



EUR Student Support Services

Lightning Quiz

Student counsellors

While a **study advisor** is your first line of help at your programme, **student counsellors** give guidance, information and advice on university level on topics like your legal position, finances, personal circumstances and study progress, possible problems with your faculty, and many more!



In which scenario should you reach out to your study advisor instead of a student counsellor?

- a) You need advice on the content of your study programme
- b) You are looking for help with a complaint, objections or appeals
- c) You have questions regarding your financial situation
- d) You are looking for support with personal circumstances (e.g. pregnancy, elite sports, caregiving)

Correct answer A

Only your study advisor can help you with questions about your study content. But they will not turn you away with other questions and can direct you to the right service :)

The EUR student counsellors can help with more general and broader issues or practical matters. Their services are available to all students from all faculties. They are part of the EUR Student Support team, which also includes the student psychologists and career advisors.

Erasmus
University
Rotterdam

Studying with a functional impairment

www.eur.nl/smf



Team SMF (Studying with a Disability)

Team SMF supports students with a disability and makes policy plans for this group. They offer information about provisions, extra facilities, workshops for study skills, and peer coaching.

Which of the following services is not offered by Team SMF?

- a) Individual peer coaching where students help each other
- b) Advice on self-study provisions (e.g. reading software)
- c) Peer groups to connect with students with similar experiences
- d) Exam provisions (e.g. extra time and bathroom breaks)
- e) Advice regarding physical accessibility on campus

Correct answer D

The examination board decides which provisions individual students are eligible for, that's why the students should first have a consultation with the study advisor of their faculty. Examples of exam provisions include additional 30min for exams, extra bathroom breaks, magnification software, and others.

Team SMF, however, can offer specialised advice, help arrange facilities for self-study (like reading software), advise on campus accessibility (lockers, parking permits, access cards for elevators), and connect with students with similar experiences for peer support.

Safe@EUR

Safe@EUR is here to ensure a safe environment for EUR students, staff, and visitors. They can help determine the right direction in addressing and reporting undesirable behaviour.



When should you reach out to Safe@EUR?

- a) You're concerned about your classmate experiencing racism
- b) Your teacher makes uncomfortable jokes about the students in class
- c) You'd like to get involved in diversity & inclusion initiatives at the university
- d) You've been accused of making unwanted sexual advances at a party

IDEA Center Student Community
Newsletter



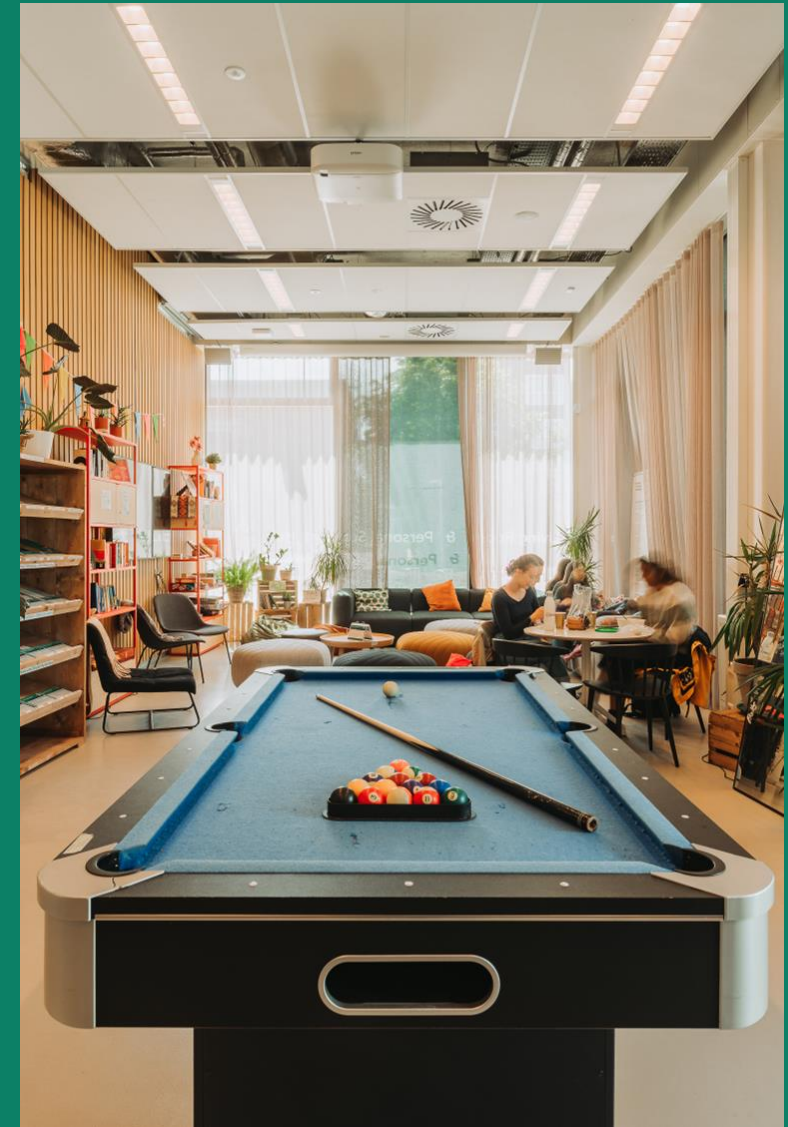
Correct answers A, B & D

Safe@EUR can be contacted when experiencing unwanted behaviour, being concerned about someone else, or being accused of improper conduct.

