



Students' Charter

2017-2018

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1. Introduction

1.1 Contents of the Charter

The Students' Charter contains a description of the **rights and obligations** of students on the one hand and Utrecht University on the other. The Charter consists of two parts:

- the university part of the Charter containing the rights and obligations that apply to all students
- the Education and Examination Regulations containing the specific rights and obligations of the study programme.

Should you not find an adequate answer to your questions in this Charter, please contact

- the study advisor (for questions specific to the study programme)
- [Student Services](#) (for questions relating to university matters).

1.2 Adoption and availability of the Students' Charter

The university part of this Charter is adopted annually by the Executive Board with the consent of the University Council and published by 1 September with the Education and Examination Regulations and the University Catalogue. The Education and Examination Regulations are adopted annually by the dean of your faculty with the consent of the Faculty Council and also published by 1 September.

Together, they contain the information you need in order to study. Students, lecturers and other staff can consult the Charter on internet. They are expected to be conversant with the contents of the Charter.

1.3 Compliance with the Charter

Students can turn to the [complaints coordinator](#) regarding complaints about compliance with this Charter (more information in section 9).

2. Enrolment and tuition fees

2.1 Enrolment

To be able to participate in the study programmes and use the facilities of the university, you must enrol annually as a student at the university and at the faculty and/or study programme of your choice. To apply for enrolment at the university you need to access the Dutch online application tool Studielink.

The university has three types of registration: full-time student, part-time student and work-study student. Registration as a part-time student or work-study student is possible only for a limited number of study programmes: see [University Register of Study Programmes](#). A registered student will receive a digital student card as Declaration of Enrolment. The student card is no valid proof of identification (e.g. a passport).

Registration as a (full-time, work-study or part-time) student confers the right to participate in courses, sit interim and final examinations within your study programme and use the university's facilities.

For the registration procedure, see the [Regulations for Admission and Tuition 2017-2018](#) More information: www.uu.nl/students

2.2 Tuition fees

If you register as a student, you will owe Utrecht University tuition fees. For the fees that apply to 2017-2018: see the [Regulations for Admission and Tuition 2017-2018](#). More information: www.uu.nl/students

Reduction of or exemption from tuition fees

If you register for part of the academic year, you will pay a proportional part of the tuition fee: 1/12 for each remaining month of the academic year.

In some cases, reduction or exemption from tuition fees is possible if you register for more than one study programme: see the [Regulations for Admission and Tuition 2017-2018](#). More information: www.uu.nl/students

Termination of enrolment and refund of tuition fees

If the studies are terminated in the course of the academic year, you can terminate your registration in the interim and receive a refund of tuition fees. Your enrolment will be terminated with effect from the month after your request of termination. You will then be refunded 1/12th of your tuition fee for every month of the academic year after your registration ends. You will not receive any refund of your tuition fee if your registration ends with effect from July or August. See the [Regulations for Admission and Tuition 2017-2018](#).

If you want to stop or interrupt your studies after the end of an academic year, you can arrange this easily by not registering again for the next academic year.

2.3 Premasterfee

For premasterstudents the fee depends on the extend of the program. For the fees that apply to 2017-2018: see the [Regulations for Admission and Tuition 2017-2018](#).

2.4 Objection and appeal

You can appeal against decisions concerning registration and tuition fees to the Higher Education Appeals Tribunal. Before you can appeal to the Appeals Tribunal, you must have sent an official objection against the decision to the Executive Board by registered post: see section 9.2.

3. General rights and obligations of students

Enrolment as a student will in any case confer the following rights:

- participation in courses within the study programme and, in principle, within the entire institution, if the entry requirements are met, except in cases where a quota has been established on the basis of limited capacity;
- sitting final and interim examinations within the study programme; having knowledge of the result of a test within 10 working days (after sitting the test);
- use of the educational facilities, such as library, laboratories and suchlike, with due observance of the conditions for use of these facilities;
- use of student facilities (see Section 7);
- student counselling (see also the Education and Examination Regulations and Section 5);
- in case of a decision by the Minister or the university to terminate the study programme: the possibility to complete the study programme within a reasonable time at the same or another institution;
- protection of your privacy and personal data by Utrecht University. You have a right to inspect your data, a right to improve them, a right to notification of disclosure of your data to a third party and a right to object to the processing of your data;
- right to vote or run for the University and Faculty Council.

