



A
UC Amsterdam University College

Life at AUC

Wednesday 30 August 2023

Amsterdam University College

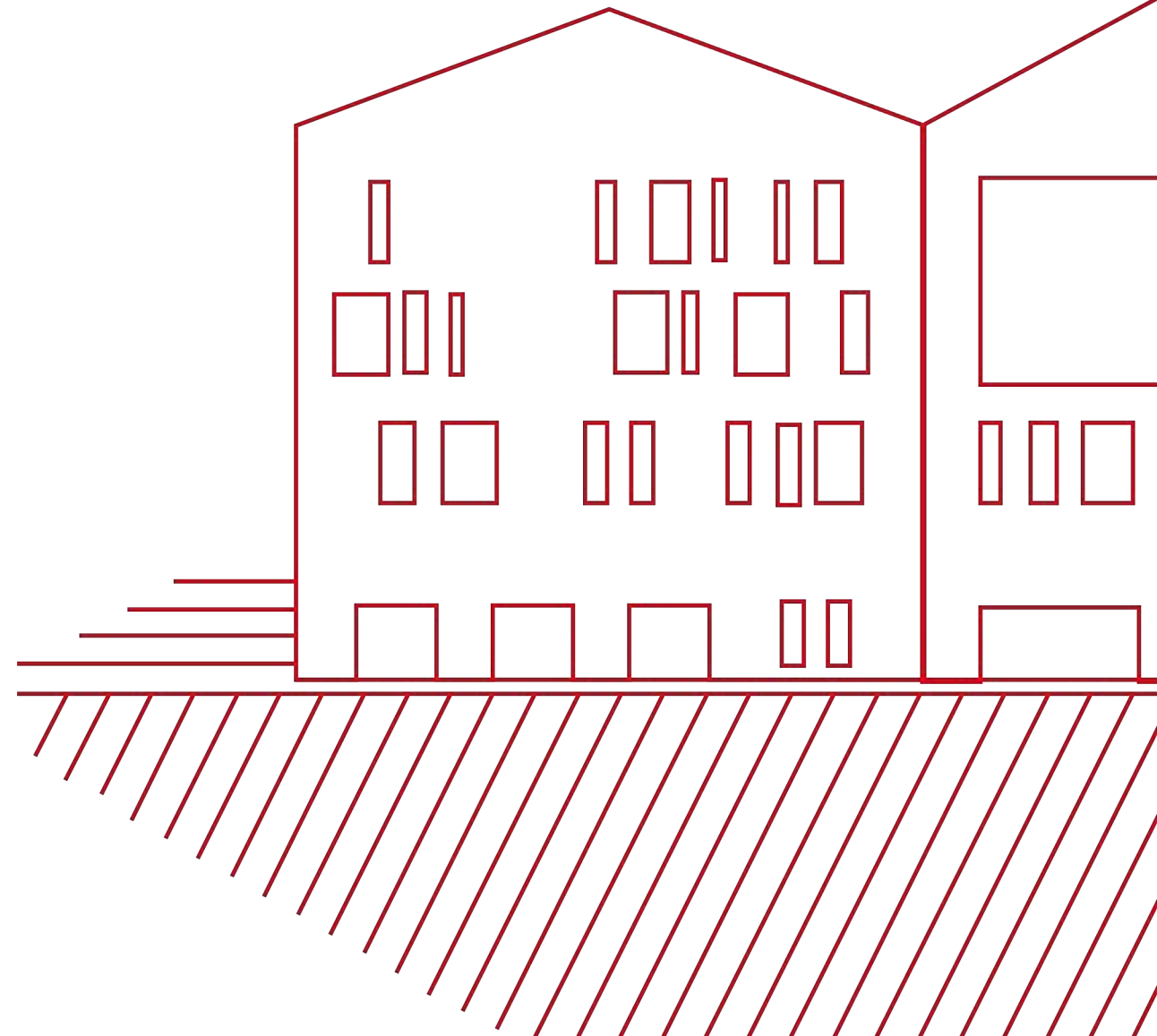
Agenda

- Introduction of the Well-Being Team
- Transitioning to university life
- Residential living
- Meet DUWO
- Meet Resident Assistants and Peer Support
- Mental health, stress & wellbeing
- Dutch healthcare
- 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 or [online booking system](#) to schedule an appointment
- **Available:** Mon & Tue, Thu & Fri | **Open hours** 12.30-13.30



Lisa



Aino

Well-Being Team



Student Life Officers

Lisa & Aino



GA to the SLOs

Casey Ansara



Resident Assistants

Kristóf, Eva,
Freya & Sarah



Peer Support

Iulia, Miyu, Roan,
Kia & Sarah

Graduate Assistant to the SLOs

Casey Ansara

My Life at AUC

- Humanities major, literature and history
- InPrint, R2E, BoS
- Capstone: Postcolonial Ecologies in South African lit

Now

- Graduate Assistant
- This year: working, taking up old hobbies, driver's license

