

Student Charter 2017-2018

Institution Section

Erasmus University Rotterdam

COLOPHON

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Student Charter 2017-2018

The Student Charter of the Erasmus University Rotterdam (EUR) offers an overview of the EUR students' rights and obligations arising from statutory provisions. It also informs the students at EUR about what they may expect of the University in terms of education and the associated facilities, and what the University expects of them.

The Student Charter comprises two main sections: the Institution Section is the same for every student, while the study programme section provides relevant information for students enrolled in a specific study programme. The Institution Section gives information about matters that are regulated at the university level, and specifies the statutory framework for matters that are regulated at the faculty level. The latter applies in particular to topics such as "Admission to a Study Programme" and "Teaching and Examinations".

Additional information about the Student Charter

Regulations

- Higher Education and Research Act (WHW) section 7.59

1. Integrity Code and Student Charter

It is important that students know what to expect of the university and what the university expects of them. Two distinct levels can be identified in these expectations: 1) core values and (2) mutual rights and obligations.

1.1. Integrity code

Erasmus University Rotterdam's three core values – professionalism, teamwork and fair play – apply to all students and staff members. They have been laid down in the integrity code.

Further information about the integrity code

Internet

- <http://www.eur.nl/english/eur/publications/integrity/>

1.2. Student Charter

The Student Charter offers an overview of the students' rights and obligations arising from statutory provisions. It also informs the students about what they may expect of the University in terms of education and the associated facilities, and what the University expects of them. Students receive an e-mail to inform them about the Student Charter in September.

1.2.1. Purpose

The Student Charter comprises two sections: the Institution Section applies equally to all students, while a study programme section is provided for each programme, intended for the students enrolled in that programme. The Institution Section provides information about matters regulated at university level, specifically:

- Description of the rights and obligations of students. Besides the rights and obligations provided for by law, this also includes the rules and regulations established by the Executive Board;
- Overview of legal protections for students;
- The procedures for handling disputes relating to participation;
- Description of student facilities that apply to the university as a whole.

The Institution Section describes the legal framework of matters regulated at faculty level. This applies in particular to subjects such as 'Admissions to programmes' and 'Teaching and examinations'. The Institution Section is published on the Internet in Dutch and English.

Sections of the law and regulations are not cited literally in the Institution Section, but are summarised in an easy-to-read manner. Readers who are interested in the legal texts will find additional information about the relevant regulations and legislation at the end of a subsection or section. The most important reference is the Higher Education and Research Act (WHW). The Student Charter also refers to web pages and publications, which often discuss matters in greater depth than this summary. If you have specific questions or would like additional information, please contact the departments listed under 'Additional information'.

The study programme section in any case consists of three sections:

- A description of the curriculum for the programme and the support facilities offered to the student, including information on the structure, organisation and implementation of the teaching, student facilities and student counselling offered in the programme;
- The Teaching and Examination Regulations for the programme;
- If applicable: the procedures of the study programme that are put in place to supplement the procedures of legal protection at institution level.

This information is published on the Internet.

1.2.2. Rights derived from the Student Charter

The Student Charter includes the rights and obligations set forth in the provisions of or based on existing law. Compliance with these rights and obligations may be compelled via the procedures described in the section on legal protection. Furthermore, the Student Charter refers to the study programme and associated facilities. Students can rest assured that all these are indeed offered. Although changes may be made, the university undertakes an obligation to make timely and adequate announcements of any changes to the Student Charter. Students are expected to stay informed of this by watching the designated media closely.

The Student Charter is declaratory and not constituent: the Student Charter is only informative and cannot, of itself, create any new rights and obligations for students.

Additional information about the Student Charter

Regulations

- Higher Education and Research Act (WHW) section 7.59

Information available from

- USC, Staff Education & Student Affairs

2. Admission to the initial programme

The majority of students are enrolled in a programme funded by the national government, known as initial education. Since the introduction of the Bachelor-Master structure, this form of education has consisted of three-year Bachelor's degree programmes and Master's degree programmes of one year or longer. In addition to initial programmes, Erasmus University Rotterdam also offers Master's programmes which are not financed by the government, the so-called post-initial Master's programmes.

This chapter describes the initial degree programmes offered by Erasmus University Rotterdam and how students can gain admission to these programmes. The descriptions are presented according to category: the Bachelor's degree programmes and the initial Master's degree programmes. Finally, the chapter offers an overview of the post-initial Master's programmes offered by Erasmus University Rotterdam.

2.1. The Bachelor's degree programmes

The faculties of the Erasmus University Rotterdam offer the following full-time Bachelor's programmes:

- Erasmus School of Economics: Economics and Business Economics, Fiscal Economics, Econometrics & Operational Research,
- Erasmus School of Law: Law, Tax Law, Criminology
- Erasmus School of Social and Behavioural Sciences: Sociology, Public Administration, Psychology, Pedagogical Sciences,
- Erasmus MC: Medicine, Nanobiology (joint degree)¹, Health Sciences,
- Faculty of Philosophy: Philosophy, Philosophy in a Specific Discipline,
- Erasmus School of History, Culture and Communication: History, Arts and Culture
- Rotterdam School of Management: Business Administration and International Business Administration.

Dutch-language degree courses:

Mr. drs. Programme within the programmes Law and Economics and Business Economics.

English- language degree courses:

International Bachelor's Programme in Economics & Business Economics and Economics/Econometrics BSc² within the Economics and Business Economics programme; International Bachelor's Programme Econometrics and Operations Research within the Econometrics & Operational Research programme; International Bachelor in Psychology within the Psychology programme; International Bachelor of Arts and Culture Studies within the programme Arts and Culture Studies, International bachelor of History within the programme History, Double Degree with Philosophy, Bachelor in Management of International Social Challenges.

Part-time programmes:

The Law, Tax Law and Philosophy degree programmes also offer a part-time option.

2.2. Admission to the Bachelor's degree programmes

Students who wish to enrol in a Bachelor's degree programme need to have the proper qualifications. Moreover, some programmes require that examinations be taken in one or more specific subjects (additional course requirements). Students whose previous education was completed outside of the Netherlands and who wish to enrol in a Dutch-language programme must also be able to demonstrate that they have sufficient knowledge of the Dutch language. Students whose first language is not English and who wish to enrol in an English-language programme are required to have sufficient proficiency in English. Applicants who do not have the proper previous education can be admitted to the first year via an entrance examination, see paragraph 2.2.3.

The student that applies before 1 May for a bachelor programme without selection, has the right to be enrolled. The student that applies later loses this right and is dependent on the faculty whether he or she will be allowed to enrol.

Students with a first-year diploma in higher professional education (HBO) and no pre-university education (VWO) do not have the right of admission to a university programme, starting from 2013-2014. Programmes can ask extra qualifications of prospective students to create a better match between the previous education and the university programme.

2.2.1. General admission requirements

Anyone wishing to enrol as a student (see Section 3.2) in a Bachelor's degree programme must fulfil one of the following educational admission requirements:

- a. Pre-university education (VWO) diploma with subject clusters;
- b. A non-Dutch diploma that is equivalent to a VWO diploma, assessed in accordance with an international convention;
- c. A diploma demonstrating that the 'propaedeutic' (i.e. first-year) examination of a university or higher professional education (HBO) programme has been passed;
- d. A diploma demonstrating that the final review of academic achievement of a university or HBO programme has been passed;
- e. Another certificate, awarded by an institute in the Netherlands or abroad, which the Executive Board considers as at least equivalent to a VWO diploma;
- f. An entrance examination.

Applicants holding a degree obtained in another country who want to enrol in a Dutch-language programme must demonstrate that they have sufficient knowledge of the Dutch language. The student will not be permitted to take a mid-term or final examination until the Dutch language requirements have been met. Students whose first language is not English and who wish to enrol in an English-language study are required to provide evidence of proficiency in English. The way in which this requirement must be fulfilled is stated in the Teaching and Examination Regulations of the programme concerned.

2.2.2. Course admission requirements

With a view towards admission to several study programmes, the minister prescribed specific profiles (set subject examinations) for pre-university education graduates. Sometimes it is possible to start a study programme with a different profile, provided that a specific subject has been taken

¹ Coordinator is TU Delft

as an elective course. These course requirements also apply to certificate holders referred to under b to e of section 2.2.1 on general admission requirements.

Applicants who do not meet the course requirements cannot be enrolled. Enrolment is only possible if a supplementary examination by the university shows that comparable requirements have been met. However, in certain cases, it is possible to grant exemptions from supplementary examination. The requirements and exemptions must be stated in the Teaching and Examination Regulations of the study programme concerned.

Please refer to the table below for a summary of the course admission requirements.

	Culture & Society	Economics & Society	Nature & Health	Nature & Technology
Arts and Culture Studies	X	X	X	X
Public Administration	X	X	X	X
Business Administration	*	X	X	X
Criminology	X	X	X	X
Econometrics & Operational Research	#	#	#	X
Economics and Business Economics	*	X	X	X
Tax Law	X	X	X	X
Tax Economics	*	X	X	X
Medicine	!	!	^	\$
History	X	X	X	X
Health Sciences, Health Care Policy & Management	X	X	X	X
International Bachelor's Programme in Communication and Media	X	X	X	X
International Business Administration	*	X	X	X
Mr. drs. Programme	*	X	X	X
Law	X	X	X	X
Pedagogical Sciences	X	X	X	X
Psychology	X	X	X	X
Sociology	X	X	X	X
Philosophy	X	X	X	X
Nanobiology	!	!	#^	\$
Liberal Arts and Sciences	X	X	X	X
Clinical Technology	!	!	% #^	\$

Key

X = No further educational requirements

* = Mathematics A or B

= Mathematics B

% = Physics **and** Mathematics B

\$ = Biology

! = No admission

^ = Physics as Profile Elective Course

Anyone wishing to apply to a programme with an intake restriction who does not meet the further educational entry requirements is barred from the selection procedure.

2.2.3. Entrance examination

The entrance examination (colloquium doctum), which tests applicants who do not meet the above-mentioned admission requirements, is an examination of the applicant's ability to take the Bachelor's degree programme concerned. Sufficient command of the Dutch language is also required. The requirements which are to be set are stated in the Teaching and Examination Regulations of the Bachelor's degree programme concerned. The minimum age for admission on the grounds of an entrance examination is 21 years.

Passing the entrance examination only provides admission to that particular Bachelor's degree programme at Erasmus University Rotterdam. It is valid for two years after issue

Further information about admission to the Bachelor's degree programmes

Regulations

- Higher Education and Research Act (WHW) sections 7.13, 7.24, 7.25, 7.28 and 7.29
- Higher education application and admission regulations
- Teaching and Examination Regulations of the study programme concerned

Internet

- <https://www.eur.nl/english/bachelor/programmes/>
- www.eur.nl/english/bachelor/admission/entry_requirements/
- https://www.eur.nl/english/essc/student_administration/admission/entrance_examination/

Information available from

- Erasmus Student Service Centre
- Erasmus MC Educational Support Centre (DCO)
- Admissions Office (for those with non-Dutch certificates)
- Student advisor
- Student counsellor
- Student Administration: examination divisions

2.3. Study Choice Check

In addition to the formal requirements in respect of prior education, there is also a possibility for both the programme and those choosing the study to make a mutual decision as to whether the programme aligns their capacities, interests and expectations: the Study Choice Check. A student who applies for a programme without an intake restriction [*numerus fixus*] before 1 May is entitled to take part in a *Study Choice Check*: this is a check carried out by the relevant programme to assess whether or not the programme selected is suitable for this student. A programme may make participation in the Study Choice Check compulsory.

Students who have negative binding study advice from other programmes and apply after 1 May have the right to admission, but they no longer have the right to make use of the Study Choice Check.

After application for a Bachelor's programme the student receives a questionnaire. This questionnaire helps the students to decide if the chosen programme is in line with his or her interests, capacities and expectations. Based on the answers the student receives an advice or feedback. The result of the advice can be that the student is directly allowed to enrol in the programme, that the student is recommended to follow a Study Choice Activity or that the programme is probably not suitable for the student. The Study Choice Check is not a selection procedure and the advice is not binding.

Students from Bonaire, Sint Eustatius, Saba, Aruba, Curacao en Sint Maarten also participate in a questionnaire. If it is not possible for these students to participate in a Study Choice Activity at the university, the Bachelor's programme will offer an alternative.

The Study Choice Check does not apply to students who completed their prior education abroad. Programmes which select students (intake restriction, supplementary requirements/qualifications, small-scale and intensive education; see section 2.4) are not obliged to offer a Study Choice Check.

Regulations

- Higher Education and Research Act (WHW) art 7.31b, 7.31c, 7.31d.

Information on the web

- www.eur.nl/bachelor/studiekeuzecheck/ (Dutch)
- www.eur.nl/essc/ask/ (Dutch)

More information

- www.eur.nl/bachelor/studiekeuzecheck/contactgegevens_per_opleiding/ (Dutch)

2.4. Restricted intake and selection procedures for Bachelor's degree programmes

Some Bachelor's programmes select their students themselves. This is the case when a programme can only admit a limited number of students, while the number of applications is far higher. Some programmes also work with an educational concept such as the *international classroom* and, therefore, only want students who are both enthusiastic about the concept and suitable. The criteria and procedure are stipulated in the Course and Examination Regulations.

Selection due to restricted educational capacity

The programmes Criminology, Medicine and International Business Administration have a limited number of places and, consequently, these programmes are subject to an intake restriction. How many places will be available on each programme is made known around 1 September. Prospective students can register for a place via Studielink from 1 October until 15 January. The programme will select and rank the candidates numerically based on the degree to which they comply with the selection criteria. On 15 April, the ranking numbers are made known via Studielink and, in order of the numerical rankings, students who are ranked up to the limit of places on the course will be offered a place on the programme. This offer must be accepted or declined within two weeks.

In each academic year, a student may apply for a maximum of two restricted-intake programmes, with the exception of Medicine which may only be applied for once. In the same year, students may not, therefore, apply to two universities to study Medicine. At EUR, prospective students may participate in the selection process for Criminology and International Business Administration a total of three times, but only once for Medicine.

The Executive Board can refuse enrolment for a restricted intake programme after the first year of the Bachelor's degree programme for anyone who had not previously been enrolled in that programme at Erasmus University Rotterdam and who wants to enter the programme. The Executive Board can refuse enrolment if, in its view, insufficient teaching capacity is available for that component of the programme.

Selection on the basis of the educational concept

Two programmes base the selection of their prospective students on their educational concept. In the case of Liberal Arts and Sciences (Erasmus University College), this relates to small-scale and intensive education; while the International Bachelor's Programme in Communication and Media involves the *international classroom* concept.

Other reasons for selection

The English language tracks of certain programmes also select their students. The selection criteria are stipulated in the relevant programme's Course and Examination Regulations.

Further information about selection in the case of an intake restriction (numerus fixus)

Regulations

- Higher Education and Research Act (WHW) Sections 6.7, 7.26, 7.53en 7.54
- Regulations for application and admission in higher education
- Course and Examination Regulations for Criminology, Medicine, International Business Administration, International Bachelor's Programme in Communication and Media and Erasmus University College

Internet

- www.studiekeuze123.nl/selectie (dutch)
- www.eur.nl/english/prospective/bachelor

2.5. The initial Master's degree programmes at Erasmus University Rotterdam

Erasmus University Rotterdam offers the following Master's degree programmes:

- Erasmus School of Economics: Economics & Business; Tax Economics; Econometrics & Management Science; Economics & Informatics; Accounting, Auditing and Control;
- Erasmus School of Law: Law; Liability and Insurance, Toga master, Law of Health Care; Financial Law; Company (before: Corporate Law); Commercial Law; Tax Law; Criminology;
- Erasmus School of Social and Behavioural Sciences: Public Administration; International Public Management and Public Policy; Psychology; Sociology; Pedagogical Sciences and Education;
- Erasmus MC: Medicine, Technical Medicine (joint degree with TU Delft and Leiden University) and Nanobiology (joint degree with TU Delft, as leading party)
- Institute of Health Policy & Management: Health Care Management; Health Economics, Policy and Law; European Master in Health Economics & Management (Eu-Hem, joint degree with the universities of Oslo, Bologna and Innsbruck; the EUR is the leading party)
- Faculty of Philosophy: Philosophy, Philosophy of a Science;
- Erasmus School of History and Communication: Art & Culture Studies; History; Media Studies;
- Rotterdam School of Management: Business Administration: Business Administration; Finance & Investments; Supply Chain Management; Global Business & Sustainability; Entrepreneurship & New Business Venturing; Business Information Management; Human Resource Management; Organisational Change & Consulting; Management of Innovation; Marketing Management; Strategic Management; and International Management.

