



The Student Charter

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The Student Charter

The Student Charter provides an overview of the rights and obligations of both students (i.e., people who have paid tuition fees at the University of Groningen and are registered as full-time, part-time or dual students for an officially recognized degree programme) and the University. It is based on national legislation, in particular the Higher Education and Research Act (WHW, hereinafter also referred to as 'the Act'), supplemented by regulations that are specific to the University of Groningen. The University of Groningen-specific regulations are set out in the appendices to the Student Charter. Thus the Student Charter is not a law-creating document but purely a description of the legal position of both students and the University. In the event that the Student Charter contains information that deviates from legislation or regulations referred to, the legislation or regulations in question will prevail over the Student Charter text.

The Act stipulates that the Student Charter must comprise two sections: a University-wide section and a programme-specific section [WHW Art. 7:59](#)

- The section that has been drawn up for the University sets out the general rights and obligations that apply to the whole University organization, such as those relating to registration and legal protection.
- The programme-specific sections describe the rights and obligations that apply to specific degree programmes. These sections include the Teaching and Examination Regulations (OER), Rules and Regulations for examinations and final assessments, and other regulations and provisions set by the various degree programmes. The programme-specific section can be consulted at the faculty's administration office and is included in the faculty's student handbooks.

The University-wide section of the Student Charter does not literally quote the articles from acts and regulations but describes them as clearly as possible. The various topics are accompanied by links to the relevant articles of the Act or regulations in question.

The regulations in the appendices to the Student Charter and your degree programme's Teaching and Examination Regulations will provide you with the most accurate information about your rights and obligations.

Publication

At the start of the academic year, all students will be sent an e-mail by the Board of the University drawing their attention to the Student Charter, where it can be found on the website, and where they can view a hard copy.

Validity

The Student Charter applies to academic year 2018-2019. The University-wide section of the Charter is drawn up each year by the Board of the University, and is approved by the University Council. In the event that the Charter challenges or contradicts any statutory regulations, the statutory regulations will take precedence.

Using the Student Charter

All students are expected to be familiar with the contents of the Student Charter. Not complying with the rules in the Charter may affect your rights, for example the right to financial support from the Graduation Fund.

By definition, laws and regulations are of a general nature, and the Student Charter is no exception. This means that, in concrete situations and in individual cases, the effect is not always clear or predictable. Students registering for the first time this year may find that the regulations that apply to them are different to those for students who have reregistered.

They should find out about this from their faculty or Information Services and read the Student Charter (including the related regulations) thoroughly.

If you would like to know more, please consult the Student Charter or other relevant [information sources](#).

Information sources

The Student Charter provides an overview of the rules and regulations that apply to the University of Groningen. All regulations that are relevant to students can be found in the Student Charter. All students will be notified when the definitive Student Charter becomes available. It can be viewed on or downloaded from the Student Portal: www.rug.nl/mu/studentenstatuut

You are expected to take note of all rules and regulations that apply to the University, your programme and your Faculty.

Information relating to the UG as a whole

University of Groningen website

The University of Groningen website contains a wealth of information about the University for students. Most of the information is also available in English.

You can log in to the Student Portal through the University of Groningen website. The Student Portal provides all the information that students need, such as news, announcements, information on education, and legislation and regulations (and amendments to these). The Student Portal has three tabs: *Today*, *Study Info* and *My Career*.

'Need-to-know' messages

All regulations that apply within the UG, and the interim amendments to these, are published via the need-to-know announcements under the Today tab of the UG's Student Portal.

Study Info: University-wide infonet and Faculty intranet

'Study Info' contains both general, University-wide information and Faculty-specific information for students. Information about University-wide regulations (such as the Regulations for Registration and Tuition Fees and the Graduation Fund Regulations) or Faculty-specific regulations (such as the Teaching and Examination Regulations) can be found here.

Information Services

The Information Services team deal with questions about admission, registration, tuition fees, scholarship programmes and immigration issues. Information Services is located in the Academy Building of the University of Groningen. Appointments can be made by e-mail, by telephone or online. For more information, see www.rug.nl/information-services.

You will be sent a student card within a few weeks of your first registration at the UG, and after payment of the tuition fees. The card is valid for the duration of your degree programme. If you do not receive your student card, contact Information Services.

Student Service Centre (SSC)

Student counsellors

You can go to a [student counsellor](#) with any questions you have about studying that do not directly concern your degree programme. This includes matters that you would prefer not to discuss within your programme. The student counsellors provide information, advice and guidance on matters such as: choice of degree programme, legislation and regulations, personal circumstances, financial provisions in the event of study delay and modifications in the case of functional impairment. If necessary, they can write a supporting letter for you if you want to apply for adaptations to your degree programme. The student counsellors can also help you if you want to apply for support from the Graduation Fund.

The student counsellors are not connected to a single degree programme; their office hour is open to all University of Groningen students. Every problem will be treated confidentially.

If you are faced with study delay due to force majeure, you must immediately notify the study advisor of your degree programme. He or she will direct you to a student counsellor if your delay is or will be 15 ECTS credit points or more. You must also report such a delay to the student counsellor even if you have not been told to by the study advisor. In both cases you will need to make an appointment yourself, via the

[SSC](#). You must follow the advice of and the agreements made with the study advisor and the student counsellor, otherwise you will not be eligible for financial support from the [Graduation Fund](#).

Career Services

Career Services is the central UG service point for career support. It offers a variety of activities, such as workshops and training courses, that are designed to help students make study-related choices and prepare for the job market. Career Services can also give personal advice to help students compile a Curriculum Vitae and job applications. The Career Services network consists of all the relevant parties, such as the faculties, study and alumni associations, employers, and the University's own Student Pool. For more information, see www.rug.nl/careerservices.

Information relating to the faculties

Student handbook

Your degree programme's annual student handbook is a good source of information. Student handbooks are issued to students or can be consulted on the faculty websites. Students are expected to check regularly for important faculty announcements on noticeboards and via e-mail and the Student Portal, etc.

Student Portal: Study Info tab

Study Info contains both general, University-wide and Faculty-specific information for students. Information about University-wide regulations (such as the Regulations for Registration and Tuition Fees and the Graduation Fund Regulations) or Faculty-specific regulations (such as the Teaching and Examination Regulations) can be found here.

Teaching and Examination Regulations (OER)

Every degree programme has regulations concerning the programme itself, admission to it and the examinations: the OER. The OER can be viewed at your faculty's Student Administration Office and on the [website](#), and are also included in the student handbook.

Study advisor

The study advisor's job is to provide information, advice and counselling concerning planning your study programme, your course units and so on. The study advisor is in contact with other central and Faculty offices, and if necessary will be able to refer you on to others.

If your studies are delayed due to special circumstances, and if the delay is expected to amount to more than four weeks (a study delay of more than 5 ECTS credit points), you must report this to your study advisor immediately if you want to be eligible for financial assistance from the Graduation Fund.

The Faculty Education Offices

Apart from the OER, your Faculty Student Administration Office can provide information relating to exam registration, registration of exam results and ECTS credit points, requirements relating to procedural order, timetables and student records.

The Programme Directors and Degree Programme Managers

Every Faculty has at least one programme director. He or she is responsible for ensuring that the Teaching and Examination Regulations are adhered to. Some programmes and faculties also have a degree programme manager or a degree programme coordinator. This is the person to contact if you have questions about teaching.

Programme Committee

Issues relating to your degree programme should be addressed to the Programme Committee. Programme Committees play an important role in the design and evaluation of the curriculum for the degree

programme. Half of the committee is made up of students and half of staff members.

assessment programme

Questions about exemptions, examinations and final assessments can be put to the Board of Examiners. The Board of Examiners aims to determine, in an objective and expert manner, whether individual students satisfy the conditions set out in the Teaching and Examination Regulations with regard to the knowledge, understanding and skills needed in order to gain a degree. The Board of Examiners is authorized to investigate reported cases of cheating, determine whether a student has indeed cheated and impose penalties. Consult your student handbook for further information. If you have questions about specific exams, you can also contact the relevant lecturer/examiner.

Admissions Board

The Admissions Board has decision-making powers in matters concerning admission to the degree programme on behalf of the Faculty Board. More information about the composition and duties of the Admissions Board can be found in the OER for the relevant degree programme.

BSA Committee

Faculty Boards can appoint BSA (Binding Study Advice) Committees to organize hearings for students who disagree with binding negative study advice issued to them, and to process requests from students for adapted BSA thresholds or the postponement of study advice, on behalf of the Faculty Board.

Admission

All degree programmes financed by the national government are considered 'initial education', which, since the introduction of the Bachelor-Master structure in 2002, includes three-year Bachelor's degree programmes (including a propaedeutic phase) and one-year or longer Master's degree programmes. Specific admission requirements apply to both Bachelor's and Master's degree programmes.

The propaedeutic and post-propaedeutic phases of the Bachelor's degree programme (three years)

Year 1 of a Bachelor's degree programme is the propaedeutic phase (the first 60 ECTS credit points), and is intended for orientation, referral and selection. The Bachelor's phase will provide you with a thorough academic grounding in your field, introduce you to academic research, and indicate possible Master's degrees or other options. All Bachelor's degree programmes last three years and are concluded with a final assessment. A Bachelor's degree certificate is essential for admission to a Master's degree programme. The entry requirements for the second and third years, the Bachelor's Minor component and the Master's degree programme are set out in the relevant OERs.

See: [Admission to Bachelor's degree programmes](#)

Master's phase

A Bachelor's degree will qualify you for a Master's degree programme at the University of Groningen or another higher education institution in the Netherlands or abroad. It is also a qualification that you can use to enter the job market – you can always decide to study for a Master's degree at a later stage. A Master's degree takes at least one year to complete, up to a maximum of three years.

See: [Admission to Master's degree programmes](#)

Selection and placement (fixed quotas)

Selection via DUO by means of drawing lots has been abolished with effect from 2017-2018. The universities themselves now select students for the relevant degree programmes. Admission to the degree programmes in Medicine, Dentistry, and International Relations and International Organization (IRIO) is subject to quotas. You will only be admitted if you can show proof of having been allotted a place by the relevant department, after successfully completing the selection procedure.

