Instructions for applications for financial support (graduation support) for students who have fallen behind schedule in the 2019-2020 academic year

**CONTENTS**

1.1 Introduction: what and how? ....................................................... 2
1.2 What circumstances entitle me to apply for financial support? ........ 3
  1.2.1 Illness....................................................................................... 3
  1.2.2 Disability or chronic illness...................................................... 3
  1.2.3 Exceptional family circumstances.......................................... 3
  1.2.4 Pregnancy ............................................................................. 3
  1.2.5 Insufficient feasibility of the programme................................. 4
  1.2.6 Hardship clause...................................................................... 4
1.3 How many months of financial support can I apply for? .............. 4
1.4 How can I send attachments? ..................................................... 5
2. Attachments - examples .............................................................. 6
  2.1 Example of a student statement................................................. 6
  2.2 Example of Study Advisor’s Statement (STAS)......................... 6
  2.3 Example of notification (in Dutch) from DUO........................... 7
1.1 Introduction: what and how?

You were enrolled as a student at Utrecht University for the 2019-2020 academic year and you belong to one of the following categories:

- You started a bachelor’s degree programme at UU in the 2017-2018 academic year; you have fallen behind in your studies in 2017-2018, 2018-2019 and/or 2019-2020.
- You started a one-year master’s degree programme at UU in the 2019-2020 academic year; you have fallen behind in your studies in 2019-2020.
- You started a two-year master’s degree programme at UU in the 2018-2019 academic year; you have fallen behind in your studies in 2018-2019 and/or 2019-2020.

You have paid tuition fees to Utrecht University and have fallen behind schedule in your studies 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 2019-2020’. 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 31 January 2021. 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 Student and 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. If you apply near the deadline, in many cases it can take 3 to 4 months to process your application, due to the volume of applications we receive around that time.

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 during the nominal duration of your study programme, e.g. a concussion, a broken leg or a mental health condition.

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 persistant 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 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 for a formal response from the programme director, on behalf of the Director of Student and Academic Affairs.

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

Please note: The Minister of Education, Culture and Science (OCW) does not allow universities to offer graduation support for study delay as a result of COVID-19 measures by the government. For example: a laboratory where you were doing research, was closed, or no (alternative) education could be offered.

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:
- your student residence 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.
- A sudden natural disaster or war conflict means that you have to interrupt (or cut short) your placement abroad.

Please note: The Minister of Education, Culture and Science (OCW) does not allow universities to offer graduation support for study delay as a result of COVID-19 measures by the government. For example: a laboratory where you were doing research, was closed, or no (alternative) education could be offered.

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 per academic year (during the nominal duration of your study programme). 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 an 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.

Utrecht University will provide graduation support for up to 3 months' delay in your studies in one academic year:
- A maximum of 9 months when you started a bachelor's degree programme in the 2017-2018 academic year;
- A maximum of 3 months when you started a one-year master's degree programme in the 2019-2020 academic year;
- A maximum of 6 months when you started a two-year master's degree programme in the 2018-2019 academic year;
- A maximum of 9 months when you started a three-year master's degree programme in the 2017-2018 academic year.

When deciding on the period of support, whether or not (and how frequently) you were in contact with your study advisor will be taken into account. Even if you have not had contact with your study advisor, it is still worth submitting an application.
1.4 **How can I send attachments?**

After you have submitted your digital application form in OSIRIS Zaak (no later than 31 January 2021) 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
   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 study finance and/or public transport card (OV/Studentenreisproduct) from DUO** ➔ an annual notification from DUO. Name this DUO-2019-Nov-1; DUO-2019-Nov-2 etc.

   EU students and students with a certain residence status who have received a student grant from DUO in 2019-2020 ([https://duo.nl/particulier/student-finance/index.jsp](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 2020. You will have received an annual summary some time between September and December 2019 online in MijnDUO. You will find an example of an annual summary from DUO in paragraph 2.3.

   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 2019 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 2020. The diagnosis was that I had suffered severe bruising and was prescribed total rest for four weeks.

Fortunately, I recovered sufficiently. But period 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 period 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 2019-2020 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 2020

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 2020

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 2019-2020?

0 no

0 yes, and the advice was:

- positive
- deferred
- negative
- no study advice, because study was suspended/stopped before 1 March.
Wat betekent dit voor u?
Toegekend

Aanvullende beurs (supplementary grant)
januari t/m december 2020 € 403,71 prestatiebeurs

Lening (loan)
januari t/m december 2020 € 178,58 lening

Reisvoorziening (student travel product)

Periode Abonnement / Bedrag per maand / Vorm
januari t/m december 2020 weekreisrecht prestatiebeurs

De hoogte van het collegegeldkrediet is maximaal wat u aan collegegeld betaalt. U heeft een hoger bedrag aangevraagd. Wij hebben u daarom het bedrag toegekend waar u maximaal recht op heeft.
Bent u klaar met uw opleiding of stopt u? Zet dan uw studiefinanciering zo snel mogelijk stop in Mijn DUO. Zet ook uw studentenreisproduct stop. Doe dat uiterlijk op de 10e van de 1e maand waarin u geen recht meer heeft op het u er toch mee terwijl u er geen recht meer op heeft? Dan krijgt u een ov-boete. In de eerste mand is deze boete 75,00,- per halve maand, daarna € 150,00,- per halve maand. Ga voor meer informatie over stopzetten naar studentenreisproduct.nl.
Meer informatie over uw studiefinanciering vindt u bij 'Mijn producten'.