



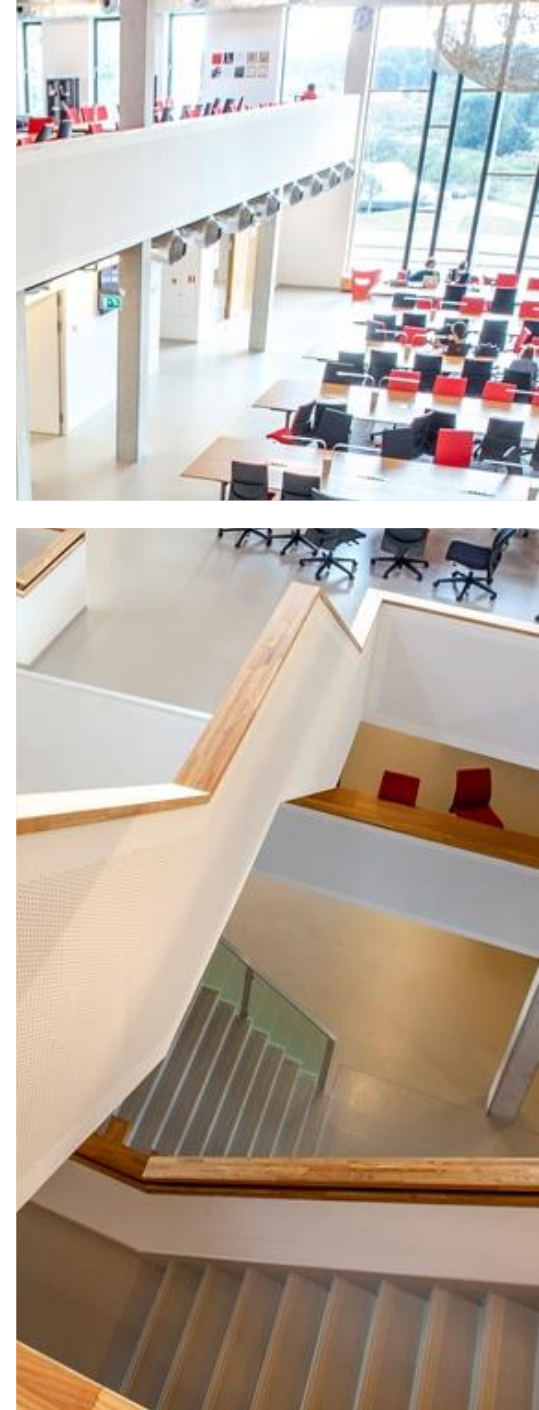
Welcome at AUC

Introduction Week 2026



What we are going to discuss today

- Introduction
- Studying at AUC: Mental health, stress & wellbeing
- Practical & money matters
- Living on campus / DUWO
- Meet the Resident Assistants & Peer Support



AUC Student Life Officers

Lisa van Berkel, Aino Kekkonen, Roos Burmanje & Jet v/d Wouden

- Provide support and advice for individual students on wellbeing issues:
 - Mental health, relationships, residential issues, studying with a disability & anything else related to student life
- Strengthen the residential community, advise on policies and support systems for student wellbeing
- Develop and coordinate the work of the Resident Assistants and Peer Support

Contact: studentlifeofficer@auc.nl, [online booking system](#) to book an appointment or join one of the group sessions

Available Mon & Tue, Thu & Fri | **Open hours** 12.45-13.45 | **Room** 3.22



Graduate Assistant to the SLOs

Hayden Anderson

My Life at AUC

- Social Sciences major, law & economics
- Chair of OnStage and AUCSA Board CAO
- Capstone: The Magnum Opus Myth: How Algorithmic Pricing Creates Market Failures and Why Regulation Must Evolve

Now

- Graduate Assistant, Resident Assistant & Study Adjustments Logistics Coordinator



h.c.anderson@auc.nl



Wellbeing at AUC



Student Life Officers

Lisa, Aino, Roos & Jet



GA to the SLOs

Hayden Anderson



Resident Assistants

Hayden, Ana, Mafalda & Aleina



Peer Support

Niki, Orsi, Ana, Sara,
Pauline, Dagmara & Pieter

We are here to help



UNIVERSITY OF AMSTERDAM

UvA Psychologists

Psychological support (study related)



AUC Student Life Officers

Student support



UvA General Practitioner (GP)

