



Student Charter: Study supervision and Student counselling

The Executive Board is responsible for providing the necessary facilities in the area of *study supervision* (from the study programme, provided by lecturers and study advisers) and *student counselling* by student counsellors, student psychologists, student physician and confidential advisers for students. These facilities are available for all students enrolled at Wageningen University in a CROHO registered study program, for students enrolled at other institutions for higher education who take one or more courses at Wageningen University ('bijvakken') and for international exchange students.

Wageningen University takes care of a good accessible registration of the student's results, to provide the student a permanent overview of his approved individual study programme and his results. The Education and Examination Regulation for the Bachelor and Master study programmes are yearly reviewed and adapted, if necessary. Extra attention is paid to the studyability and the study load of the programmes.

Study supervision: programme directors and study advisers

Every study program has a programme director and one or more study advisers. The programme director is responsible for the daily course of affairs in the study programme and the curriculum. The study adviser supports the student to make well based choices within his study and for an appropriate study progress. The study adviser supports students in preparing their future position on the labour market and in getting a position in society. The study adviser promotes a proper balance between the wishes and possibilities of the student and the policies of the university. For the study adviser, the student's interests are the starting point.

The position of the study adviser towards the student is one of a coach. The study adviser stimulates that students find their own solutions in their way to adulthood, independence and helps developing the student's ability to make own choices. This related to the study, but also in student life and with respect to the orientation and position in society. If necessary, the study adviser may refer a student to lecturers, student counsellors, alumni organizations and institutions and businesses. The study adviser also mediates between individual students and lecturers, examiners and Examining Boards regarding educational matters.

At the end of the first year of enrolment in a Bachelor study programme, the student receives the Examining Board's statutorily mandated advice about the continuation of the study: the Binding Study Advice (BSA). If the BSA is negative and also if desired for other reasons, the study adviser may help the student to orient for another study programme of Wageningen University or elsewhere.

More information about the Binding Study Advice may be found on <https://www.wur.nl/en/Education-Programmes/Current-Students/Show-SSC/Binding-Study-Advice.htm>

During the second year of the BSc study programme there is a compulsory discussion with the study adviser about planning the study and about the tentative, individual set of examination courses. The study adviser contacts the student and makes an appointment for this purpose.

Study advisers confirm the agreements with the student in writing (the individual examination programme, internship and thesis contracts, MSc study contract) and provide the necessary declarations

which are required when applying for grants and funding, courses taken outside Wageningen University, Master permission regulation etc.

If necessary, study advisers refer students to a student counsellor, student psychologist or the confidential adviser for students.

Student counselling

Sometimes, students face problems with or during their studies they cannot (completely) solve themselves or are not able to cope with. At Wageningen University study advisers, but also student counsellors ('studentendecanen'), the student psychologists and confidential advisers for students are available.

See also: <https://www.wur.nl/en/education-programmes/current-students/student-guidance.htm>

Student counsellor

The student counsellors inform, advise and guide students confidentially in circumstances that impede study progress. Students can contact a student counsellor with questions about studying with a disability, study delay due to special circumstances, regulations and facilities (e.g. the Regulations on financial support for students, top sport and educational adjustments), temporary deregistration, stopping or another study, financial matters (study financing, scholarships, private funds) and complaints, objection and appeal procedures.

www.wur.nl/en/Education-Programmes/Current-Students/Student-Guidance/Student-Dean.htm

Student psychologist

The student psychologist offers help with personal problems, such as adjustment difficulties, homesickness, shyness, social anxiety, contact and relational problems, depression, mourning, eating disorders and symptoms caused by tension. The psychologist also offers help to students with study problems: fear of failure, fear of public speaking, lack of concentration and planning, lack of discipline.

Based on the answers to an extensive questionnaire, the student is referred to the general practitioner, group training or other guidance. An intake interview can follow in which the psychologist further thinks about the best way to help the student.

Walk-in counselling (online, or face to face in Forum room 030)

This low threshold facility is for urgent or short questions about psychological or social personal issues.

The student can schedule an appointment for a short *face-to-face* or *online* conversation. A student psychologist will give tips and advice if possible about the best place for the student to go for further help or advice.

<https://www.wur.nl/en/Education-Programmes/Student-Service-Centre/Student-Guidance/Student-Psychologist.htm>.

Confidential adviser for students

Wageningen University appointed two external confidential advisers for students. Students can contact them to talk about and find solutions for unacceptable behaviour such as bullying, (sexual) harassment, threats, stalking and gossiping. The confidential adviser is an independent staff member and everything discussed between this officer and the student stays confidential. Contact via email, telephone or whatsapp: www.wur.nl/en/Education-Programmes/Current-Students/Student-Guidance/Confidential-Counsellor.htm

*Study supervision and Student Counselling,
as from 1 September 2022*

General practitioner, student doctor

For all regular medical problems and in case of illness, students must consult their own General Practitioner. It is advisable to have a GP in the place where you are officially registered as a resident. In Wageningen, the Student Medical Center on campus is open to new student patients.

<https://www.student-mc.nl/nl/>

In the case of problems that are study-related or that affect study progress, the student may be referred to the so-called student doctor by one of the student counsellors. The student doctor advises WUR with regard to the student in question about a medically justified study load, temporary deregistration and rebuilding the study capacity after rehabilitation or therapy. The student doctor does not treat or diagnose; a student should consult the doctor for this.

Complaints, objection and appeal

For complaints about lecturers and study advisers, students can initially contact the programme director. If necessary, they can contact a student counsellor or confidential adviser for students for information, advice and guidance. For complaints about a student counsellor or the student psychologist, the Legal Affairs Office of the University offers a complaint procedure.