For more information about fixed quotas and the selection procedure, see [Selection and Placement](#), the [Selection and Placement Regulations for Fixed Quota Programmes](#) and the websites of the individual degree programmes.

For University of Groningen degree programmes, see the [Administration and Management Regulations, Articles 2.3.2 and 2.3.3](#) or the [Regulations for Registration and Tuition Fees 2018-2019, Article 2](#)

Specific selection criteria: University College Groningen and University College Fryslân

The University College Groningen Bachelor's degree programme in Liberal Arts and Sciences and the Bachelor's degree programme in Global Responsibility and Leadership offered by the University College Fryslân focus on small-scale and intensive teaching (Art. 6.7 WHW). Specific selection criteria apply for admission to these degree programmes.

See: selection criteria for [University College Groningen](#) and [University College Fryslân](#).

Admission to Bachelor's degree programmes

Entry requirements for Bachelor's degree programmes

Admission to a university Bachelor's degree programme is granted to students who meet the statutory requirements with regard to qualifications. The following diplomas will qualify you for admission to a university Bachelor's degree programme:

- VWO diploma, HBO diploma*
- a Dutch or foreign certificate that is considered (by the Recognition Convention of Lisbon 1997, the Minister or the Board of the University) to be equivalent to a VWO diploma
- a successful entrance examination (a declaration that the applicant meets the entrance standard even though he/she has no certificate).

For some degree programmes, an HBO propaedeutic certificate suffices. For more information, see the [admission requirements with an HBO propaedeutic certificate](#).

For the educational entry requirements, see [WHW Arts. 7.24 to 7.30](#). More information is available on the [website](#).

VWO diploma: subject profile

Certain degree programmes require a specific VWO subject profile. However, in some cases you may still qualify for admission to a degree programme even if you have not followed the required profile, on condition that you remedy the relevant deficiencies before you register. You will find further information in the relevant OER.

Additional entry requirements may apply if you have an 'old-style' VWO diploma without a profile. Consult the relevant OER and [DUO's website](#).

Language proficiency

If you have a foreign certificate and you want to follow a degree programme in Dutch, you may have to demonstrate that you have sufficient knowledge of Dutch. Students who register for an English-taught degree programme must have sufficient knowledge of English. This may apply to admission to examinations, but sometimes to university education in general. This decision is made by the Admissions Board.

Matching

If you wish to apply for a Bachelor's degree programme that does not have a selection procedure, the application deadline is 1 May. This is a statutory deadline. Upon registering you qualify for participation in the degree programme's matching activities, which aim to help you choose the programme that is right for you. The matching procedure entails several steps. Once you have registered in Studielink, you will first receive an intake form with questions about your expectations and motivation. This is usually followed by an activity organized by the degree programme of your choice.

Participation in a matching activity is compulsory in order to enable the University to issue students with a helpful degree programme recommendation. However, this recommendation is not binding. A number of exceptions apply to the compulsory 1 May registration deadline for matching activities, for example for students who register by 1 May but then change their mind and register for a different Bachelor's degree programme, or for students who are issued with a binding (negative) study advice after 1 May. The registration deadline for the final round of matching activities is 31 July.

More information about matching and registration deadlines can be found on the [Matching](#) page and in Chapter 3 of the [University of Groningen Regulations for Registration and Tuition Fees 2018-2019](#).

Starting date of Bachelor's degree programmes

All Bachelor's degree programmes have a single intake date: 1 September. In certain cases the Faculty Board may grant students permission to register as of a different date. The possibilities and conditions for registering after 1 September are set out in the Teaching and Examination Regulations (OER) for the relevant degree programme.

Admission to Master's degree programmes

Entry requirements for Master's degree programmes

Admission to a Master's degree is granted automatically if you have gained a Bachelor's degree at the University of Groningen that is linked to a follow-on Master's programme. In all other cases, written proof of admission from the Faculty Board is required.

The admission regulations are set out in the [Teaching and Examination Regulations](#) (OER) of the relevant degree programme. For further information, contact the [study advisor](#) for the degree programme. For the regulations for admission to Master's degree programmes, see [WHW Arts.7.30a to 7.31](#) and the [website](#).

Starting dates

There are at least two starting dates per year – one in September and one in February – for Master's degree programmes. Research Master's degree programmes and selective Master's degree programmes, however, may only have one intake date. For further information see [Starting dates](#).

If you have specific questions about your own study programme, contact the [study advisor](#) for your degree programme.

Pre-Master's programmes

Many Master's degree programmes offer graduates of related HBO or university programmes the opportunity to join via a pre-Master's programme, where they can remedy deficiencies in their qualifications. Standard pre-Master's programmes have been designed for a number of popular Bachelor's-to-Master's transfer processes, and faculties can be asked to set up special programmes for students who wish to transfer with a less common combination.

Pre-Master's programmes have a student workload of 60 ECTS credit points or less. On completion, students are issued with an admission decision for the Master's programme.

Some HBO programmes that are closely related to a university Master's degree programme offer the possibility of following an extra heavy programme during the final year in preparation for the Master's programme. This enables you to earn the first 30 ECTS of the pre-Master's programme in advance. If you succeed in earning these extra credit points, you will sometimes be granted immediate admission to the Master's degree programme, whereas other programmes may require you to follow a shortened pre-Master's programme worth a further 30 ECTS credit points. The scenario that applies to you will depend on your HBO degree programme and which programme you want to follow at the University of Groningen.

For more information, see the [website](#) or contact the [study advisor](#) for the Master's degree programme.

Fees

Fees are based on the student workload of the programme. The statutory tuition fees apply to programmes worth 60 ECTS credit points. For 2018-2019, this is €2,060. The fees for programmes with a smaller student workload are charged proportionately.

15	ECTS	€	515
30	ECTS	€	1,030
45	ECTS	€	1,545

When you have registered for a pre-Master's programme via Studielink, you will receive a digital payment slip for €2,060. If the programme has a student workload of less than 60 ECTS, the fee will be adjusted as soon as the department has indicated the actual student workload of the programme.

The OER of your degree programme will state how long you may take to complete the pre-Master's programme and which progress requirements apply. If you do not manage to complete the pre-Master's programme within one year, the department may allow you to reregister. You will then be required to pay a fee based on the remainder of the pre-Master's programme.

Reimbursement

Tuition fees will not be reimbursed upon termination of a pre-Master's programme, with one exception: students who submit a request for deregistration through Studielink within the first three months of registration, with the deregistration date falling within a period of three months of the start of the pre-Master's programme, are entitled to reimbursement of the tuition fees.

See also Chapters 6 and 8 of the [University of Groningen Regulations for Registration and Tuition Fees 2018-2019](#).

Registration and deregistration

Registration

In order to follow a degree programme, you must be registered with the University. Registration as a student comes with a number of rights and obligations.

Registration occurs by enrolling through [Studielink](#) and paying the relevant tuition fees. There may be additional conditions relating to registration, for example taking part in a matching event or in a selection procedure. Registration is not definitive until all the conditions for registration have been met. The status of the registration process can always be followed by logging in to Studielink.

You will receive a student card as proof of registration at the University. This card is issued once and will remain valid for the entire registration period. You will need this card to make use of the various facilities offered by the University. You can download proof of registration from the Student Portal or Facebook free of charge.

Your registration must be completed before 1 September of the relevant academic year (Art. 4.3 of the University of Groningen Regulations for Registration and Tuition Fees 2018-2019). In principle, it is not possible to register with retroactive effect.

However, in the event that the payment deadline is demonstrably exceeded as a result of compelling personal circumstances, the head of the Student Information and Administration Office (SIA) may permit registration with retroactive effect in the month during which the conditions for registration are satisfied. A request for this, substantiated with documentary evidence, can be submitted via the following link: <https://www.rug.nl/education/information-services/information-services-form>. A decision with regard to the request will be taken in consultation with the Faculty Board. The request will not be granted if the study programme has insufficient room for this.

Not registering in time will have consequences for your entitlement to student finance, your student travel product and other facilities.

If you are ill or are facing other circumstances that might affect your studies before the start of the academic year, your first move should be to consult a student counsellor from the [SSC](#) to discuss whether it is a good idea to register.

If a request for registration is submitted after the start of the academic year, then registration will apply from the first day of the month following the month in which the request was submitted. In addition, registration after 1 September of the academic year is only possible with the approval of the Faculty Board for a Bachelor's degree programme, or as of the next starting date for a Master's degree programme. The tuition fees will be reduced by one-twelfth for each month that you were not registered.

If you do not receive your student card within three weeks of your first definitive registration, please contact Information Services.

For registration, see: the [Information Services](#) website, [WHW Arts.7.32 and 7.33](#), or the [University of Groningen Regulations for Registration and Tuition Fees 2018-2019](#).

Deregistration

Enrolment in a degree programme is for the entire academic year. A request for deregistration can be submitted through Studielink. There are two options:

1. Deregistration on graduation

If you deregister because you have graduated, the first day of the month following your graduation date will count as your deregistration date. Your graduation date is the date on which you complete the last part of your final assessment, for example the date on which you sit your last exam or hand in the final version of your thesis, and not the date on which you receive the results. As the administrative process involved in your degree certificate request may take some time, your deregistration date may in fact be before the date on which you request deregistration. You should therefore make sure you terminate your student finance and student travel product in good time (based on your graduation date).

2. Deregistration 'due to reasonable request'

If you submit a request for deregistration through Studielink for reasons other than graduation

(Studielink uses the term 'reasonable request' for this), your registration will be terminated as of the month following the date on which you submit your request.

For deregistration see [WHW Art.7.42, University of Groningen Regulations for Registration and Tuition Fees 2018-2019](#)

Reimbursement of tuition fees

You can submit a request for reimbursement of tuition fees with your request for deregistration. Upon deregistration, one-twelfth of the tuition fees that apply to the registration in question will be reimbursed for each remaining month in the academic year. If registration is terminated as of July or August, there will be no reimbursement for those months. If you terminate a pre-Master's programme, reimbursement will only occur if you deregister within the first three months of registration (see also the information under 'Admission to Master's degree programmes ').

