



## Instructions for applications for financial support (graduation support) for students who have fallen behind schedule in the 2017-2018 academic year

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### 1.1 Introduction: what and how?

You were enrolled as a student at Utrecht University for the 2017-2018 academic year and you belong to one of the following categories:

- o You started a bachelor's degree programme at UU in the 2015-2016 academic year;
- o You started a one-year master's degree programme at UU in the 2017-2018 academic year;
- o You started a two-year master's degree programme at UU in the 2016-2017 academic year;
- o You started a three-year master's degree programme at UU in the 2015-2016 academic year.

You have paid tuition fees to Utrecht University and have fallen behind schedule in your studies in the 2017-2018 academic year due to circumstances beyond your control.

You are asking Utrecht University to provide financial support for this delay in your studies. We refer to this financial support as **graduation support**.

The university has an official scheme for this: the [Financial support scheme for international students affected by circumstances beyond one's control](#)

The application is in two steps.

**Step 1:** In **Osiris Student**, go to the tab 'Cases'. Then go to 'My Cases' > '**Start case**', and select 'Application for graduation support 2017-2018'. You may find that the pop-up is blocked, so deactivate this block. The programme may not work properly in your browser, in which case select a different browser. Fill in the digital application and submit it no later than 30 September 2018. Within five working days you will receive confirmation of receipt and an invitation to proceed to step 2.

**Step 2:** In the email invitation to proceed with Step 2, you will be asked to submit (upload) a number of additional items of supporting information. This will enable the university to assess whether you meet the conditions.

The student counsellor will assess your application. The student counsellor dealing with your application may invite you for an interview, or return the application to you with a request for more supporting information and/or documents. He or she will then make recommendations to the Director of the Academic Affairs Office, who will make a formal decision on behalf of the Executive Board.

In principle, the Executive Board will make its decision eight weeks after you have sent the supporting information digitally. Sometimes a decision will be reached earlier, sometimes later (if there are questions about the supporting information and/or your own statement). In that case the student counsellor will email you or call you for an interview.

The documents will be examined only by the student counsellor, and possibly also the Director of the Academic Affairs office of Utrecht University. They are bound by the GDPR (General Data Protection Regulation) and will handle your documents in confidence.

Please read through the step-by-step guide to submitting your application and supporting documents below. Paragraph 2 contains several examples of documents.

## **1.2 What circumstances entitle me to apply for financial support?**

Below is an overview of the circumstances, without this being an exhaustive list. You will find an explanation of whether some circumstances do or do not entitle you to graduation support, and which documents will be accepted as supporting information.

### **1.2.1 Illness**

This is an illness that you had in the 2017-2018 academic year, such as a concussion, a broken leg or psychological issues.

Required supporting information: a statement from a doctor (general practitioner, specialist) or a psychologist.

If your doctor refuses to provide a statement, ask for a copy of your medical records. As a patient, you are always entitled to your medical records. Then cross out everything that is not relevant to the application.

The following are **not** accepted as supporting information:

- copies of (packages of) medication;
- an overview of appointment dates;
- illegible documents/copies;
- documents that do not show that they relate to you (without your name/date of birth)

### **1.2.2 Disability or chronic illness**

This can be a physical and/or psychological condition that is persistent in nature and can cause you to fall behind in your studies.

These could be:

- a visual, auditory or motor disability;
- dyslexia;
- a chronic psychological condition such as depression or bipolar disorder.
- a condition on the autistic spectrum, AD(H)D, Crohn's Disease, diabetes, asthma, arthritis or ME/CFS.

### **1.2.3 Exceptional family circumstances**

This could be the illness or death of your father, mother, sister or brother. The temporary care for these family members may also qualify.

Required supporting information: a doctor's statement (GP of family member, or your own doctor/psychologist), an/or a copy of the obituary, for example.

When would you not receive graduation support?

In the case of illness/death of (or the care for) your grandfather/grandmother, aunt/uncle, cousin.

### **1.2.4 Pregnancy**

For the period up to and including the birth. As a rule, graduation support will be awarded for a maximum of ~~5~~3 months' delay in your studies.

Graduation support is not available for students whose partner is pregnant.

### **1.2.5 Insufficient feasibility of the programme**

It may take longer than eight weeks to deal with an application on the grounds of insufficient feasibility of the programme. With this category of applications, the student counsellor must always ask, on behalf of his or her director, the programme director for a formal response.

Example: waiting times for mandatory clinical placements/internship(s).

### 1.2.6 *Hardship clause*

This is a situation that does not fall under circumstances referred to in 1.2.1 to 1.2.5. But it is a situation where it is understandable that you would fall behind in your studies, and where financial support would be appropriate.

This could be:

- o your student house has been destroyed by fire; you have lost all of your belongings and have had to keep moving from accommodation to accommodation for some time.
- o research placement abroad. A sudden natural disaster or war conflict means that you have to interrupt (or cut short) your placement abroad.