Contact



c.m.ansara@auc.nl



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





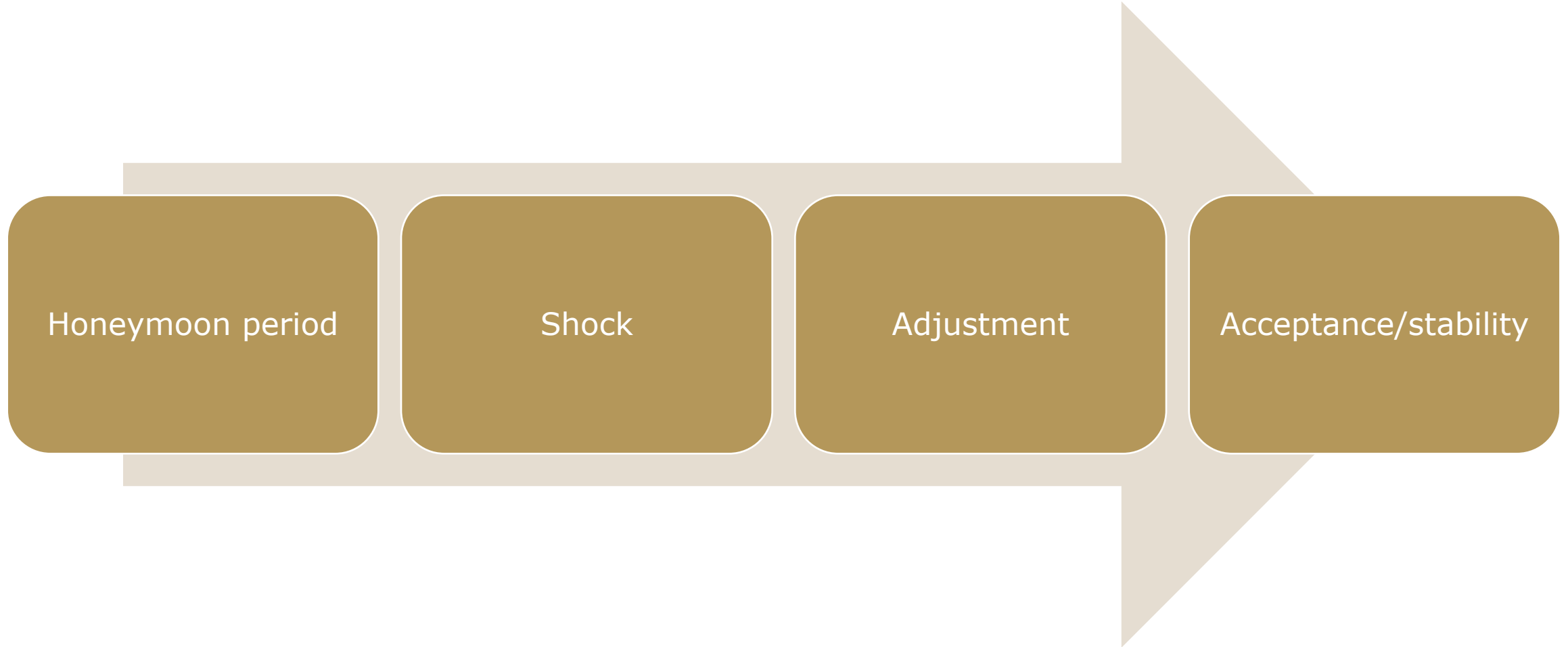
02

**Transitioning to
university life**

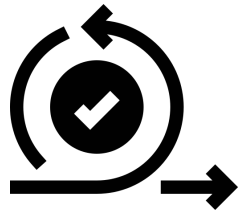
Embracing change



Stages of transition

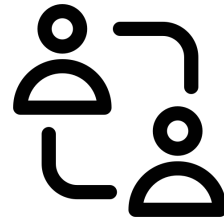


Transitioning with ease



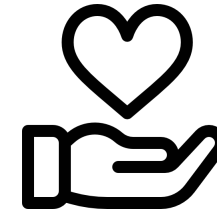
Be proactive

- 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.
- Make a list of all your new responsibilities (studying, cleaning, laundry, buying groceries, etc.).
- FOMO: don't put so much pressure on yourself to make friends now. You'll have plenty of time to meet people all throughout AUC.



Ask for help

- Tutors
- Teachers
- Student Life Officers
- Resident Assistants
- Peer Supporters
- Fellow AUC students
- UvA and VU resources
 - Psychologists
 - Student counsellors
 - Career counsellors



Student support services flowchart



We are here to help
Learn about AUC's student support services.

The following support services and resources are the most resources available to AUC students. Please note that links to our administrative site and your email report to look into additional instances of harassment. As your first point of contact, talk to the Student Life Officers, your tutor or your General Practitioner.

Academic Practitioner
For more information on Academic Practitioner services, visit [academicpractitioner.auc.ac.nz](#)

Student Life Officers
For more information on Student Life Officer services, visit [studentlifeteam.auc.ac.nz](#)

Tutors and Student Support
For more information on Tutor and Student Support services, visit [tutorsupport.auc.ac.nz](#)

In case of immediate issues

Emergency	011
Non-emergency	0900 0004
Well-Being	011 000 900 000

FINANCIAL

- 1. Looking for a job?
- 2. How do I apply for a loan?
- 3. How do I apply for a scholarship?
- 4. How do I apply for a grant?
- 5. How do I apply for a bursary?

HEALTHCARE

- 1. How do I get a GP referral?
- 2. How do I get a prescription?
- 3. How do I get a mental health referral?
- 4. How do I get a physiotherapy referral?
- 5. How do I get a psychological referral?

STUDENT SUPPORT

- 1. How do I get a tutor?
- 2. How do I get a student support officer?
- 3. How do I get a student support officer?
- 4. How do I get a student support officer?
- 5. How do I get a student support officer?

COURSE WORK

- 1. How do I get a course advisor?
- 2. How do I get a course advisor?
- 3. How do I get a course advisor?
- 4. How do I get a course advisor?
- 5. How do I get a course advisor?