(Mental) health support



UNIVERSITY OF AMSTERDAM

UvA Student Counsellors

Financial support



AUC Tutor

Academic support



VU student psychological counsellors

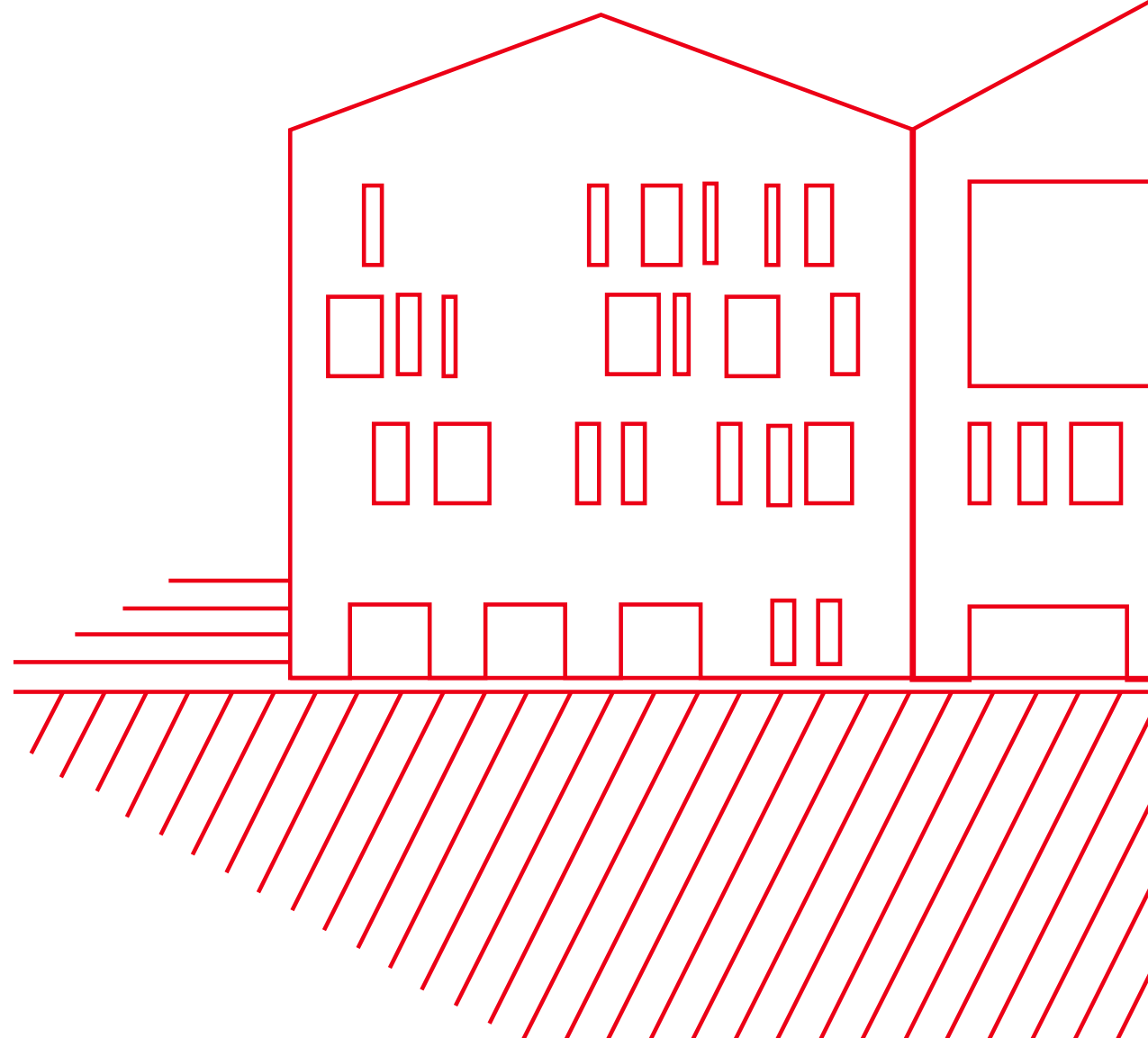
Psychological support (study related)

Before we start...

- **Make sure you've all read the AUC Code of Conduct! Some important points:**
- No racism, discrimination, homophobia or transphobia is tolerated
- Respect boundaries - no means no
- AUC is an intercultural space – respect and acknowledge differences
- English is the main language
- Pronouns & preferred first name – change online if needed
- Gender neutral bathrooms
- **No smoking on campus (UvA will get fined)**

01

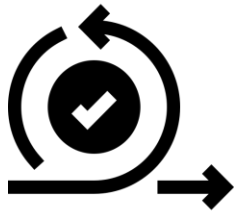
Studying and Mental health, Stress & Wellbeing



Embracing change

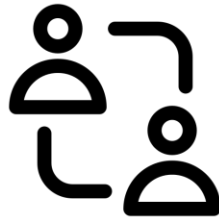


Transitioning with ease (tips from students)



Be proactive

- Take ownership of your experience
- Organize and manage your own responsibilities
- Ask for help



Be engaged

- Participate inside and outside of class (committees, workshops, etc.)

Why?

- You will get more out of your education and time at AUC
- Find a support system and activities that relax you & are fun



Be compassionate

- With yourself & others
- Take care of your own physical and mental health

Why?

- Academic success is important, but your well-being is more important

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 always succeed in everything
- 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



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 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



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

- Building 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 & Wellbeing

- 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).

Studying with a Disability

- If you have a disability, chronic condition or other learning condition which requires extra attention, AUC can provide support.