The Erasmus University Rotterdam also offers a number of two-year research Master's programmes: the Tinbergen Institute Master of Philosophy in Economics; Research master in Business; Clinical Research; Health Sciences; Neuroscience: Molecular Medicine; Infection and Immunity; Research master in Public Administration and Organisational Science; Media Studies (previously referred to as Sociology of Culture Media and the Arts); History (previously referred to as Early Modern Intellectual History and Institutions; end of the intake 1 September 2016, end of the programme 31 August 2018); Philosophy (previously referred to as Erasmus Research Master in Philosophy and Economics).

The following Master's programmes are also open to part-time students: Accounting, Auditing and Control; Business Administration; Law; Law of Health Care; Financial Law; Commercial Law; Tax Law; Sociology; Health Care Management;; Art and Culture Studies; History; Media Studies.

Most of the Master's degree programmes are taught in English. If this is the case, it should be laid down in the programme's Teaching and Examination Regulations.

2.6. Admission to the initial Master's degree programmes

In the Teaching and Examination Regulations (OER) of the Master's degree programme it is noted which Bachelor's degree programmes give the right to admission and if there are any extra admission criteria.

The admission statement is issued by the Examination Board or the Admission Committee of the Master's degree programme.

The Executive Board may decide the maximum amount of people that will be accepted in a Master's degree programme.

Further information about the initial Master's programmes and admission requirements

Regulations

- Higher Education and Research Act (WHW) Sections 7.30b
- Teaching and Examination Regulations for Bachelor's and Master's programmes

Internet

- www.eur.nl/english/master/programmes/

Information available from

- Student advisor

2.7. The non-initial Master's programmes

Erasmus University Rotterdam also offers Master's programmes that are not funded by the Dutch government, the non-initial Master's programmes as they are known. The statutory rules governing initial education that are described in this Statute only apply in part to the non-initial Master's programmes. This concerns the Examination Board and the Teaching and Examination Regulations. The provisions of the Dutch Higher Education and Research Act (*WHW*) on enrolment and legal protection do not apply.

The following non-initial Master's programmes have been tested for quality and accredited by the Accreditation Organisation of the Netherlands and Flanders (NVAO):

- ◆ Maritime Economics and Logistics;
- ◆ Executive master of Finance and Control;
- ◆ Master City Developer;
- ◆ European Master in Law and Economics;
- ◆ LL.M. Arbitration and Business Law;
- ◆ Urban Management and Development;
- ◆ Master of Public Information Management;
- ◆ Public Human Resource Strategy;
- ◆ Health Sciences;
- ◆ Advanced Epidemiology in Clinical and Genetic Research (joint degree with universities of München, Rome and Bern; end of the intake 1 September 2016, end of the programme 31 August 2018)
- ◆ Executive Master in Accounting and Financial Management;
- ◆ Executive MBA;
- ◆ Global Executive OneMBA;
- ◆ International MBA;
- ◆ Master in Financial Management;
- ◆ Master of Corporate Communication;
- ◆ Master in Management Consultancy;
- ◆ Development Studies
- ◆ Erasmus Mundus Master's Program in Public Policy

Further information on the post-initial Master's programmes

Regulations

- Higher Education and Research Act (WHW) Section 1.12, 1.12a, 7.1 and 7.3b

Internet

- www.eur.nl/english/post_experience/master/

3. Enrolment and tuition fees

Enrolment as a student is required of anyone who wishes to use the Erasmus University Rotterdam facilities. This chapter first describes the enrolment conditions and procedure, what forms of enrolment are available and what rights are associated with each form, as well as the way in which enrolment can be terminated. The tuition fees and the rules for exemptions, reduced fees and repayment are then discussed. Finally, consideration is given to the financial consequences of not being enrolled or being enrolled incorrectly.

3.1. Enrolment conditions and procedure

Anyone who wants to use the education, examination and other facilities of Erasmus University Rotterdam as a student is obligated to enrol as a student in a programme..

Anyone who is over the age of 18 and wishes to enrol in a programme for the first time may only enrol if they hold Dutch nationality, are treated as a Dutch citizen by law, or have legal residence status in the Netherlands pursuant to the Aliens Act. If it becomes apparent after enrolment that this requirement has not been met, enrolment will be terminated immediately.

Conditions of enrolment:

Bachelor's programmes:

- A digital enrolment request to the Erasmus University Rotterdam through Osiris or Studielink. The full enrolment procedure must be completed by the student by 31 August.
- The degree certificate for the statutory prior education requirement or documentation that prerequisites have been obtained (for example through the entrance examination);
- Participation in the study choice check by completing the online questionnaire is mandatory for all applicants, except if they have a foreign education or the programme is selective;
- A programme may also offer applicants a supplementary and in some cases mandatory study choice activity. If this applicant is registering in Higher Education for the first time after 1 May of the previous academic year, the programme may also decide to declare a mandatory study choice activity conditional for the purpose of admission, or refuse admission entirely.
- In cases where enrolment takes place for the first time for a bachelor programme with numerus fixus because of limited educational capacity: evidence of placement issued via Studielink;
- Uploading a passport photo for the student ID card;
- Payment of the tuition fee, received no later than 31 August of the relevant academic year or the confirmation via Studielink and DigiD of the debit authorization needs to be present at the university before 31 August. If the admission date is in another month, then the tuition fee must be paid no later than the last day of the month preceding enrolment;

Master's programmes

- A digital enrolment request to the Erasmus University Rotterdam through Osiris or Studielink. The full enrolment procedure must be completed by the student by 31 August.
- For a Master's programme, a degree certificate from a Bachelor's programme that grants admission to the Master's programme is required. Additionally, if supplementary selection criteria apply, a confirmation of admission from the examining board or admission board of the faculty is also required;
- Uploading a passport photo for the student ID card;
- Payment of the tuition fee, received no later than 31 August of the relevant academic year. If the admission date is in another month, then the tuition fee must be paid no later than the last day of the month preceding enrolment.

If a binding study advice applies, enrolment for the next year requires a positive recommendation from or on behalf of the dean of the faculty. Those who receive a binding rejection or binding negative recommendation by a Bachelor's programme will not be permitted to enrol in that programme for the next three years.

A student may enrol in one or more degree programmes.

Enrolment is valid for an entire academic year, which runs from 1 September to 31 August. To complete enrolment by 1 September, all enrolment paperwork including proof of payment of the tuition fee must be present at the university no later than 31st of August and arrangements made for the payment of the tuition fee (e.g. direct-debit authorisation). Any marks obtained in the month/months in which a student is not enrolled are invalid. Late enrolment could adversely affect students who receive student grants and loans: the student is not entitled to student loans or the free student public transport pass during the months in which he/she is not enrolled.

Once enrolled, the student receives a student card. The student card is issued once for the entire programme and remains the property of the university. Its validity is regulated within the automated systems. If the card is lost, the Executive Board must be notified. A replacement card can be issued to the cardholder for a fee. Three statements of enrolment are provided each year free of charge.

Enrolment after 31 August

Enrolment is not possible after 31 August. However, students can enrol after that date in a number of cases. Exemption applications are dealt with by the Executive Board.

Cases where exemption applications are always approved are stated below:

1. Programmes which students can join later, albeit subject to a deadline. If students can join a programme later, the tuition fee is calculated for the months during which the student was enrolled.
2. Degree programmes with a numerus fixus: students who are admitted after the deadline.
3. Students whose negative binding study advice is annulled by a judicial ruling on the appeal.
4. Bachelor-3 students who comply to the following criteria:
 - a. the period of enrolment at Erasmus University Rotterdam exceeds the nominal duration of the bachelor's degree programme concerned;
 - b. only one or few courses have to be completed in order to graduate;
 - c. consent by the Examination Board. As regards the ESE, such consent is not required.
5. Students of the master's degree programme Medicine in case of a waiting period for clinical rotation.
6. Students whose first enrolment is at another university and who wish to enrol at EUR with a Tuition Fees Receipt (hereinafter: 'BBC'), may only do this on condition that the BBC was applied for before 31 August but was not actually issued until after this date.

Also, the standard approval also applies to students advised by a student counsellor to suspend their study and enrolment because of illness and applying for reenrolment during the same academic year. For this end, the students are required to submit a supporting statement by a student counsellor.

The Executive Board may depart further from this insofar as application of the 31 August deadline would result in extreme unfairness in view of the importance of orderly completion of enrolment applications.

3.2. Rights of the student

A pupil with Dutch prior education who has registered for Higher Education before 15 May for a non-selective study programme has the right to a study choice check.

An enrolled student has the following rights:

- To participate in the education of Erasmus University Rotterdam, unless there is a restriction on enrolment due to a shortage of teaching capacity;
- To take the interim examinations and examinations of the study programme in which the student is enrolled;
- Access to the libraries, laboratories, etc. unless, in the opinion of the Executive Board, the nature or the interests of the teaching or research dictate otherwise;
- To use the student facilities, including the services of a student counsellor;
- Student counselling;
- In case of a decision to terminate the study programme by the Minister or the institution: the opportunity to complete the study programme within a reasonable period of time at the same or another institution;
- Active and passive right to vote for certain university bodies. Students who are enrolled in more than one degree programme exercise this right on the University Council for the faculty of their main programme.

3.3. Termination of enrolment during the course of the academic year

Enrolment can be terminated before the end of the academic year at the request of the enrolled person, for instance when graduating. Students must always submit a disenrolment request themselves through Studielink, even if the reason for disenrolment is graduation.

Enrolment is always terminated on the first day of the month following the month in which the request was submitted through Studielink. It is not possible to disenrol with retroactive effect.

Refund of tuition fees

If termination of enrolment based on Dutch prior education from a premaster takes place, including termination before the end of a term, it is not possible to obtain a refund of the premaster fee.

When disenrolling in this case, it will be possible to refund part of the tuition fees that have already been paid (see Section 3.4.3). The calculation of the tuition fee payable per month is based on twelfths. No refund is given if enrolment is terminated in June or July (effective 1 July or 1 August). Students can therefore submit the last request for disenrolment and refund on 31 May of an academic year at the latest. Any requests received from 1 June onwards will not provide any entitlement to the refund of tuition fees.

3.4. Tuition fees

The tuition fees are established annually by the Minister of Education, Culture and Science (statutory tuition fee) and by the Executive Board (institution fee). The amount owed by individual students depends on their type of enrolment, study programme and personal situation (nationality, residence status, degrees already obtained). In a number of cases, it is possible to enrol after the start of the academic year and to terminate enrolment before the end of the academic year: the fees owed will then be reduced or partially refunded. The tuition fee may be paid in instalments, by irreversible direct-debit (SEPA) authorisation. The processing charge for this is €24.

3.4.1. The fees

Statutory tuition fee

Students must pay the statutory tuition fee if they meet the following three criteria:

1. The student has not obtained an equivalent degree (bachelor, master, doctoral, engineer) later than August 1991 at a Dutch university or university of applied sciences, according to the Higher Education Central Registration database. For **bachelor students** an equivalent degree obtained after August 1991 is a university of applied sciences school leaving certificate, a university of applied sciences degree, or a university bachelor, master or doctoral programme. For **master students** an equivalent degree is a completed master, doctoral or engineering programme completed after August 1991;
or,
when enrolling in the field of healthcare education the applicant has not previously obtained an equivalent degree (doctoral, bachelor, master, engineer) at a Dutch university or university of applied sciences in the field Education or Healthcare. Consult the CROHO register.
2. The student belongs to one of the following groups:
 - Citizens with a nationality of a country that is part of the European Economic Area (European Union, Iceland and Norway);
 - Citizens with a Swiss or Surinamese nationality;
 - The student is a family member of European Union citizens who do not hold EEA nationality themselves, i.e.: spouses, registered partners and direct blood relatives (parents or children);
 - Non EEA students residing legally in the Netherlands on the grounds of the following resident statuses: asylum for a specific time period, asylum for an indefinite time period, regular for a specific time period, regular for an indefinite time period under specific terms, but not for study purposes;
 - under specific terms, people who hold Turkish nationality: children of (former) employees who live in a member state where they work or have worked;
3. The student was registered without a break for his or her initial second and/or several programme(s) before he received his diploma for the first initial programme (parallel programme).

Students enrolled for part-time programmes must pay the full statutory tuition fee, with the exception of students who are enrolled in the two-year part-time programme MSc in Business Administration in 2017-2018, who must pay € 33,750.

The statutory tuition fee has two rates:

- The basic rate for statutory tuition fees in 2017-2018 is: € 2,006
- The increased rate for statutory tuition fees in 2017-2018 is: € 4,000.

The increased rate is owed by students studying at the Erasmus University College.

Anyone taking two courses who has to pay the increased rate for one of them will pay once the increased rate.

Students that are registered for a premaster do not pay a regular tuition fee but a premaster fee.

Institution tuition fee

The university determines the institution tuition fee for all other students.

The institution tuition fee is € 2,006, equal to the statutory tuition fee, for students who:

- are clients of the Foundation for Refugee Students UAF (*Stichting voor Vluchteling-Studenten UAF*) in Utrecht, or
- under the reduced institution tuition fee scheme for outstanding students (EUR Excellence Scholarships, part of the Financial Support Fund) are exempt from the difference between the institution tuition fee and the statutory tuition fee for their second programme,

In the academic year 2017-2018, the institution tuition fee equal to the statutory tuition fee will also apply to students who do not meet the qualification requirement, provided they meet the other requirements for eligibility for the statutory tuition fee, and:

- Enrols in the Master's programme Medicine after receiving a grade for one of the Research Master's programmes of the Erasmus MC or enrolls in one of the Research Master's programmes of the Erasmus MC after receiving a grade from the Master's programme Medicine of the Erasmus MC.
- Enrols in one of the following double degree programmes: the mr. drs. Programme, Economics & Philosophy Toga aan de Maas ('Courtroom gown on-the-Maas'), Labour Law & Corporate Law, Liability & Insurance, and Private law.
The condition is that after obtaining a degree in respect of his or her first programme, the student re-enrols for the second programme, provided the student started the second programme during the first programme.

Students who are not eligible for the statutory tuition fee or the institution tuition fee equal to the statutory tuition fee must pay the full institution tuition fee. The amount of the full institution tuition fee depends on student's nationality and the programme in which the student is enrolled. The current rates are published at: www.eur.nl/english/essc/college_tuition/

Premaster tuition fee

The fee the student pays for enrolment in the premaster depends on the amount of ECTS of the programme and the qualifications of the student. In some cases the faculty decided to offer the pre-master programme in the form of contract education or to charge students with prior education from abroad the institution tuition fee.

In case of a termination of enrolment there is no restitution of the premaster tuition fee.

Accounts receivable protocol

If the direct debit attempt fails, the student will receive a first reminder by e-mail. The student will be sent the first payment reminder by e-mail in which the student is given the opportunity pay the current outstanding amount via an iDEAL link within 14 days after the date of the reminder. The student bears responsibility for transferring the amount. The Erasmus University Rotterdam will not make a second attempt to debit the amount.

If there is no response to the first payment reminder:

The student will be sent a second payment reminder by letter and/or by e-mail requesting the student to pay the amount due within 7 days after the date of the reminder via the iDEAL link (sent via e-mail) or to transfer the amount himself/herself; The claim will also be increased by a €40 administration fee.

If there is no response to the second payment reminder:

The student will be sent a third demand for payment by letter and/or by e-mail requesting him or her to transfer the amount due himself/herself within 15 days after the date of the reminder to the Erasmus University's account. Additionally, the ERNA account will be blocked. The student will no longer have access to information systems such as Blackboard, SIN and Osiris, and will no longer be able to enroll for examinations or receive a degree certificate.