CAMPUS LIFE

- 1. How do I get a student support officer?
- 2. How do I get a student support officer?
- 3. How do I get a student support officer?
- 4. How do I get a student support officer?
- 5. How do I get a student support officer?

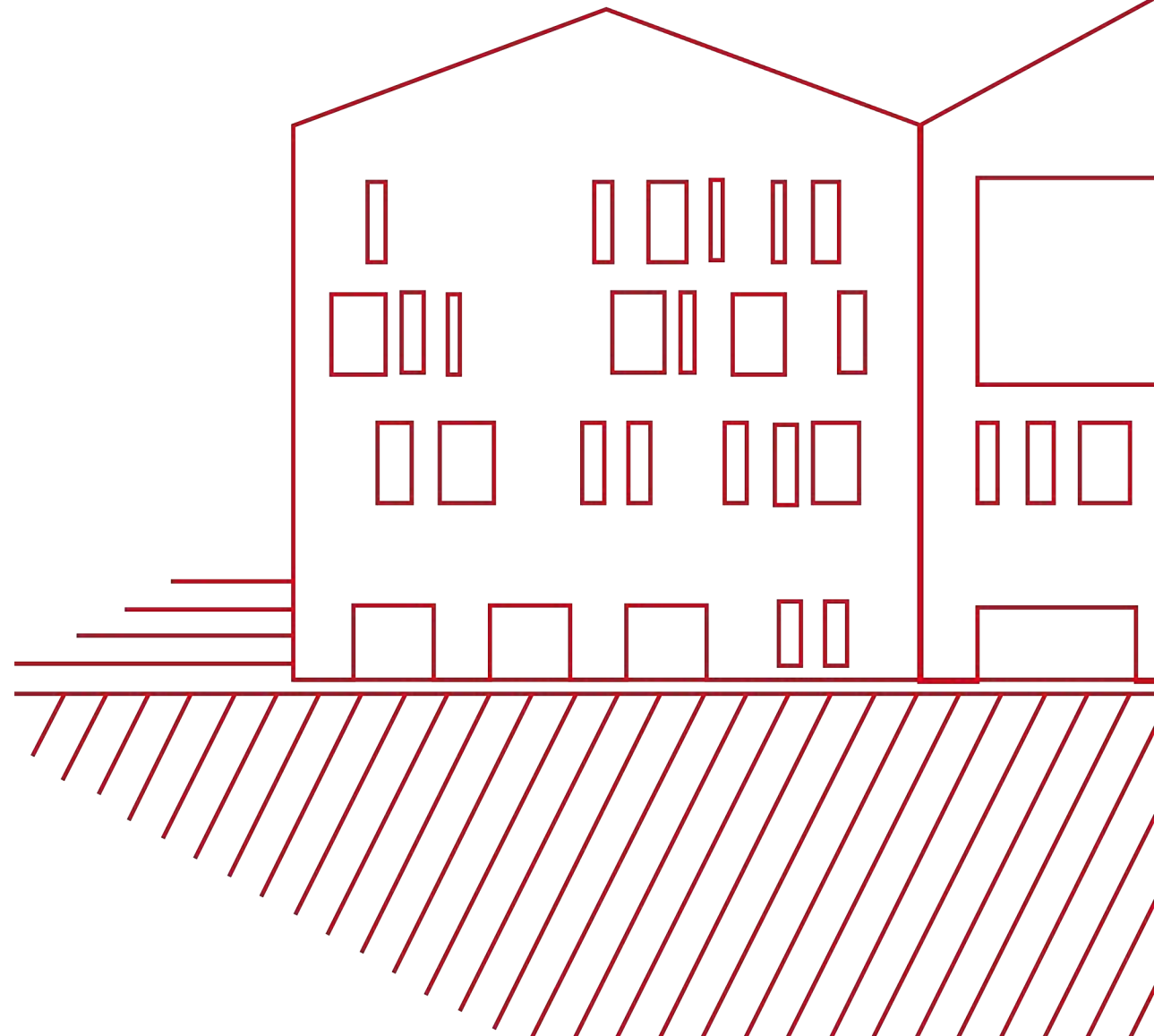
UNIVERSITY OF AUCKLAND

We are here to help

Flow chart and links to services found on the "Student Life Officers & Well-Being Team" page on <https://student.auc.nz/>