See also: [University of Groningen Regulations for Registration and Tuition Fees 2018-2019](#)

BSA System

All students who begin a degree programme in the propaedeutic phase are subject to a study advice system, the BSA System. Students who have not earned enough ECTS credit points by the end of the first year will receive a binding (negative) study advice (BSA) and will not be allowed to continue with their degree programme. The BSA threshold that students must pass is 45 ECTS credit points in the first year.

At the UG, the BSA System is linked to intensive study progress supervision. Every student is allocated a contact person at the degree programme and will be given regular feedback on study progress in the form of study progress reports and a preliminary study advice after both the first and the second blocks of the first semester. If you suffer study delay due to extraordinary circumstances, please report this as soon as possible to your [study advisor](#). If you do not pass the BSA threshold and have not reported extraordinary circumstances contributing to your study delay, you will be issued a binding (negative) study advice. Students who receive a BSA are not permitted to reregister for the same degree programme or cluster of degree programmes for a period of two years from 1 September of the next academic year.

If a student deregisters from a degree programme at the UG before 1 February, no BSA will be issued for that degree programme and the student can in principle begin the same degree programme again the next year. What is important here is the date that the student is officially deregistered and not the date on which he or she submits the request. A request for deregistration must therefore be submitted to Studielink in January at the latest.

N.B. deregistration will affect your right to student finance and the student travel product. Please consult the [DUO](#) website for more information.

For more information, see the OER of the relevant degree programme, the Faculty Regulations or the University of Groningen website: [BSA in brief](#), [BSA Manual](#).

Refusal of registration (Iudicium abeundi)

In exceptional cases, registration for a degree programme can be refused or a student can be permanently banned from a degree programme. This may occur if the student's behaviour or comments demonstrate unsuitability for the practice of one or more of the professions for which the degree programme is training them. ([WHW Art. 7.42a](#), [Art.6 of the University of Groningen Regulations for Registration and Tuition Fees 2018-2019](#))

The Netherlands Federation of University Medical Centres (NFU, *Nederlandse Federatie voor Universitair Medische Centra*) has drawn up a national protocol for medical degree programmes, see [Iudicium Abeundi Protocol](#).

Rights and obligations of students

Registration at the University of Groningen not only gives you certain rights as a student, but also confers a number of obligations.

Rights

As a student at the University of Groningen you have the right to:

- acquire academic knowledge and skills through good teaching and supervision by suitably qualified lecturers
- demonstrate your progress through examinations and final assessments
- receive documentary evidence showing that you have achieved the required standard of education
- use educational facilities such as libraries, laboratories and computer facilities
- access student facilities, such as study progress supervision, guidance from the student counsellors, and sports facilities
- have a say in matters that affect you as student through your right to vote for or be elected to the University Council and the Faculty Councils or the O&O Council (UMCG).

See: the [University of Groningen Electoral Regulations](#) and [WHW Art. 7.34](#)

Students with a functional impairment may qualify for:

- expert (individual) study career supervision, with the aim of removing obstacles that may be faced by a student with a disability
- adaptations to the curriculum and to placements/internships
- adaptations to modes of assessment and examination time
- a tailored BSA threshold, to be assessed by the Faculty Board of the relevant degree programme.

See your degree programme's student handbook and www.rug.nl/hoehetanderskan

Obligations

As a student at the University of Groningen you must:

- maintain a workable, safe and pleasant study environment for yourself and for others by complying with safety regulations and house rules (see: [University of Groningen House Rules and General Code of Conduct](#))
- comply with the rules formulated by or on behalf of the Board of the University to promote safe and healthy working conditions
- take the initiative to familiarize yourself with all matters that may affect your studies, such as the Student Charter
- attend sessions when these have been made compulsory by your degree programme (consult your student handbook), such as practicals
- register in good time for course units and comply with the rules and guidelines with regard to exams
- respect the copyright to the teaching material. All teaching material is protected by copyright. Students may not make photocopies of teaching material, exams and lectures other than for their own study purposes. In addition, teaching material may not be further distributed in any format. Deliberate violation of copyright is a criminal offence. The University of Groningen will take appropriate measures upon detecting such violations.

Tuition fees

Students pay [statutory tuition fees](#), [University tuition fees](#) or a [pre-Master's programme fee](#). The fees for academic year 2018-2019 are listed in the [University of Groningen Regulations for Registration and Tuition Fees 2018-2019](#). These regulations also state which type of tuition fee applies to you, the rules applying to payments either in full or in instalments, the conditions for the reimbursement or reduction of tuition fees, and the consequences of the failure to pay tuition fees and examination fees on time or at all.

See: the [Student Portal](#) on the UG website, the [2000 Student Finance Act \(Art.2.2\)](#), [WHW Arts.7.43, 7.44 and 7.45](#) and the [University of Groningen Regulations for Registration and Tuition Fees 2018-2019](#).

Tuition fees credit

If you are entitled to student finance you can also apply for an extra loan from [DUO](#) to pay your tuition fees. This loan is known as 'tuition fees credit'. If you pay University tuition fees, you can apply for tuition fees credit of up to five times the statutory tuition fees.

See: [DUO tuition fees credit](#)

Damages

Anyone who follows a degree programme without paying tuition fees (and is thus not registered) may be liable on discovery for payment of damages to the University ([University of Groningen Regulations for Registration and Tuition Fees 2018-2019](#)). All course units (including exams, placements/internships/clerkships, results gained abroad and the thesis) passed without having paid tuition fees will be declared invalid. A fine may also be imposed. Needless to say, you are not eligible for student finance if you are not registered.

Teaching

A University study career starts with a three-year Bachelor's degree programme. This is followed by a Master's degree programme lasting either 1, 1 1/2, 2 or 3 years.

The following aspects are defined for each Bachelor's and Master's degree programme:

- whether it is a full-time, part-time or dual degree programme
- the language of instruction.

Each Bachelor's degree programme consists of:

- a propaedeutic phase
- a Minor and a Major

Some Bachelor's and Master's students may also be eligible for:

- the Honours College

All students have a right to the following:

- sound teaching, good teaching facilities and quality assessment
- objective standards
- a feasible programme
- affordable education
- study progress supervision
- the necessary adaptations in the event of a functional impairment.

Types of degree programmes

Full-time / Part-time / Dual

University degree programmes are either full-time, part-time or dual ([WHW Art. 7.7](http://wetten.overheid.nl/BWBR0005682/Hoofdstuk7/Titel2/)<http://wetten.overheid.nl/BWBR0005682/Hoofdstuk7/Titel2/>). The type of degree programme and the language of instruction and examination are set out in the degree programme's Teaching and Examination Regulations (OER).

Language of instruction

Teaching is usually in Dutch, unless the degree programme is offered as an English-taught variant. Other languages of instruction may apply to guest lectures by non-Dutch-speaking lecturers or to degree programmes concerning that language ([WHW Art 7.2](http://wetten.overheid.nl/BWBR0005682/Hoofdstuk7/Titel2/)<http://wetten.overheid.nl/BWBR0005682/Hoofdstuk7/Titel2/>).

The [Code of Conduct for Languages used in Teaching and Examinations](#) sets out the guidelines for English-taught programmes. Various Master's degree programmes, as well as many Bachelor's degree programmes, are open to international students – these programmes are taught in English.

Propaedeutic phase

An educational career at a Dutch university begins with a three-year Bachelor's degree programme, the first year of which is called the 'propaedeutic phase'. This phase is intended to familiarize students with the content of the Bachelor's degree programme ([WHW Art. 7.8](http://wetten.overheid.nl/BWBR0005682/Hoofdstuk7/Titel2/)). Some degree programmes have fully or partly joint propaedeutic phases – see the student handbook of the degree programme in question for

more information.

The degree programme will provide advice on whether it would be wise to continue studying within or outside a full-time or dual Bachelor's degree programme no later than by the end of the first year of registration for the propaedeutic phase. ([WHW Art.7.8b](#)).

The UG has a study advice system, the [BSA System](#). Students who have not earned enough ECTS credit points by the end of the first year will be issued a binding (negative) study advice (BSA) and will not be allowed to continue with their degree programme. The minimum requirement for full-time students is 45 ECTS in Year 1.

For more information, see the [Teaching and Examination Regulations \(OER\)](#) for the degree programme, the faculty regulations, or the UG website.

Post-propaedeutic phase

Consult the OER for the specific regulations governing your degree programme relating to admission to and design of the post-propaedeutic phase.

Space for a Minor

Most Bachelor's degree programmes include space for a Minor. This Minor space comprises 15 or 30 ECTS credit points. Students can fill the Minor space with a placement at a social or academic institution, a placement abroad, or by following a Minor, depending on the requirements of their degree programme. A Minor is a coherent set of course units with a student workload of 15 ECTS. In order to be admitted to a Minor you must, in principle, at least have passed the propaedeutic phase of your degree programme. For more information about admission, see the [Teaching and Examination Regulations \(OER\)](#) for the relevant degree programme(s).

Once you have made a choice you will have to register for a Minor using ProgRESS WWW.

[Up-to-date information on registering](#) (log on to the Student Portal).

Honours College

The University of Groningen Honours College enables the most talented and highly motivated students to work on their personal and intellectual development by means of additional study activities. The Honours Programme is an additional programme worth 45 ECTS credit points in addition to the regular 180 ECTS Bachelor's degree programme. The programme begins after the first semester of Year 1 and comprises both deepening and broadening course units. The deepening parts relate to your own degree programme and will be followed at your own Faculty, whereas the broadening parts involve intensive contact with Honours students from other faculties.

A Master's Honours programme has been set up for Master's students. This programme, with a student workload of 15 ECTS credit points, can be followed alongside a regular 60 (or 90/120/180) ECTS Master's degree programme.

Information about application and selection can be found on the [Honours College](#) page.

Master's degree programmes

Master's degree programmes are the next stage after a Bachelor's programme. There are several types of Master's degree programmes, for example Research Master's degree programmes, which focus specifically on conducting academic research and a career as a researcher, and Master's degree programmes in Teaching, which concentrate on the teaching profession. Master's degree programmes, even within the same Faculty, may have extra entry requirements in addition to a specific Bachelor's degree programme.