If there is no response to the third payment reminder:

The opportunity to pay in instalments lapses, whereupon the total amount of the tuition fee due for the entire academic year becomes immediately payable. The full claim, including administration fees, will be referred to a collection agency. The collection costs are payable by the student. Erasmus University Rotterdam will then be obliged to share personal details of the student with a collection agency and/or a debt collector. Enrolment may be terminated at this point.

Results obtained in the period where tuition fees were not paid will not be registered. Enrolment in the subsequent academic year will be refused if all financial obligations have not been satisfied.

3.4.2. Combination of enrolments

A student enrolled at another educational institution and obliged to pay the statutory tuition fee there does not have to pay the statutory tuition fee again if enrolling as a student subject to the statutory tuition fee at Erasmus University Rotterdam. This is conditional upon the following: submitting proof of payment at the other educational institution; the amount paid for the statutory tuition fee is not lower than the Erasmus University Rotterdam statutory tuition fee; and the programmes are being taken simultaneously. If the statutory tuition fee is lower at the other institution, then the student shall pay the difference.

A student enrolled at another educational institution and obliged to pay the statutory tuition fee there does not have to pay the statutory tuition fee again if enrolling as a pre-master student at Erasmus University Rotterdam, if the enrolment is based on Dutch prior education. This is conditional upon submitting proof of payment at the other educational institution.

A student enrolled at another educational institution and obliged to pay the statutory tuition fee there and intending to enrol in one or more courses at Erasmus University Rotterdam may be exempted from paying the tuition fee. The student must present a written statement from the examining board of the programme demonstrating that the course or all courses form part of the examination that will be taken by the student.

If a student enrolled as a pre-master for which a fee is due then enrolls for a second pre-master's programme - either as well as or instead of the first - for which a fee is also due, the student will be obliged to pay fees for both enrolments.

A student enrolled at another educational institution and obliged to pay a pre-master fee there will be required to pay the full applicable pre-master fee or the statutory tuition fee or the institutional tuition fee upon enrolling in a programme or pre-master at Erasmus University Rotterdam.

Where payment of the full institution tuition fee is required, a student enrolled at another educational institution, who, in the same academic year, wishes to enrol in a second programme at Erasmus University Rotterdam programme in addition to or instead of the first enrolment, will be required to pay the full institution tuition fee without any reduction in the amount.

Where payment of the institution tuition fee applies, a student enrolled in an Erasmus University Rotterdam programme who wishes to enrol in a second programme or multiple Erasmus University Rotterdam programmes in the same academic year in addition to or instead of the first programme, must pay the tuition fee of the most expensive of the multiple programmes. Where the statutory tuition fee applies, a student enrolled in an Erasmus University Rotterdam pre-master who wishes to enrol in a second or multiple Erasmus University Rotterdam programmes in the same academic year, in addition to or instead of the pre-master, shall pay the statutory tuition fee and be granted exemption for the pre-master fee, provided that he is enrolled this academic year and pays the statutory tuition fee and starts the additional program parallel to the pre-master programme.

Where payment of the institution tuition fee applies, a student enrolled in a pre-master at Erasmus University Rotterdam who wishes to enrol in a second or multiple Erasmus University Rotterdam programmes in the same academic year, in addition to or instead of the pre-master, shall pay the institution tuition fee as well as the pre-master fee.

3.4.3. Refund and reduction of tuition fees

All students enrolled in an initial programme except those who are enrolled in a pre-master are eligible for refund or reduction of tuition fees in the following cases.

Refund of overpaid tuition is possible in case of interim termination of enrolment. Termination will take effect on the first day of the month following the month in which a request for termination of enrolment before the end of the academic year was submitted through Studielink.

In the event of graduation, termination will take effect on the first day of the month following the month in which graduation took place. The calculation of the tuition fee to be refunded is based on twelfths. No refund is given if enrolment is terminated in June or July (effective 1 July or 1 August).

The student must always submit a disenrolment request themselves through Studielink, even if the reason for disenrolment is graduation. In principle, you will be disenrolled starting in the month following the month in which the disenrolment request has been submitted via Studielink. It is not possible to disenrol with retroactive effect. When calculating the tuition fees owed each month, calculation is performed in twelfths. No refund can take place in the event of disenrolment in June or later (starting 1 July or 1 August). Students can therefore submit the last request for disenrolment and refund on 31 May of an academic year at the latest. Any requests received from 1 June onwards will not provide any entitlement to the refund of tuition fees

No refunds are possible if the student is enrolled in another study programme at Erasmus University Rotterdam or another institute of higher education, and has not terminated that enrolment.

Reduction is possible in case of enrolment after 1 October. For the terms, see the section Enrolment after 31 August.

Requests for a refund of tuition fees must be submitted digitally through Studielink before the end of the academic year. Termination of enrolment with retroactive effect is not possible.

3.4.4. Time of refund for tuition fees

The tuition and examination fees will be refunded as soon as possible after the request to terminate enrolment has been submitted and assessed, but no later than 31 December of the calendar year in which the academic year ends. If the tuition fees are paid in instalments by the student concerned, the amount to be refunded will be deducted from the instalments of the tuition fees that are still to be paid.

3.5. Compensation and penalty clauses

Anyone who is not enrolled and makes use of teaching facilities must pay compensation in the amount of the institution fee for full-time, part-time or dual study programme students.

Furthermore, the criminal court may impose a fine in the event of non-authorized participation in education.

Further information about enrolment

Regulations

- Higher Education and Research Act (WHW) section 7.31a, 7.31b, 7.31c, 7.31d, 7.31e, 7.32, 7.33, 7.34, 7.36, 7.37, 7.39, 7.42, 7.43, 7.44, 7.45, 7.45a, 7.46, 7.47, 7.48, 7.49, 7.53, 7.57i and 15.2.
- Implementing Decision Higher Education and Research Act 2008 (Uitvoeringsbesluit WHW 2008) section 2.4
- Aliens Act 2000 section 8, 10 and 11
- Rules of procedure regarding enrolment Erasmus Universiteit Rotterdam
- Regulations for institution fees, part-time education fees, (Regeling instellingscollegegeld)
- Debt protocol

Internet

- www.eur.nl/english/registration

Information available from

- Erasmus Student Service Centre

- Student counsellors

4. Teaching and examinations

Teaching and examinations are covered in detail in the Programme Section of the Student Charter. This chapter discusses the general issues all initial degree programmes have in common.

4.1. Programmes offered and their structure

The university will notify students and applicants about the institution, the courses given and the names of the study programmes. This will allow them to compare the programmes offered and give them a good idea of the content and structure of the courses and exams.

Programmes may be structured full-time or part-time: this is laid down in the Teaching and Examination Regulations for the relevant programme.

The Bachelor-Master structure applies to all programmes. The Bachelor's examination is taken after three years. The Master's programme usually takes one year while a Research Master's takes two years, the Master's in International Management a year and a half, the Philosophy programme of 120 ECTS (60 ECTS are exempted if the student is taking a combination Master's), the research Master's two years and the Master's in Medicine three years.

4.2. Study load and practicability

Each programme consists of units of study. The study load for each programme and each unit of study is expressed in terms of credits. With the introduction of the Bachelor-Master structure, the calculation of study loads is geared towards the European Credit Transfer System (ECTS), in which one credit is equivalent to 28 hours of study. An academic year consists of 60 credits (1,680 hours).

The Bachelor's degree programmes take three years and have study loads of 180 ECTS each. A Master's degree programme takes one year and is worth 60 ECTS. There is a different study load for the following public funded Master's programmes:

Master	Study load
International Management	90
Philosophy (until 31 Augustus 2011 Philosophy of a science)	120
European Master in Health Economics & Management (Eu-HEM, joint degree)	120
Research masters	120
Medicine	180

The programme should be structured in such a way that students can reasonably be expected to meet the norm for study progress.

4.3. Quality of the education

The Executive Board ensures that the quality of the institution's work is regularly assessed, partly by independent experts. This is done as far as possible in co-operation with other institutions. The assessment of the quality of the institution's work includes the students' assessment of the quality of the education. Insofar as that assessment is partly carried out by independent experts, its results are public.

The annual report of the university discusses the proposed policy with regard to the institution's work, partly in the light of the results of that quality assessment.

4.4. Binding study advice

First-year students of a Bachelor's programme must meet the requirements of the binding study advice. EUR degree programmes (except from Erasmus MC programmes) have a 60-ECTS binding study advice. This is stipulated in the Teaching and Examination Regulations of the relevant programme. The student receives a negative advice or rejection if not meeting this requirement.

A negative binding study advice means that students are not allowed to enrol in the relevant programme at Erasmus University Rotterdam for a period of three years. However, they may enrol in a different programme.

In issuing a negative binding study advice, allowances are made for a student's personal circumstances, if a clear causal relationship can be demonstrated between those circumstances and the student's failure to meet the requirements. The student must offer reasonable proof that the unsatisfactory study results are caused by the personal circumstances. Students are expected to report such circumstances to the student advisor in a timely manner in order to avoid study delays as much as possible. These circumstances include illness, extraordinary family circumstances, pregnancy or a disability. A student who receives a negative binding study advice can appeal the decision with the Examination Appeals Board (see Section 10.2).

The programme's Teaching and Examination Regulations specify which groups of students are covered by the binding study advice scheme.

Part-time students also receive a study advice during the course of their studies. The binding study advice also applies to the part-time programmes in Dutch law and Philosophy.

4.5. Student counselling

Students are entitled to student counselling and to the services of a student counsellor. The students can also call upon the services of a student psychologist.

Each faculty employs one or more student advisors to provide student counselling. Provisions for student counselling are included in the Teaching and Examination Regulations.

4.6. The language of instruction and examination

At Erasmus University Rotterdam, Dutch and English are the languages used to teach classes and to administer examinations. The Teaching and Examination Regulations of the programmes indicate which language is applicable.

If English is used, the Teaching and Examination Regulations will specify the language requirements for students. For the bachelor programmes, these admission requirements will not surpass those for pre-university education examinations.

If it involves a Master's degree programme that is affiliated with a Dutch-language Bachelor's degree programme, the faculty will then ensure a proper transition with respect to the language in question. If the requirement level is higher than that of the pre-university education examinations, the faculty will give students an opportunity to increase their language skills to the required level, without increasing the study load.

It could happen that certain components of a Dutch-language programme are offered in English. This should be specified in the Teaching and Examination Regulations. In addition, exceptions could be made to the formally established language, if a guest lecturer happens to teach a course in a different language.

4.7. Interim examinations and examinations

Each programme is connected to an examination and each unit of study to an interim examination. The Examination Board is responsible for administering the examinations and interim examinations, and for organising and coordinating these. It appoints examiners to administer the interim examinations. Invigilators ensure that written examinations are administered properly. The Examination Board guarantees the quality of examinations and interim examinations.

Participation in interim and academic achievement assessments is restricted to those persons who fulfil the qualification requirements and any other admission requirements for the programme concerned, and who are enrolled at the university as a student.

An interim examination consists of a review of the knowledge, understanding and skills of the examinee, as well as an assessment of the results of that review. Interim examinations can take a variety of forms (e.g. written exam with open or multiple-choice questions, oral exam, essay or written paper, work experience report or thesis).

When the student has successfully completed all interim examinations for the entire programme, then he/she is considered to have satisfied the academic achievement requirements, unless the Examination Board decides that the examination should also include a review to be conducted by the Board itself. The Examination Board can, within the context of the Teaching and Examination Regulations, apply a compensation arrangement for interim examinations that the student did not pass.

4.8. Teaching and Education Regulations

The Teaching and Examination Regulations (*onderwijs- en examenregeling*, OER) contains sufficient and clear information about the study programme and lays down the applicable procedures, rights and obligations regarding teaching and examinations. The dean of the faculty establishes a set of Teaching and Examination Regulations for each programme or group of programmes. In advance, the programme committee advises on the adoption or amendment of the Regulations. The programme committee has the right of approval with regard to paragraphs 2 to 6, 8 and 26 and advice regarding the remaining points.

The Faculty Council must give its approval in advance for points 9 until 22 and 27.

The Teaching and Examination Regulations of the undivided programme, the Bachelor's degree programme and the Master's degree programme must in any case incorporate the following aspects:

1. The content of the programme and of the examinations involved;
2. The way in which the education is evaluated;
3. The content of the specialisations;
4. The qualities in the area of knowledge, understanding and skills which the student must have acquired by the end of the study;
5. The organisation of the practical exercises, if the programme includes them;
6. The study load of the programme and of each separate unit of study;
7. The additional rules for the binding study advice regarding the continuation of studies;
8. The programme in which there is an extra study load beyond the legal duration of the course;
9. The number and sequence of the interim examinations and the times when these can be taken;
10. The full-time or part-time nature of the programme;
11. Where necessary, the sequence in which, the periods of time within which, and the number of times per year that interim examinations and assessments of academic achievement are held;
12. The rules that limit the validity of test results due to obsolescence of knowledge, insight,² subject to the jurisdiction of the Board of Examiners to extend that period;
13. Whether the interim examinations must be taken orally, in written form, or in another way; however, the examination board has the power to decide otherwise in special cases;
14. The way in which students who have a physical disability or are vision- or hearing-impaired can sit interim examinations;
15. The public nature of oral interim examinations; however, the examination board can decide otherwise in special cases;
16. The period within which the results of interim examinations must be announced, and also whether departures from this period are possible and, if so, how this is to be done;
17. How and when students who have sat a written interim examination are permitted to inspect their assessed work;
18. Within what period of time and how students are permitted to inspect the questions of their written interim examinations, and the criteria used to assess the questions;
19. The grounds on which the Examination Board can grant students exemption from taking one or more interim examinations because of college or university interim examinations or examinations that the student passed previously, or because of knowledge and skills obtained outside of higher education;
20. Where necessary, the stipulation that having passed interim examinations is a required condition for participation in other interim examinations;
21. Any obligatory participation in practical exercises in order to be admitted to sit certain interim examinations. The Examination Board has the power to grant exemption from this obligation or to impose alternative requirements;
22. The monitoring of students' progress and individual student counselling;
23. The requirements set for the entrance examination (colloquium doctum);
24. The requirements of the examination that must be taken if no examination has been taken in a subject which is an additional requirement for admission (see Section 2.2.2 on course admission requirements);
25. The language of the programme, if it is not taught in Dutch.
26. The manner in which the selection of students is carried out for an honours track within the study programme;

² The statutory provision (article 7.10, paragraph 4 of the Higher Education and Research Act) regarding the modalities has not yet come into force.

27. The actual structure of the curriculum;
28. The qualitative admission requirements for the Master's degree programme.

There is a "harde knip" requirement between the Bachelor's and Master's programmes.

The dean of the faculty ensures that the Teaching and Examination Regulations are assessed regularly. The dean supervises the implementation of the Teaching and Examination Regulations. The Programme Committee assesses the way in which those regulations are implemented annually.

4.9. Self-composed study programme

Students can put together a programme, with an examination, from different units of study. The Examination Board that qualifies the most for this must approve the programme and also indicate which study programme the programme put together by the student belongs to.

4.10. The Examination Board

Each study programme or group of programmes at the university has its own Examination Board. This Examination Board determines in an objective and professional way whether a student meets the criteria of the Teaching and Examination Regulations in terms of knowledge, understanding and skills required to graduate.

The members of the Examination Board are appointed by the dean of the faculty based on their expertise in the field of the study programme concerned. At least one member is connected to the study programme as a lecturer. The dean sees to it that the independent and expert operation of the examination committee is sufficiently guaranteed.

The duties of the Examination Board include guaranteeing the quality of the examinations and interim examinations. They also include establishing guidelines and instructions within the scope of the Teaching and Examination Regulations, in order to assess and determine the results of examinations and interim examinations. The Examination Board establishes rules and guidelines for the implementation of its tasks and responsibilities.

The Examination Board appoints examiners to administer and establish the results of interim examinations.