03

Residential living



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



Roommate agreements

Set up clear expectations

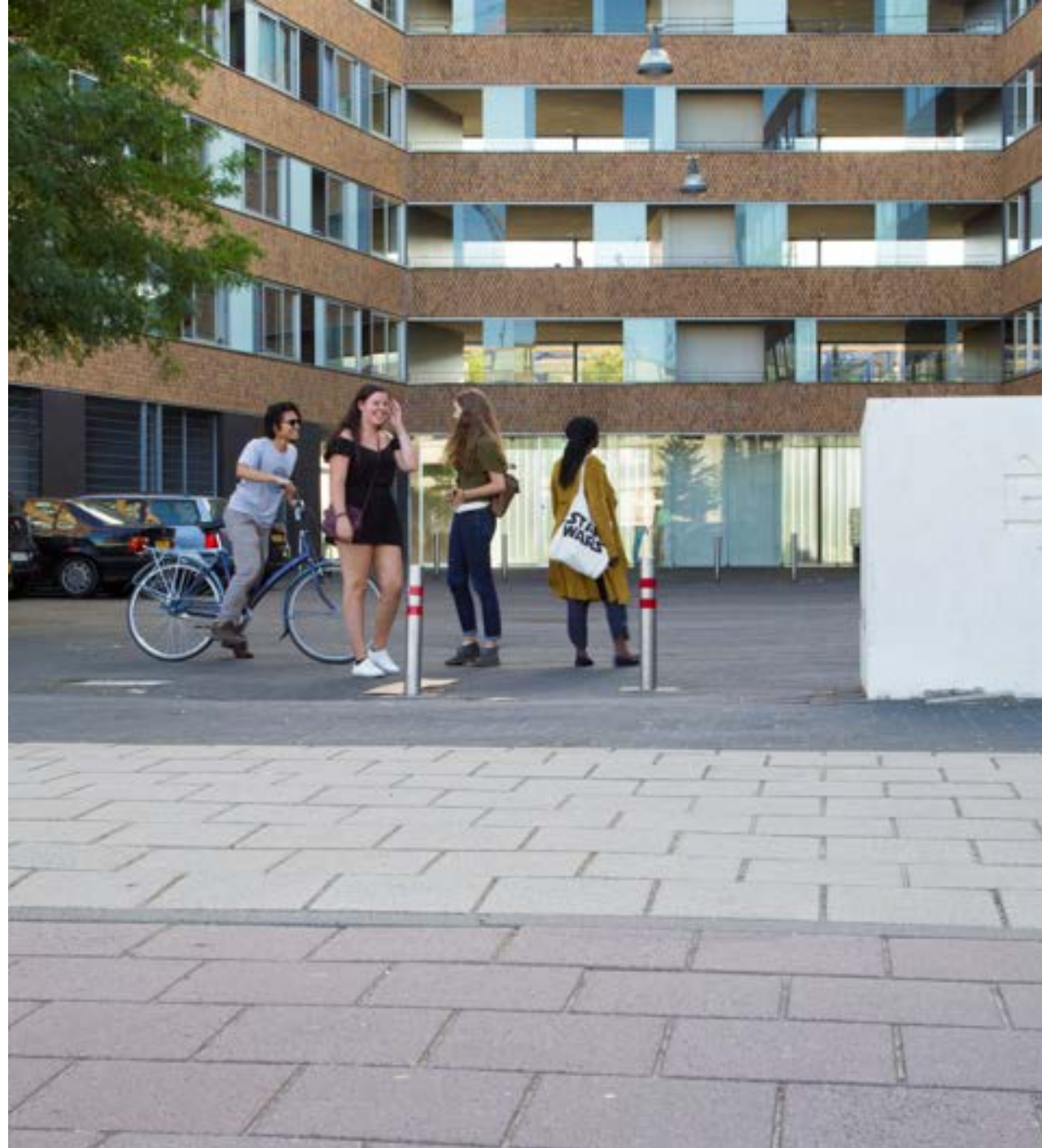
Keep the communication open

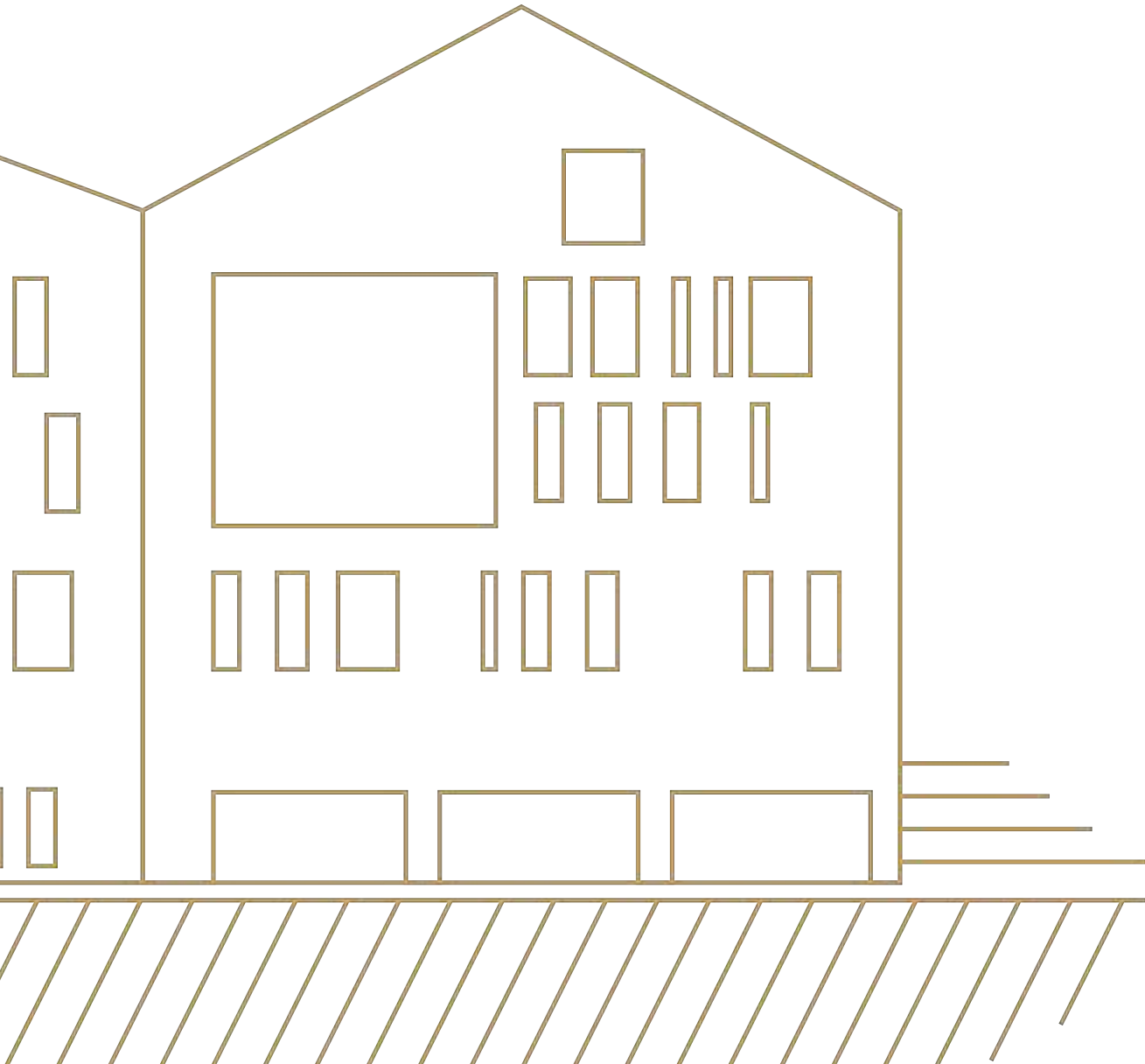
Personal experience

<p style="text-align: center;">Sharing</p> <p>What things is it okay for your roommate to use or borrow without asking? (e.g. hairdryer, etc.)</p> <p>What things should your roommate check with you before using or borrowing? (e.g. hairdryer)</p> <p>What things should your roommate never use or borrow?</p> <p>Can your roommate eat your food? How will you label food?</p>	<p style="text-align: center;">General</p> <p>Is it okay to smoke in the room?</p> <p>Do you have any allergies?</p> <p>What annoys you?</p>								
<p style="text-align: center;">Handling Conflict</p> <p>What causes you stress, and how do you express stress?</p> <p>How will we tell each other if something is bothering us?</p> <p>How are we going to handle the situation if one of us does not follow through on our agreement?</p>	<p style="text-align: center;">Strings</p> <p>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.</p>								
<p style="text-align: center;">Had the conversation?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;">_____</td> <td style="width: 50%; border: none;">_____</td> </tr> <tr> <td style="border: none; text-align: center;">Roommate 1 Signature</td> <td style="border: none; text-align: center;">Roommate 2 Signature</td> </tr> <tr> <td style="border: none;">_____</td> <td style="border: none;">_____</td> </tr> <tr> <td style="border: none; text-align: center;">Roommate 3 Signature</td> <td style="border: none; text-align: center;">Roommate 4 Signature</td> </tr> </table>		_____	_____	Roommate 1 Signature	Roommate 2 Signature	_____	_____	Roommate 3 Signature	Roommate 4 Signature
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Roommate 1 Signature	Roommate 2 Signature								
_____	_____								
Roommate 3 Signature	Roommate 4 Signature								

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





04

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.
- 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
- AUC Student Handbook
- **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

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.