For more information about inclusion and diversity initiatives, you can contact IDEA Center: it works on policies for students and staff as well as organises related events. Sign up for their newsletter if you'd like to learn more.

The Living Room

The Living Room is a place on campus Woudestein accessible to all students where they can relax in massage chairs, play board games, knit, etc., as well as participate in regularly organised activities aimed at boosting student wellbeing. Here students can also find the Personal Support Hub which serves as an information point for student wellbeing.



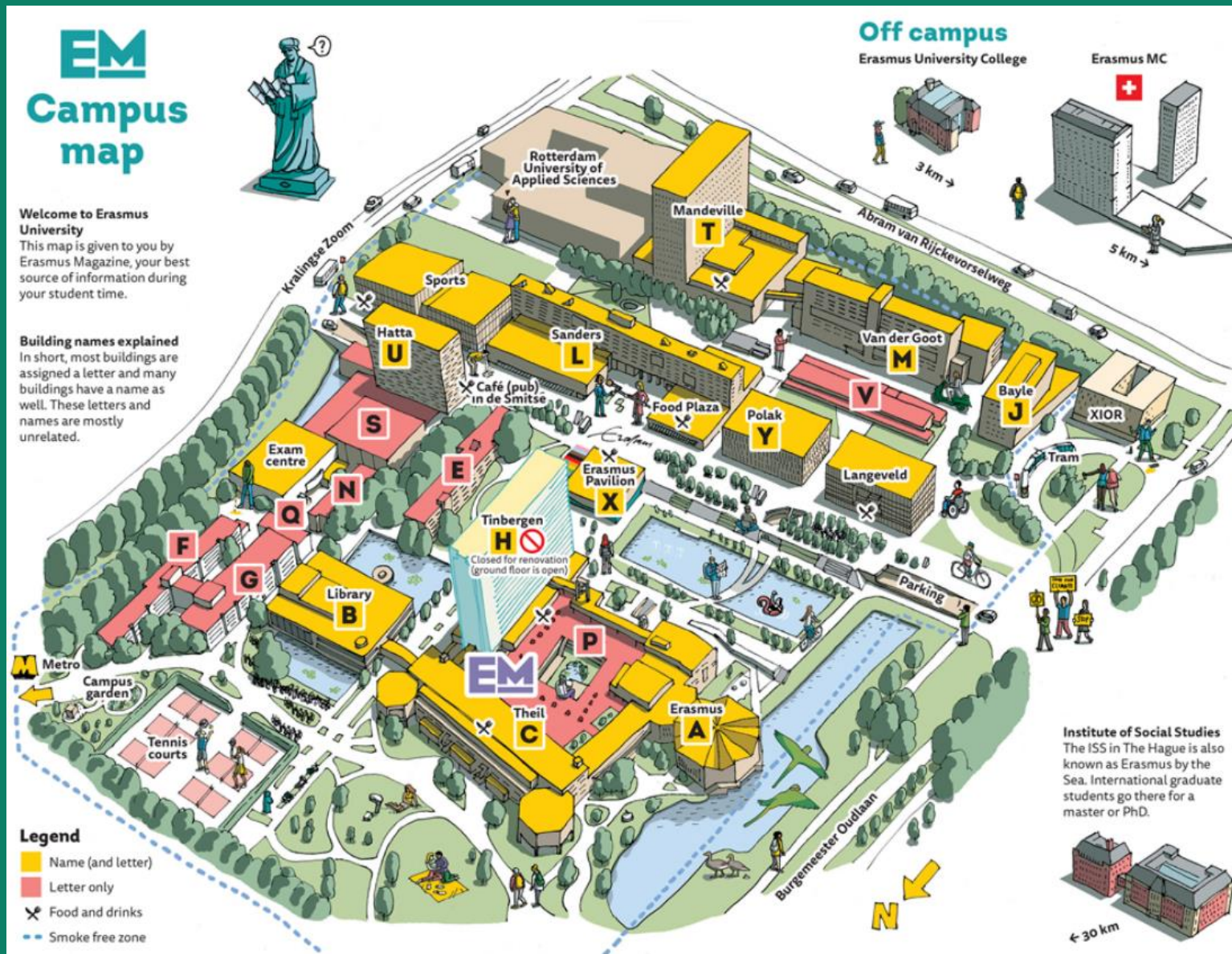
Finish this sentence: "The only thing that's discouraged in the Living Room is ..."

- a) Bringing your own food
- b) Studying with your laptop
- c) Entering without an appointment
- d) Bothering student hosts with your questions

Correct answer B

The Living Room is the only place on campus that's not meant for studying :) There's a kitchenette and tables if you'd like to eat your lunch there, you can enter and leave whenever you want (within opening hours), and there are trained student hosts at all times to provide a listening ear or answer any questions.