The Examination Board is also authorised to make decisions about the following:

- Application of the severity clause relating to the "harde knip";
- Exemption from one or more interim examinations on the grounds of having previously taken and passed interim examinations in higher education, or of having acquired knowledge or skills outside of higher education;
- The manner in which interim examinations are administered. In particular cases, such as students with disabilities, the Examination Board may take measures such as extending the time allowed for taking interim examinations or allowing the interim examinations to be sat in a separate room
- Measures involving fraud, such as plagiarism (see paragraph 4.11);
- Resitting examinations;
- Extending the period of validity of interim examinations.

A student may lodge an appeal against a written decision by an Examination Board or an examiner by the Examinations Appeals Board of Erasmus University Rotterdam. The term within which an appeal can be lodged is six weeks (see also Chapter 10, Legal protection).

4.11. Cheating

When students cheat during interim examinations, on papers, theses or any other type of testing, the lecturer/examiner cannot reach a proper judgement about the knowledge, understanding, and skills of these students. Cheating in any form is therefore a serious offence. In the context of academic education, Erasmus University Rotterdam therefore places a high priority on detecting and preventing it.

Examples of cheating include:

- Using cribs, copying from others, or allowing others to copy during interim examinations;
- Committing plagiarism on papers;
- Switching identities, in which one person poses as another student or submitting work that was done by someone else in their own name.

The following measures are in place to prevent cheating during interim examinations:

- Study materials (e.g. graphic calculators, dictionaries or law books) may only be used if express permission is given. Students may not have books and other sources of information that are not allowed in their possession during interim examinations;
- Using cribs, copying from others and allowing others to copy are prohibited. Being in possession of a crib sheet constitutes evidence of cheating, even if it is not used;
- Mobiles, PDAs or similar communication devices must be switched off and may not be within reach throughout the interim examination;
- Watches may not be worn during the examination and must be stored out of reach;
- Students may not pose as someone else and must be able to provide proof of identity.

Plagiarism is the act of copying text from the work of others (e.g. papers, articles, electronic documents or other publications) without citing sources or using quotation marks. Even if the size of the text copied is a relatively small part of the student's work, it is cheating. Erasmus University Rotterdam has resources for tracking electronic plagiarism. In addition to constituting cheating, plagiarism is also an infringement of copyright law.

Those who make use of other people's texts or ideas should comply with the rules of citation that apply to the science discipline in question. There are also rules for the use of digital information.

Lecturers and invigilators who detect cheating notify the Examination Board, which then follows an established procedure (hearing both sides of the argument) and could impose various (legal) penalties. For example, the Examination Board could determine that the interim examination is invalid and that the student in question may not take one or more designated interim examinations for a maximum period of one year.

In the event of serious fraud the Executive Board may, on the Examination Board's recommendation, definitively terminate enrolment of the student concerned in the study programme.

4.12. Certificates and statements

Students who have successfully completed all the units of the examination programme will receive a diploma as proof of passing the examination. This consists of a certificate, list of grades and a diploma supplement. The English diploma supplement explains the nature and substance of the programme completed, also in connection with international recognition.

Any student who has passed one or more interim examinations, but breaks off his or her studies without completing the final examination, will upon request receive a statement from the examination board. That statement at least lists the interim examinations passed. It is possible to take interim examinations to supplement a final exam completed successfully, if the student is registered for that programme.

Diplomas for programmes are issued in accordance with the rules laid down by the Executive Board. The Executive Board has the authority to rule that no diploma will be awarded to a student who has failed to pay his or her tuition fee or examination fee.

4.13. Degrees and titles

Depending on their field of study, students who pass the final examination for a Bachelor's degree programme will receive a *Bachelor of Arts* (BA) or a *Bachelor of Science* (BSc) degree, with mention of the specialisation to which the title refers.

A student who passes the final examination of an initial Master's degree programme or a non-initial Master's programme that is NVAO-accredited will be awarded a *Master of Arts* (MA) or *Master of Science* (MSc) degree, with mention of the specialisation to which the title refers. The habitual Dutch titles may also be used: at Erasmus University Rotterdam, the title *meester* (abbreviated as *mr.*) is used for a degree in the field of law, and *doctorandus* (abbreviated as *drs.*) in all other cases.

Other degrees in the field of law have also been introduced by ministerial decree: *Bachelor of Laws* (LL.B) and *Master of Laws* (LL.M). These degree titles are placed after the graduate's name in abbreviated form.

Further information about teaching and examinations

Regulations

- Higher Education and Research Act (WHW) sections 1.18, 2.9, 7.2, 7.3, 7.3a, 7.3c, 7.3d, 7.4, 7.4a, 7.7, 7.8b, 7.9d, 7.10, 7.10a, 7.11, 7.12, 7.12b, 7.13, 7.14, 7.15, 7.19a, 7.20, 7.25, 7.28, 7.29, 7.30a, 7.30b, 7.34, 9.15, 9.18, 9.38 and 18.15
- Order implementing the WHW, section 2.1
- Regeling tituluur hoger onderwijs section 1 and 1a
- Additional rules on binding study advices regarding the continuation of studies (ex WHW section 7.8b, paragraph 6) of the study programme concerned
- Teaching and Examination Regulations of the study programme concerned
- Rules and Guidelines of the examination board concerned
- Gedragscode buitenlandse talen

Internet

- https://www.eur.nl/abd/bjz/cluster_rechtsbescherming_studenten_en_personeel/complaints
- www.eur.nl/english/plagiarism/
- http://www.eur.nl/english/essc/advice_counselling/

Information available from

- Student Administration: examination divisions
- Student counsellor
- Student advisor for the programme in question
- Erasmus Student Service Centre

5. Grants and the financial support fund

Those who are enrolled as students in a full-time (or dual) degree programme and who meet the legal requirements pertaining to age and nationality are eligible to receive student grants and loans via the Education Executive Agency (DUO).

5.1. Request extension diploma period in the case of special circumstances

The Education Executive Agency (DUO) has a number of measures in place to allow for a certain degree of flexibility to students who do not meet the performance standards due to special circumstances. This applies both to students who fall under the old scheme as well as students in the new scheme. Some examples of this are:

- If the diploma period is exceeded on account of special circumstances of a temporary nature, an application can be submitted for an extension to the diploma deadline;
- If the diploma period is exceeded on account of special circumstances of a permanent nature, (e.g. a disability), an application can be submitted for a five-year extension to the diploma deadline;
- If the diploma period is exceeded due to special circumstances of a permanent nature, (e.g. a disability), and a student is not able to complete the final diploma within this period, an application can be submitted to convert the performance grant into a gift;

In case of these facilities, it must involve grounds for exception that are recognised by DUO. Possible grounds are illness or disability.

Students must apply to DUO for this compensation. In all cases, a statement from the university (student counsellor) is required. The student counsellor assesses whether a student will be able to submit an application and assists students in this procedure. In case of medical circumstances, a statement is also required from a doctor, paramedic, such a physiotherapist, or remedial educationalist in the case of a dyslexia statement.

5.2. Financial support fund: delay due to force majeure

The university provides financial support from the financial support fund (profileringsfonds) to students who, during the nominal duration of their study, face exceptional personal circumstances that result in them getting behind with their studies.

The period in which force majeure results in entitlement to support is the nominal duration of the programmes the student is following at EUR. The full nominal duration of the bachelor and master degrees together is reduced by the years in which the student was enrolled for another university and/or university of applied sciences bachelor or master degree.

Students who wish to determine whether they are eligible for financial aid are invited to make an appointment to meet with a counsellor.

Specific conditions

1. To be considered eligible for financial aid due to special circumstances (force majeure) from the financial support fund, a student must be a full-time student of an initial programme who:
 - a) Experience a study delay due to special personal circumstances to the extent that the student is no longer able to sit for the final examinations in the nominal duration of the study, and
 - b) For each six-month period where financial aid is received pursuant to the Profiling Fund, submit an academic plan the student has drafted in consultation with a study advisor from the student's programme or with a counsellor, if the study advisor involved has decided that such a plan should be drafted.
2. The following are considered special personal circumstances as referred to in the first paragraph:
 - a) Illness (also mental disorders),
 - b) pregnancy and childbirth,
 - c) a physical, sensory or other impairment,
 - d) special family circumstances,
 - e) an insufficiently practicable programme (if the degree programme is organised in a way that the student cannot complete the programme in the nominal duration beyond a student's control)
 - f) enrolment in a programme that has not been re-accredited and for which a degree has not yet been awarded.

Notification and application procedure

The student or the manager of his or her affairs must notify a counsellor and/or study advisor within two months of the start of the circumstances. Notifications received after 31 December following the academic year in which the special circumstances occurred will be disregarded. The application must be submitted no later than three months for the end of the nominal duration of the study.

5.3. Financial support fund: Student organisations

Student organisations which fulfil certain criteria may be awarded a subsidy by the university to fund grants for their committee members. The student organisation uses this subsidy to pay individual committee members to compensate for regular student loans and grants that have been stopped. These funds can only be paid to committee members who during the committee year are enrolled as a full-time student at Erasmus University Rotterdam. No payments can be made from the subsidy to students who are enrolled at another university or a university of applied sciences (hogeschool). If committee members are enrolled at both Erasmus University Rotterdam and another institution, their primary enrolment must be registered at our university if they wish to be eligible for a 'committee' grant.

The student organisation must have applied for the student representative grants by no later than 1 December of the academic year in question.

The number of months of financial support provided in the form of a student representative grant is determined in accordance with the criteria laid down in the appendix 'Determining the number of months of grant provision for committee members'.

5.4. Financial support fund: individual grants for members of participation bodies

Specific conditions

A student is eligible for financial support in the form of 'Individual grants for members of participation bodies and programme committees' if:

- a) he or she is a member (or chair) of the University Council, a Faculty Council, the equivalent of the Faculty Council, or a programme committee, and
- b) are enrolled as first enrolment (main enrolment) for a full-time public funded programme at the Erasmus University.

The student must apply for the grant no later than 1 December of the academic year in question.

The number of months of financial support provided in the form of a student representative grant is determined in accordance with the criteria laid down in the appendix 'Determining the number of months of grant provision for committee members'.

5.5. Financial Support Fund: tuition fee exemption

Students who get a representative grant as a full-time committee member of a student organization (see paragraph 5.3) or as a full-time member of the university participatory bodies, are eligible for the tuition fee exemption. The students that fall under the rules of the statutory tuition, don't pay this statutory tuition but can receive financial support from DUO. However, they renounce the entitlement to follow education, sit examinations, sit final exams and receive support with study and research activities from the institute or another financed institute during the entire academic year in which he/she is a board member.

The students who pay the institutional fee only have the option not to register at the EUR and still receive a grant for their board membership. They can't follow education or receive financial support from DUO and don't have the right to vote at the university.

5.6. Financial support fund: individual grants for relevant community services and top-level sports

Specific conditions

A student is eligible for financial support in the form of 'Individual grants for relevant community services and top-level sports, if the student is enrolled as a full-time student in a public funded programme and get behind with their students, and if:

- a) he or she participates in community services relevant to EUR and does not receive a grant for this from EUR or third parties; or
- b) he or she competes in top-level sport and can demonstrate his or her level by means of his or her classification according to the NOC*NSF elite-sport policy (A, B or High Potential status). If this is not the case, he or she must be able to demonstrate his sport level by some other means; and
- c) in the case of a bachelor programme: he or she has received a positive study advice.

Students who participate in community services or compete in top-level sport can submit a grant application no later than 1 September for the activities undertaken in the previous academic year.

1. The number of months of financial support provided in the form of a grant is determined by the Executive Board according to the amount of time spent on the community services and their relevance to the EUR, or the level of elite sport according to evidence from the NOC*NSF, respectively.
2. Students participating in relevant community services or top-level sport can receive up to 6 months of grant provision in total. In the case of concurrent funding, this will never exceed more than 12 months of grant provision per academic year.
3. The Student Support Committee assess the applications. If there are more applications than the budget allows, the committee will determine which applications take priority. The applicants will be informed of this.

The period in which study delay through relevant community activities or top-level sports results in entitlement to support is the nominal duration of the programmes the student is following at EUR. The full nominal duration of the bachelor and master degrees together is reduced by the years in which the student was enrolled for another university and/or university of applied sciences bachelor or master degree.

Further information about student finance and financial support fund

Regulations

- Higher Education and Research Act (WHW) Sections 7.9d and 7.51, 7.51a, 7.51b, 7.51c, 7.51d, 7.51e en 7.51f
- Student Grants and Loans Act (WSF) 2000 Sections 5.2, 5.3, 5.5, 5.6, 5.7, 5.10, 5.11 (following the legislative amendment) and 5.16
- Regulations Financial Support Fund: Force majeure, Community & Top-level sports, Grants for board membership student organisations, Stimulating international mobility, Individual board membership grants, Second master degree, Tuition fee exemption.
- Appendix 'Determining the number of months of grant provision for committee members' to the Profiling Fund Regulations

Internet

- www.eur.nl/english/essc/finances/
- www.duo.nl

Information available from

- Erasmus Student Service Centre
- Student Support Committee
- Student counsellors
- Student advisors
- Student Administration: examination divisions

6. Advice and counselling

The university offers students many different types of advice and counselling. Some types of counselling, such as the mentor or tutorial systems, are closely tied to teaching and differ per programme. Information about this can be found on the faculty websites.

The university provides various forms of student counselling through student advisors, student counsellors and student psychologists. The career adviser helps the students to prepare for the labour market and choose a suitable Master's programme. Information about these is given in this chapter. The university has also set up a website "Improve your study skills", which contains, among other things, self assessments, self-study materials, information about training sessions and groups, and an archive of frequently asked questions: www.eur.nl/english/essc/advice_counselling/
Students who have a functional disability can find more information at www.eur.nl/english/essc/advice_counselling/swd/.

6.1. Student advisors

The task of the student advisors is to provide information and advice about the programme offered by their faculty. Every faculty employs one or more student advisors. They have an overview of the entire programme and act as a guide, helping students navigate through the programme. They are the first point of contact for students with a disability and for advice that is more personal and counselling with regard to the study, and if necessary, they can mediate between the student and the faculty. Based on information from interviews with students, the student advisors can detect areas of difficulty in the programme, and inform the responsible bodies about the problems.

Matters in which the student advisors can help include:

- Binding study advice concerning the continuation of studies;
- Facilities for students with a functional disability;
- Exemptions;
- Study Programme;
- Transitional provisions;
- Examination and interim examination regulations;
- Study planning and students' progress;
- Study method;
- Problems in studying;
- Changing programmes or discontinuing studies;
- Employment prospects and post-graduate education.

An interview with a student advisor is strictly confidential.

Further information about student advisors

Internet

- www.eur.nl/english/essc/advice_counselling/studieadviseurs/

6.2. Student counsellors

Student counsellors provide students with advice, assistance and information about method of study, choice of study programme, questions regarding their studies and being a student, and practical subjects as well as personal matters or problems.

Student counsellors can assist students with questions and problems relating to the student personally as well as his or her studies. It is their task to help students find answers to their questions and solutions to their problems in personal and confidential discussions. If it turns out that another officer or institution can serve the student seeking counsel better, the student counsellors can refer the student accordingly.

The student counsellors can also support students who have a complaint about the conduct or actions of employees and organisational components of the university in relation to students or who want to start an objection or appeal.

Matters in which the student counsellors can provide advice, counselling and information include:

- Personal questions and problems;
- Student grants and loans;
- Financial aid (e.g. individual grants for special personal circumstances)
- Accommodation;
- Assistance in appeal proceedings;
- Choice of study programme, planning and motivation as well as method of study (e.g. effective study skills, preparing for interim examinations, falling behind in studies and switching to another programme);
- Top-level sport: information and advice on combining education and sport;
- Disability: if a disability forms an obstacle to the student's study progress, the student can ask a student counsellor to make the necessary provisions.

An interview with a student counsellor is strictly confidential.

A clear distinction between student advisors and student counsellors is as follows: the student advisors are attached to a specific faculty and provide information regarding the student's faculty. Student counsellors are available for questions transcending the faculty, about studies, studying and being a student.

