

# 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 online: [bit.ly/slo-meeting-auc](https://bit.ly/slo-meeting-auc) or send an email to [studentlifeofficer@auc.nl](mailto:studentlifeofficer@auc.nl)

Office hours: Mon, Tue, Thu, Fri from 12:30 - 13:30

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, advise on student life concerns and refer students to the appropriate support services. The SLOs are also responsible for developing and coordinating the work of the Well-Being Team, including the Graduate Assistant to the Student Life Officers, Resident Assistants and Peer Supporters.

## General Practitioner

For more information go to [student.uva.nl/en/topics/general-practitioners-practice-uva](https://student.uva.nl/en/topics/general-practitioners-practice-uva)

In the Netherlands your GP (huisarts) should always be your first point of contact when you are feeling unwell or need a referral for further tests or treatments, including lab tests, mental health services, physiotherapy etc. AUC students can seek medical treatment at the General Practitioners Practice UvA, where doctors are available with specific knowledge of student life. Visit a student doctor if you are sick, feeling down or have other health concerns. You are also welcome if you need a prescription, a lab test or a vaccination. You may also register with a different GP.

## 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 provisions, and life after AUC.

## 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 UvA [24/7].



## FINANCES

1<sup>st</sup> point of contact: Student Life Officers

"I need help with my finances."

### UvA Student Counsellors

UvA student counsellors provide advice and information on student finance. All sessions are confidential.

→ [Make an appt. through the UvA website](#)

"Are there funding resources?"

### AUC Solidarity Fund

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

→ [Visit the AUC Solidarity Fund website](#)

### UvA Emergency Fund

For emergency situations that lead to financial problems for students.

→ [Make an appt. through the UvA website](#)

### UvA Profiling Fund

Financial support for specific students who fall behind schedule in their studies as a result of exceptional circumstances (such as illness or disability).

→ [Submit req. to UvA student counsellors](#)

### 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.

→ [auc.nl/admissions-aid/auc-scholarship-fund/about-auc-scholarship-fund.html](https://auc.nl/admissions-aid/auc-scholarship-fund/about-auc-scholarship-fund.html)

### DUO

You might qualify for financial support from the Dutch government.

→ [duo.nl](https://duo.nl)



## HEALTHCARE

Contact your General Practitioner

"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.

→ [huisartsenamsterdam.nl](https://huisartsenamsterdam.nl)

To see a specialist in The Netherlands, you need a referral from your general practitioner. UvA and VU also offer psychological services that specialise in student affairs and do not require a referral. If you need immediate help call 112, contact your general practitioner or UvA General Practitioners at +31 (0)20 525 2878.

"I would like to talk to a professional."

### UvA psychologists

Short-term individual counselling and group workshops and trainings. Free of charge.

→ [sign up via UvA website](#)

### VU student psychological counsellors

Short-term individual counselling for study-related problems. Introductory appointment is EUR 12.50.

→ [vu.nl/en/student/contact-student-guidance-and-support/student-psychological-counsellor](https://vu.nl/en/student/contact-student-guidance-and-support/student-psychological-counsellor)



## STUDENT SUPPORT

1<sup>st</sup> point of contact: Student Life Officers

"I wish to report an issue."

### UvA confidential advisers

Confidential advisers for undesirable behaviour.

→ [see UvA website for contact details](#)

### VU student ombudsman

For problems or complaints that cannot be resolved within the university.

→ [studentenombudsman@vu.nl](mailto:studentenombudsman@vu.nl)

"I would like to talk to peers."

### Peer support

Students supporting students who are professionally trained in confidential, active and non-judgemental listening.

→ [email.peersup.auc@gmail.com](mailto:email.peersup.auc@gmail.com)

"I am dealing with substance abuse."

### Jellinek

Information and self-help tools for substance abuse.

→ [www.jellinek.nl](https://www.jellinek.nl)

"I have experienced sexual assault."

### Sexual Assault Centre

Provides specialist care to victims of sexual assault and rape (day and night).

→ [call 0800 0188](https://call.0800.0188), or chat via [centrumseksueelgeweld.nl](https://centrumseksueelgeweld.nl)



## COURSE WORK

See your tutor or Student Life Officer

"I need more time in exams."

### Request to the Board of Examiners

If you need more time in your exams because of personal circumstances talk to your tutor about what you need, then submit a request to the Board of Examiners.

→ [auc.nl/servicedesk](https://auc.nl/servicedesk)

"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.

→ [Student Life Officer or your tutor](#)

"I need help with my writing skills."

### AUC Writing Centre

Help with improving your writing skills. Appointments available online.

→ [auc.nl/current-students/auc-writing-centre/auc-writing-centre.html](https://auc.nl/current-students/auc-writing-centre/auc-writing-centre.html)



## CAMPUS LIFE

Talk to the Student Life Officer

"I have an issue at my residence."

### Resident Assistants

AUC graduates living in the AUC student residences. Trained in general peer-support, first aid and emergency procedures.

→ [auc.ra @ Instagram](#)

"I cannot do a repair myself."

### DUWO repair number

Check whether the issue is the responsibility of the tenant or DUWO on the DUWO website. For immediate repair needs call 015-2516700 or submit a repair request on the DUWO website.

→ [For other repairs go to DUWO.nl](#)

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

### Peer support

Informal support for students by students. They can help to translate Dutch documents.

→ [peersup.auc@gmail.com](mailto:peersup.auc@gmail.com)

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

### Student Council

The AUC Student Council is there to represent your interests regarding all aspects of student life at AUC.

→ [auc.nl/about-auc/organisation/student-council](https://auc.nl/about-auc/organisation/student-council)