Naomi Tuinier**

- Point of contact for practical housing related matters
- Working closely with Residents Assistants and the Tenant's Association
- Working closely with DUWO throughout the year

- **Contact:** n.tuinier@auc.nl



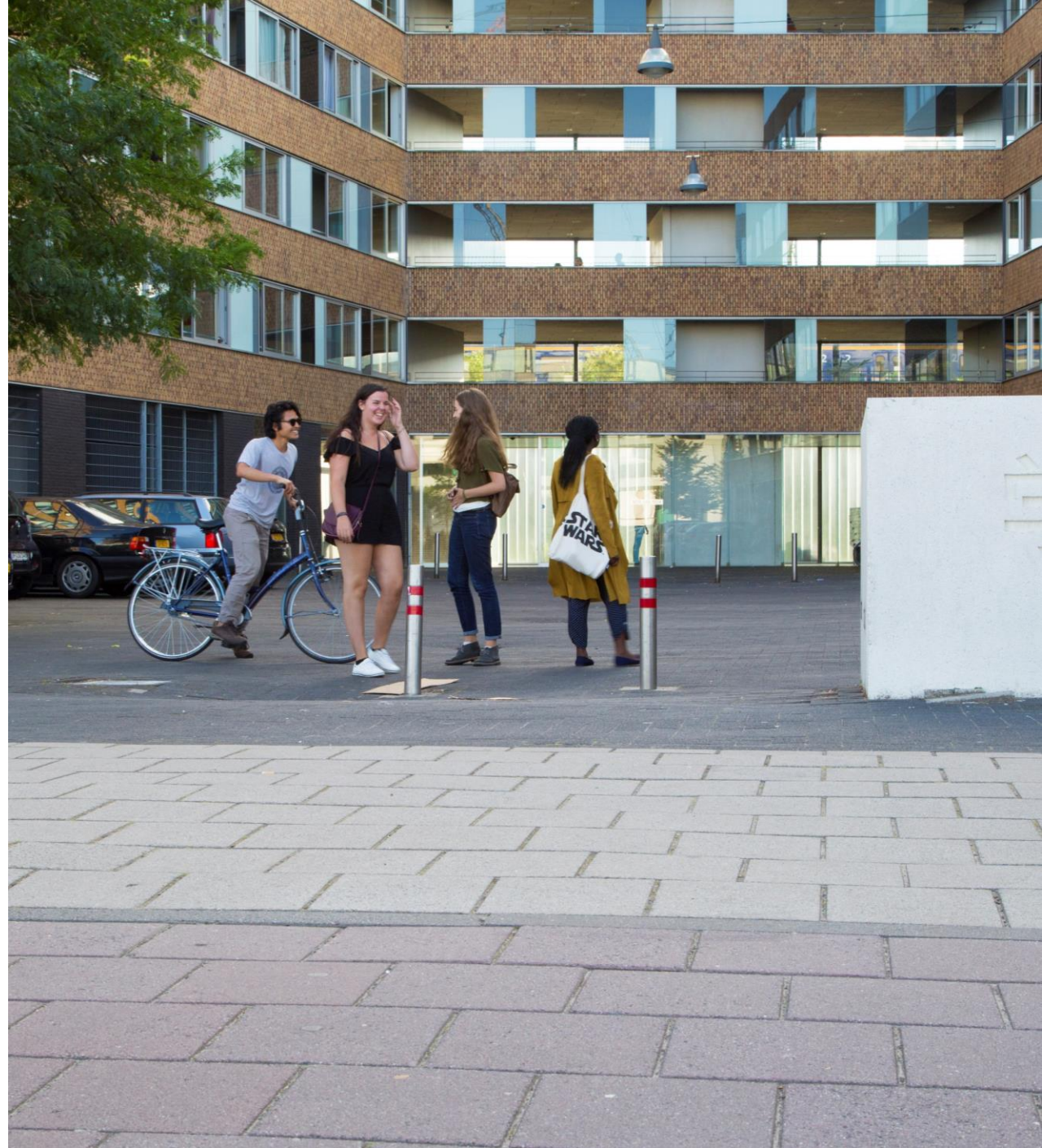
Why residential life?