Further information about student counsellors

Regulations

- Higher Education and Research Act (WHW) Sections 7.34(1), and 9.32
- Established method for handling student complaints at Erasmus University Rotterdam
- EUR complaints procedure for sexual harassment, aggression and violence

Internet

- www.eur.nl/english/essc/advice_counselling

- www.eur.nl/english/essc/legal_position

6.3. Student psychologists

The aim of the student psychologists is to offer help to students in solving problems, which impede effective studying.

Studying is susceptible to disturbances from the outside and from within. Even disturbances that in themselves need not be serious can form a major impediment to good, effective studying. There is a risk that personal difficulties and disappointing study results will reinforce each other.

The purpose of the initial, exploratory interview with one of the psychologists is to get to the root of problems or symptoms. A possible connection between the problems experienced and the study is explored. Often this first interview is enough to get the student back on track again. Usually, however, further counselling is required. This may be in the form of participating in a group or in the form of individual therapy. Naturally, everything that is discussed remains strictly confidential.

If the student psychologists are unable to provide the required assistance, they refer the student to other organisations that provide assistance.

Further information about the student psychologists

Internet

- www.eur.nl/english/essc/advice_counselling

6.4. Career counselling for students

The career adviser helps students to make the transition from their studies to a career and with the process of making choices in their studies (e.g. choice of Master's programme). In the intake matters are discussed as personality traits, qualities, ambitions and expectations (e.g. 'who am I, what do I want, what am I capable of'), exploring the job market, applying for jobs, networking, social media, tests and assessments and career planning. At the end of the intake an advice will be given for follow up action; taking a workshop, an assignment or further individual counselling. For students with a functional impairment a customized individual career-coaching track is available. Twice a week students can have their CV checked by the career adviser.

Further information about the career counsellor

Internet

- www.eur.nl/careerservices

6.5. Social emergency fund

The university has a social emergency fund to support students who run into acute financial difficulties. The financial contribution from the fund is limited and is intended to soften the initial impact of the financial difficulties. A number of criteria must be met to be eligible for a contribution from the fund, which takes the form of interest-free loan. If you are considering applying for a contribution from the fund, this must be discussed with a counsellor. An appointment with the counsellor can be scheduled by contacting the ESSC. In 2011, management of the fund was transferred from the *Stichting Studentenvoorzieningen Rotterdam* (SSVR) to the Department of Student Facilities. The regulations regarding eligibility for a contribution from the fund are due to be updated in the near future.

Internet

- www.eur.nl/essc/financien/beurzen_fondsen/ (in Dutch)

Information available from

- Student counsellors

7. Management and participation

Via the university council and the faculty council, students and staff have a voice in the management and administration of the university and the faculties, respectively. The participatory bodies serve the interests of students and staff. They engage in policy processes and decision-making. The University Council does this at the central level, the other participatory bodies at the decentralized level.

7.1. The university

The Executive Board has the power to regulate and administer those matters that relate to the university as a whole. The Supervisory Board is responsible for supervision and control of the university and advises the Executive Board. The university council is responsible for exercising student-and-staff participation vis-à-vis the Executive Board.

7.1.1. The Executive Board

The Executive Board is responsible for the management of the university as a whole and its administration.

The Executive Board consists of three members, including the rector magnificus of the university. They are all appointed, suspended or dismissed by the Supervisory Board. The chair of the Executive Board is appointed by the Supervisory Board from members of the Executive Board. The rector magnificus is a professor at Erasmus University Rotterdam.

The Executive Board is accountable to the Supervisory Board. The Executive Board gives information to the Supervisory Board about its decisions and other actions as requested. The Executive Board also provides information about the university to the Minister of Education, Culture and Science (OCW) as requested.

7.1.2. The Supervisory Board

The Supervisory Board is responsible for supervising the administration and for management of the university as a whole. The Supervisory Board ensures that the Executive Board, in exercising its duties and competences, complies with the laws and regulations pertaining to the university. The Supervisory Board is responsible for approving a number of specific decisions of the Executive Board.

The Supervisory Board advises the Executive Board.

The Supervisory Board of Erasmus University Rotterdam consists of five members, who are appointed, suspended and dismissed by the Minister of Education, Culture and Science. One member of the Supervisory Board should enjoy the special trust of the university council. The university council also has the right to nominate one of the members of the Board.

The Supervisory Board is accountable to the Minister of Education, Culture and Science and provides the Minister with information the Minister requests concerning the actions of the Supervisory Board.

7.1.3. University Council

The exercise of participation in relation to the Executive Board lies with the university council. The university council has, in addition to general tasks and powers, a number of specific powers of assent, powers to give advice and have access to information. These are stated in the regulations of the university council, which are established by the Executive Board with the prior assent of the university council.

The Executive Board offers the university council the opportunity at least twice per year to discuss the general state of affairs in the university. The university council is empowered to make proposals to the Executive Board concerning all university matters, and to announce standpoints. The Executive Board provides the council with the necessary information and explanations about a number of topics, such as the policy that is pursued and proposed in the areas of finance, organisation and education.

To the best of its ability, the university council promotes openness, public access and mutual consultation in the university. The meetings of the University Council and the consultation meetings with the Executive Board are open to the public. The University Council also guards in general against discrimination on any ground whatsoever, and promotes in particular the equal treatment of men and women, and the employment of disabled and ethnic minorities. By virtue of the General Equal Opportunities Act, the University Council is empowered to request that the The Netherlands Institute for Human Rights (former Equal Opportunities Commission) hold an inquiry into discrimination between men and women.

The University Council has the power of prior assent for every decision of the Executive Board to formulate or amend:

- The institutional plan;
- The strategic plan;
- On the outlines of the budget ;
- The design of the quality assurance system and the policy proposed in the light of the results of the quality assessment;
- The Student Charter;
- The Management and Administrative Regulations, including the EUR facility for the legal protection of students;
- Rules in the area of working conditions, including those concerning sexual intimidation, aggression, violence, bullying or discrimination;
- The choice between two participation systems;
- The policy on financial support for students (grants from the 'profleringsfonds');
- The staffing of the Central Electoral Committee;
- The university policy relating to the Proportional Representation of Women in Management Act ("Wet evenredige vertegenwoordiging van vrouwen in leidinggevende functies");
- The regulations of the University Council.

The University Council has the power to give advice on those matters that influence the continuity and effective running of Erasmus University Rotterdam, the university's budget – including the institution rates for tuition fees and tuition fees in general – as well as with regard to:

- The termination or cutback of activities in the university's organisational components and the start of new activities, insofar as these result in considerable changes in the structure and the number of personnel of the university.
- The introduction of a binding study advice for a study programme;
- The introduction of an intake restriction on student enrolment;
- The policy with regard to student affairs;

- The articles of association of Erasmus Sport
- The regulations for official recognition of student organisations;
- The rules of procedure of the Advisory Committee on Objections.
- An intention to reorganise a particular Faculty or Central Service;
- The decisions concerning the working conditions at the EUR, if decided upon by another party than the Executive Board of the EUR.
- The rule regarding the use of languages within the university;
- The rules regarding integrity;
- An application for a new study programme at Erasmus University Rotterdam;
- The intention to start or terminate a study programme.

The University Council has the right to give advice about a proposed appointment or removal by the Supervisory Board of a member of the Executive Board. In the event of a proposal to appointment of a member of the Executive Board, the University Council has the right to give advice in respect of the profile; furthermore, two members (a staff member and a student member) of the Council shall have a seat in the Appointments Committee. One of the members of the Supervisory Board is appointed at the recommendation of the University Council. The appointment is made by the Minister of Education, Culture and Science. The Confidential Committee of the University Council is consulted by the Supervisory Board on the appointment and removal of one of the other members of the Executive Board. In the event of a proposal to appointment of a member of the Supervisory Board, the University Council has the right to give advice in respect of the profile.

The University Council must publicise its work by, among other things, publishing a report of its work annually. Its meetings are usually open to the public. The University Council formulates regulations for matters of a routine nature: the Rules of Procedure of the University Council.

The University Council has 24 members, of whom 12 are chosen from and by the students and 12 from and by the personnel. The University Council chooses its chair either from inside or outside its own members. The faculties represented by the students at the University Council are ESE, RSM, ESL, FSS, EMC and ESHCC. The faculties represented by the staff are ESHCC, RSM, EMC/ESHPPM, ESE, FSS, FW, ISS and USC.

The staff body and student body each also have special powers. The staff body has the power of assent regarding every decision to be made by the Executive Board regarding matters of general interest for the special legal position of staff and about the plans that the Executive Board formulates after a Risk Inventory & Evaluation (RIE). The student body has the power to give advice on the policy regarding institution rates for tuition fees, the general staff and appointment policy – unless participation has been arranged differently – the rule concerning the selection criteria and selection procedure, the criteria and procedures for exemption of the higher tuition fee and the rule regarding refunding of the statutory tuition fees.

7.2. The faculty

The faculty is under the direction of the faculty dean. The faculty has a programme committee for each programme or combination of programmes. The practice of participation vis-à-vis the dean is the responsibility of the faculty council and the programme committee.

7.2.1. The dean of the faculty

The faculty is where education is provided and scientific research is conducted. The head of the faculty is the dean. Erasmus University Rotterdam has decided to have a one-person management per faculty. The dean is responsible for the general management of the faculty, and for the administration and organisation of the faculty regarding teaching and scientific research. The dean formulates the faculty regulations for regulating the management and organisation of the faculty.

The tasks and powers of the faculty dean also include the following:

- Formulating the Teaching and Examination Regulations and assessing them on a regular basis;
- Formulating general guidelines for the conduct of research;
- Formulating the faculty's annual research programme;
- Supervising the implementation of the Teaching and Examination Regulations and the annual research programme. Regular reports on these matters must be given to the Executive Board;
- Issuing the binding study advice regarding the continuation of studies;
- Instituting the examination boards and the entrance examination board, and appointing their members;
- Formulating additional rules about the way in which exemption from the admission requirements for a study programme can be obtained;
- The additional rules for the binding study advice;
- Entering into a joint regulation for one or more study programmes with one or more deans of other faculties.

The dean provides for the management of each study programme of the faculty. Erasmus University Rotterdam has decided to assign the management to one programme director.

The deans are appointed by the Executive Board. They are accountable to the Executive Board and provide the Board with the requested information.

7.2.2. The programme committee

The programme committee is a form of faculty participation. A programme committee is instituted for each study programme or combination of study programmes. It is possible to institute a single programme committee for a Bachelor's degree programme and the affiliated Master's degree programme(s).

The programme committee is responsible for issuing advice in respect of promoting and guaranteeing the programme's quality; Moreover, the programme committee:

- a. has a statutory right of approval in respect of parts of the Course and Examination Regulations and has the right to advise in respect of other parts,
- b. has the task of annually reviewing how the Course and Examination Regulations are applied,
- c. may give advice or put forward proposals, either on request or its own initiative, to the programme board and to the dean on all matters concerning the education of the relevant programme.

Half of the total number of members of a programme committee are drawn from the students who are enrolled in that study programme.

7.2.3. Faculty council

The faculty council is responsible for handling student and employee participation in relation to the dean of a faculty. The faculty council exercises the right of assent and the right to give advice in relation to the dean of the faculty on the same terms as the University Council in relation to the Executive Board, insofar as this involves matters which concern the faculty in particular, and the powers concerned are also assigned to the dean. In addition, the personnel section in the faculty council acts as the faculty's works council.

The faculty council has the power of prior assent for every decision of the faculty dean to formulate or amend:

- a. The faculty regulations;
- b. The Teaching and Examination Regulations, with the exception a few specific parts in respect of which the programme committee generally has the right of approval.
- c. The main points of the faculty budget plan.

The faculty council has the right to advice about the continuation and the good practices inside the faculty, the faculty budget plan and expected measures concerning:

- The application of labour and service terms
- The general staff policy
- Matters concerning the working conditions
- The organization and daily routine inside of a faculty
- The reorganizations of a faculty

At least twice a year, the dean invites the faculty council to discuss the general state of affairs at the faculty. The faculty council is empowered to make proposals to the dean about all matters regarding the faculty and to make its positions known. The dean provides the necessary information and particulars about several subjects, such as current and proposed policies in the areas of finance, organisation and education. Before submitting a proposal to the Executive Board to start or end a programme, the dean must first submit the proposal to the Faculty Council.

The faculty council should make its activities known, for example by publishing annual reports about its activities. As a rule, all meetings are open to the public. The faculty regulations define the scope and composition of the faculty council. Students comprise one-half of the council and staff the other half.

7.2.4. Erasmus MC and ESHPM

The Erasmus MC was formed in 2003, following the merger of the Faculty of Medicine and Health Sciences with the Rotterdam University Hospital. The Erasmus MC is governed by a Board of Directors, on which the faculty's Dean holds a seat. The Dean bears the final responsibility within the Board of Directors for all matters relating to education and research. The Dean reports to the Executive Board and supplies any information requested.

The structure of student and employee representation at Erasmus MC differs from the norm in the other faculties, because Erasmus MC is governed by the Works Councils Act [*Wet op de Ondernemingsraden*], which does not offer the opportunity to add a student contingent to the works council. A split representation structure has therefore been introduced at Erasmus MC. Employee representation is organised by the works council, which consisted of 19 members in 2016, and ten themed section committees and other organisational units of the Erasmus MC. Student representation is organised by the Student Council.

The competencies of the faculty council are exercised at Erasmus MC by the joint meeting of the student council (formerly student representation on the faculty council) and the Permanent Committee for Education and Research of the Works Council (formerly staff representation on the faculty council).

The Permanent Committee for Teaching and Research in the Works Council has six members, of which at least four are members of the works council. The works council has delegated its competencies concerning teaching and research to this committee. The student council consists of six students who are selected by and from among students of the initial degree programmes in the fields of medicine and health sciences: Medicine; Health Sciences; Health Care Management; Health Economics, Policy and Law; Clinical Research; Health Sciences; Clinical Research; Infection & Immunity; Molecular Medicine and Neuroscience. As part of the joint meeting, the Permanent Committee for Education and Research and the student council exercise joint participation of students and staff of Erasmus MC, regarding teaching and research.

The joint meeting has power of prior assent to adopt or revise each decision of the executive directors of Erasmus MC:

- The executive regulations of Erasmus MC;
- The Teaching and Examination Regulations, with the exception of several parts (see Section 7.2.3).

The student council will be informed in writing at least once a year by the executive directors of the policy pursued and of policy plans for the coming year in the area of finance, organisation, education and research. The executive directors will provide basic data about the organisation of Erasmus MC in writing at the start of the academic year. The executive directors, on request or voluntarily, also provide all necessary information to enable the student council to fulfil its task. The student council is authorised to make proposals about all matters of education and research and to make its positions known to the executive directors. The dean provides the student council with the necessary information on the policy pursued and intended in the fields of finance, organisation and teaching.

Following the transition of the staff of the Erasmus School of Health Policy & Management (ESHPM)³ of the Erasmus MC to the EUR, as since 1 January 2010 staff and student representation within the ESHPM will be organised in a council, to which four staff members and students of the ESHPM will be elected. This council will consult with the deputy dean of the ESHPM.

7.3. Disputes regarding participation

In the event of a dispute between the University Council and the Executive Board regarding the power of assent of the participation body, the Executive Board will submit this dispute to the Supervisory Board. In the event of a dispute regarding the content or regarding a decision that according to the University Council should have been presented for consent to the University Council, (a delegation of) the participation body acknowledges the Executive Board about this stance including the relevant arguments. The Executive Board or the participation body may submit the dispute, to the national Disputes Committee for Participation, unless the Supervisory Board can resolve the dispute without the intervention of the Disputes Committee. If this is the case the Supervisory Board will propose a solution to the dispute, to which both parties can agree. If the Executive Board has not received approval of the University Council, the Executive Board can ask the Dispute Committee for permission to make a decision.

³ Previously Institute of Health Policy and Management (iBMG).