Enrolment as a student will in any case impose the following obligations:

- commitment: active participation in the education and sufficient effort in the courses (at least 17.5 hours a week per course); complying with the obligations to perform to the best of one's ability and obligation, if any, to attend courses;
- in principle, being available full-time for students' obligations if you are enrolled as a full-time student (no account can be taken of students' work obligations in scheduling courses);
- timely registration for courses and interim examinations;
- good conduct in accordance with the rules of conduct included in Section 4;
- familiarity with the rules and instructions from the Students' Charter and its annexes; compliance with the obligations ensuing from them for students;
- familiarity with the information which you receive at your student's e-mail address and which is provided through other sources of information;
- timely reporting to the student advisor if your studies will be delayed by special circumstances (see also Section 6.1).

4. Rules of conduct

Students must adhere to the customary general standards and rules of decency in dealing with other members of the university community and using the university's facilities. Each student is expected to participate in the education in a way that shows respect for fellow students, lecturers and other employees. Students must follow instructions and rules of their lecturers and the staff charged with the management and care of university facilities and buildings. Smoking is not allowed in any building of Utrecht University. The prohibition applies to the public areas as well as the rooms of employees.

The Utrecht University [Code of conduct](#) (Dutch) describes the core values that guide work and study at the university: ambition, inspiration, commitment and independence. Students at the university:

- behave in an honest and respectful manner towards each other and towards employees;
- get the best out of themselves by actively taking part in their courses and in other activities;
- treat each other's property and university facilities properly and with due care;
- ensure that lecturers and students are in a position to teach and be taught in the best possible circumstances.

A student who creates a disturbance in a university building may be removed from it by order of the building manager. If necessary, he or she can also be denied access to the buildings and grounds wholly or in part for two months at most. In the event of serious misconduct or repetition, this period can be extended by one year at most by the Executive Board and/or the Executive Board can terminate the student's enrolment for up to one year. If a student causes serious problems and continues to do so despite being warned to stop, the Executive Board can permanently ban the student from the university buildings and grounds and/or terminate his or her enrolment.

In addition to the general rules of conduct, the university has specific codes of conduct:

- Utrecht University [Users' Regulations for IT Resources and Facilities](#): these regulations regulate the responsible use of IT resources (e-mail, internet etc.) made available by Utrecht University, and also strive to prevent nuisance from undesired use of these facilities. In addition, there is a university policy relating to RSI in students: this is aimed at prevention. In this context, students are informed in a variety of ways about the risks of RSI. You are responsible for proper use of a PC at home.
- The university has a [Code of Conduct for the prevention of unacceptable behaviour](#). This applies to all employees and students of the university in their conduct towards other employees, students and visitors of the university. Unacceptable behaviour means:
 - sexual harassment and intimidation
 - aggression and violence
 - discrimination

There is also a special [Complaints procedure concerning intimidation, aggression, violence and discrimination](#). You can direct a complaint in this area to the confidential counsellor.

In addition, study programme-specific codes of conduct may apply, for example in relation to dealing with patient data. Your study programme will inform you of this.

If a student has demonstrated through seriously objectionable behaviour or remarks to be unsuitable to practise one or more professions for which he or she is being trained, the Executive Board can decide to terminate the student's enrolment for the degree programme in question. The Executive Board will only take a decision in this regard after:

- the Board of Examiners or the Dean has given advice on the matter;
- careful consideration has been given to all the interests of the student and of the university; and
- the student has had the opportunity to express his or her views regarding the proposed decision.

5. Education and Testing

5.1 Study programmes and courses

The Bachelor's Degree Programmes (and corresponding majors) and Master's Degree Programmes (and corresponding programmes) of Utrecht University are included in the [University Register of Study Programmes](#) (Dutch). In your Bachelor's Degree Programme, you can choose a [minor](#) (Dutch). A minor is a set of related courses of at least 30 ECTS with which you can fill in (part of) your room for optional extension courses.

Various study programmes have an honours programme: you can find the rules relating to this programme in the Education and Examination Regulations (see 5.2). There is also a university-wide [honours minor](#). You cannot take this as part of the regular Bachelor's Degree Programme, but in addition to it.

You can find all courses of the various study programmes in the [University Catalogue](#). By using the corresponding [OSIRIS Student](#), you can search for courses and also register for those courses. Certain [registration periods](#) apply to these courses.