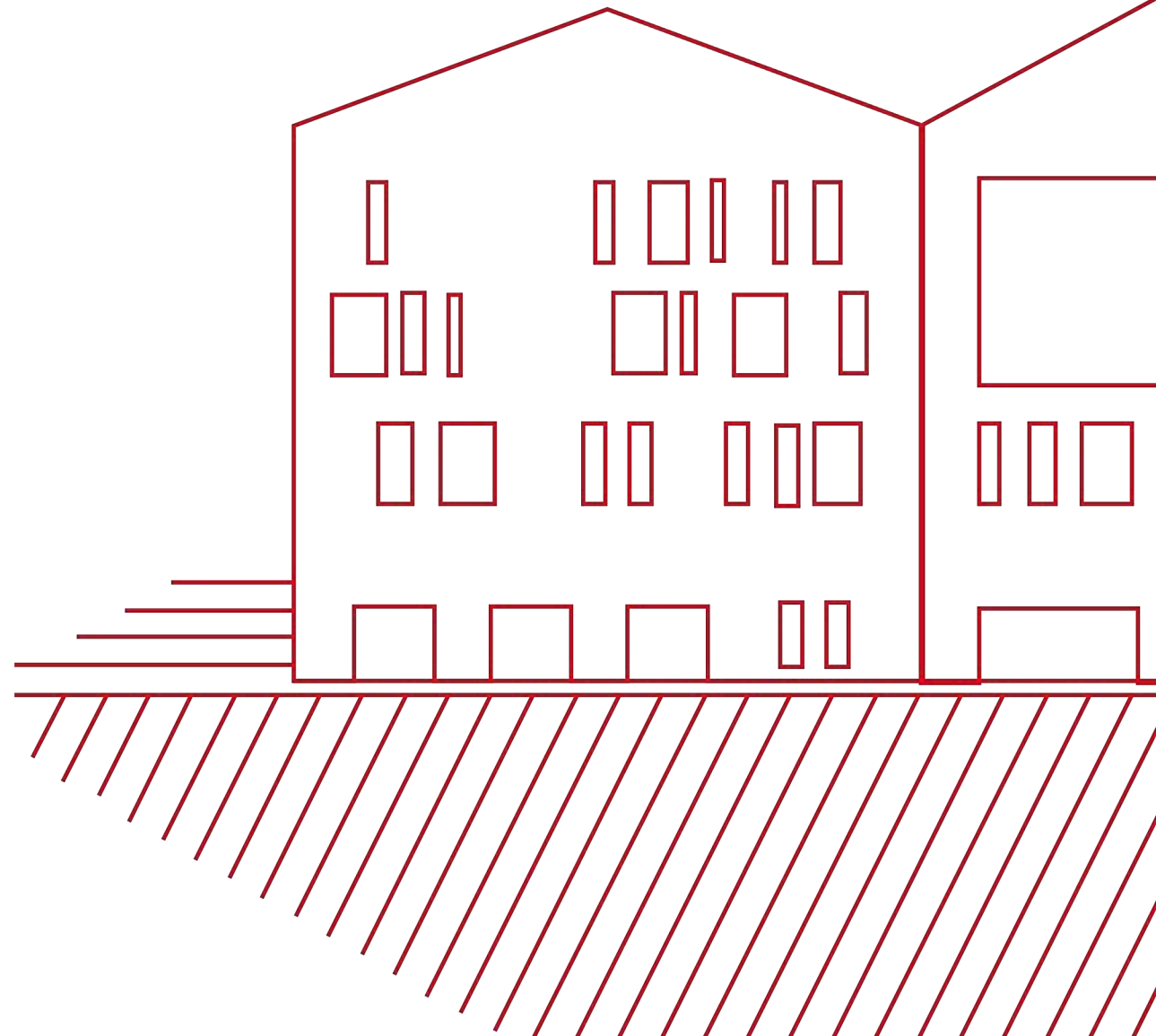
Trash

- Make sure to put your trash outdoor in the trash bins in front of the building
- Do not put your trash in the hall ways
- Bulk waste please call the municipality (free of charge)
- <https://www.amsterdam.nl/afval-hergebruik/grof-afval/>



05

Meet the Resident Assistants and Peer Support



Meet the Resident Assistants!



Sarah



Kristóf



Freya



Eva



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?

- **E-mail:** aucresidentassistant@gmail.com
- **Facebook:** Carolina MacGillavrylaan
- **Instagram:** @auc.ra
- **In an emergency:**

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
- Be responsible for your guests' behaviour
- Be respectful of the building
- Keep escape routes clear
- Keep security 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

Peer Support



Iulia



Miyu



Roan



Kia



Sara

- **Informal Peer-to-Peer Support**

- You can sign up for an informal one-to-one meeting with Peer Support anytime

- **Resources that focus on Mental Health**

- How to obtain it in the Netherlands
- How to care for one's mental health as a university student

- **Community Building**

- We organise a number of events which are great opportunities to meet others

- **Mental Health Awareness**

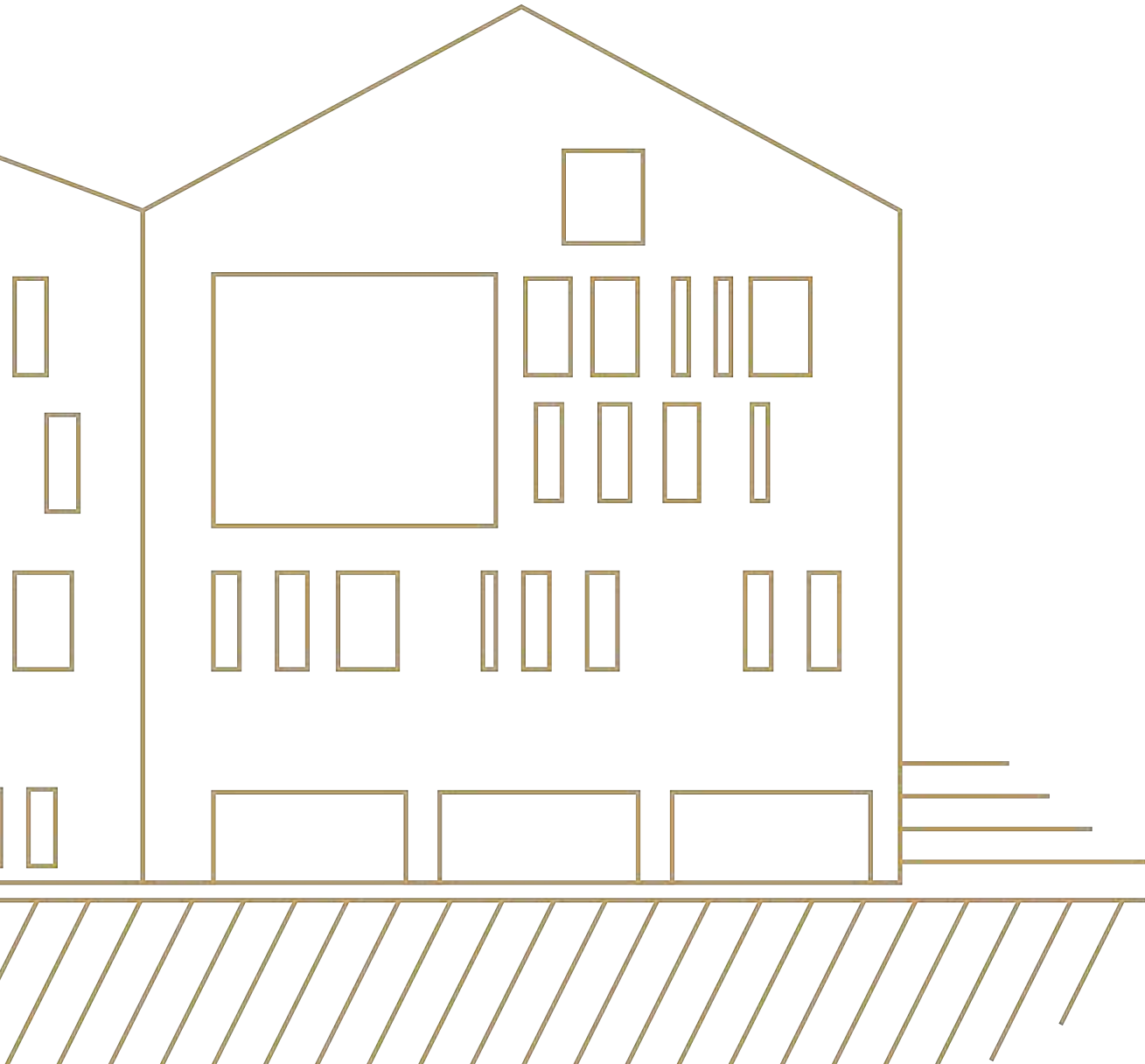
- We aim to provide support and information on our communication channels
- We also host living room sessions where students can discuss their experiences with mental health