### 1.3 *How many months of financial support can I apply for?*

Utrecht University will provide graduation support for up to three months' delay in your studies. The starting point for this is a nominal progress in your studies of 60 credits (EC) per academic year.

In principle, all credits achieved in the 2017-2018 academic year will count towards the total. This includes credits achieved at another research university or university of applied sciences, or in an honours programme.

### 1.4 *How can I send attachments?*

After you have submitted your digital application form in OSIRIS Zaak (no later than 30 September 2018) you will receive an email asking you to upload a number of documents.

You can upload these documents in pdf or jpg format. You can stop during the submission process, but you can also upload and send all the required documents in one go.

You must make a separate pdf of each file.

Give each pdf a name and number (or date) as follows:

1. **Your own statement** → name this *'own statement-1; own statement-2-* etc. You will find an example in paragraph 2.1
2. **Document(s)** → name this *document-1; document-2* etc. Paragraph 1.2 explains what documents count as valid documents.
3. **Study Advisor's Statement** → name this *STAS*  
The study advisor will state here when contact was made with him/her in 2017-2018. He/she has the required form, and knows what is expected. You will find an example in paragraph 2.2

#### **If applicable:**

4. **For EU students only who receive a student grant and/or public transport card (OV/Studentenreisproduct) from DUO** → an annual notification from DUO. Name this *DUO-2017-Nov-1; DUO-2017-Nov-2* etc.

EU students and students with a certain residence status who have received a student grant from DUO in 2017-2018 (<https://duo.nl/particulier/student-finance/index.jsp>) may also qualify for other financial support from the government. The student counsellor will determine whether this applies to you, based on the annual statement from DUO. So send copies of DUO's *annual summary 2018*. You will have received an annual summary some time between September and December 2017 by post or online in MijnDUO. You will find an example of an *annual summary* from DUO in paragraph 2.2.

A paper *annual summary* usually has 2 pages. Send both pages together in a single pdf.

A copy of your bank statement does **not** count as supporting information.

## 2. Attachments - examples

### 2.1 Example of a student statement

*On 28 December 2017 I fell down the stairs. Although this didn't cause me too many problems to start with, as time went on I became increasingly unwell. Eventually I went to my GP in early January 2018. The diagnosis was that I had suffered severe bruising and was prescribed total rest for four weeks.*

*Fortunately, I recovered sufficiently during block 3. But block 3 was a total disaster for me. I was unable to sit two exams because I hadn't attended enough lectures.*

*I reported the accident straight away in January to my study advisor (I have sent the email as document-2) and in March I discussed with her the study schedule for the rest of the academic year.*

*I did not deregister because according to my GP I was fully able to resume my studies after block 3.*

### 2.2 Example of Study Advisor's Statement (STAS)

If you are not sure who your study advisor is, please contact the [Student Information Desk](#) of your Faculty/Department for his/her contact details.

#### **STUDY ADVISOR STATEMENT**

#### **concerning application for graduation support for 2017-2018 academic year**

The undersigned, *Ms Astrid van Middelkoop*

study advisor for the *Science* programme

hereby declares

that [student's name] *FVM Stieger*, student number *1234567*

discussed the aforementioned situation(s) and other relevant matters with me on the aforementioned date(s).

**Date: 5 January 2018**

Subject(s): *report of accident via email.*

*Agreed that student would see how things went and would report to me before the start of block 3.*

**Date: 26 March 2018**

Subject(s): *accident (follow-up).*

*Student is 99% recovered and can fully resume her studies. So not advised to deregister.*

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Was this student given a binding study advice in 2017-2018?

**no**

yes, and the advice was:

- positive
- deferred
- negative
- no study advice, because study was suspended/stopped before 1 March.

### 2.3.1 Example of notification from DUO received by post - front



Dienst Uitvoering Onderwijs  
Ministerie van Onderwijs, Cultuur en  
Wetenschap

> Retouradres Postbus 30155 9700 LG Groningen

Contact  
Postbus 30155  
9700 LG Groningen  
T 050 599 77 55  
www.duo.nl

BSN  
[REDACTED]

  

# bericht

 studiefinanciering [REDACTED] nr 1

Datum 10 december [REDACTED]  
Betreft Studiefinanciering

Beste student,

We hebben je studiefinanciering voor 2014 vastgesteld onder voorbehoud van wetswijzigingen.

**Studiefinanciering**  
Je hebt van januari 2014 tot en met augustus 2014 recht op studiefinanciering.

**Reizen**  
Je hebt geen recht op een studentenreisproduct als je geen recht hebt op studiefinanciering. Om een schuld te voorkomen, moet je zelf je studentenreisproduct op tijd stopzetten bij een ophaalautomaat. Doe dit uiterlijk op de 5e werkdag na 31 augustus 2014. Ga voor meer informatie naar [www.studentenreisproduct.nl](http://www.studentenreisproduct.nl).