On the AUC website you can request:

Examination adjustments

and/or

Teaching & learning adjustments

- AUC & UvA provide different support groups & resources for students with **ADD or ADHD, dyslexia** and **Autism Spectrum Disorder (ASD)**

For help or more information, please check out the UvA & AUC website, or contact the SLOs.



02

**Practical and Money
Matters**

What to do in case of an emergency

- Call the appropriate emergency responder:

112

Emergency services (urgent, life threatening)

Police – Ambulance – Fire brigade

- **Police (non-urgent):** 0900 8844
- **UvA Emergency number:** 020 525 2222
- **GP:** 020 525 2878
- **GP after hours:** 088 00 30 600
- **DUWO 24/7 maintenance:** 015 251 6700
- **AUC Resident Assistants:** 06 50 44 9338

The Dutch Healthcare System

- In the Netherlands, your General Practitioner (huisarts) is your first point of contact.
- If you require help from a specialist you will first have to see your GP. They can give you a referral to any specialists such as:
 - Psychologist/counselling
 - Medical specialists
 - Hospital visits
 - Surgery
 - And more...
- If you require prescription medication you will also have to see your GP

[Register with the UvA General Practitioners here!](#)

Important: you have to be registered before you can make an appointment



Insurance

Health Insurance

- All international students are **required by law** to have appropriate health insurance for the duration of their stay in the Netherlands. What is appropriate will depend on your individual situation.
- Check what your insurance covers, and if it covers the **complete period** of your stay abroad, and what the coverage consists of
- Be aware: **EHIC** does not mean you are covered for “**extra**” **services** (dentist, psychologist, physiotherapist, glasses & braces, etc.)
- If you get a job, make sure you take out a Dutch Health insurance

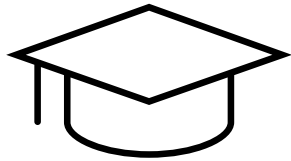
Other insurances to think about

- Liability insurance: covers damage you accidentally cause to others.
- Content insurance: covers damage to your home contents (for example break-in)
- Legal assistance

AON offers above mentioned insurances. More information [here](#).



Government benefits

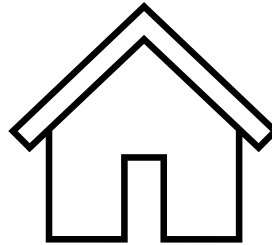


Student financing & Tuition fee loan (DUO)

Monthly contribution of approximately €350 per month for Dutch students and EU/EEA, Swiss or British students that meet certain criteria.

If you meet the criteria, you are also eligible to take out a tuition fee loan.

[More information here](#)



Housing benefit (Mijn toeslagen)

Monthly contribution towards your rent of approximately €200 per month for students renting independent accommodations (i.e., a single room).

[More information here](#)



Healthcare benefit (Mijn toeslagen)

Monthly contribution towards the premium payable for your Dutch Healthcare insurance. The amount depends on your situation but is usually around €120 per month.

[More information here](#)

Municipal Taxes & Waivers



All residents of Amsterdam get a bill for municipal taxes that includes:

- The **water authority taxes** (sent by Waternet). This is not the same as DUWO water service costs.
- The **waste collection tax** (sent by Gemeente Amsterdam).



If you live in a shared apartment, letters will be addressed to the person living on the address the longest, **but you are responsible for sharing these costs.**