See also [Admission to Master's degree programmes](#), the overview of [UG Master's degree programmes](#) and the [Teaching and Examination Regulations \(OER\) for the relevant Master's degree programmes](#).

Students' rights

The right to sound teaching and quality assessment

All students are entitled to sound teaching and good teaching facilities. You therefore have the right to participate in written evaluations of your degree programme. Quality assessments are also performed by a visitation committee of independent experts. These assessments are open to public scrutiny ([WHW Art.1.18](#)). Faculties may adjust their policies if the assessments warrant this.

The right to a programme of study that meets objective standards

The European Credit Transfer and Accumulation System (ECTS) was developed to enable comparison of the student workloads of degree programmes across Europe. Each degree programme and each course unit within a degree programme is expressed by a number of ECTS credit points. One ECTS credit point is equivalent to 28 hours of study and one full year of study comprises 60 ECTS. The Bachelor's degree programme, including the propaedeutic phase, comprises 180 ECTS. Most Master's degree programmes comprise 60 ECTS, but 90, 120 or 180 ECTS Master's degree programmes also exist.

The right to a feasible degree programme

The Faculty Board is responsible for publishing the teaching programmes and Teaching and Examination Regulations in the student handbook. The content and availability of the information must be such that students are able to formulate an informed opinion of the content and design of the teaching ([WHW Art. 7.15](#)).

See also:

- the [QANU](#) website
- the [NVAO](#) website

For degree programmes with compulsory placements/internships, the Faculty Board must ensure that there are sufficiently suitable hosts available and must indicate which actions you will have to take yourself in order to make your placement/internship a success.

The degree programme must be designed and implemented in such a way that a sufficiently able student who makes sufficient effort is able to earn 60 ECTS credit points in 1680 hours of study per academic year, and thus finish the degree programme within the nominal programme duration ([WHW Art. 7.4](#)).

The teaching programme and the OER are evaluated by the Programme Committee, half of whose members are students. This committee informs the Faculty Board ([WHW Art.9.18](#)), which will then assess the student workload and adjust it if necessary.

A degree programme is demonstrably not feasible if it does not enable you to meet its requirements. If this is the case, you can apply for financial support from the Graduation Fund as you will exceed the time restrictions of your performance-related grant due to 'force majeure', on condition that you report this immediately to your study advisor (see [Financial assistance](#)).

The right to affordable education

In addition to the tuition fees that you must pay, you will also have to spend some money on items such as readers, books and field trips. The Board of the University has established a [Pricing Policy on Study Costs](#) to ensure that these kinds of costs remain within acceptable limits. This regulation aims to ensure that the annual study expenses will not exceed the standard sum defined in the Student Finance Regulations. If the costs of study exceed the ceiling amount stated in the policy on study costs, you can request reimbursement of half of the extra expenditure from the Faculty Board on the basis of receipts submitted as proof.

The student handbook indicates what the study expenses are for the relevant academic year.

More information about [financial matters and pricing policy](#) can be found on the University of Groningen website.

The right to study support

All students are entitled to study support, although how this is provided varies per degree programme. Every degree programme will at least provide support from a [study advisor](#). The study advisor acts as a confidential advisor for all degree programme-related matters, the study programme, circumstances that affect your study plan, etc., and can be contacted through the secretariat of the degree programme.

On a central level, the University offers support in the form of student counsellors ([WHW Art.7.34.1 d](#)), who act as confidential advisors for matters that you cannot or do not wish to discuss with your degree programme. Examples include financial problems, special costs of living or costs in the event of illness, major study delay (more than 15 ECTS), assistance in the event of conflicts, complaints or appeals, problems with [DUO](#), etc. You can make an appointment with a student counsellor through the [SSC](#).

Students experiencing problems associated with, for example, a functional impairment, a chronic illness, dyslexia or a language problem are entitled to additional assistance if required.

For more information, see the [UG website](#).

The right to adaptations to the study programme

Students with a disability, a chronic illness, dyslexia or another functional impairment are entitled to certain adaptations to their study programme. This covers adaptations that as far as possible enable you to demonstrate your intellectual abilities without hindrance. Examples include agreements about adapting modes of assessment and adjusting examination time, or the physical accessibility of teaching facilities.

Please consult your study advisor if you have any questions or if you need advice about the options offered by your degree programme. If you or the degree programme are not sure how to prove that you have a functional impairment, which statements you need or which adaptations are reasonable in your situation, please make an appointment with one of the [student counsellors](#). They can also tell you which financial regulations and other provisions (training courses, accommodation, UWV, municipality, etc.) are available to you.

Please contact the Board of Examiners for your degree programme if you want to request a permanent or incidental adaptation to your study programme. The Board of Examiners will assess to what extent your request can be granted within the framework of the learning outcomes of the degree programme.

More information can be found on the page about [Students with a functional impairment](#).

Final assessments and examinations

Final assessment

Each Bachelor's or Master's degree programme concludes with a final assessment. With effect from academic year 2017-2018, the propaedeutic phase of Bachelor's degree programmes no longer concludes with a final assessment. Each successful final assessment results in the award of a certificate (diploma) ([WHW Art. 7.11](#)). A Diploma Supplement, which contains an overview of the programme content, course units followed and results achieved, is added to your degree certificate. There are two final assessments:

- a Bachelor's assessment to prove that you have successfully completed a three-year Bachelor's degree programme comprising 180 ECTS. The list of marks includes your results from Years 1, 2 and 3
- a Master's assessment to prove that you have successfully completed a Master's degree programme.

The Teaching and Examination Regulations (OER) of each degree programme contain information about the course units that you must pass in order to pass the final assessment. You will find the OER in your degree programme's handbook.

Examinations

Each course unit concludes with an examination (or 'exam') ([WHW Art. 7.10](#)). An exam is a test of the knowledge, understanding and skills of students, including an assessment of the results of such a test. The mode of assessment for each examination within your degree programme is set out per course unit in the OER for your degree programme.

assessment programme

Each degree programme or cluster of degree programmes within the UG has its own [Board of Examiners](#). The Board of Examiners aims to determine in an objective and expert manner whether individual students satisfy the conditions set out in the Teaching and Examination Regulations with regard to the knowledge, understanding and skills needed in order to gain a degree. In addition, the Board is responsible for ensuring the quality of and the procedures surrounding examinations and final assessments and has the authority to grant exemptions from one or more examinations, to determine cases of cheating and to impose penalties in such cases up to a maximum of a one-year ban on taking examinations. In the event of serious fraud, the board of the institution, on the recommendation of the Board of Examiners, may definitively terminate the student's registration in the degree programme.

The Board of Examiners is established by the Faculty Board. The Faculty Board is responsible for ensuring that the Board of Examiners can function independently and in an expert manner. When setting up a Board of Examiners, the Faculty Board will appoint at least one member who is a lecturer in the relevant degree programme or cluster of degree programmes and at least one member from outside the relevant degree programme or cluster of degree programmes.

It also draws up a set of Rules and Regulations concerning the correct procedure during examinations. These Rules and Regulations can be found on the website of your Faculty or degree programme. The Board of Examiners also has the authority to make special provisions for students with functional impairments and to grant additional resits.

If you have any complaints about examinations, your final assessment or the procedures surrounding them, please feel free to contact the Board of Examiners. However, any objections against the assessment provided by an examiner (for example, the mark you were awarded for an examination) must be submitted to the Board of Appeal for Examinations (CBE), as the Board of Examiners is not authorized to deal with such objections.

Documentary evidence

Exam results are published in ProGRESS WWW and/or stated on an exam slip to be handed to the student.

The Student Administration Office of the Faculty or degree programme will register all study results achieved by each individual student in the marks registration system ProgRESS WWW. You can view your registered study results on [ProgRESS WWW](#).

If you have not yet passed the final assessment for your Bachelor's or Master's phase, but have passed at least two examinations, you may request an overview and documentary evidence (a 'statement') of the exams you have passed from the Board of Examiners ([WHW Art. 7.11.5](#)).

If you disagree with the examiner's judgement or a decision by the Board of Examiners, you have the right to demand an explanation of this judgement or decision, after which, if you still do not agree, you may lodge an appeal through the [Central Portal for the Legal Protection of Student Rights \(CLRS\)](#) within six weeks. Only this portal can arrange for the appeal to be passed on to the University of Groningen [Board of Appeal for Examinations \(CBE\)](#).

Requesting a degree certificate

Requesting a certificate for the final assessment for the Bachelor's or Master's phases

The Board of Examiners will determine the result of the final assessment as soon as you have passed all the relevant examinations. You must have your study programme approved in good time to enable the Board of Examiners to set a final assessment date. Once all approved course units have been successfully completed and the last examination result has been processed, the student will be notified by e-mail that the Board of Examiners has determined that the final assessment has been passed. The Board of Examiners will set the graduation date. By determining the result of the final assessment, the Board of Examiners also commits itself to a speedy processing of the issuing of the certificate.

Students may submit a request to change the course units in their study programme within 14 days of receipt of this message. The new study programme will then have to be reapproved by the Board of Examiners ([WHW Art. 7.11.3](#)).

If a student does not wish to make any changes once the last course unit has been completed, the Board of Examiners will definitively confirm that the final assessment has been passed.

Please consult your degree programme's website for more information.

Students must deregister from the degree programme themselves through Studielink. If you finish your last course unit after 31 August, your graduation date will fall in the next academic year, which means that you will have to re-register and pay tuition fees for the new year.

Individual provisions

Individual study programme

The components of each examination programme are listed in the [Teaching and Examination Regulations \(OER\)](#) of the relevant degree programme. However, some degree programmes allow students to compile their own individual examination programme. You must submit a request to the Board of Examiners if you wish to follow an individual programme, and you will only be able to pass the final assessment of an individual programme if the Board of Examiners has approved it.

Modified examinations

Students with a disability, a chronic illness, dyslexia or another functional impairment have the right to take exams in a form that compensates for this. Examples of modifications include extended exam time, exam sheets printed in a larger font or taking the exam in a separate room or in a different way.