**Je gegevens op 1 januari 2014:**

Woonsituatie	Uitwonend
Toeslagen	geen
Aanvraag	Basisbeurs en aanvullende beurs
Gewenste lening	€ 0,00
Ov-recht	studentenreisproduct
Opleiding	Universiteit utrecht, [REDACTED]

**Wijzigingen:**

Aanvraag	Per 1 september 2014: geen
Ov-recht	Per 1 september 2014: geen recht op een studentenreisproduct

**Wat moet je doen?**

- Controleer de gegevens in dit bericht. Wil je een wijziging doorgeven? Log dan in op Mijn DUO en pas je gegevens aan.
- Kom je er niet uit? Vergelijk dit bericht dan met je vorige bericht(en).
- Lees de toelichting als je het niet eens bent met een beslissing.

Tip: ontvang je je berichten nog per post? Zet je voorkeuren in Mijn DUO op 'digitaal', dan staan al je berichten online handig bij elkaar.

000083783 1

(DUO address)

(DUO contact address)

## Notification student grant \_\_\_ no.

Date 10 December \_\_\_\_  
Re Student grant

Dear student,

We have calculated your student grant for 2014, subject to any legislative changes.

### Student grant

You are entitled to a student grant from January 201\_ to August 201\_.

### Travel

You are not entitled to a student travel product if you are not entitled to a student grant. In order to avoid running into debt, you must stop your student travel product yourself at a ticket machine. You must do this no later than on the 5<sup>th</sup> working day after 31 August 201\_. For more information, go to [www.studentenreisproduct.nl](http://www.studentenreisproduct.nl).

### Your details on 1 January 201\_:

Living situation	Away from home
Supplements	None
Application	Basic grant and supplementary grant
Loan required	€ 0.00
Public transport	student travel product
Programme	Utrecht University _____ : _____

### Changes

Application	From 1 September 2014: none
Public transport	From 1 September 2014: no entitlement to student travel product

### What should you do?

- Check the details in this notification. If you want to make any changes, log in to MijnDUO and amend your details.
- Not sure what to do? Compare this notification with your previous one(s).
- Read the explanation if you do not agree with the decision.

Tip: If you are still receiving your notifications by post, set your preferences in MijnDUO to 'digital', and all your notifications will be grouped conveniently together online.

### 2.3.2 Example of Notification from DUO received by post - back

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[REDACTED]

<b>Je studiefinanciering in</b> [REDACTED]		Datum
	jan - aug	10 december 2013
Basisbeurs hbo/wo	279,14	Bericht
Aanvullende beurs hbo/wo	0,00	Studiefinanciering [REDACTED] nr 1
Rentedragende lening	0,00	BSN
<b>Je studiefinanciering</b>	<b>279,14</b>	[REDACTED]
<b>Te ontvangen</b>	<b>279,14</b>	
<b>Specificatie gegevens</b>		
Bijdrage van je vader	258,35	
Bijdrage van je moeder	0,00	
Nog maximaal bij te lenen	554,08	

We maken het te ontvangen bedrag over op rekeningnummer [REDACTED]

**Schuldoverzicht**

**Prestatiebeurs**  
De basisbeurs, aanvullende beurs en het studentenreisproduct vallen onder de prestatiebeurs. Als je binnen tien jaar je diploma haalt, dan wordt je prestatiebeurs omgezet in een gift. Anders moet je na je studie de prestatiebeurs terugbetalen. De bedragen zijn inclusief rente.

Lening prestatiebeurs hbo en universiteit [REDACTED]  
Ov-lening prestatiebeurs hbo en universiteit [REDACTED]

De minister van Onderwijs, Cultuur en Wetenschap,  
namens deze,  
Directeur Klantenservice

Dit bericht is automatisch aangemaakt en daarom niet ondertekend.



**Your student grant in \_\_\_\_\_**

	Jan-Aug
Basic grant hbo*/wo**	279.14
Supplementary grant hbo/wo	0.00
Interest-bearing loan	0.00
<b>Your student grant</b>	<b>279.14</b>

**To receive** **279.14**

**Specification**

Contribution from your father	258.35
Contribution from your mother	0.00
Maximum optional additional loan	554.08

We will pay the amount you will receive into account number \_\_\_\_\_

**Debt overview**

**Performance-related grant**

The basic grant, supplementary grant and the student travel product together form the performance-related grant. If you are awarded your diploma within 10 years, your performance-related grant will be converted into a gift. Otherwise you will have to repay the performance-related grant after your studies. The amounts are including interest.

Loan for performance-related grant for hbo/wo \_\_\_\_\_  
Public transport loan for performance-related grant for hbo/wo \_\_\_\_\_

The Minister of Education, Culture and Science  
On her behalf  
Customer Service department

This message is automatically generated and therefore not signed.

\*hbo – university of applied sciences  
\*\*wo – research university