A dispute between the University Council and the Executive Board about not or not fully following the advice given by the University Council will be submitted by the Executive Board to the Supervisory Board. If (a delegation of) the University Council judges that a certain topic should have been brought to the University Council for advice, the (delegation of the) University Council will inform the Executive Board with arguments. The execution of the decision will be suspended for four weeks, unless (the delegation of) the University Council has no objection against immediate execution of the decision. The dispute can be submitted to the national Dispute Committee by the Executive Board or the participation body, unless the Supervisory Board can resolve the dispute without interference of the Dispute Committee. In such a situation the Advisory Board proposes a solution to which both parties can agree.

If there is a dispute between the Executive Board and (a delegation of) the University Council about the interpretation of or compliance with the regulations of the University Council or chapter nine title two of the law, the Executive Board reports this in four weeks to the Supervisory Board

In a dispute between (a delegation of) the Faculty Council and the dean about the right of consent of the participation body, the dean or the Faculty Council reports this dispute to the Executive Board. The dispute can be brought before the national Dispute Committee by the Executive Board or the Faculty Council, unless the dispute can be resolved without interference of the Dispute Committee. The dean can ask the Dispute Committee for approval to take a decision. In a dispute between the Faculty Council and the Dean about not, or not completely following the advice of the Faculty Council, the execution of the decision of the dean will be suspended for four weeks, unless the Faculty Council has no objection against immediate execution of the decision. The Faculty Council can use the advisory rights of the Programme Committee to bring forward a dispute, as long as it is in line with the advice of the Programme Committee

The decision of the Disputes Committee is binding. In principle, it is possible to lodge an appeal against a decision by the Disputes Committee with the Enterprise Section of the Amsterdam Court of Appeal. It is not possible to appeal against the decision of the Enterprise Section. The participation body cannot be ordered to pay the costs of the proceedings.

7.4. Open government

The Act on public access to government information (Wet Openbaarheid van Bestuur, WOB) is applicable to the university.

Of their own accord, the Executive Board and the faculty dean provide information about Erasmus University Rotterdam or the faculty concerned, as far as teaching and/or research are specifically concerned (the active obligation to provide information).

Members of the university community or others can also submit requests for information about the governmental affairs of the university or one of its divisions which is recorded in documents or other data carriers.

Examples of cases in which requests do not need to be granted are:

- There are no data recorded in documents or data carriers or data are still being processed;
- The request pertains to personal views of administrators or officials with regard to policy submitted in documents meant for internal discussion;
- The granting of the request would mean that company or construction information will be publicized that is provided confidentially by a natural person or legal entity to the Erasmus University Rotterdam;
- Personal privacy is at issue.

If a request is rejected, the stakeholder can lodge a complaint with the relevant administrative body, lodge an appeal with the administrative law division of the court, and thereafter with the administrative jurisdiction division of the Council of State.

Further information about the management of the university

Regulations

- Higher Education and Research Act (WHW) sections 7.33, 7.59a, 9.2, 9.3, 9.4, 9.5, 9.6, 9.7, 9.8, 9.9, 9.11, 9.12, 9.13, 9.14, 9.15, 9.16, 9.17, 9.18, 9.31, 9.32, 9.33, 9.33a, 9.34, 9.35, 9.36, 9.37, 9.38, 9.38a, 9.38b, 9.38c, 9.39, 9.40 and 9.46
- Act to promote open government (WOB)
- EUR Management and Administration Regulations, sections 4, 5, 6, 8, 9, 11, 12, 13, 16, 18, 19, 20, 21, 22, 45 and 46
- Regulations of the University Council, sections 5, 6, 7, 8, 9, 10, 11, 13, 14, 15, 16, 18, 19, 23, 24, 25, 26, 27, 28, 29 and 30
- Regulations of the Faculty
- Regulations for the Erasmus MC Student Council, sections 2, 3, 7, 8 and 9
- Regulations for the Erasmus MC Joint Meeting, sections 2, 6 and 9

Internet

- www.eur.nl/english/eur/organisation
- www.eur.nl/english/eur/organisation/university/council
- www.eur.nl/eur/bestuur_organisatie
- <https://opleidingscommissies.nl/en/>

Publication

- Policy vision of the University Council
- Annual report of the University Council

Information available from

- Administrative and Legal Affairs, department of the General Management Directorate
- Secretariat of the University Council

8. Subsidies and facilities for student activities

The Executive Board supports the activities of students and their organisations by providing subsidies and facilities.

8.1. Subsidies for student activities

Student activities by students and student organisations may be subsidised by Erasmus University in various ways, whether or not in collaboration with the Trust Fund:

- Special provisions fund
- Named fund foundation for foreign EUR students

Further information about the subsidy for student activities

Internet

- www.eur.nl/essc/financien/beurzen_fondsen (in Dutch)

Information available from

- Head department Student Affairs, USC Education and Student Affairs

8.2. Facilities for student organisations

The university can designate a student organisation as a 'recognised student organisation'. An organisation that is not recognised can request the Executive Board for registration of the organisation. Recognised student organisations, but also registered non-recognised student organisations are entitled to several facilities. This happens according to the Recognition and Facility Regulation Student Organisations (Erkennings- en faciliteitenregeling studentorganisaties - EFSO) as set on 4 July 2013

8.3. Recognition and registration of student organisations

Erasmus University Rotterdam can recognise student organisations that are their own legal entity and predominantly focus on students that are enrolled at the EUR. This recognition expresses the appreciation of the university for the positive contribution made by student organisations to the university community.

Conditions for recognition

To be designated as a "recognised student organisation", the organisation in question must fulfil formal conditions and both qualitative and quantitative criteria as written in the EFSO. One part of a student organisation and the student organisation as a whole cannot both receive the title of recognised student organisation. Student organisations with a commercial goal or that exploit mostly commercial activities are not applicable for recognition.

A student organisation that does not meet the requirements for recognition can request the Executive Board for a registration of the organisation. Registration as a student organisation is a condition to apply for general facilities for recognized and non-recognized student organisations of the EUR. Student organisations with a commercial objective or mostly commercial activities are not applicable for registration.

Application, conversion, abrogation and suspension

In chapter 1 of the EFSO the procedures concerning application, conversion, abrogation and suspension of the recognition and registration are incorporated.

8.3.1. Facilities for recognised student organisations

There are two kinds of facilities that the EUR provides that can be divided into:

- general facilities for recognized and non-recognized student organisations, and
- special facilities for recognized student organisations

General facilities

All recognized and non-recognized student organisations can call on the facilitative services and publishing services. The facility services a student can call upon are:

- Lecture and meeting rooms free of charge, insofar as there are not needed for regular university tasks and insofar as they are available, but not on a permanent basis; if the use of the rooms entails extra costs, such as cleaning and additional provisions, these costs will be charged;
- Internal post facilities
- External post facilities (for a fee)
The publishing services that can be used are:
 - A stand during open days and other informative events for prospective students
 - A stand at the information market during the EUREKA week (for a fee)
 - A notification on the website of the Erasmus Student Service Centre in the category 'Student Life'
 - An invitation for the opening of the academic year
 - An invitation for the university foundation day

Special facilities for recognized student organisations

For recognized student organisations the following facilities are available:

- Using the title 'xxx is a recognized student organisation of <EUR logo>' in its communication. The use of the EUR corporate identity is not allowed.
- Advice on the domain of press- and media contacts
- Recognized faculty bound education-complementary student organisations can request a permanent work room on the costs of the faculty. Recognition of the request depends on the housing possibilities for general use of the EUR. The communication equipment that is needed will be funded by the student organisation

- A recognized student organisation can request to be submitted in the list of selected student organisations to receive an individual student representative grant in lump sum. The decision depends on meeting the requirements in the attachment Decision of the amount of grant months for administrative activities (Bepaling van het aantal beursmaanden voor bestuurlijke activiteiten) at the EUR Profiling Fund regulations.

Application

In chapter 2 of the Erkennings- en faciliteitenregeling studentenorganisaties (EFSO) the procedures concerning the application for facilities are written.

8.4 Certificate of Recognition

The Certificate of Recognition has been developed for EUR students and alumni who have carried out work as volunteers during their studies. This could be traditional community services work for the community or it could involve board and committee positions with student societies recognised by or registered with the EUR as well as work performed for the university itself (student councils, Erasmus Ambassadors). The Certificate of Recognition quickly demonstrates to potential employers that the EUR alumnus was active in a wide range of activities during the candidate's studies.

By presenting the Certificate of Recognition to an EUR student or alumnus the university expresses its appreciation for the efforts made by the recipients. The Certificate of Recognition forms part of the university's intention to foster an academic community with socially responsible values.

Criteria for recognition

1. The Certificate of Recognition is only issued to EUR students that have received a degree from the EUR and/or EUR alumni.
2. The Certificate of Recognition is only issued in cases where the applicant has participated in recognised activities (within the scope of the Certificate of Recognition).
3. The time the applicant spent on the activity in question must meet the relevant time criterion as stated on the website of the Certificate of Recognition.
4. Remuneration for performing recognised activities may not exceed €1,500 per year, with the exception of remuneration for board activities.

Application

Applications for a Certificate of Recognition can be submitted on the website. The website also contains additional details regarding criteria and the application procedure.

Regulations

- Erkennings- en Faciliteitenregeling Studentenorganisaties 2013 (in Dutch)

Information on the web

- www.eur.nl/essc/ontplooiing/regelingen (in Dutch)
- www.eur.nl/english/essc/moreaspects/certificate_of_recognition/

More information

- Head department of Student Affairs USC E&S

9. Code of Conduct

The rules of conduct concern the proper state of affairs in university buildings and on the university campus, the dress code, the use of computer and network facilities, working conditions, combating sexual harassment, aggression, violence, bullying and discrimination, smoking prevention, protection of personal data and copyrights. Some of these rules are laid down in law or are based on the law.

9.1. Rules of procedure

Various rules are in place in order to safeguard order and correct procedure, and for the use of facilities. These include fire and safety regulations, parking rules and the use of network facilities. The Executive Board has the power to establish these rules; administrators of buildings and sites can also institute additional rules in their area. For the proper state of affairs during classes and other educational activities, the faculty deans are authorised to establish rules of conduct. Such rules are announced via the appropriate channels.

Everyone who is in the buildings or on the grounds of the university, or who makes use of the university's facilities, must comply with these rules and with the instructions that are given within this framework.

Furthermore, everyone must behave properly, which entails:

- Causing no unacceptable nuisance, or direct or indirect damage to the university or injury to other persons who are in the buildings or on the grounds of the university or who are making use of the university's facilities;
- Violating none of the rights of Erasmus University Rotterdam or of other persons who are in the buildings or on the grounds of the university or who are making use of the university's facilities;
- Not acting contrary to any statutory obligation;
- Not acting contrary to that which is generally accepted in society as befitting with respect to another's person or property.

According to the university rules of procedure, students may in certain circumstances be prohibited from covering their face or eyes with articles of clothing or accessories. This concerns the following situations:

- Educational situations, due to the importance of interaction in non-verbal communication;
- Interim examinations and examinations due to the need for identification and non-verbal communication;
- Other situations which require it to be possible to identify students with certainty.

The following measures can be taken against any student who does not comply with the rules of procedure, or who behaves in an unacceptable manner:

- A warning;
- A reprimand;
- A fine, if this has been or is regarded as having been contractually agreed;
- Denial of access to the buildings and sites of the university or denial of use of the university's facilities on a temporary (with a maximum of ten working days), conditional or definitive basis. For example, in the case of misuse of Internet the ERNA account can be closed. In this case, the student concerned is given the opportunity to account for their actions, orally or in writing, in advance if possible. The student can seek legal counsel in this matter;
- If the dress code is violated: immediate exclusion from participation in the educational situation, interim examination or examination concerned.

A student whose interest is directly involved can lodge an objection against decisions with the Executive Board, and thereafter lodge an appeal with the Higher Education Appeals Tribunal. The appeal may be lodged by sending an email to legal.protection@eur.nl. Lodging an objection or appeal does not suspend the effect of a decision as referred to in the Rules of Procedure.

CCTV monitoring takes place on the EUR campus and in EUR buildings for the protection of property, buildings and individuals. The digital recording of images qualifies as processing personal data within the meaning of the General Data Protection Regulation (Europese Algemene Verordening Gegevensbescherming (AVG)). CCTV monitoring may entail an invasion of privacy, in which case the EUR observes the generally applicable privacy standards (e.g. proportionality, foreseeability, purpose limitation and subsidiarity).

Further information about rules of procedure

Regulations

- General Data Protection Regulation
- Higher Education and Research Act (WHW) section 7.57h
- The university rules for maintaining order within the EUR buildings and on the EUR grounds regarding the appropriate and/or legally acceptable use of the EUR facilities
- EUR CCTV monitoring regulations

Internet

- http://www.eur.nl/fileadmin/ASSETS/ieb/reglementen/ordereglement_gebouwen_en_terreinen.pdf
- www.eur.nl/fileadmin/ASSETS/abd/JZ/reglement_cameratoezicht_25-6-13.pdf

Information available from

- Department of Administrative and Legal Affairs

9.2. Computer and network facilities

Upon enrolment students are entitled to use the university's computer and network facilities. In addition to statutory provisions and Rules of Procedure, use of these facilities is also subject to the regulations set down in the Use policy for computer and network facilities of Erasmus University Rotterdam.

The (ERNA-id)code and password granted for accessing the EUR's ICT facilities is personal and non-transferable. The access code must be treated confidentially. The user is responsible for the regulatory use of the access code and of the facilities to which that code grants access.

Without express permission, users may not access the data of other users, computer systems and the programme files of such systems. The integrity and continuity of the facilities may not be undermined.

The facilities are only permitted to be used for study purposes. Use for commercial purposes is not allowed. It is also prohibited to record or disseminate discriminatory, subversive, offensive or threatening information. The recording or dissemination of information that is against the law or decent moral standards (e.g. pornographic materials) or which damages the reputation of the university is prohibited.

The university does not systematically monitor e-mail and network traffic. However, information is recorded in the context of technical system and network management. This data is not retained for longer than one month. Targeted checks on e-mail and network traffic of individual users are possible, as part of inquiries in which there is a suspicion that the rules and conditions have been violated. In such cases, the university will also co-operate fully with law enforcement authorities.

Further information about computer and network facilities

Regulations

- Regulations governing the use of EUR computer and network facilities

Internet

- www.eur.nl/english/erna/information/users_information/use_policy_students/

Information available from

- USC Front Office

9.3. Safety, health and welfare

The Executive Board, and the administrators appointed by the board, are responsible for safety, health and other working conditions in the buildings and on the grounds of Erasmus University Rotterdam. Rules in this area require the prior approval of the University Council for the university as a whole, and of the faculty council for the faculty. The personnel sections of these councils also have the powers conferred by law in this area to the works council.

The Working Conditions Act 1998 (Arbeidsomstandighedenwet, 1998) is applicable not only to the personnel, but also to students and extranei. They are expected to exercise due caution and care.

Their rights are:

- The right to information and training with regard to the risks connected with work or study, and with regard to the measures to prevent or restrict those risks;
- The right to information about safety precautions and protective devices;

The university monitors compliance with the instructions and regulations aimed at preventing or restricting risks, and supervises correct use of the personal protection gear.

The students' obligations are:

- To co-operate with the training organised for them in this area;
- To use personal protective gear correctly which has been made available to them, and to store such equipment in the designated place after use;
- To use work equipment and hazardous materials correctly;
- Not to change or unnecessarily remove the protection and safety measures on the work equipment. The protective devices must be used correctly;
- To comply with the additional rules and instructions with regard to safety and health;
- To report immediately to the manager of the location concerned, or to the Executive Board, matters which jeopardise safety or health;
- To assist university staff and experts in the area of prevention and protection in the exercise of their statutory obligations and tasks.

The university is now devoting specific attention to information about and prevention of RSI.

Further information about safety, health and welfare, bullying and discrimination

Regulations

- Working Conditions Act 1998 (Arbeidsomstandighedenwet)
- Working Conditions Decree (Arbeidsomstandighedenbesluit)
- Higher Education and Research Act (WHW)

Internet

- www.eur.nl/english/staff/health/health_safety_and_the_environment/
- www.eur.nl/english/essc/
- www.erasmusmc.nl/arbo_en_milieu (in Dutch)
- www.eur.nl/efb/beveiliging_veiligheid/ (in Dutch)

Information available from

- Job health and safety coordinator EUR
- Erasmus MC: Health, Safety and Environment department
- RSI-reporting point for students (student counsellors)

9.4. Undesirable behaviour

The Executive Board is responsible for a proper working and studying environment. Insofar as is possible, students and staff are protected against all forms of exclusion (bullying, (sexual) harassment, aggression, physical and psychological violence and discrimination) and against any adverse consequences that may result.