Please consult your study advisor if you have any specific questions or if you need advice about the options offered by your degree programme. Your degree programme's student handbook and the website www.rug.nl/hoehetanderskan also contain information about this topic.

Stimulation policy for student entrepreneurs

The Board of the University aims to encourage students to start up and run their own business alongside their studies. This is being done in various different ways:

- By focusing on entrepreneurship within degree programmes
- By enabling top-level entrepreneurs to apply for study facilities
- By offering courses and guidance from the UGCE
- By providing office space and, where necessary and possible, laboratory space.

University of Groningen Centre of Entrepreneurship (UGCE)

The University of Groningen Centre of Entrepreneurship (UGCE), headed by the Dean of Entrepreneurship, plays a crucial role in the University's policy of stimulating entrepreneurship.

- The UGCE organizes an annual extracurricular evening course in entrepreneurship for interested students. This course concludes with a VentureLab weekend, where students can further develop their business case under intensive supervision.
- Students who have their own business or are at an advanced stage in their business idea can participate in VentureLab Student (part of VentureLab North), a networking, training and coaching programme for student entrepreneurs held in the UGCE building. In addition, novice entrepreneurs can use office space in the Cube050 building. Please contact the UGCE or Cube050 to apply for this scheme.

Click here for more information about [UGCE](#) activities.

Study facilities for student entrepreneurs

Students running their own business can apply for a statement of 'top-level student entrepreneurship' from the UGCE. The UGCE will assess whether the student in question is displaying 'top-level entrepreneur behaviour'. Information about this assessment can be found on the UGCE website. The following additional requirements apply to eligibility for the status of 'top-level student entrepreneur':

1. the student has passed the propaedeutic phase
2. the student must be registered with the Chamber of Commerce.

The UGCE will issue a statement with a brief description of the student's business and a recommendation to the degree programme concerning the specific study facilities that may benefit the student. This may include, for example:

- exemptions from/relaxation of compulsory attendance
- additional exam resits
- alternative ways of sitting exams
- relaxation of deadlines
- integration of entrepreneurial activities into the study programme.

Students can use this statement to submit an application for adaptations to their study programme to the Board of Examiners of their degree programme. The Board of Examiners will assess whether an individual provision is possible within the framework of the learning outcomes of both individual course units and the final assessment. In addition, students must always discuss alterations to their study plan with their study advisor.

University of Groningen top-level sport policy

The University of Groningen has a special policy for students who play sports at the highest levels. Where possible, these students will be given the opportunity to combine their studies with their top-level sport programme. Students who have trouble combining their sports and studies can consult the elite sport coordinator, who will help them apply for provisions from the Board of Examiners.

The Board of Examiners will assess whether an individual provision is possible within the framework of the learning outcomes of both individual course units and the final assessment. In addition, students must always discuss alterations to their study plan with their study advisor.

In addition to individual study provisions, top athletes may also qualify for a special grant from the University of Groningen for up to two years.

If you think you qualify for an elite sport grant, please consult the UG elite sport coordinator as soon as possible after the start of the academic year. The elite sport coordinator, Mr Cees Reitsma, has office hours every Wednesday morning from 9 a.m. to 12.30 p.m. at the University Sports Centre at Blauwborgje 16.

If you would like to make an appointment, or if you have any questions, please send him an e-mail at c.r.reitsma@rug.nl.

For specific information, for example about how the top-level sport policy is implemented in your degree programme, please consult your study advisor.

Students must fulfil a number of requirements to qualify for an elite sport grant. See the [University of Groningen Graduation Fund Regulations 2018-2019, Part C, Chapter 7](#).

University of Groningen Graduation Fund Regulations

The University can provide students with financial support in a number of cases. The University of Groningen Graduation Fund Regulations 2018-2019 can be found [here](#).

Study delay due to extraordinary circumstances

You may be eligible for financial support from the University of Groningen Graduation Fund if your studies are delayed due to extraordinary, urgent circumstances. You can then use this money to pay for extra study time after your performance-related grant from DUO ceases ([WHW Art. 7.51](#)). To qualify for this type of financial support, you must satisfy the following conditions:

1. you incurred study delay due to exceptional circumstances
2. you notified the appropriate people of your expected or actual study delay in good time
3. you are registered as a full-time student at the UG
4. you qualify for a performance-related grant.

Calculated from the first year of registration in higher education, the period of support after the regular duration of the Bachelor's programme and the regular duration of the Master's programme is one extra year of study: Bachelor's + 1 yr and Master's + 1 yr ([University of Groningen Graduation Fund Regulations 2018-2019, Part A, Art. 4](#)).

Your application will be rejected if you do not satisfy the conditions. However, exceptions can be made if, in the opinion of the Board of the University, such a rejection would lead to unfairness of an overriding nature (the 'hardship clause').

1. Extraordinary circumstances due to force majeure

Your study delay must be a direct consequence of one of the following circumstances:

- illness
- pregnancy
- physical, sensory, or other functional impairment
- extraordinary family circumstances
- an insufficiently feasible study programme
- loss of accreditation for the programme you are enrolled in

([University of Groningen Graduation Fund Regulations 2018-2019, Part A, Art. 3](#)).

2. Reporting in good time

You must notify your study advisor of the extraordinary circumstance as soon as the circumstance has lasted for a month or more, or as soon as your study delay exceeds 5 ECTS credit points. The study advisor will refer you to a student counsellor if the expected study delay will be 15 ECTS or more. Even if you are not referred, after the initial report to the study advisor you must contact a student counsellor of the Student Service Centre yourself (through the [SSC](#)) to make an appointment if and when your study delay amounts to 15 ECTS or more.

If your study delay continues in the next academic year, you will have to report your extraordinary circumstance in good time again in that academic year.

If you are not able to report your study delay yourself, you must appoint someone to do this for you, for example a friend or relative ([University of Groningen Graduation Fund Regulations 2018-2019, Part A, Art. 5](#)).

3. and 4. Registering as a student and applying for a performance-related grant

You must be registered as a full-time UG student to qualify for financial support. In addition, you must be or have been entitled to a performance-related grant during the year in which you incur the study delay ([University of Groningen Graduation Fund Regulations 2018-2019, Part A, Art. 2](#)).

Procedure

- The study advisor and the student counsellor will digitally record your report of extraordinary circumstances. You must confirm that you have read the report by checking the 'gezien' [seen] box. You must comply with the advice and agreements stated in the report.
- You must submit a digital request for financial support to the University Funds Committee (UFC) between 1 September and 1 February of the academic year following the year in which the delay occurred.
You can complete the digital application form once you have uploaded all documentary evidence to the website ([University of Groningen Graduation Fund Regulations 2018-2019, Part A, Arts. 10 and 12](#)).

For more information, to confirm reports and submit digital requests, see www.rug.nl/studievertraging. This website also includes tips on how to limit your study delay.

You will receive the Board of the University's decision within 8 weeks of submitting your request and the documentary evidence. A number of principles that the Board uses to determine the amount of your study delay and the amount of support to be granted can be found in [Art. 8 and 9 of the University of Groningen Graduation Fund Regulations 2018-2019, Part A](#).

If you have any further questions, please consult [What about...?](#) and the [University of Groningen Graduation Fund Regulations 2018-2019, Part A](#).

Committee membership and elite sport

The University offers financial support to students who work hard for the University community or who participate in elite sport. This includes:

- Membership of a University consultative or administrative body for students ([University of Groningen Graduation Fund Regulations 2018-2019, Part C, Chapter 2](#)) or PhD students, including PhD scholarship students ([University of Groningen Graduation Fund Regulations 2018-2019, Part C, Chapter 3](#)).
The relevant consultative and administrative bodies are listed in Appendices 2b and 2c of Part C of the Regulations.
- Committee membership for a recognized student organization ([University of Groningen Graduation Fund Regulations 2018-2019, Part C, Chapter 4](#)).
Recognized student organizations are listed in Appendix 2a of the Regulations.
- Membership of a Programme Committee ([University of Groningen Graduation Fund Regulations 2018-2019, Part C, Chapter 6](#)).
- Elite sports activities. The Regulations ([University of Groningen Graduation Fund Regulations 2018-2019, Part C, Chapter 7](#)) define who is considered an elite athlete, the amount of financial support and the application procedure.

As the conditions, amount, application and other procedures vary for each of these situations, you should always consult the above-mentioned chapters and appendices of the **Error! Hyperlink reference not valid.** for more information. The left-hand menu on www.rug.nl/studievertraging contains links to specific information, explanations and instructions for each of these groups.

See also the [CUOS Regulations](#).

Other financial provisions

Financial support for international students

Foreign students who incur study delay as a result of extraordinary circumstances due to force majeure may apply for support under the University of Groningen Regulations governing the financial support of international students incurring study delay as a result of extraordinary circumstances ([University of Groningen Graduation Fund Regulations 2018-2019, Part C](#)). You must make an appointment with your study advisor immediately if your study delay amounts to more than a month (5 ECTS credit points) in order to qualify for financial support.

Emergency Fund

The Emergency Fund enables students to cover unforeseen costs that they cannot afford and which they could not be expected to be insured against. [More information and the application form](#) can be found on the University of Groningen website.

See also the [Emergency Fund Regulations](#).

Extended Master's degree programmes

The UG offers a number of Master's degree programmes that take more time than the DUO performance grant allows for. The UG makes financial provisions available to compensate for this.

See: University of Groningen Graduation Fund Regulations 2018-2019, Part D.

Other provisions

Are you having trouble financing your study period or placement abroad? Are you facing circumstances that significantly increase your study costs or costs of living? Is the allocated student finance period or the nominal degree programme duration too short for you to finish your degree? The University of Groningen website offers an [overview of financial options](#).

The [student counsellors](#) will be able to tell you in which situations you may turn to the University, DUO, private funds, the UWV, your municipality or other bodies for assistance. You can make an appointment with a student counsellor through the [SSC](#).

Consultative participation and management support

Every student is eligible for election and has the right to vote.

Eligibility for election means that a student can sign up as a candidate for membership of a consultative body, and the right to vote means that a student can vote for a candidate for such a body in elections.

Student elections are held annually.

The UG has an extensive system of [consultative participation](#) for students. Consultative participation is linked to three levels of management bodies. Each level has a board or a director, and each board or director consults with a consultative body.