peersup.auc@gmail.com



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



06

**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)



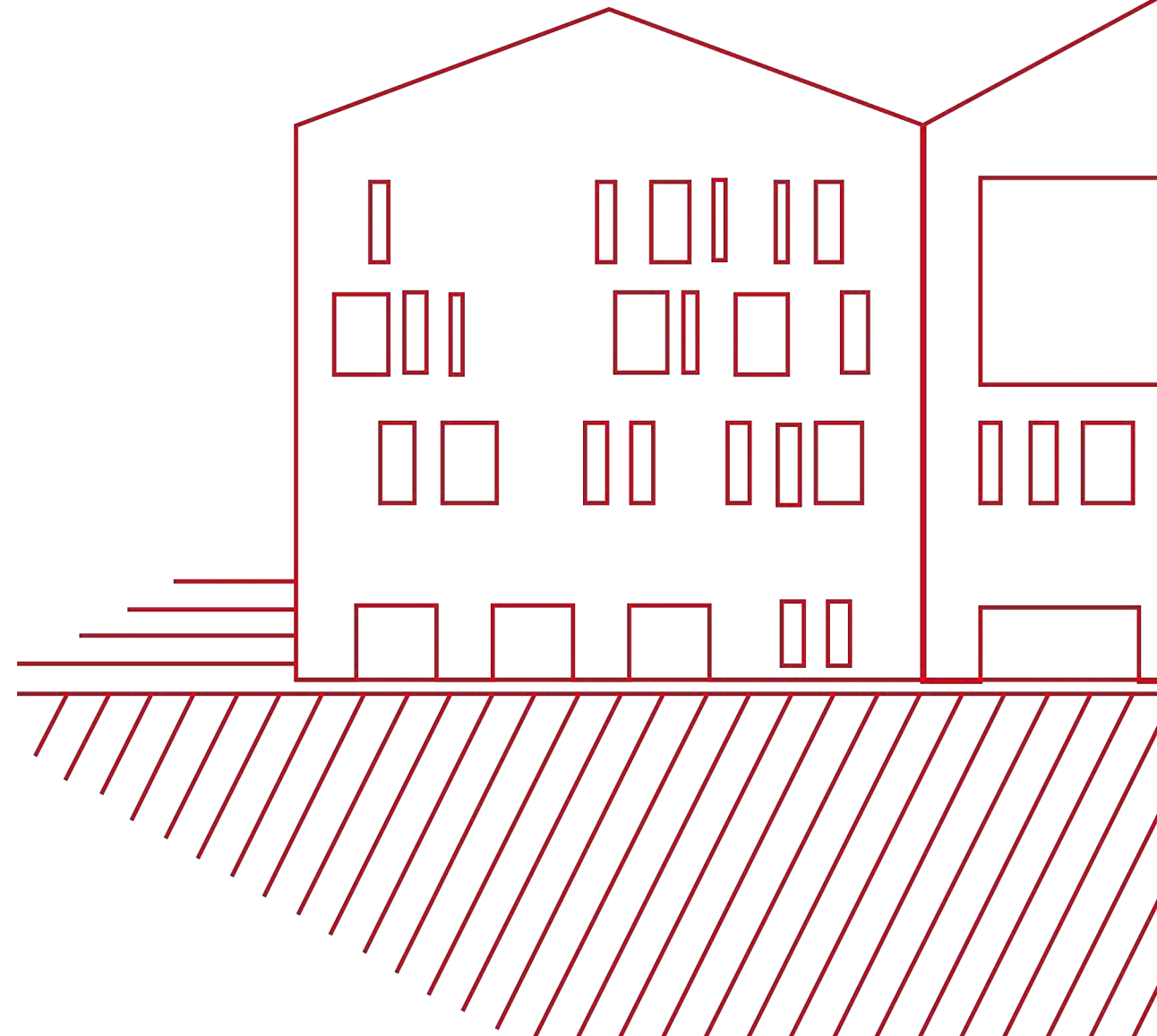
How to manage stress

- 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



07

Dutch Healthcare



Step 1: Understanding Insurance

European Health Insurance Card (EHIC)	Private Insurance (for example AON+)	Basic Dutch Health Insurance
Who: EU/EEA or Swiss internationals	Who: non-EU/EEA or Swiss nationals	Who: Dutch nationals and/or anyone who has a job/paid internship
What: Reciprocal agreement between EU/EEA. Covers most, but not all, basic and emergency health care costs.	What: Private companies offer various packages for international students	What: Covers basic healthcare/emergency expenses
Apply through local insurer in home country: <i>http://ec.europa.eu/social/main.jsp?catId=563&langId=en#nationalinfo</i>	Recommended by UvA: AON Consulting. Find more information at <i>http://student.uva.nl/en/content/az/insurance/health-insurance/private-health-insurance/private-health-insurance.html</i>	Can utilize Dutch