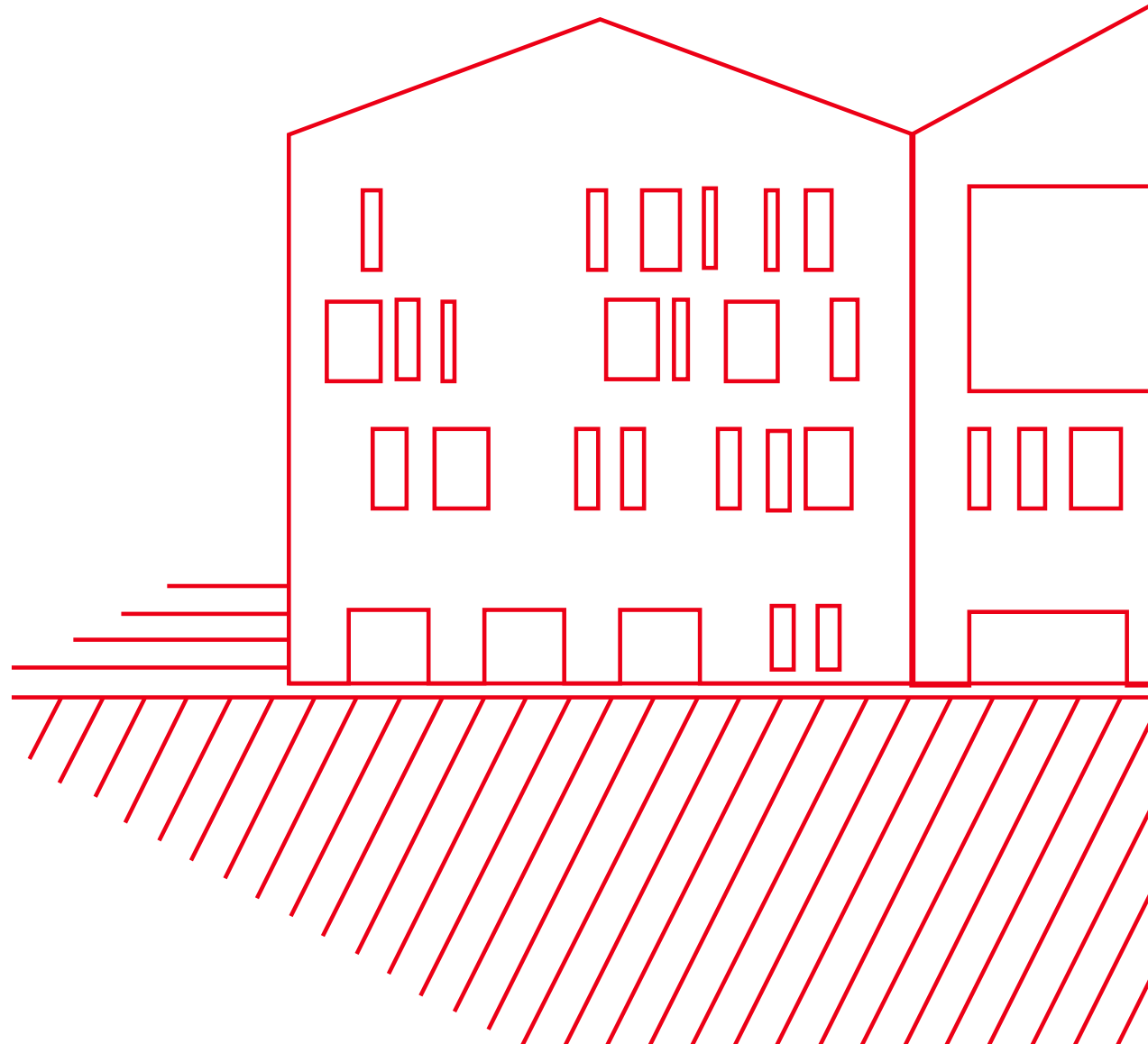
If you have a low income, you can request an exemption (a waiver) for these taxes.

Find more information [here](#).

To do: **read** the letter & **contact the municipality** if you have questions

03

Living on Campus



The residential concept

- Students at AUC
- Living in dorms, unique in the NL
- Owner is DUWO
- All tenants are AUC students, unless... sublet or rooms surplus, so you may see UvA or VU students too.
- Roommate agreement



Living with roommates

- Living with a roommate can be fun and a great source of support and friendship
- Sometimes conflict can arise due to different expectations
- We encourage you to talk with your roommate so that your expectations align and consider signing a roommate agreement!
- Discuss together:
 - What are the most important things to you?
 - What would you not want your roommates to do?
 - What if you have disagreements later, how could you best resolve them?

Download an example of a [roommate agreement here!](#)

Did you know..

- Smoking and pets not allowed, unless nobody is bothered by it
- If you live above the daycare (furthest building), throwing cigarette butts out of the window is a BIG no-no
- Guests are fine, as long as they are staying with you
- Always discuss with your roommate
- Lock your doors & windows, especially ground floor
- No bulk waste in the hallways
- Fire doors, do not prop (there are no sprinklers, but fire compartments)
- Only park your bike in designated areas
- Elevators: if they do not work, reach out to DUWO



Trash

Take out your trash, recycle:

- Paper & cardboard
- Glass
- Textile
- General waste
- Bulk waste (call for pick up date)

! Do not put anything next to the containers: you'll get a fine from the municipality !

Keep Science Park clean!

- Ask reception for litter pickers & bin bags
- Join the UvA & AUC initiative: **Friday 18th of September**