- Perfect opportunity for building an active and engaged community
- Amsterdam housing is... challenging.
- Students have found that living together in the dorms:
 - Enriches their social life
 - Creates a sense of community
 - Provides a supportive environment
 - Takes away room hunting stress



Three-year housing rule

- AUC students are guaranteed a room in the dorms for three years
- After three years you need to look for off-campus housing
- Finding housing in Amsterdam is *very difficult*, we strongly recommend **already signing up for waiting lists** for housing after your six semesters in the dorms, for example www.studentenwoningweb.nl (EUR 22.50)
- ROOM.nl



Living Rooms and balconies

- **Extra service** from DUWO in your complex: students are not paying for these rooms or balconies.
- Every living room and balcony has a **string representative** (string rep), who “manages” the shared space that is allocated to your string
- As a string, it is your **collective responsibility** to take care of your shared space
- To keep the space nice and welcoming for everyone, there’s a set of **rules** which can be found near the entrance of each space. Scan the **QR code** for an extensive description.



Sharing

What things is it okay for your roommate to use or borrow without asking? (e.g. hairdryer, etc.)

What things should your roommate check with you before using or borrowing? (e.g. hairdryer)

What things should your roommate never use or borrow?

Can your roommate eat your food?
How will you label food?

General

Is it okay to smoke in the room?

Do you have any allergies?

What annoys you?

Handling Conflict

What causes you stress, and how do you express stress?

How will we tell each other if something is bothering us?

How are we going to handle the situation if one of us does not follow through on our agreement?

Strings

With members of your string, set group norms for common areas. Topics can include how you use common areas, how to keep them clean, quiet times, etc.

Had the conversation?

_____	_____
Roommate 1 Signature	Roommate 2 Signature
_____	_____
Roommate 3 Signature	Roommate 4 Signature

Roommate agreements

Set up clear expectations

Keep the communication open

Personal experience



06

Meet DUWO

Meet DUWO!



Adel El-Sabagh

AUC dorms Caretaker



Danielle van den Tol

DUWO Social Manager at Science Park



Jamila Lakhai

DUWO main rental contact person for AUC students

DUWO App

- Quick insight into your rental matters
- With the DUWO app...
 - You can submit a repair request
 - You will find all practical housing information of your residential complex or neighborhood
 - You keep an overview of your invoices
 - You can make payments
 - You can easily contact DUWO by Contact form topic AUC, Telephone or by chat.
 - My community, platform on the DUWO app to easily contact AUC students
- After activating the app, you can easily log in every visit with, for example, a number code



Know the rules

- DUWO campus contract and tenancy regulations
 - Read all information in the **DUWO envelope** you received with your keys for housing information.
- AUC Social Code of Conduct

- **Subletting**
 - Only allowed with explicit permission from AUC and under the condition that it is during summer or exchange
 - Illegal subletting: what is illegal subletting and what are the consequences?

- **Serious incidents** on the DUWO AUC campus
 - Unwanted or inappropriate behavior
 - Serious incidents on campus, concern for safety and well-being: AUC and DUWO share information



Keep it clean

- Have respect for the building, the tenants, and the caretaker
 - Do not put your trash, reusable items or food in the hallways.
 - Put your trash outdoors in the trash bins in front of the building.
- No hallway shopping
- For bulk waste, please call the municipality (free of charge)
 - <https://www.amsterdam.nl/afval-hergebruik/grof-afval/>
- Together you are responsible for keeping the building nice and clean: Address each other on behavior



07

Meet the Resident Assistants
and Peer Support



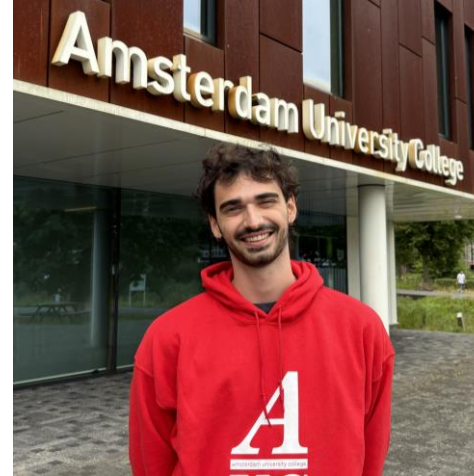
Meet the Resident Assistants!