The confidential counsellor provides support and advice to a student who suffers from undesirable behaviour about the options that are available and if necessary, will refer the student to a specialist. Supervision and coaching are two possible means to help the student get back on track. The confidential counsellor will not take any steps without the student's explicit consent. All meetings are confidential.

In some cases, the best course of action is to submit an official complaint. A complaint can be submitted by a student who has suffered (sexual) harassment, aggression, violence, bullying or discrimination due to the actions of one or more members of the university community (fellow student, course member, staff member or grant recipient). Former students maintain the right to submit a complaint for three months after the expiry of their enrolment, if the person accused is still employed by or enrolled at the university.

The complaint must be submitted in writing and with reasons to the Executive Board or the administrator of the faculty, preferably through the mediation of the confidential counsellor. If the complaint is submitted directly to the Executive Board, the confidential counsellor is notified.

Complaints will be dealt with by the administrator or the complaints committee on sexual harassment, aggression, violence, bullying and discrimination. The Executive Board chooses which of the two will handle the matter, taking into account the seriousness of the complaint, any advice from the confidential counsellor and the wishes of the complainant. If the complainant or the accused objects to the handling of the complaint by an administrator, the complaint will then be sent to the complaints committee. The complainant and the accused will be interviewed as soon as possible after receipt of the complaint – separately, if desired. At the request of the complainant or the accused, witnesses, experts and others who are directly involved can appear to testify. No later than ten weeks after receipt of the complaint (with a potential maximum extension of four weeks), the committee will issue its recommendation and arguments to the Executive Board concerning the soundness of the complaint and any measures to be taken. The complaints committee makes every effort to reduce handling times of complaints as much as possible. However, accuracy is considered more important than speed.

After receipt of advice from the administrator or from the complaints committee, the Executive Board shall decide whether the complaint is well-founded and, if so, what measures will be taken against the accused. Disciplinary measures may be taken against staff members.

In the case of a student, the measures consist of:

- A warning;
- A reprimand;
- Denial of access to the buildings, grounds or facilities on a temporary (maximum of ten working days), conditional or definitive basis (maximum of twelve months).

The entire procedure and any associated evidence are confidential and aim to strike a balance between the protection of the complainant and the accused person.

The confidential counsellor and the complaints committee periodically produce a confidential and anonymised report for the Executive Board. These reports are confidentially brought to the notice of the University Council.

In addition to a complaints procedure for undesirable behaviour, the university also feels it is important that students and employees can report suspected misconduct or abuse at EUR. The Erasmus University Rotterdam Regulation on the notification of alleged abuses, also known as the whistle blowers' regulation, serves this purpose. Students can report suspected misconduct or abuse to the dean of the faculty of their programme. You may also safely report suspected misconduct to the confidential counsellor. The Executive Board can decide to have suspected abuse or misconduct investigated by the Integrity Committee. The Integrity Committee investigates violations of integrity, not covered by the regulations for scientific integrity. For example: substance abuse, theft, abuse of power and violation of rules.

Further information about sexual harassment, aggression and violence

Regulations

- Working Conditions Act 1998 (Arbeidsomstandighedenwet) Section 3(2)
- Higher Education and Research Act (WHW) Section 9.32
- EUR complaints procedure for sexual harassment, aggression and violence
- Erasmus University Rotterdam Regulation on the notification of alleged abuses

Internet

- www.eur.nl/english/eur/
- www.eur.nl/english/essc/advice_counselling/professional/confidential/

Information available from

- Confidential counsellor for students

9.5. Smoking prevention

Smoking is prohibited in all public spaces within the buildings of the university. Near the entrances of the buildings i.a. Erasmus, Mandeville, Theil and Tinbergen special marked smoking zones have been created. In the coming period, there will be more smoking zones. Those are the places where smoking is allowed and where cigarette butts must be disposed of in the appropriate ashtrays. It is not intended to smoke in front of the entrances to the buildings. All building users should know and follow the smoking regulations on campus Woudestein. Repeated violation of the smoking regulations can lead to disciplinary sanctions.

Further information about the prevention of smoking

Regulations

- Tobacco Act (Tabakswet)
- Decree to limit the sale and use of tobacco products (Besluit beperking verkoop en gebruik tabaksprodukten), section 2

Internet

- www.eur.nl/english/efb/buildings_grounds/public_spaces/smoking_areas/

9.6. Protection of personal data

Regarding the processing of personal data, the Executive Board is subject to a statutory framework. Previously, this statutory framework was the Personal Data Protection Act [*Wet bescherming persoonsgegevens*, Wbp]. However, on 4 May 2016, the General Data Protection Regulation (GDPR) [*De Algemene Verordening Gegevensbescherming* AVG] came into effect. The GDPR is to replace the Personal Data Protection Act. The GDPR shall become effective as of 25 May 2018. Currently, the Netherlands is drawing up an Implementation Act for the GDPR. In this Student Charter, the protection of personal details is based on the new data protection system laid down in the GDPR.

In the light of the GDPR, students are viewed as 'involved parties'; this implies that the personal details of this group have to be processed in a way which does justice to the principles laid down in the GDPR. Consequently, as the responsible party in the sense of (article 5, section 1 of) the GDPR, the Executive Board has a number of obligations:

- in accordance with the GDPR, personal details must:

- be processed in a way which, in respect of the party involved, is lawful, appropriate and transparent (“lawfulness, appropriateness and transparency”);
 - be gathered for specified, explicit and legitimate purposes, and may not subsequently be processed in a way which is incompatible with those purposes. Subsequently processing the details with a view to archiving them in the general interest, for scientific or historical research, or for statistical purposes shall not be deemed incompatible with the original purposes (“purpose limitation”);
 - be sufficient, serve their purpose and limited to whatever is necessary for the purposes for which they are being processed (“minimum data processing”);
 - be correct and updated as and when necessary. Taking account of the purposes for which the details are being processed, all reasonable measures must be taken to ensure that any errors in the details are immediately deleted or rectified (“accuracy”);
 - be stored in a form which ensures the party involved cannot be recognised in any way other than for the purposes for which it is necessary to process the personal details. Personal details may only be stored for longer periods to the extent the personal details are being processed with a view to archiving in the general interest, for scientific or historical research, or for statistical purposes, in accordance with article 89, paragraph 1, provided the appropriate technical and organisational measures, required by this Regulation, are taken to protect the rights and freedoms of the party involved (“storage constraints”);
 - by taking appropriate technical and organisational measures, be processed in such a way that suitable security is guaranteed, and the details are protected against unauthorised or illegal processing and against deliberate loss, destruction or damage (“integrity and confidentiality”).
- a data protection officer for EUR should be appointed who those involved can contact regarding any matters relating to the processing of their details and the exercising of their rights by virtue of this Regulation. (article 37, and article 38, paragraph 4, GDPR).

The person whose details are being processed (‘the party involved’) has a number of rights to ensure his or her privacy is protected, these include:

- the right to consent to the personal details being processed for one or more specific purposes (article 6 GDPR);
- the right to withdraw consent at any time. Withdrawing consent shall not affect the lawfulness of the processing on the basis of the consent granted prior to it being withdrawn. Prior to the party involved giving his or her consent, he or she shall be informed of the content of the previous sentences. Withdrawing consent must be as simple as giving consent (article 7 GDPR);
- the right to be notified regarding the processing in a way which is concise, transparent, intelligible and easily accessible, and in simple and clear language. The information shall be provided in a written form or by other means including, if appropriate, electronically. If the party involved so requests, the information may be provided orally, provided that the identity of the party involved has been proved in some other way;
- the right to the provision of certain supplementary information at the time the person responsible for processing the information acquires the personal details; this supplementary information is provided for the benefit of appropriate and transparent processing. It includes:
 - information about the length of time the personal details are to be stored, if that is impossible, the criteria which determine the period;
 - information about the right of the party involved to ask the person responsible for processing for access to, as well as rectification or deletion of his or her personal details, or to ask for the processing of these details to be restricted. Moreover, the person involved also has the right to submit an objection to the processing and the right of data portability;
 - information about right of the party involved to withdraw consent, without this affecting the lawfulness of the processing on the basis of the consent prior to it being withdrawn;
 - information about the right of the party involved to submit a complaint to a supervisory authority;
 - information as to whether the provision of personal details is a statutory or contractual obligation or a necessary condition for the conclusion of an agreement, and whether or not it is compulsory for the party involved to provide the personal details and what the potential consequences would be if these details were not provided;
 - information about the existence of automated decision-making, including profiling, and, in these cases at least, useful information about the underlying logic, as well as the significance and the expected consequences of this processing for the party involved.
- the right of access to the details (article 15 GDPR). If a request for access is submitted, this must be responded to within four weeks or a reasoned right of refusal issued on the grounds of correction, supplementation, deletion or protection. If a request for access is submitted, this must be responded to within four weeks or a reasoned refusal provided. Protection enters the equation when details should actually be deleted but there is, however, a reason to store the details for longer: under such circumstances the use or dissemination of the details could be limited or argued against;
- the right to object (article 21 GDPR); for reasons related to his or her specific situation, the party involved can at all times invoke the right to object to the processing of his or her personal details, including profiling. The person responsible for processing the details shall then stop processing the personal details unless there are justifiable grounds of a mandatory nature for the processing to continue which outweigh the interests, rights and freedoms of the party involved, or the grounds relate to the establishment, execution or substantiation of a legal action.

By means of an internal objection procedure, an objection to a decision in respect of a request to access, correct, supplement, delete or protect may be submitted to the Executive Board. Subsequently, an appeal can be lodged with an ordinary court. In addition, or instead, the Dutch Data Protection Authority (Dutch DPA) may also be asked to mediate or advise.

Other duties of the DPA include:

- supervising compliance with the statutory rules governing the protection of personal data;
- at its own instigation, carrying out research into potential breaches of the provisions of the GDPR;
- carrying out the aforementioned research into the processing of personal details which bear exceptional risks;
- dealing with complaints about compliance with the GDPR and mediating in disputes about the exercising of rights of access, correction or objection; in this context, consideration shall be given to the seriousness of the breach and the number of people involved. Interested parties may also submit their case to the courts;
- providing advice, on request or its own initiative, to the government about the implementation of the GDPR and other subjects which may pose a risk to citizens’ privacy;
- providing clarity to organisations regarding the interpretation of statutory standards, for example in policy rulings (previously guidelines) or points of view;
- providing information via the Dutch Data Protection Authority’s website and via the telephone consultation hour;
- publishing an annual report.
- In the execution of its duties, the Dutch Data Protection Authority must comply with the provisions of the General Administrative Law Act [*Algemene wet bestuursrecht*]. Amongst other things, this means that:
 - decisions taken by the Dutch Data Protection Authority may be objected to and appealed against through the administrative courts;
 - the Government Information (Public Access) Act [*Wet openbaarheid van bestuur*] is applicable;
 - a complaint against the Dutch Data Protection Authority may be submitted to the National Ombudsman;
 - as an administrative authority, the Dutch Data Protection Authority is bound by the general principles of good governance.

Further information about the protection of personal data

Regulatory framework

- The General Data Protection Regulation, the Implementation Act for the General Data Protection Regulation which is currently being drawn up.
- The General Data Protection Regulation Exemption Decree article 19

Information on the Internet

- autoriteitpersoonsgegevens.nl/
- www.internetconsultatie.nl/uitvoeringswetavg

Information is also available from

- The General Management Directorate's Administrative & Legal Affairs department.
- EUR's Data Protection Officer: privacy@eur.nl
- USC ITS

9.7. Copyright

Students can encounter copyright in two ways: mainly as a user of another's work (included in the teaching material, such as a reader), but also as an author.

A lecture is a work protected by copyright. The EUR holds copyright on the lecture and can decide whether a lecture may be filmed. The same applies to audio recording. This means that permission must always be requested from the lecturer before a lecture may be filmed. If the lecturer grants permission to film the lecture, only the student concerned may use the film, and distribution of the film is not permitted. On the basis of privacy legislation, fellow students may not be filmed without permission while recording a lecture.

Student as user

When using publications such as books and journals, the student is obligated to comply with their copyright protection. When using publications such as books and journals, students are obliged to observe the copyright protection on those publications. The person holding the rights to a particular publication is generally specified on the publication's first page of the publication (imprint).

In a limited number of cases, it is permitted to make photocopies of existing texts and illustrations, or to reproduce them in some other way, without requiring permission from the copyright holder.

Such use is subject to the following rules on the grounds of the provisions in or pursuant to the Copyright Act (Auteurswet):

- **Work of others:** it is permitted to make a few (up to three) copies of a work within the meaning of the Copyright Act for one's own use (study). Only a short section (no more than ten thousand words) may be reproduced from books, periodicals, newspapers and other writings. The reproduction may only be carried out by or on the explicit instruction of the future users themselves. The reproductions may not be provided to others. The aforementioned length restriction does not apply to works of which no new copies are available for purchase, or for short articles in newspapers or periodicals. Inclusion of hyperlinks is always permitted;
- **Quoting:** it is permissible to take short extracts from work which has lawfully been made public within the context of a polemic, statement, assessment or scientific treatise, or made known in another way but for a similar purpose. This applies to texts, images and sounds. The scope of the quote should be no longer than strictly necessary for the purpose for which it is intended. The quote must, moreover, be functional; therefore, it may not merely serve as embellishment. Both the source and the author must always be stipulated.
- **Reusing digital materials:** students are reminded of their responsibility to only reuse digital materials for their work during their study (such as presentations or papers) if the existing material is part of the public domain, or, when license provisions corresponding to existing material permit this, to reuse this material pursuant to the licence conditions or as otherwise stipulated. It is allowed to place hyperlinks to information placed online lawfully.

For reproductions which are larger in terms of length or number of copies than stated above, and for treatments and translations, permission must be obtained from the copyright holder (the publisher or the author themselves). To this end, the person wishing to make reproductions of the copyrighted work should first contact the publisher or the author of the work concerned.

There is no copyright on the originals of laws (published in bulletins of acts, orders and decrees), judicial decisions, government decrees and documents and reports published by the government, unless it is stated in any way in the work that copyright is reserved. Erasmus University Rotterdam.

Student as author

The copyright of papers, reports, theses, images and others, produced by students is held by the student, unless otherwise agreed. As the author of term papers and thesis papers, students may decide whether their work may be published or reproduced. They are responsible for the contents thereof and for what they do with them. The university's responsibility lies in supervising and assessing whether the work meets the established standards. The students do not own the copyrights if they did the work as part of an employment contract or commissioned by another person.

When students publish their work on the internet, they are urged in each case to indicate the conditions under which others may use this work. For example, the Creative Commons licenses are appropriate for this purpose (see: <http://creativecommons.nl/uitleg/>).

Further information about copyright

Regulations

- Copyright Act (Auteurswet) sections 15a and 16b
- Agreements with publishers
- Stichting Pro Reader Scheme. <http://www.stichting-pro.nl/nl/Readerregelingen>

Internet

- www.eur.nl/ub/en/copyright_information_point/

Information available from

- Administrative and Legal Affairs, Department of the General Management Directorate
- Digital desk: Copyright Information Point (copyright@eur.nl)

10. Legal protection

Every student is entitled to adequate and optimally accessible legal protection. This is the basic assumption laid down in the act that provides for the legal protection of students. Erasmus University Rotterdam provides one central facility (1 desk/front-office) to which students can submit their complaints and disputes (objections and appeals).

10.1. Brief outline of the legal protection for students

Many decisions of the university (for example, about enrolment, interim examinations and financial support) which affect the individual student are dispositions: written decisions of an administrative body which constitute a legal act governed by public law and do not have general effect, and are therefore aimed directly at one student or a few students. The administrative bodies in the university are the Executive Board, the Doctorate Board, the faculty dean, the examination board and the examiners. Decrees of these bodies are subject to the provisions of the Higher Education and Scientific Research Act (WHW) and the General Administrative Law Act (AWB).