Good to know

Known issues

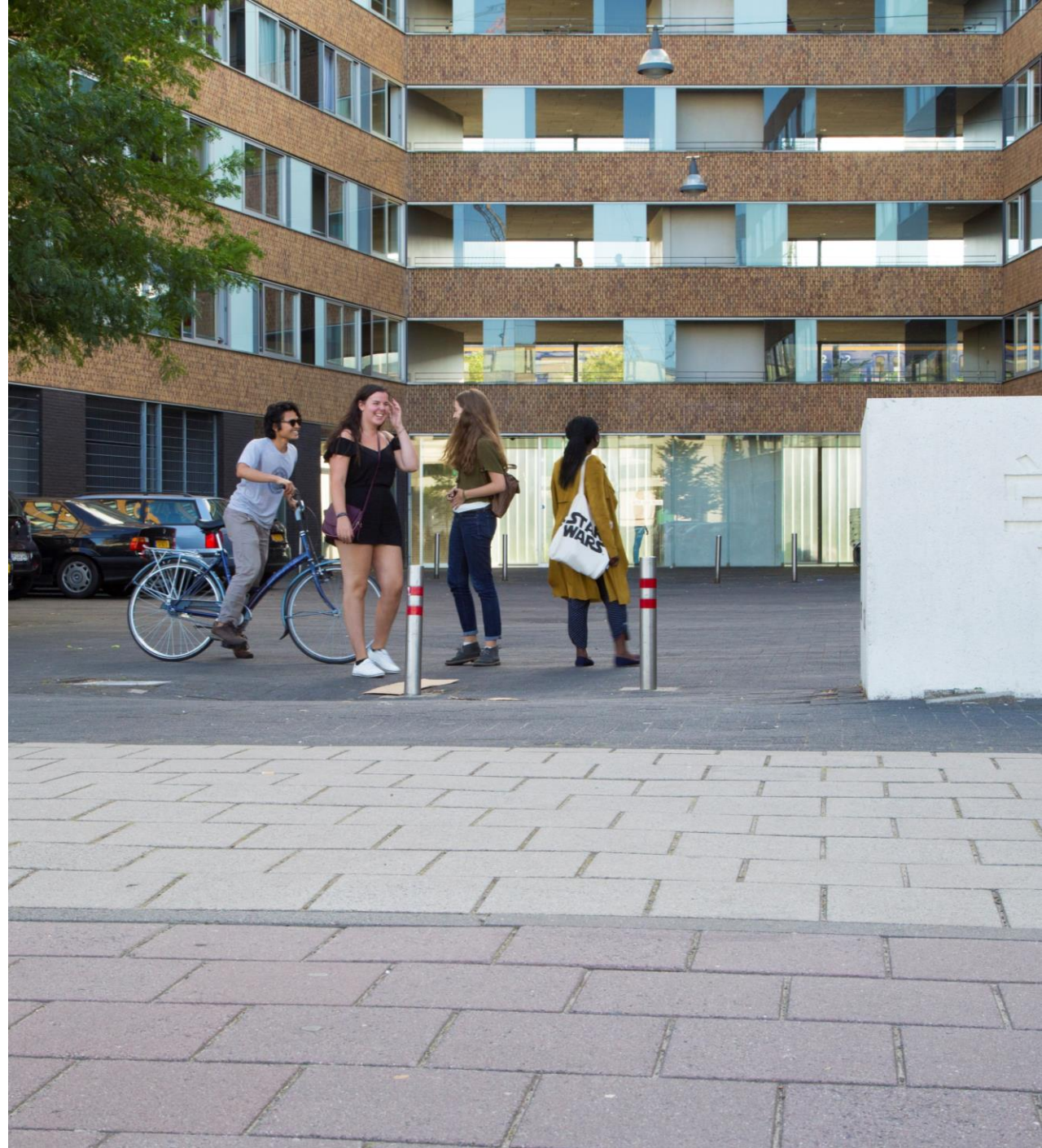
- Youth loitering in building
- Washing machines are often in use
- Packages get lost/stolen (better now that there is a MyPup)
- Warm water issue

Also in the building

- Free store
- Event spaces for committees
- Ability to reserve washing machine and dryers through duwo.multiposs.nl