Dhruv



Iulia



Marcello



Matisse

About the RAs

What do the RAs do?

- Ensure welfare, safety, and discipline in the student residences
- Trained emergency responders
- Communicate problems/trends with AUC and DUWO
- Available for student support!

How to reach the RAs?

- **In an emergency: 06 50 44 93 38**
- **E-mail:** aucresidentassistant@gmail.com
- **Facebook:** Carolina MacGillavrylaan
- **Instagram:** @auc.ra



We're all in this together

- Keep shared areas clean
- Please report a party to the RAs ahead of time
- Be respectful of noise levels (11pm or 1am)
- Be responsible for your guests' behaviour
- Be respectful of the building
- Keep escape routes clear
- Keep all doors closed
- Don't let strangers into the building
- Lock your room!
- Stay safe and be respectful to your community





There is something going on... Who to call?

- **Life-threatening: 112**
- **Police, but not an emergency: 0900 8844**
- **Personal problem:** Peer Supporter, Resident Assistant, Student Life Officer
- **After-Hours GP Service: 088 003 0600**
- **Worried about fellow student:** Peer Supporters, Resident Assistants, Student Life Officer
- **UvA Security (24/7): 020 525 2222**
- **Minor nuisance:** Resident Assistants, DUWO Social Manager
- **Technical/maintenance:** DUWO Vastgoed Service 015-2516700

What we do

confidential one-on-one chats

mental health resource guidance

all kinds of fun & relaxing events!

here to Listen

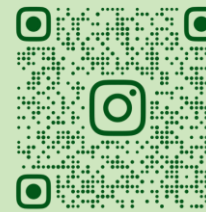
Peer Support

administrative help & translations

workshops & raising awareness

Find them on our IG

we check DMs every day!



AUCPEERSUPPORT

email us:

peersup.auc@gmail.com

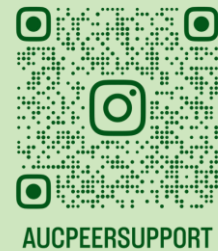
Some past events & projects



email us:

peersup.auc@gmail.com

see what
we're up to
next





08

Coming up...

More happening today!

<p>11:30-13:00</p>	<p>Hacking Life Skills: Your Cheat Sheet for University and Beyond</p> <p><i>Hosted by the SLOs</i></p>	<p>Practical tips and useful skills that come in handy during your time at AUC and beyond.</p>
<p>11:30-13:00</p>	<p>Embracing different perspectives during your University Experience</p> <p><i>Hosted by Vrije Universiteit</i></p>	<p>Through a game and a fun time, learn about diversity and inclusion and why embracing different perspectives is important for your university experience.</p>
<p>14:00-15:30</p>	<p>LGBTQ+ Workshop</p> <p><i>Hosted by Aino Kekkonen (SLO)</i></p>	<p>Would you like to meet other LGBTQI+ students, share thoughts and experiences or ask questions related to being LGBTQI+ at AUC? Join this meet-up to learn more about ongoing initiatives, resources and support options.</p>

Introweek

Two sessions during
introweek

- Life at AUC
- Practical & Money Matters

September

Workshop hosted by Our
Bodies Our Voice

One workshop in smaller groups
later on Wednesday(s) in September.
You will be allocated into groups
based on your tutor groups

*If you have any **questions** for the SLOs or other members of the Wellbeing Team, check out student.auc.nl or feel free to come find us.*

*Book a **meeting** (online booking tool can be found on student.auc.nl), **message** studentlifeofficer@auc.nl, come by room 3.22 or ask us a question whenever you see one of us around.*

Open hours

Mon, Tue & Thu, Fri 12:45-13:45 in room 3.22