Unit	Management body	Consultative body
University	The Board of the University	<u>University Council (UR)</u>
Faculty	Faculty Board	<u>Faculty Council</u>
Degree programme	Programme Director	<u>Programme Committee</u>

Consultative participation at the University of Groningen is based on the principle of joint consultation, which means that both students and staff are represented in the same consultative body and that both groups together are consulted by the relevant board.

The Board of the University is assisted by the student-assessor and the Faculty Boards by an advisory student member. The student-assessor is appointed by the Board of the University on the recommendation of the student members of the University Council.

Elections are held for the University Council and the Faculty Councils. With effect from 1 September 2017, Programme Committees are now consultative bodies. The way in which members are appointed/elected may vary from faculty to faculty. The appointment/election procedure is set out in the regulations of the individual faculties.

Student members of consultative bodies are eligible for certain provisions, such as financial support (committee grant and/or attendance fees).

The situation may arise where a student member of a consultative body is unable to take an examination or attend a compulsory lecture because they coincide with meetings of the consultative body. The Faculty will try to enable such a student to take the exam or attend the lecture at an alternative time or arrange a substitute assignment.

[WHW Arts. 9.31 to 9.36](#), [Electoral Regulations](#), [Fees and Remuneration for Committee Work Regulations](#), [University of Groningen Graduation Fund Regulations 2018-2019, Part C, Chapter 2](#)

University Council (UR)

The University Council is the UG's representative body comprising both students and staff members. The Council is the Board of the University's consultative partner.

The University Council has 24 members representing staff and students, elected from amongst their ranks: 12 student members elected by students, and 12 staff members elected by UG staff.

Student members are elected for one year, staff for two ([WHW Arts. 9.31-9.36](#))

Powers

The University Council has the right to give its assent when the following are established or changed:

- the institutional plan
- the design of the quality assurance system
- the Student Charter
- the Administrative Regulations (BBR; *Bestuurs- en Beheersreglement*)
- regulations concerning working conditions
- the choice of decision-making systems
- policy and regulations relating to financial aid for students
- main points of the budget.

In addition, the Council has the right of advice concerning various topics and discusses other University matters with the Board of the University.

The matters for which the University Council has rights of approval and advice are set out in the [University Council Regulations](#).

The University Council has its own [portal](#) on the UG website, which also lists the parties represented on the Council and how to contact them.

You can also [subscribe](#) to a digital newsletter.

Faculty Council

Each Faculty has its own Faculty Council which functions as its representative body and the Faculty Board's consultative partner. Each Faculty Board includes a student who functions as an advisory member.

Half of the Faculty Council consists of student members elected by students and half of staff elected by staff. Although the number of council members varies from faculty to faculty, a maximum of 18 has been set.

Student members are elected for one year, staff members for two.

Powers

The Faculty Board provides the Faculty Council with the opportunity to discuss the general affairs of the Faculty at least twice a year.

The Faculty Council has the authority to make suggestions to the Faculty Board and to voice its opinions on all Faculty-related matters.

The Faculty Council has the right to give its assent when the following are established or changed:

- the Faculty Regulations
- parts of the Teaching and Examination Regulations (OER)

[\(WHW Arts. 9.37 and 9.38\)](#)

The Faculty of Medical Sciences is part of the UMCG (University Medical Center Groningen) and has no Faculty Council. Students from the Faculty of Medical Sciences have the right to vote for and be elected to the O&O (Teaching and Research) Council. The O&O Council's powers are comparable to those of a Faculty Council.

Degree Programme Committees

Each degree programme has its own Programme Committee. With effect from 1 September 2017, Programme Committees are now consultative bodies.

Half of the members of the Programme Committee are students and the other half are staff members. Programme Committee members are elected, but it is also possible to choose an alternative appointment method. The election/appointment method is chosen by the Faculty Board and Faculty Council, and is specified in the Faculty Regulations.

Powers

The Programme Committee has the following powers/duties:

- the right of consent regarding certain sections of the OER
- the right of consultation regarding the other sections of the OER
- annually to assess the implementation of the OER
- to advise the programme director and the Faculty Council on all matters concerning teaching and the degree programme

[\(WHW Art. 9.18\)](#)

Rules of behaviour

The Board of the University has established policies and/or rules of behaviour relating to:

- day-to-day matters in the University buildings and grounds
- personal data protection
- prevention of sexual harassment, aggression, violence and discrimination
- working conditions
- the use of computer and network facilities

These regulations can be consulted using the following links:

- [University of Groningen House Rules and general Code of Conduct](#)
- [Code of Conduct with regard to sexual harassment, aggression, violence and discrimination](#)
- [Acceptable Use Policy for University of Groningen computer systems](#)

In addition, the Board of the University has established a privacy statement and privacy policy in order to ensure responsible and careful treatment of personal data. <https://www.rug.nl/about-us/organization/rules-and-regulations/algemeen/regeling-bescherming-persoonsgegevens>

Finally, the Erasmus Charter for Higher Education 2014-2020 applies to Erasmus+ students. Based on this document, the Board of the University has set out its policy in the Erasmus Policy Statement 2014-2020 – University of Groningen. More information can be found on the website.

House rules

The Board of the University has established a set of rules and regulations with regard to day-to-day matters in the University buildings and grounds: the [University of Groningen House Rules and General Code of Conduct](#).

Every student present in the buildings or on the grounds of the University or using the University facilities must comply with these rules and with the instructions provided by the Board of the University, the Faculty Board or the director or board of a service unit.

Disregarding these House Rules and/or the General Code of Conduct may lead to partial or full denial of access to University buildings and grounds for a maximum of one year, or to your registration as a student being terminated for the same period.

For serious offences, the Board of the University may definitively deny you access or permanently terminate your registration ([WHW Art.7.57 h](#)).

Personal data protection

The Board of the University is responsible for processing the personal data of students, for example for purposes of teaching, tutoring and the collection of tuition fees. The General Data Protection Regulation (GDPR) and the <https://eur-lex.europa.eu/legal-content/NL/TXT/?uri=celex:32016R0679> General Data Protection Regulation (Implementation) Act apply to the processing of personal data.

The Board of the University cares very seriously about the responsible and careful treatment of personal data and has therefore established specific policies concerning the protection of personal data, which have been included in the privacy policy. More information about how the UG processes personal data can be found in the privacy statement.

Privacy legislation gives you various rights. Please contact the UG via privacy@rug.nl for more information on how to exercise these rights. All requests will be assessed and dealt with within one month of receipt – or up to three months for complex or multiple requests. In order to be taken into consideration, it must first be established whether the request has been submitted by an authorized

person and whether the request is legitimate. You may therefore be asked to provide proof of identity before we process your request.

You have the right to ask the UG for an overview of the personal data concerning you which is collected, the processing of this data and the applicable storage periods. If you think that your personal data is incorrect or you no longer want your personal data to be kept, you can ask for this information to be modified, no longer processed or deleted. In certain cases, you also have the right to a statement showing your personal data in a usable format. If you give permission for processing your personal data, you have the right to withdraw this permission at any time. In order to assess and process your request, your personal data will naturally be processed.

If you have any questions or complaints about how your personal data are processed please contact the Central Privacy Desk:

Central Privacy Desk (privacy@rug.nl)
P.O. Box 72
9700 AB Groningen
The Netherlands

Prevention of sexual harassment, aggression, violence and discrimination

The Board of the University is responsible for maintaining a good, stimulating work and study environment at the University. In order to protect its students and staff, the Board has established a code of conduct and regulations relating to sexual harassment, bullying, aggression, violence and discrimination.

You can report cases of sexual harassment, aggression, violence, discrimination and other undesirable behaviour to the University of Groningen's [Confidential Advisor](#). The Confidential Advisor has an independent position within the University and all consultations are treated confidentially.

If you feel you are the victim of unwanted behaviour, you can submit a written complaint to the [Central Portal for the Legal Protection of Student Rights \(CLRS\)](#). All documents related to such complaints are treated in the strictest confidentiality.

For more information see the [Regulations with regard to the University of Groningen Confidential Advisor](#), the [Code of Conduct with regard to sexual harassment, aggression, violence and discrimination](#) and the [Complaints procedure for cases of sexual harassment, aggression, violence and discrimination](#).

Working Conditions

The Board of the University is responsible for the safety, health and wellbeing of students at the University. This also means that student workstations must meet the relevant requirements. The rules relating to these matters are based on the [Working Conditions Act](#) (Stb. 1993, 757) and the resulting [Working Conditions Decree](#) (Stb. 1997, 60).

The Board of the University is responsible for publishing these regulations within the University.

Students have the following rights relating to work and study:

1. to receive information and training regarding possible hazards
2. to receive information about safety facilities and protective equipment
3. to discuss health and safety risks with lecturers or supervisors
4. to interrupt work or study activities in the event of acute danger
5. to report problems to lecturers, supervisors or the Health, Safety and Environment Service (the Faculty health, safety and environment coordinator).

Students have the following obligations relating to work and study:

6. to work accurately and carefully
7. to familiarize themselves with the relevant safety regulations
8. to use safety facilities and compulsory protective equipment in the appropriate way
9. to report unsafe and unhealthy situations to the responsible person or institution
10. to comply with instructions provided by the responsible officials.

Because of the large amount of computer work, RSI is one of the main work-related risks. Information on RSI prevention can be found on the website of the [Health, Safety and Environment Service](#).

The use of University computer and network facilities

Access to the University computer systems is granted to individual persons. All users of a system are members of a community. Users may not damage the system or hinder other users. Sending unsolicited emails or obtaining or secretly using other users' access details is therefore not permitted.

Using the University computer systems, including hardware, software and network facilities, is only permitted in accordance with the account assigned to you. Such use is always limited to teaching or research purposes. All commercial use of the University computer systems is forbidden, unless written permission has been explicitly granted by a competent body or official.

All users must comply with the regulations stated in the [Acceptable Use Policy for University of Groningen computer systems \(WHW Art.7.57 h\)](#). In the event of misuse, the Board of the University may deny you access to the University computer systems for a period of up to one year. For serious offences, the Board of the University may definitively deny you access or permanently terminate your registration (see [WHW Art.7.57 h](#)).