Where on campus Woudestein is the Living Room located?

Correct answer

Living Room can be found on the ground floor of the Langeveld Building – if you enter from Erasmus Plaza, walk all the way to the back, turn right, and you're there!



Personal Support Hub

The Personal Support Hub (PSH) is the main student wellbeing information point inside the Living Room. Next to information about the EUR student support, it also offers walk-in consultations with professionals, and peer-to-peer contact about personal matters with one of the trained student hosts.



Many professionals offer consultations in the PSH. Which one is the odd one out?

- a) Career coach
- b) Spiritual counsellor
- c) Your study advisor
- d) Student psychologist
- e) Financial expert

Correct answer C

There is a wide variety of specialists available for consultations in the PSH. However, your study advisor is specific to your faculty – contact them directly to arrange an appointment. Tip: they can of course also help you find suitable support beyond the faculty!

Online coaching

External online coaches are available to our students to help with questions and concerns related to mood, anxiety, self-esteem, resilience, self-efficacy, and flourishing.



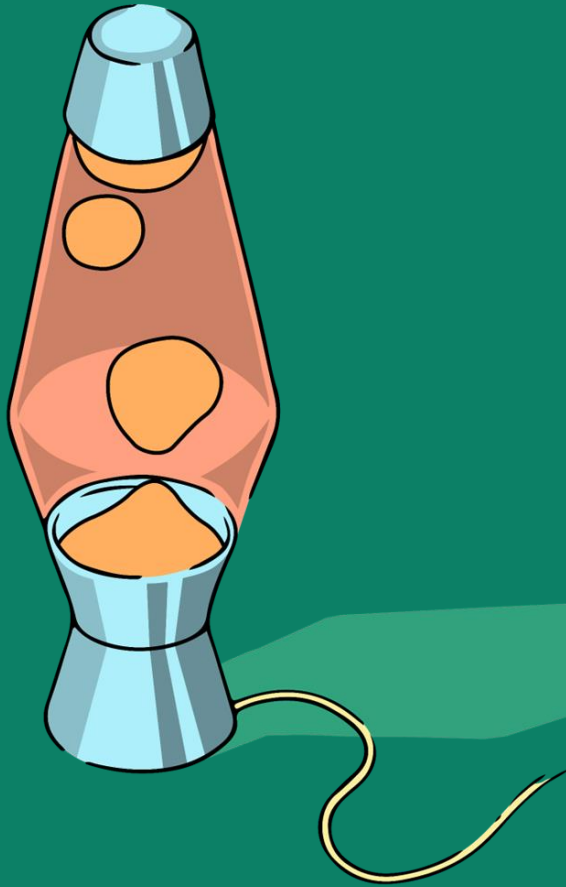
What are the advantages of reaching out to online coaches?

- a) You become part of the online student community
- b) It's free of charge for you as a student
- c) No long waiting times for the sessions
- d) No need to travel, it's available online

Correct answers B, C & D

Online coaching is for students who prefer talking to a professional from outside the university, while being in their own environment. Coaches have flexible working hours, and coaching can start within a week. Also useful for students who are waiting to receive support elsewhere, e.g., within mental healthcare.

Tip: if you're looking to connect with fellow students instead, visit the Living Room or consider joining the bi-annual Student Wellbeing Week.



ROOM app

With science-based tools and techniques, the ROOM app teaches essential emotion regulation skills. Collect objects for your virtual room by doing short interactive exercises that allow you to reduce stress, boost your mood, and change the way you approach problems.

Which of these are offered in the ROOM app?

- a) It helps you filter out the noise and focus on things that matter to you
- b) You can learn practical- breathing and relaxation techniques
- c) You can sign up for a yoga class at Erasmus Sports Center
- d) You can brush up on your academic skills

Correct answers A & B

Academic skills is not part of the ROOM app but the emotional regulation skills it teaches can help you both personally and academically. Contact your study advisor for help with academic and study skills!

And if you'd like to join any class at Erasmus Sports Center, you can do so directly there.



International Office

International Office (IO) acts as a center of expertise for international students and Dutch students going abroad within the university. They help with admissions, orientation & arrival, exchange, immigration and other international matters.

Which of the following statements about IO services is false?

- a) It provides information about the Dutch healthcare system
- b) IO can find housing for new international arrivals in Rotterdam
- c) It offers an app to connect with fellow incoming students before your arrival in Rotterdam
- d) Swap Shop in September: new students can pick up free items donated by previous students and employees

Correct answer B

IO offers a lot of practical information, it helps with cultural integration as well as connecting with fellow (international) students, but *it cannot provide housing*. With a few exceptions, finding housing is the responsibility of the student. However, IO does offer a lot of tips and guidance on where and how to start looking!



**Thank you for
playing!**

If you're struggling, stuck or blue,
EUR support services are here for you!

Not sure where to get started?...

**Contact your study
advisor**

**Or drop by the Living
Room for advice from a
host**