5.2 Schedule

All courses are scheduled according to the [annual university calendar](#) (annual schedule with four teaching periods) and the university [timeslot model](#) (schedule with fixed times each week for the courses).

5.3 Education and Examination Regulations

The Education and Examination Regulations contain everything about the education and testing of your study programme. You can find information in them about:

- contents and structure of the study programme
- entry requirements for the study programme and for certain courses
- testing method
- right of inspection
- resit possibilities
- period within which the work has to be checked
- period of validity of interim examinations
- sanctions in case of fraud/ plagiarism. Please note: In the event of very serious or repeated incidents of fraud/plagiarism, the Executive Board can permanently terminate a student's enrolment for the degree programme in question based on a proposal from the Board of Examiners.
- student counselling

You can find the Education and Examination Regulations of your study programme at the [Students' website](#).

6. Financial aid for students

In some cases, the university can offer you financial aid: if you incur a delay in studies due to special circumstances (§6.1), if you carry out certain management activities (§6.2) and for temporary study abroad (§6.3). For certain international students, there are scholarships through the Utrecht Excellence Scholarship (§6.4).

6.1 Delay in studies due to force majeure/ special circumstances: graduation financial aid

If your studies are delayed by force majeure or special circumstances, you might be eligible for financial aid. The requirements for financial aid can be found in the [Financial support scheme in cases of circumstances beyond one's control](#). One of the conditions for financial aid is that you have done everything to limit the delay as far as possible. In practice, this means that you must contact the student counsellor as soon as possible to obtain advice on the measures to be taken. You may apply for financial aid at the end of the academic year in which the circumstances that delayed your studies occurred. You can submit your application until 31 January after the end of that academic year via the digital [request form](#).

See the [Financial support scheme in cases of circumstances beyond one's control](#).

International students who are delayed in their studies by force majeure or special circumstances might be eligible for financial aid based on the [Financial support scheme for international students affected by circumstances beyond one's control](#).

6.2 Management scholarships

Management scholarships for student members of university management bodies

Student members of certain university management or student participation bodies can receive financial compensation: a management scholarship. The Executive Board awards a management scholarship to the student members of the University Council and the dean of the faculty can award a management scholarship to certain positions in faculty management bodies. The level of this management scholarship depends on the average time invested per week. See the [Management Scholarships scheme for student members of university management bodies](#) (Dutch).

Management scholarships for student managers of a student organisation

Student managers of certain student organisations can receive financial compensation: a management scholarship. The condition for obtaining a management scholarship for management or committee membership of a student organisation can be found in the [Compensation for board activities grants scheme](#) for board members of student organisations of *Hogeschool Utrecht* and Utrecht University.

The level of the individual management participation scholarships is determined every year by the board of the student organisation. You must submit the application on a digital form before the start of the management activities to be carried out: see [student organisations](#).

Grants for student organisations

To encourage and support activities by students (student organisations), besides the management scholarships, activity grants can be awarded as well by the Executive Board: see [student organisations](#) and the [Grant Scheme for student organisations](#) (Dutch) of the Utrecht *Hogeschool* and Utrecht University.

Utrecht University also awards grants for various student activities, including conferences, excursions, lectures and sport activities: see [Utrecht University Fund](#).

6.3 Grants for temporary studies abroad

Students of Utrecht University can study at foreign universities for a certain period through an official exchange programme. No tuition is due for enrolment in the foreign university. An allowance towards the costs of travel and subsistence in the form of an Erasmus scholarship is also available in a number of cases for these programmes. See: [Studying abroad](#) (everything about exchange programmes, foreign traineeships, scholarships and practical matters you need to arrange if you spend some time abroad).

Besides the university exchange programmes, there are also faculty programmes. You can consult your [faculty globalisation assistant](#) for this.

6.4 Utrecht Excellence Scholarships

Utrecht University awards several scholarships annually to selected talented non-Dutch students in selected programmes.

See: [Utrecht Excellence Scholarship](#) (Dutch).

6.5 Financial support for students on extended Utrecht University Master's programmes

The University can extend one-year Master's programmes: a financial scheme exists for cases in which Utrecht University pays the basic student grant and possibly a top-up grant as well. Please refer to: [Financiële ondersteuning studenten in verlengde masteropleidingen UU](#) [Financial support for students completing extended Utrecht University Master's programmes].