Safeguarding of legal rights

The Student Charter and the associated regulations and codes of conduct set out the rights and obligations of UG students. The protection of the legal position of students of public universities is also regulated by law. If you disagree with a decision, you can lodge a complaint, objection or appeal. Complaints, objections and appeals can be submitted to the [Central Portal for the Legal Protection of Student Rights \(CLRS\)](#). The CLRS will submit the complaint, objection or appeal to the correct body for processing, for example the Board of the University, or the Board of Appeal for Examinations ([WHW Art.7:59a](#)).

Lodging an objection or appeal

You have the right to lodge an objection or administrative appeal against decisions made on the basis of the regulations. The term for lodging an objection or administrative appeal is within six weeks of the date of publication of the decision in question. Your objection or appeal must explain why you disagree with the decision in question.

Once a decision has been taken about an objection or an appeal as set out above, you can usually submit an appeal to the national Higher Education Appeals Tribunal in The Hague. The term for lodging an appeal is within six weeks of the date of announcement of the decision on the objection or the appeal.

If you have any questions about legal protection regarding decisions by University bodies, please contact a student counsellor or consult the FAQ page of the [CLRS](#).

([WHW Art.7:59a](#)).

Right of complaint

Situations can sometimes occur where a formal objection or appeal is not possible, but which are very unsatisfactory. You can lodge a complaint in such situations. You should always first try to come to an agreement with the person or body who has treated you in an undesirable fashion.

Individual complaints

Every student has the right to lodge a complaint with the [Central Portal for the Legal Protection of Student Rights \(CLRS\)](#) with regard to the way in which someone working under the responsibility of the Board has behaved towards him/her or someone else in a given situation.

For more information please refer to the [University of Groningen General Complaints Procedure](#) and the [CLRS Regulations](#).

If you have a general or individual complaint about your degree programme, your first port of call should be your study advisor or a student counsellor at the [SSC](#), who can then refer you on, depending on the nature of the complaint.

Complaints concerning sexual harassment, aggression, violence and discrimination

Complaints concerning, for example, sexual harassment, aggression, violence or discrimination should be reported to the University of Groningen [Confidential Advisor](#). The Confidential Advisor is available to staff as well as students. The Confidential Advisor has an independent position within the University and all consultations are treated confidentially.

Any student who feels that he/she is the victim of unwanted behaviour can also submit a written complaint about this to the [Central Portal for the Legal Protection of Student Rights](#). All documents related to such complaints are treated strictly confidentially.

For more information see the [Regulations with regard to the University of Groningen Confidential Advisor](#) and the [Complaints procedure for cases of sexual harassment, aggression, violence and discrimination](#).

More information can be found on the [Conflicts at work](#) page.

Complaints relating to academic integrity

All those involved in academic teaching and research at the University of Groningen (including researchers, PhD students and students) are personally responsible for preventing and drawing attention to academic misconduct. The generally accepted standards for the execution of professional academic teaching and research must be met at all times.

The 'Notitie Wetenschappelijke Integriteit, Over normen van wetenschappelijk onderzoek en een Landelijk Orgaan voor Wetenschappelijke Integriteit (LOWI)' [Memorandum on Academic Integrity: Academic Research Standards and a National Academic Integrity Committee] dated November 2001, a collaborative publication of the Association of Universities in the Netherlands (VSNU), the Royal Netherlands Academy of Arts and Sciences (KNAW) and the Netherlands Organisation for Scientific Research (NWO), provides guidelines for dealing with violations of the standards of academic integrity and for the procedures to be followed in doing so. The Dutch Code of Conduct for Scientific Practice (VSNU 2005, revised edition 2012) sets out in detail the principles which apply to professional academic research.

Everyone has the right to submit a complaint to the Academic Integrity Committee concerning a suspected violation of academic integrity.

For more information see the [Dutch Code of Conduct for Scientific Practice](#) and the [University of Groningen Regulations for the Protection of Academic Integrity](#).

Administrative appeal: the Board of Appeal for Examinations

Subjects

If you disagree with a written decision taken by an examiner, Board of Examiners or Admissions Board, you can lodge an administrative appeal with the Board of Appeal for Examinations (CBE) via the Central Portal for the Legal Protection of Student Rights (CLRS).

This may include matters such as the following (WHW Art. 7.61):

- decisions by Boards of Examiners, for example about extra resits or when cheating has been discovered
- decisions by individual examiners about the assessment of examinations
- determining the number of ECTS credit points earned (in relation to study progress)
- admission to examinations
- admission to degree programmes (decisions by Admissions Boards or Entrance Examination Committees)
- binding (negative) study advice at the end of the first or second year of registration.

Procedure

Appeals against decisions must be submitted in writing or through the [CLRS](#) within six weeks of the date on which the decision was announced. Your appeal may be deemed inadmissible if you submit it after this period without a proper reason for the delay.

Upon receipt of the appeal, the CBE will forward it to the body (the board or committee) that took or refused to take the decision. This body must first try to reach a settlement (compromise) with the student in question and subsequently notify the CBE of the results of this process within three weeks. Only if it turns out to be impossible to reach a settlement will the CBE process the appeal and schedule a hearing, which both you and the other party will be invited to attend.

The CBE must decide on the appeal within fourteen weeks, calculated from the day after the term for submission of the appeal expired. The following decisions are possible:

- The appeal is inadmissible: the CBE will not rule on the content of the appeal, for example because the submission term was exceeded.
- The appeal is unfounded: the decision or the refusal to take a decision remains intact.
- The appeal is valid: there are grounds for appeal and the decision is annulled. The body involved may be asked to make a decision or revise its decision, with due observance of the CBE's decision. The CBE may define a term for this in its decision. It may also decide that an examination, final assessment, entrance examination or supplementary investigation must be repeated under the conditions set by the CBE.

Provisional ruling

In cases requiring swift action, a student may request a provisional ruling pending a decision in the main case. This is, however, only possible if there is an immediate demonstrable interest for the student involved. The student must address a written, well-argued request to the Chair of the CBE and submit it through the [CLRS](#). The Chair will take a decision having heard both the student and the body involved.

Appeal

You may appeal against a decision by the [CBE](#) to the Higher Education Appeals Tribunal (CBHO) in The Hague. A court registration fee will be charged and you may be liable for the court costs (if this is stated in the decision) ([WHW Art. 7.66](#)).

Objections

Subjects

If you disagree with a decision taken by or on behalf of the Board of the University, you can lodge an objection with the Board of the University through the Central Portal for the Legal Protection of Student Rights ([CLRS](#)).

Objections are directed against a written decision, or the refusal to take a decision, by the Board of the University. This covers matters such as the following:

- date of registration as a student
- date of termination of registration as a student
- payment, exemption or reimbursement of tuition fees
- financial support of students
- denial of access to the University premises and grounds.

Lodging an objection with the Board of the University means that you ask the Board to reconsider its decision.

Procedure

You must submit your objection through the CLRS within six weeks of the date of announcement of the decision in question. Objections submitted after this term may be deemed inadmissible.

The Board of the University will request the University of Groningen Disputes Committee to issue a recommendation about the objection.

The Disputes Committee will advise the Board of the University on whether the objection is admissible or not. If an objection is inadmissible, for example because the submission term was exceeded, the Disputes Committee will not issue any content-specific advice but will merely advise the Board to declare the appeal inadmissible. However, if the objection is deemed admissible, the Disputes Committee will process it and schedule a hearing, at which both the student and a representative of the Board of the University will be heard. The Disputes Committee will then issue a recommendation to the Board of the University, which will decide on the basis of this advice whether the objection is valid, unfounded or inadmissible ([WHW Arts. 7.63a and 7.63b](#)).

You can lodge an appeal against the decision with regard to your objection with the [Higher Education Appeals Tribunal \(CBHO\)](#) in The Hague. The term for lodging an appeal is within six weeks of the date of publication of the decision.

For more information see [Disputes Committee](#) en www.cbho.nl

Appeals: the Higher Education Appeals Tribunal

Once the Board of the University or the Board of Appeal for Examinations has made a decision concerning an objection or an appeal, you can lodge an appeal against that decision to the [Higher Education Appeals Tribunal \(CBHO\)](#) in The Hague. The CBHO is a judicial authority for students in higher education ([WHW Arts.7.64 to 7.67](#)). You must submit your appeal in writing within six weeks of the date on which the decision with regard to your objection or appeal was announced.

The CBHO's decision can be one of the following ([General Administrative Law Act, section 8.2.6](#)):

- The appeal is inadmissible: this means that the appeal cannot be processed and that the CBHO will not be able to evaluate it.
- The appeal is valid: the decision will be fully or partially annulled. Damages may be awarded if a claim has been submitted.
The CBHO may also make arrangements for the consequences of an annulment. It may require the Board of the University to take a new decision with due observance of the CBHO's decision. A term may be defined for this in the decision. In addition, a default fine may be imposed. The CBHO can also decide to make its own arrangements.
- The appeal is unfounded: the disputed decision stands.

The CBHO is the first and highest court that is authorized to assess decisions made by the Board of the University or the Board of Appeal for Examinations.

Provisional ruling

In cases requiring swift action, a student who has lodged an appeal may submit a request for a provisional ruling to the Chair of the CBHO. Such a request must be submitted in writing and be well argued.

The costs of lodging an appeal or requesting a provisional ruling with the CBHO are € 45 (court fees). These costs will be reimbursed if you win the case. You can, however, also be found liable for the costs of the case if you are judged to have made unreasonable use of the CBHO appeals procedure.

Definitions

Decision: a written decision by an administrative body with regard to a legal act under public law ([General Administrative Law Act, Art. 1:3](#)).

Board of the University: the executive board of the University of Groningen.

Faculty Board: the governing body of a faculty.

Information Services: together, the University Student Desk, Admissions Office, Immigration Service Desk, Mobility and Scholarship Desk, and Central Student Administration.

University tuition fees: the tuition fees as referred to in WHW Art. 7.46 for registration as a student, set by the Board of the University.