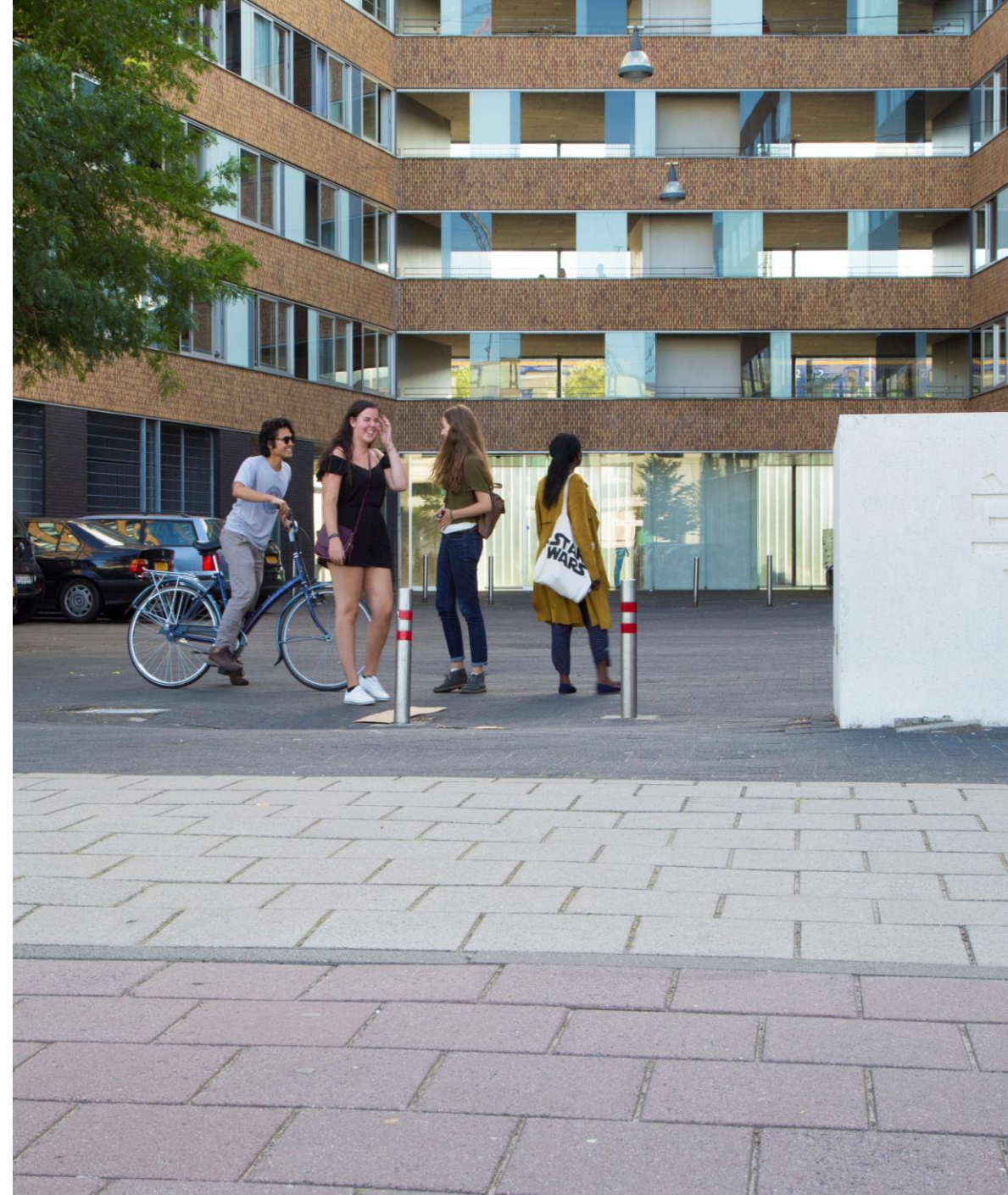
For all of your ideas & suggestions:

Residents Committee (RC)



AUC housing - 3 years

- AUC students are guaranteed a room in the dorms for three years. After three years you need to move out.
- Finding housing in Amsterdam is *very difficult*, we strongly recommend **already signing up for waiting lists**, for example:
- www.studentenwoningweb.nl (EUR 22.50)
- ROOM.nl (EUR 35)





Important to know

- **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 only during summer or exchange semester
 - Illegal subletting: what is illegal subletting and what are the consequences?
- **Serious incidents**
 - Serious incidents on campus, concern for safety and wellbeing: AUC and DUWO share information



Know the rules

- **Report repairs**

- Please report any repairs needed. Repairs are free (covered through your service costs) and handled by the company Vastgoed Service.
- Not fixed or poorly done? Contact DUWO Technical Caretaker (Danny).

- **Questions about housing?**

- You can call, email, or chat with DUWO. All the information is available in the app.
- Please note that not all information on the DUWO platforms is applicable to AUC. If you are unsure, please contact AUC Housing.

Your representatives at DUWO



Danny Blaak
DUWO Technical Caretaker



Tamara Sijtsma
DUWO Social Manager



Jamila Lakhai/Dewi Bouws
DUWO administration for housing
contracts/payments etc. for AUC
students

