



Student Charter: Student facilities

Next to the education facilities, Wageningen University has a number of other facilities for students. Their aim is to enhance study progress as much as possible and to move away barriers. The main facilities are described here.

The Student Council's power concerning the policy and budget student facilities is described in the Student Council's Regulations.

In the context of the Regulations for Enrolment it has been decided that the facilities mentioned below are also open for 'guest students' including (Erasmus-) exchange students, provided they meet the specific conditions (if any) (refer to Regulations for Enrolment Non Regular Education).

Overview

Student Service Centre

At the Student Service Centre (SSC) students can get information about among others enrolment, admission and fees. SSC also provides students with legal advice about study related issues, advise when study delay occurs and support from a student psychologist. You can contact SSC via the Student Desk in the Forum building or via the Questions and Answers application on the SSC website.

For opening hours of the Student Desk, see also www.wur.nl/en/Education-Programmes/Student-Service-Centre.htm

Student Financial Support Regulation (Profiling Fund: FOS-regulation)

Wageningen University has a Student Financial Support Regulation for students enrolled as 'a student'. This regulation compensates, under certain conditions -such as having paid the tuition fee to Wageningen University and being eligible for a performance grant of DUO or WU study financing- study delay because of being an administrator or committee member of a student organization (student fellowship, study association etc.) or due to circumstances beyond their control. See Regulation Profiling Fund in the student charter.

Annual Introduction Days (AID)

These getting-acquainted days are organised on behalf of the Executive Board by the AID Board (Annual Introduction Days Board) for all BSc and MSc first-year students of Wageningen University and the new first-year students of [AERES University of Applied Sciences Wageningen](http://www.aeres.nl). The AID usually takes place in august.

info.aid@wur.nl, www.aidwageningen.nl/en

Studium Generale (SG)

Studium Generale was established due to the statutory responsibility of the University to disseminate more general academic knowledge that benefits society (Article 1.3 Higher Education and Research Act). It organises lectures, exhibitions, workshops and study days. For programme details, see

www.studiumgenerale.wur.nl/
info.SG@wur.nl

Language courses Wageningen University & Research language centre: Wageningen In'to Languages
Language Services offers courses for students in the following languages: English, Dutch, French and Spanish. The student's contribution in the costs, depends on whether the course is necessary for an internship or thesis abroad: refer to 'WU contribution to students' costs' (Student Charter).
Most courses focus on speaking and listening; In'to Languages also provides writing courses.
The language courses are not part of any study programme and therefore not awarded with credits. For further information: www.languageservices.wur.nl

IT services

Every student gets a WURnet account after enrolment. The WURnet account includes an e-mail account and gives access to the student's own e-mailbox, work area (composing, editing and saving files), My Portal and SSC online.

My Portal is the digital education portal for students and lecturers. All students gets access to their personal My Portal page. This page is the start page for the latest information regarding their study: the student will find the latest announcements from lecturers, documents needed for courses, timetables of courses, summary of e-mail, quick access to the student's own work area, access to Blackboard (E-learning environment) and data from the library.

For questions and problems, the student can contact the ICT Helpdesk (servicedesk.it@wur.nl or WU Intranet > Services > ICT) and the EDUsupport Helpdesk (helpdesk.EDUsupport@wur.nl or <http://EDUsupport.wur.nl>).

BSc and MSc Thesis working places

The Sciences Groups are responsible for providing students with a thesis working place (BSc, MSc). The working place can be an individual working place or a working place that has to be shared with other thesis students. The working places must meet the ARBO-guidelines. In case of problems, students should contact their study advisor.

Housing mediation

Wageningen University facilitates the Housing Desk, a non-commercial room rental mediation bureau for students and other young people (housingdesk@pulsewageningen.nl). *Idealis* lets out rooms in complexes in Wageningen and Ede. In special cases, staff of the Student Counselling Service can submit an urgency declaration to *Idealis* (www.idealism.nl). See also <http://www.wageningenur.nl/en/Education-Programmes/Student-Service-Centre/Housing.htm>

Food service facilities

The food service facilities in the Wageningen University & Research buildings are outsourced to commercial catering companies. The restaurant of the Sports Centre *De Bongerd* also provides warm meals in the evening.

The refectories of the student associations are only open for members. However, groups of non-members may arrange appointments with the associations to have their meals there.

Sports facilities

The Wageningen University Sports Foundation *SWU Thymos* and the Sports Centre *De Bongerd* offer many sports facilities for students. Students who paid for sports rights may make use of these facilities. <http://www.sportscentre.wur.nl/UK/>

Student Platform & Chaplaincy 'Spectrum'

Spectrum has chaplains from various religions. *Spectrum* organises lectures, courses and excursions and provides (individual) counselling regarding religious or philosophical questions.

Mail: spectrum.spc@wur.nl