Use the [online form](#) to request financial support.

6.6 Financial support for students on degree programmes without renewed accreditation

Utrecht University gives financial support to students if their degree programme is no longer accredited and they cannot complete this programme at another university. Please refer to: [Financiële ondersteuning voor studenten in opleidingen waaraan niet opnieuw accreditatie is verleend](#) [Financial support for students completing degree programmes without renewed accreditation]

6.7 Financial support for top-level athlete students

Students who are delayed in their studies because they are top-level athletes might be eligible for financial aid based on the [Compensation for top-level athlete students who have fallen behind schedule in their studies](#).

7. Student facilities

7.1 Faculty student facilities

For matters specific to your studies, you can consult the faculty student desk: see the [web sites student desks faculties and departments](#). On these sites, you can be referred to the study advisor. The Education and Examination Regulations contain the further student counselling facilities available at your faculty.

There are special facilities for disabled students. If an impairment is concerned (e.g. dyslexia or deafness), an Educational Facilities Contract will be drawn up together with the study advisor in which the facilities are agreed.

7.2 University student facilities

There are also general student facilities where you can go for matters that are not study-related.

- [Student Services](#) gives information and advice on matters such as admission and enrolment, registration and tuition fees, money matters, student financing, university financial schemes, complaints procedures, housing and activities of student organisations.
 - The Student Counsellor can act as an intermediary for facilities for [students with a disability or chronic illness](#) and facilities for [student top-class sportsmen/women](#).
 - Student Counsellors provide advice and support to students who have suffered a serious study delay or are threatening to fall behind. Possible reasons could be a disability or chronic illness, membership of a board of a student organisation or participation in sports at an international level.
 - [Student psychologists](#) of Student Services offer individual interviews, training courses and workshops in case of study problems or personal problems that hinder studies.
- The [International Office](#) gives advice on a stay abroad to students of Utrecht University and assists foreign exchange students who come to study at Utrecht University.
- [Career Services](#) helps you get ready for the job market by organising activities to support you as you prepare for your professional career.
- *Skills Lab* offers free writing tutoring and provides information about workshops and courses on academic skills
- [Odesk](#) is the question & answer site of Student Services.
- [Centre for Teaching and Learning](#) (in Dutch) offers supplementary study support to students in addition to the facilities the faculties themselves have for the counselling of their students.
- [University Library](#)
- [Studium Generale](#): lectures and debating programmes
- [Sportcentrum Olympos](#): sports at a reduced rate
- [Parnassos Cultural Centre](#): music, dance, theatre and creative courses.
- [Student organisations](#)

8. Management and participation in decision-making

The management structure of Utrecht University is set out in the [Management and Administrative Regulations](#). There are two management levels: the university level and the level of services and faculties. There are students' participation bodies for both levels, of which students are members.

The University Council is the body that participates in decision-making at university level: see the [University Council Regulations](#) (Dutch).

The management structure of the faculty is set out in the Faculty Regulations: see the faculty web site. The Faculty Council is the body that participates in the decision-making of the faculty. In addition, the study programme committee has an advisory task concerning the promotion and ensurance of the continued quality of the study programme.

The study programme committee also has the right of assent on certain parts of the Education and Examination Regulations.

More information on participation in decision-making can be found at the UU website [Employee and student representation](#).

9. Complaints, objection and appeal

In this Charter, the underlying schemes are set out to which you as a student are entitled and how we at the university deal with each other. Despite all efforts to apply the regulations properly and deal properly with one another, it can happen that this is not done. This section shows you what you can do in that case.

If you feel you have been treated improperly by someone employed by your faculty or by Utrecht University or if you disagree with a decision affecting you personally, you have the option of lodging a complaint, an objection or an appeal via the central, online complaints desk. Your complaint, objection or appeal will then automatically be forwarded to the appropriate university body.

You can find the online complaints desk at www.uu.nl/students/complaints.

You can also go to the complaints desk if you don't know who to approach or where to go, how to deal with your complaint, or if you would first like to ask a question.