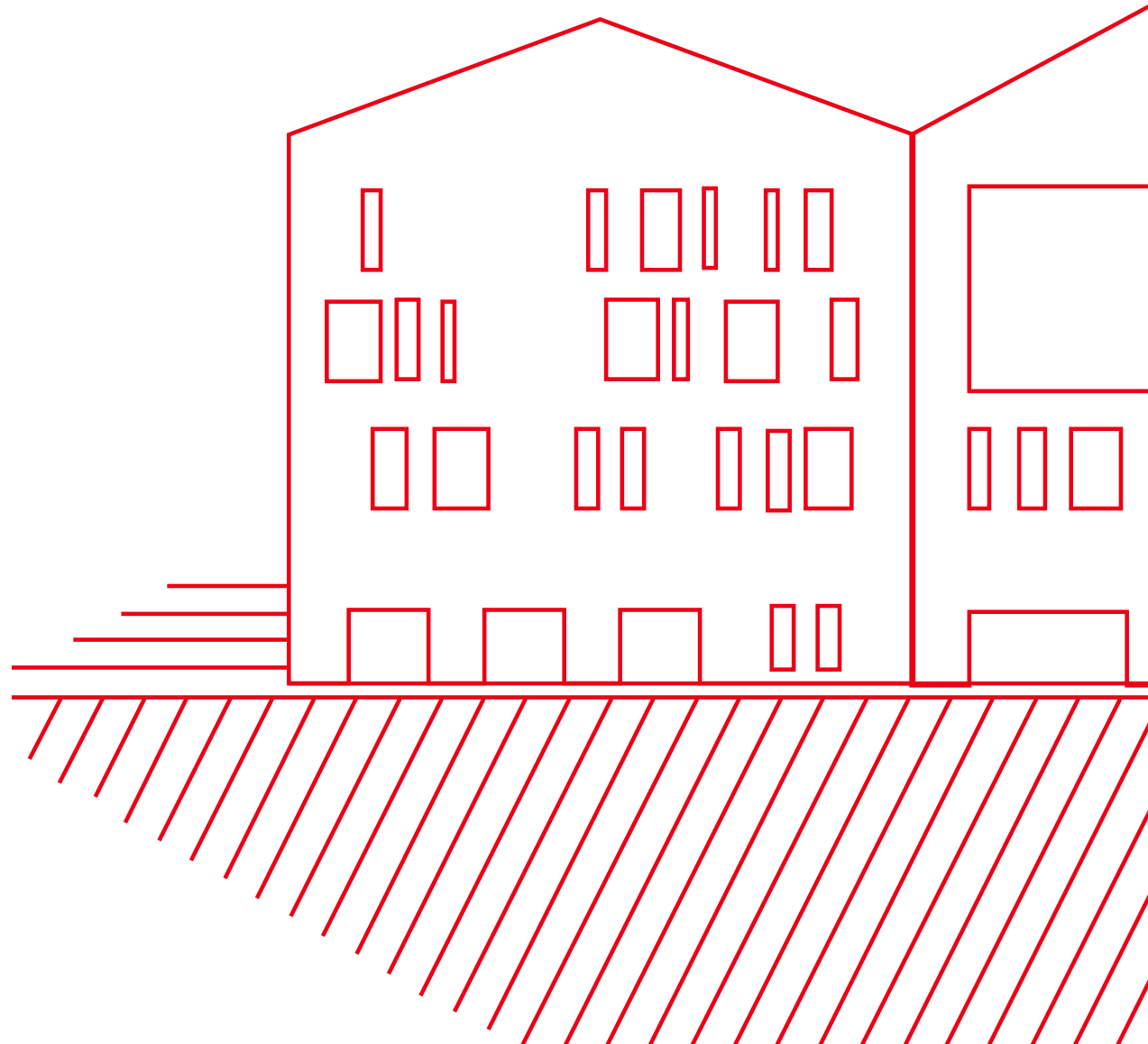
DUWO App

- 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
 - Contact DUWO through telephone or by chat
 - My community



05

**Meet the Resident Assistants
and Peer Support**



Meet the Resident Assistants!



Hayden



Aleina



Ana



Mafalda

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
- **Instagram:** @auc.ra



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

Check your magnet!

We're all in this together

- Keep shared areas clean
- 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 the door to your room!
- Stay safe and be respectful to your community



Peer Support

Support for students
by students



**PEER
SUPPORT**

Sara



PR manager



Ana



secretary

Pauline



project manager



Viki



Co-Chairs

Orsi



Dagmara



Pieter

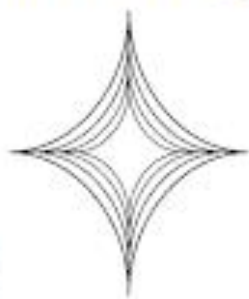


general board members

Who We Are

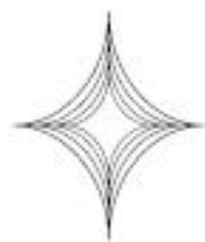
And two new **general board members**
Applications are opening soon!

What We Do



- confidential one-on-one chats
- organizing events to build community and raise awareness
- providing mental health resources
- administrative help

Where You Can Find Us



the one-on-one
chat sign up form
is in our
Instagram bio

approach us at the AB
or send a message on
whatsapp/instagram



@AUCPEERSUPPORT

peersup.auc@gmail.com

our office is on
the first floor)

we have open hours
every Monday





06

**Conclusion & coming
up...**

Ask for help



Academic Support



Tutors



Residential living



RAs, DUWO & AUC
Housing Team



Mental Health &
Wellbeing



Student Life Officers &
Peer Supporters



Other resources:

Fellow AUC students

UvA & VU psychologists & student 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
Based on appointment and/or: StudentLifeOfficers@auc.nl or send an email to studentlife@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, advice or to discuss the services and other resources to the appropriate support services. The SLOs are also responsible for developing and coordinating the work of the Web-Dev-Team, including the Student Handbook for the Student Life Officers, Practice resources and their Supporters.

Tutors and Senior Tutor
AUC tutors are the first point of contact for students with academic concerns or questions. The Senior Tutor at AUC assigns each student a personal tutor who meets with them on a regular basis. This tutor provides advice on academic and administrative issues relating to your fees, academic development, or curriculum changes, academic progression, and the other AUC.