Teaching and Examination Regulations (OER): a set of degree-programme-specific regulations, containing the entry requirements and the content of the programme, etc. Each degree programme has its own OER. The Faculty Board approves the OER and the Faculty Council has rights of approval with regard to some components of the OER.

Student: a person who has paid tuition fees at the University of Groningen and is registered as a full-time, part-time or dual student for an officially recognized degree programme.

Student Portal: intranet for University of Groningen students

Student card: a card issued by the University of Groningen that serves as proof of registration with the University.

Academic year: a period of time that starts on 1 September and ends on 31 August of the following year. The academic year is usually opened on the first Monday of September, which is also the first day of teaching.

Studielink: The online registration application ([Studielink](#)) for all higher education institutions in the Netherlands. All registrations and reregistrations for a new academic year, changes of address and requests for deregistration must be submitted through Studielink.

ECTS credit point: a unit to express the student workload of a course unit or degree programme. Universities in the Netherlands use the European Credit Transfer and Accumulation System or ECTS, a European system for denoting student workload. This system makes international evaluation of programmes easier. An ECTS credit point can also be referred to as ECTS for short. One ECTS credit point is equivalent to 28 hours of study and a whole academic year amounts to 60 ECTS (i.e. 1680 hours).

Fee: the fee as referred to in WHW Art. 7.57i.2 for registration as a student in a pre-Master's programme, set by the Board of the University

Statutory tuition fees: the tuition fees as referred to in Article 7.45 of the Higher Education and Research Act (WHW) for registration as a student, set by the Minister of Education.

List of Abbreviations

ABJZ	<i>Algemeen Bestuurlijke en Juridische Zaken</i> ; Legal Affairs Office
Awb	<i>Algemene wet bestuursrecht</i> ; General Administrative Law Act
BaMa	Bachelor-Master structure
BSA	<i>bindend studieadvies</i> ; binding (negative) study advice
CBE	<i>College van Beroep voor de Examens</i> ; Board of Appeal for Examinations
CBHO	<i>College van Beroep voor het Hoger Onderwijs</i> ; Higher Education Appeals Tribunal
CIT	Center for Information Technology
CLRS	<i>Centraal Loket Rechtsbescherming Studenten</i> ; Central Portal for the Legal Protection of Student Rights
CUOS	<i>Centraal Uitvoeringsorgaan voor de Studentenorganisaties</i> ; Central Executive Board for Student Organizations
CvB	<i>College van Bestuur</i> ; Board of the University
DUO	<i>Dienst Uitvoering Onderwijs</i> ; Education Executive Agency
ECTS	European Credit Transfer and Accumulation System
GAC	<i>Geschillenadviescommissie</i> ; Disputes Committee for Objections and Appeals
GSb	<i>Groninger Studentenbond</i> ; Groningen student union
HBO	<i>Hoger Beroeps Onderwijs</i> ; Higher Professional Education
HO	<i>Hoger Onderwijs</i> ; Higher Education
OER	<i>Onderwijs- en Examenregeling</i> ; Teaching and Examination Regulations
RIC	<i>Regeling Inschrijving en Collegegeld</i> ; Regulations for Registration and Tuition Fees
UG	University of Groningen
SIAGD	<i>(Seksuele) Intimidatie, Agressie, Geweld en Discriminatie</i> ; Harassment, sexual harassment and aggressive, violent or discriminatory behaviour
SOG	<i>Studenten Organisatie Groningen</i> ; a student union at the University of Groningen
SSC	Student Service Centre
UAF	University Assistance Fund
UFC	<i>Universitaire Fondsen Commissie</i> ; University Funds Committee
UGCE	University of Groningen Centre of Entrepreneurship
UK	<i>Universiteitskrant</i> ; University newspaper
U-raad or UR	<i>Universiteitsraad</i> ; University Council
VWO	<i>Vorbereidend Wetenschappelijk Onderwijs</i> ; pre-university education
Wbp	<i>Wet bescherming persoonsgegevens</i> ; Personal Data Protection Act
WHW	<i>Wet op het hoger onderwijs en wetenschappelijk onderzoek</i> ; Higher Education and Research Act
WO	<i>Wetenschappelijk Onderwijs</i> ; Academic Education
WSF	<i>Wet Studiefinanciering 2000</i> ; Student Finance Act 2000

Addresses of central bodies

General addresses

Board of the University (CvB)

Postal address: P.O. Box 72, 9700 AB Groningen

Tel.: (050) 363 5285

I: <http://www.rug.nl/about-us/organization/administrative/executive-board>

University Council

Postal address: P.O. Box 72, 9700 AB Groningen

T: (050) 363 5441

E: griffier.ur@rug.nl

Internet: www.rug.nl/uraad

Legal Affairs Office (ABJZ)

Postal address: P.O. Box 72, 9700 AB Groningen

T: (050) 363 5440

E: abjz@rug.nl

Internet: <http://www.rug.nl/about-us/organization/bureau-of-the-university/abjz>

Donald Smits Center for Information Technology (CIT)

Visiting address: Zernikeborg, Nettelbosje 1

Postal address: P.O. Box 11044, 9700 AB Groningen, the Netherlands

Tel.: (050) 363 9200

E: secretariaat-cit@rug.nl

Internet: www.rug.nl/cit

CIT Helpdesk:

Tel.: (050) 363 3232

E: citservicedesk@rug.nl

Health, Safety and Environment Service (AMD)

Visiting address and postal address: Visserstraat 49, 9712 CT Groningen, the Netherlands

Tel.: (050) 363 5551

E: amd@rug.nl

Internet: <http://www.rug.nl/about-us/organization/bureau-of-the-university/amd>

Office of the Confidential Advisor

Marijke Dam, Confidential Advisor

Visiting address and postal address: Visserstraat 47, 9712 CT Groningen, the Netherlands

Tel.: (050) 363 5435

E: j.m.dam@rug.nl

Internet: <http://www.rug.nl/about-us/organization/service-departments/confidential-advisor>

Complaints Committee for harassment, sexual harassment and aggressive, violent or discriminatory behaviour

Postal address: Antwoordnummer 172, 9700 AB Groningen, the Netherlands

Academic Integrity Committee

Postal address: Antwoordnummer 172, 9700 AB Groningen, the Netherlands

*Addresses for students***Central Portal for the Legal Protection of Student Rights (CLRS)**

Postal address: P.O. Box 72, 9700 AB Groningen

Internet: www.rug.nl/clrs

Information Services

Visiting address: Broerstraat 5 (by appointment only)

Postal address: P.O. Box 72, 9700 AB Groningen

Internet: www.rug.nl/information-services

www.rug.nl/hoezithet and www.rug.nl/insandouts

Central Student Administration (CSA)

Tel.: (050) 363 8004

E: via contact form

Immigration Service Desk (ISD)

Tel.: (050) 363 8181

E: isd@rug.nl

Admissions Office

Tel.: (050) 363 8976

E: admission@rug.nl

Mobility and Scholarship Desk (MSD)

E: msd@rug.nl

Career Services

Visiting address: Oude Kijk in 't Jatstraat 19

E: careerservices@rug.nl

I: www.rug.nl/careerservices

Student counsellors

Visiting address: Uurwerkersgang 10

Postal address: P.O. Box 72, 9700 AB Groningen

T: (050) 363 8066

E: ssc-info@rug.nl

I: <http://www.rug.nl/education/find-out-more/other-student-facilities/student-service-centre>

University Library (UB)

Visiting address: Broerstraat 4

Tel.: Information: +31 (0)50 363 5020

Loans Desk: +31 (0)50 363 8034

Fax: (050) 363 4996

E: bibliotheek@rug.nl

I: www.rug.nl/bibliotheek

University Funds Committee (UFC)

Postal address: P.O. Box 72, 9700 AB Groningen

E: ufc@rug.nl

University of Groningen Centre of Entrepreneurship

Tel.: +31 (0)50 363 2396

E-mail: entrepreneurship@rug.nl

Internet: www.rug.nl/ugce

Appendices

[General Complaints Procedure](#)

Information relating to the submission and handling of complaints other than harassment, sexual harassment, aggression, violence and discrimination.

Information relating to the governance, administration and organization of the University of Groningen.

[Acceptable Use Policy for University of Groningen computer systems](#)

Rules relating to the use of University computers.

[Code of Conduct: Languages Used in Teaching and Examinations](#)

Rules relating to the languages to be used for teaching and examination purposes at the University of Groningen.

[House Rules and General Code of Conduct](#)

Rules relating to proper behaviour and measures for maintaining order within the University.

[Electoral Regulations](#)

Provisions relating to elections within the University.

[SIAGD Complaints Procedure](#)

Procedure for complaints relating to harassment, sexual harassment and aggressive, violent or discriminatory behaviour.

[General privacy statement of the University of Groningen](#)

Overview of which personal data the UG processes and for which purposes, and of the privacy rights of students and staff members.

[General personal data protection policy of the University of Groningen](#)

General policy for all UG staff concerning careful, responsible and safe processing of personal data.

[Regulations for the Protection of Academic Integrity](#)

Complaints regulations for suspected violations of academic integrity.

[University of Groningen Graduation Fund Regulations 2018-2019](#)

- Part A: Financial support for students who incur study delay due to force majeure
- Part B: Financial support for foreign students who incur study delay due to force majeure
- Part C: Financial support for student members of consultative/administrative bodies, committee members of student organizations and elite athletes
- Part D: Financial support for extended Master's degree programmes

[Pricing Policy on Study Costs](#)

Average study costs per educational phase.

[Regulations concerning fees and remuneration for committee work](#)

Financial support for students involved in university committee work.

[CLRS Regulations](#)

Regulations governing the submission of complaints, objections and appeals.

[Confidential Advisor Regulations](#)

Rules relating to the responsibilities and powers of the University of Groningen Confidential Advisor.

[CUOS Regulations](#)

Regulations concerning the Central Implementation Body for Student Societies.

[Regulations for Registration and Tuition Fees](#)

Rules relating to the setting of tuition fees, and to the University of Groningen procedures for registration and deregistration.

[Emergency Fund Regulations](#)

Regulations governing loans and/or gifts awarded to students in special circumstances.