health insurance companies. Find some options here: <i>http://student.uva.nl/en/content/az/insurance/health-insurance/basic-health-insurance/basic-health-insurance.html?origin=</i>
Zilveren Kruis manages Dutch coverage and reimbursements: + 31 (0) 33 445 68 70	Can be used as supplemental insurance to EHIC	NOT for INTERNATIONALS who do NOT have a job.
	Already privately insured in home country? Check if, what, and how long they cover you abroad.	

Recommended reading: <http://student.uva.nl/en/content/az/insurance/health-insurance/health-insurance.html>

Step 2: Get a doctor (huisarts)

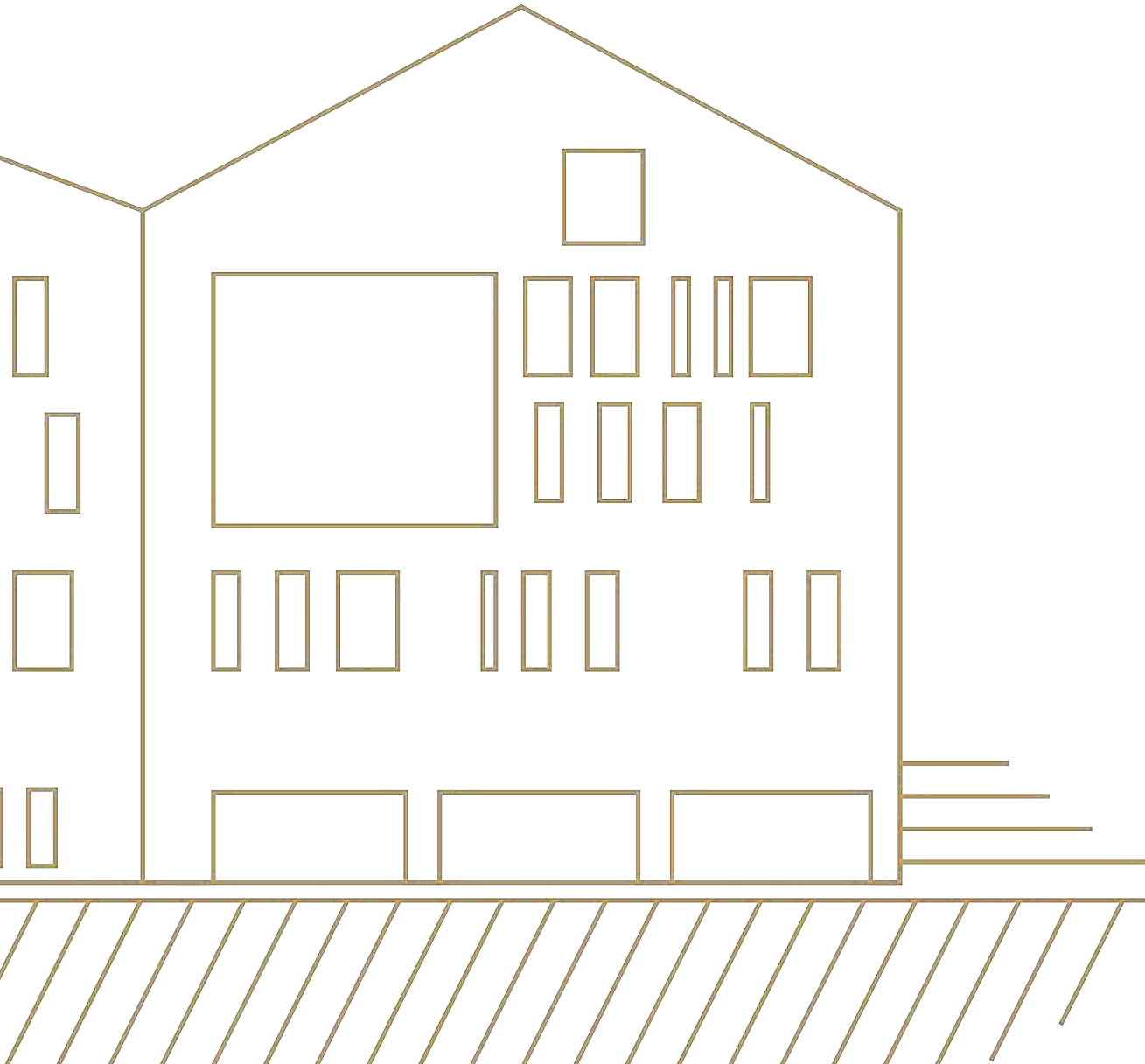
- **General Practitioner (huisarts) is the first point of contact.**

- **Any specialist such as:**

- Psychologist/counselling
- Physiotherapist
- Hospital visits
- Surgery
- And more...



- **Register with UvA student doctors:** <https://student.uva.nl/en/content/az/doctors/doctors.html>



08

Coming up...

Introweek

Two sessions on Wednesday
30 August

- Life at AUC
- Finances

September

One 2-hour 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 12:30-13:30 in room 3.22