9.1 Complaints and suggestions

a. Informal

When you have a complaint or suggestion, there are different opportunities to do something with it. You can take the informal path: see if your faculty student desk can resolve your complaints, comments and criticisms about education and related matters. If this is not possible in a short time, they will see to it that your complaint is sent to the right person. You can also directly address the person who has caused the problem to see whether you can find a satisfactory solution together. Alternatively, you can ask the complaints coordinator to mediate.

b. Formal: faculty complaints coordinator

If you feel that your complaint is serious enough, or your problems have not been solved to your satisfaction, you can also file a formal complaint.

Complaints about your degree programme or your faculty will be handled by the faculty [complaints coordinator](#). The university complaints coordinator handles complaints about university services.

'University services' comprise the following:

- University Administration Corporate Offices (*Universitaire Bestuursdienst*, UBD);
- Utrecht University Library (*Universiteitsbibliotheek*, UBU);

Your complaint must address individual behaviour directed at you. You cannot submit a complaint about a general rule or scheme. To complain about a general rule or scheme, you should contact one of the consultative bodies (e.g. Faculty Council, University Council or Degree Programme Committee).

There are also special arrangements in place for complaints about [Misconduct](#) see chapter 4 (rules of conduct).

- *What happens in the complaints procedure?*
You file a complaint via the online complaints desk.
- *You state whether your complaint refers to* a faculty or a university matter. If you don't know whether your complaint is about a faculty or university matter, state that you don't know.
- Your complaint will then be forwarded automatically to the proper university body:
 - the complaints coordinator for your degree programme or faculty if your complaint is about a faculty matter;
 - the university complaints coordinator if your complaint is about a university service;
 - a student counsellor first of all, who will determine the proper university body to address your complaint if you stated that you don't know whether your complaint is about a faculty or a university matter.
- A copy of your complaint will be sent to the person to whom the complaint refers.
- The complaints coordinator will ask both you and the person you are complaining about for an explanation/reaction (i.e. you will both be 'heard').

- Based on this evidence, the complaints coordinator will draw up an advice for the Faculty Dean (if the complaint is about a faculty matter) or for the University Executive Board (if the complaint is about a university matter).
- The Dean or the Executive Board will then consider the complaint formally.
- In principle, a decision must be taken regarding your complaint within ten weeks. However, this period can be extended by a further four weeks.

If you remain of the opinion that your faculty or the university has not treated you properly, you have the option of submitting a complaint to the [National Ombudsman](#).

9.2 Lodging objection/ bringing an appeal against a written decision

If you do not agree with a written decision addressed to you personally, you can lodge a formal objection or bring an appeal against it. This is not possible against a general ruling. If you bring an appeal, a binding decision will be taken by an independent appeals tribunal.

Appeals against decisions by the Executive Board regarding matters such as enrolment, charging of tuition fees and financial support can be submitted to the [Appeals Tribunal for Higher Education](#). Before you can appeal to the Tribunal, however, you must first file an official objection against the decision by the Executive Board.

Objections to decisions by the Executive Board are handled by the Disputes Advisory Committee. If you disagree with decisions taken by your department regarding interim and final examinations, a binding negative advice about the next step in your education, or admission to a Master's degree, you have the option of lodging an appeal. These appeals are handled by the [Examination Appeals Board](#).

Objections and appeals are also lodged via the online complaints desk: www.uu.nl/students/complaints.

Annexes:

1. [Regulations for Admission and Tuition 2017-2018](#)
2. [Financial support scheme in cases of circumstances beyond one's control](#)
3. [Regulations Utrecht Excellence Scholarship](#)
4. [Management Scholarships Scheme for student members of university management bodies](#)
5. [Management Scholarship Scheme for student managers in student organisations of Utrecht Hogeschool and Utrecht University](#)
6. [Grant scheme for student organisations of Utrecht Hogeschool and Utrecht University](#)
7. [Financial support for students completing extended Utrecht University Master's programmes](#)
8. [Financial support for students completing degree programmes without renewed accreditation](#)
9. [Users' Regulations for IT resources and facilities](#)
10. [Code of Conduct for the Prevention of Unacceptable Behaviour](#)
11. [Complaints procedure concerning intimidation, aggression, violence and discrimination](#)
12. [Code of conduct](#)
13. [Administration and Management Regulations](#)
14. [University Council Regulations](#)
15. [Compensation for top-level athlete students who have fallen behind schedule in their studies](#)
16. [Financial support scheme for international students affected by circumstances beyond one's control](#)