General Practitioner
For more information go to: info@amc.uva.nl

As the first medical point of contact, students should always consult their first point of contact rather than going straight to a general practitioner for further tests or treatments, including lab tests, mental health services, physiotherapy etc. AUC practitioners can offer medical treatment at the General Practitioner Practice (GPP) where doctors are available with specific knowledge of student life. That is, a specialist doctor (such as a GP, psychologist or a nurse) who has experience. They are also available if you need a prescription, a lab test or a vaccination. You may also register with a different GP.

In case of immediate issues:	
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	+31 (0)20 525 2222 Contact point for reporting incidents within the UvA.

FINANCES	HEALTHCARE	STUDENT SUPPORT	COURSE WORK	CAMPUS LIFE
I need help with my finances. UvA Student Counsellors UvA student counsellors provide advice and information on student finances. All requests are confidential. info@amc.uva.nl or studentlife@auc.nl "Are there funding resources?" AUC Solidarity Fund Emergency financial aid through an initiative of AUC students and staff. AUCSolidarityFund@auc.nl UvA Emergency Fund For emergency situations that lead to financial problems for students. info@amc.uva.nl or studentlife@auc.nl UvA Profiling Fund Financial support for specific students who feel forced to enrol in other studies as a result of exceptional circumstances (such as illness or disability). info@amc.uva.nl or studentlife@auc.nl 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. AUCScholarshipFund@auc.nl DUO You might qualify for financial support from the Dutch government. duo.nl	"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. info@amc.uva.nl To see a specialist in the Netherlands, you need a referral from your general practitioner. Talk and/or consult psychological services that specialise in student affairs and/or request a referral. If you need immediate help call 112, contact your general practitioner or UvA General Practitioners at info@amc.uva.nl "I would like to talk to a professional." UvA psychologist at AUC One free consultation session with a psychologist from the UvA/AUC. info@amc.uva.nl UvA psychologists Short-term individual counselling and group workshops and meetings. Free of charge. info@amc.uva.nl YU student psychological counsellors Short-term individual counselling for study-related problems, introductory disciplines or (DSE). info@amc.uva.nl	"I wish to report an issue." UvA confidential advisers Confidential advisers for confidential help and support. info@amc.uva.nl VU student ombudsman For problems or complaints that cannot be resolved within the university. info@vrijeuniversiteit.nl "I would like to talk to peers." Peer support Students supporting students who are experiencing mental health issues, active and non-judgemental listening. info@amc.uva.nl "I am dealing with substance abuse." Jellinek Information and self-help tools for substance abuse. jellinek.nl "I have experienced sexual assault." Sexual Assault Centre Provides immediate care to victims of sexual assault and rape and offers support and advice. info@amc.uva.nl	"I need more time in exams." Request to the Board of Examiners If you need more time in your exams, the board of examiners can consider a request for you to take about what you need. Your address is reported to the board of examiners. info@amc.uva.nl "I believe we can improve..." Student Council and Board of Studies Talk with a member of the Student Council or Board of Studies to address your concerns. You can also address your ideas to the Student Life Officer or your tutor. info@amc.uva.nl "I need help with my writing skills." AUC Writing Centre Help with improving your writing skills. Appointments available online. info@amc.uva.nl	"I have an issue at my residence." Resident Assistants AUC graduates living in the AUC student residences. They can provide peer support, first aid and emergency provisions. info@amc.uva.nl or studentlife@auc.nl "I cannot do a repair myself." DUWO repair number Check whether the issue is the responsibility of the owner or DUWO at the DUWO website. For immediate repair, call 080-101 010 or submit a repair request on the DUWO website. info@amc.uva.nl or studentlife@auc.nl "The information I can find is only in Dutch." Peer support Students helping students by students. They can help to overcome Dutch language. info@amc.uva.nl "I have ideas or concerns about life at AUC." Student Council The AUC Student Council is there to represent your interests, reporting all aspects of student life to AUC. info@amc.uva.nl or studentlife@auc.nl

We are here to help

Flowchart and links to services found on the "Student Life Officers" page on student.auc.nl

Workshops and events coming up this semester

2, 9, 16, 23 September	Boundaries, Communication & Consent Workshop by Our Bodies Our Voice	Mandatory for all first years. Students will be allocated into one of 8 groups and will join one workshop on either 2, 9, 16 or 23 September. You will receive an email with your date and time.
6 October	Smart planning	Recommended for students with academic adjustments. Learn how to create a realistic schedule and feel more in control of your time and studies.
4 November	Active Bystander Workshop by Seksualiteitschool	Learn how to be an active bystander when you observe inappropriate or boundary crossing behaviour.
November	VU Wellbeing Week	A week full of activities promoting wellbeing at the VU. Exact date(s) and program will be announced in October 2026.
30 November – 4 December	Final Stretch Week	During this busy time of year, we bring you a whole week of relaxation and de-stressing activities.

Thank you!

If you have any **questions** for the SLOs, 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