The Higher Education and Research Act states that for certain decisions the procedure can be conducted with the Examination Appeals Board (College van Beroep voor de Examens, CBE) and the Higher Education Appeals Tribunal (College van Beroep voor het Hoger Onderwijs, CBHO). For instance, among other things, an appeal can be lodged with the Examination Appeals Board against decisions regarding admission to the examinations or the results of interim examinations and examinations. Among other things, an appeal can be lodged with the Higher Education Appeals Tribunal in The Hague against decisions by or in the name of the Executive Board concerning enrolment, refund of tuition fees and financial aid.

If students feel that they have been improperly treated by a university administrative body or member of university personnel, they can submit a complaint at the EUR Legal Protection Facility. This also applies to complaints regarding university facilities and services. Each faculty also has a collective right of complaint for students. In addition, there are faculties with an individual complaint procedure. Ultimately, students can also submit their complaint to the National Ombudsman.

10.2. The Examination Appeals Board

The decisions that are open to appeal by the Examination Appeals Board are established by law, along with the term that must be taken into consideration. If an appeal is well-founded, the Examination Appeals Board may declare a disputed decision entirely or partially null and void, so that a new decision must be taken.

10.2.1. Lodging an appeal

The EUR Examinations Appeals Board (College van Beroep voor de Examens, CBE) accepts appeals against:

- The decision concerning eligibility for the assessment of academic achievement or concerning admission to the Bachelor's degree programmes and the initial Master's degree programmes;
- The decision of the entrance examination (colloquium doctum) committee;
- The decision of an examination board or examiner;
- The decision establishing the number of credits that a student has obtained in an academic year (for the 'tempo' grant) and regarding whether the student has passed the examination (for the performance-linked student grant);
- The decision regarding the binding study advice;
- The decision, taken on the basis of a supplementary inquiry, regarding admission to a programme (in the case of a diploma that does not meet the requirements).

An appeal can also be lodged:

- Against the written refusal to make a decision;
- If a decision is not made on time. The period within which a decision must be made is either established by law or, if there is no statutory period, a reasonable period after receipt of an application for a decision. A reasonable period is a maximum of eight weeks.

The appeal can be lodged digitally by sending an email to cbe@eur.nl. The appeal may optionally also be submitted by post to the CBE. Appeals must be lodged within a period of six weeks. The period commences on the day following the day of the decision's announcement. A written appeal is submitted on time if it is received before the end of the period. If the written appeal is sent by post, it should be posted before the end of the period and received within one week. If the student wishes to consult the person responsible for the decision or request advice from the student advisor or student counsellor, please bear the six-week appeal period in mind.

If a notice of appeal is not submitted on time, it can in principle be declared inadmissible. This does not happen, however, if it can reasonably be judged that the person submitting the appeal has not been negligent. If the notice of appeal is submitted too late due to holiday or illness, this is generally not regarded as an excuse for exceeding the deadline: the appeal will then be declared inadmissible and the content will not be dealt with further. In such situations, it would be advisable to authorise someone to submit the notice of appeal, or a preliminary notice of appeal. The preliminary notice of appeal could request that the grounds of the appeal be supplemented later. As a rule, such requests are honoured.

If the appeal concerns a decision which was not made on time, it is not bound to a period. It can be submitted as soon as the body concerned has failed to make a decision on time. If the appeal is submitted unreasonably late, it can be declared inadmissible.

Appeals can be submitted to the Examination Appeals Board free of charge. No clerk fees or other charges will be incurred.

10.2.2. Judgement

The Examination Appeals Board passes judgement within ten weeks, calculated from the day after the deadline for submitting the notice of appeal.

The judgement can take the following forms:

- The appeal is inadmissible: this means that the content of the appeal cannot be judged because of procedural negligence which has not been rectified in time, that there is no decision that is open to appeal or that the complainant is not a stakeholder in the matter. The board does not make a substantive judgement;
- The appeal is unfounded: the disputed decision remains in force;
- The appeal is well-founded: the decision concerned is annulled, in part or in full.

If the Examination Appeals Board judges the appeal to be well-founded, it annuls the decision in part or in full. The board itself is not authorised to take a new decision in place of the entirely or partially annulled decision. It can specify that a decision must be made again or – if there has

been refusal to make a decision – that a decision on the matter must still be made or that the interim examination, examination, entrance examination, supplementary examination or any component thereof must be taken again, under conditions to be set by the Examination Appeals Board.

The body whose decision has been annulled makes provisions again in the matter, insofar as necessary, with due observance of the judgement of the Examination Appeals Board. The board can set a period for this in its judgement.

In urgent cases, a preliminary injunction can be requested from the chair of the board pending the judgement in the main issue. This request must be submitted in writing and substantiated. After hearing both parties, the chair takes a decision.

A student can lodge an appeal against a decision by the Examinations Appeals Board with the Higher Education Appeals Tribunal (see also Section 10.5).

Further information about the Examination Appeals Board

Regulations

- Higher Education and Research Act (WHW) Sections 7.59a, 7.60, 7.61, 7.62 and 7.63
- General Administrative Law Act Section 8:4
- Procedural rules for the Examination Appeals Board

Internet

- www.eur.nl/abd/bjz/informatie_voor_students/cbe

Information available from

- Secretary of the Examination Appeals Board
- Student counsellor
- Student advisor

10.3. Advisory Committee on Objections

A student can submit an objection if he or she disagrees with a decision made by or on behalf of the Executive Board. By submitting an objection, the student is effectively asking for a previous decision to be reconsidered. This mainly concerns decisions on enrolment as a student, decentralised selection, termination of enrolment, payment or refund of tuition fees, financial aid (e.g. grants to members of student committees) and having been barred entry to the university's buildings and premises.

The objection must be submitted within six weeks after notification of the contested decision. The objection can be submitted by sending an email to acb@eur.nl. An objection may also be submitted against a written refusal to make a decision or if a decision is not forthcoming.

This possibility to submit an objection can only be used if there is no other legal remedy (e.g. the Examinations Appeals Board) available to the student.

The Disputes Committee advises the Executive Board of the objection submitted by the student. Before proceeding with this advice, the Committee first explores the possibility of an amicable settlement between the parties. The Executive Board must decide on the objection no later than 10 weeks after receiving the objection.

A student may lodge an appeal against a decision on his or her objection with the Higher Education Appeals Tribunal (see also Section 10.5).

Further information on the Advisory Committee on Objections

Regulations

- General Administrative Law Act (*Algemene wet bestuursrecht*), Section 7:13
- Higher Education and Research Act (WHW), Sections 7.63a and 7.63b

Internet

- www.eur.nl/abd/bjz/informatie_voor_students/

Inquiries

The secretary of the Advisory Committee on Objections

10.4. Lodging a complaint

If you believe you have been treated unfairly by a university management body or a university employee, or are dissatisfied with, for instance, the quality of facilities on campus, or dissatisfied with issues relating to your faculty and your programme, you can lodge a complaint.

Informally

Taking the informal approach is strongly preferred. This means talking with those who caused the problem and together arriving at a satisfactory resolution. You can get assistance with this from a [study advisor](#) or a [student dean](#). He or she can also mediate if you yourself do not wish to enter into a direct conversation, for example if circumstances do not allow this. If you are still dissatisfied, you can consider lodging a formal complaint.

Formally

You can lodge a formal complaint by sending an email to legal.protection@eur.nl.

Further information about complaint handling by a student counsellor

Regulations

- Higher Education and Research Act (WHW) section 7.59a

Internet

http://www.eur.nl/abd/bjz/informatie_voor_students/complaints/

Information available from

- Confidential counsellor

- EUR Legal Protection Facility

10.5. External legal protection, Higher Education Appeals Tribunal

The external judicial process falls under the Higher Education Appeals Tribunal (*College van Beroep voor het Hoger Onderwijs, CBHO*). This tribunal is established in The Hague. In principle, the CBHO has jurisdiction to hear all disputes ensuing from the WHW and regulations based on this act. A dispute regarding which the Examinations Appeals Board has made a decision can subsequently also be submitted to the CBHO. In all cases the internal judicial process must first have been completed.

The term for submitting a written appeal is six weeks.

Court fees are owed for the handling of an appeal by the CBHO. These court fees are refunded if the case is won by the student.

It is not possible to appeal against decisions made by the CBHO.

Further information about the Higher Education Appeals Tribunal

Regulations

- Higher Education and Research Act (WHW) sections 7.64 and 7.66

Internet

- www.CBHO.nl

Information available from

- Administrative and Legal Affairs, Department of the General Management Directorate
- Student counsellor
- Student advisor

10.6. National Ombudsman

If a student has been treated improperly by a university administrative body or a staff member, he or she may also submit a complaint to the National Ombudsman.

Some examples:

- Late answer to a letter or late handling of an issue;
- Failure to send requested information;
- Negligent handling of an issue.

The National Ombudsman will start an inquiry and gather such information as needed to assess whether or not the action was proper. Criteria to be considered:

- The requirement of conformity with written law;
- The requirement of reasonableness;
- The requirement of legal certainty;
- The requirement of equal treatment of equal cases;
- The requirement of substantiation;
- The requirement of due care.

The Ombudsman records the outcome of the inquiry in an "Account of Findings" and presents this to the complainant and the government authority concerned. Subsequently, a report containing an opinion of whether or not the action was proper is drawn up. This report is public and available for inspection, and does not mention the names of the persons concerned.

If, during the inquiry, measures are taken which satisfy the complainant, the National Ombudsman usually stops the inquiry.

The National Ombudsman does not start an inquiry in the following cases:

- The complaint concerns general policy or the contents of a statutory provision;
- It is still possible to submit an objection;
- An objection has been submitted or an appeal has been lodged and this procedure has not yet been completed;
- The case is being handled by a judicial authority;
- The administrative court has already passed judgment on a case.

An inquiry is usually not started in the following cases:

- The complaint case is older than one year;
- No complaint has been submitted previously to the authority or official concerned.

Further information about the National Ombudsman

Regulations

- National Ombudsman Act, sections 1a, 12, 13, 14, 16, 26, 27, 30
- Designation order for administrative bodies, Act to promote open government and National Ombudsman Act (Aanwijzingsbesluit bestuursorganen, Wet openbaarheid van bestuur en Wet Nationale ombudsman)

Internet

- <http://www.nationaleombudsman.nl/english>

10.7. Code of conduct with respect to international students in Dutch higher education

The Code of Conduct for International Students in Dutch Higher Education is intended for international students following some or all of their studies at Erasmus University Rotterdam. The code contains agreements between Dutch higher education institutions on recruiting and selecting international students and determining which study programmes will be offered to international students.

Students who wish to complain about the accuracy of the student information they received in advance about their study programme or other subjects related to the courses offered can, in the first instance, submit a complaint to the institution. In principle, the same rules apply to international students as to Dutch students (see the other sections in Chapter 10). If the complaint cannot be resolved with the institution, the student can contact the DUO-IB Group (<http://www.internationalstudy.nl/>).

10.8. General guidelines

- Keep a close eye on all time limits;
- When submitting a complaint, objection or appeal, always clearly state your name, address, telephone number, student number and your EUR e-mail address.
- State briefly and concisely all relevant, factual information;
- Clearly indicate the grounds on which you are basing your complaint, objection or appeal;
- Do not forget to enclose a copy of the decision against which you are submitting an objection or lodging an appeal and if relevant, also send other documents of proof.
- Sign and date the letter (place a signature and write the date);
- If you have any questions or in case of doubt, contact a student counsellor, the secretary of the Examinations Appeals Board or the secretary of the Advisory Committee on Objections in good time.

11. Contact details

Administrative and Legal Affairs Department of the General Management Directorate

tel. 010 - 408 2246

email: secretariaat-bjz@abd.eur.nl

Admissions Office (Admissions, enrolment and accommodations)

tel. 010 - 408 1786

email: admissions.office@oos.eur.nl

Advisory Committee for Objections/Student Affairs (secretary)

tel. 010 - 408 2246

email: acb@eur.nl

Career counsellor EUR

tel. 010 - 408 2323

email: careerservices@eur.nl

Dienst Uitvoering Onderwijs (DUO)

tel. 050 - 599 7755

Dutch Data Protection Authority (CBP)

tel. 0900-2001 201

Erasmus MC Educational Service Centre (DCO)

tel. 010 - 704 3524

email: dco@erasmusmc.nl

Erasmus MC Health, Safety and Environment

tel. (010) 46 33832

Erasmus Sport

tel. 010 - 408 1875

email: info@erasmusport.nl

Erasmus Student Service Centre (ESSC)

Via Front Office USC

tel. 010 - 408 2323

EUR Executive Board (secretary)

tel. 010 - 408 1751/1752

e-mail: cvb@eur.nl

EUR Legal Protection Facility

tel. 010 - 408 1125

e-mail: legal.protection@eur.nl

Examination Appeals Board (secretary)

tel. 010 - 408 1127

e-mail: cbe@eur.nl

Higher Education Appeals Tribunal (CBHO)

tel. 070 - 4264 800/ 06 – 31749275

e-mail: info@cbho.nl

National Ombudsman

tel. 0800 - 33 55555

Student Administration - Examination divisions:

Team exams ESE

tel. 010 - 408 1012/1014

email: examens.economie@oos.eur.nl

Team exams ESL

tel. 010 - 408 1015/1016

email: examens.rechten@oos.eur.nl

Team exams small faculties (FSS, ESHCC, iHPM, FP)

tel. 010 - 408 1378

email: examens.kleinefaculteiten@oos.eur.nl

Team exams RSM

tel. 010 - 408 1019/2726

email: examens.bedrijfskunde@oos.eur.nl

Student counsellors

Via ESSC/Front Office USC
tel. 010 - 408 2323
email: studentendecanen@eur.nl

Student Affairs, a department of SSC Education, Research and Student Affairs

tel. 010 - 408 1139

Student advisors

- Erasmus School of Economics
tel. 010 - 408 1380
e-mail: studieadviseur@ese.eur.nl
- Erasmus School of Law
tel. 010 - 408 1560
e-mail: studieadvies@law.eur.nl
- Erasmus School of Law: mr. drs. programme
tel. (010) 408 1833
- RSM Erasmus University
tel. 010 – 408 1891
e-mail: studentadvisor@rsm.nl / msc.studyadvice@rsm.nl
- Erasmus MC
tel. 010 - 704 3524
e-mail: studieadviseur.gnk@erasmusmc.nl
- Erasmus School of Health Policy & Management (ESHPM)
tel. 010 - 408 8575
e-mail: studieadvies@bmg.eur.nl
- Erasmus School of Social and Behavioural Sciences: public administration (Bachelor's, transition and part-time)
tel. 010 - 408 2080
- Erasmus School of Social and Behavioural Sciences: public administration (Master's) and sociology (Master's)
tel. (010) 408 1454
- Erasmus School of Social and Behavioural Sciences: psychology
tel. (010) 408 8670/8699
- Erasmus School of Social and Behavioural Sciences: sociology (Bachelor's and transition)
tel. (010) 408 2422
- Erasmus School of Social and Behavioural Sciences: Pedagogical Sciences
tel. 010 – 408 1454
studieadviseurped@fsw.eur.nl
- Erasmus School of History, Culture and Communication: cultuurwetenschappen
tel. 010 - 408 2491
email: studentadvisor.cs@eshcc.eur.nl
- Erasmus School of History, Culture and Communication: geschiedenis
tel. 010 - 408 2512
email: studentadvisor.hs@eshcc.eur.nl
- Erasmus School of History, Culture and Communication: IBCoM
tel. 010 - 408 2423
email: studentadvisor.ibcom@eshcc.eur.nl
- Erasmus School of History, Culture and Communication: media studies
tel. 010 - 408 2472
email: studentadvisor.ms@eshcc.eur.nl
- Faculty of Philosophy
tel. (010) 408 8998
studieadvies@fwb.eur.nl

University psychologists

Via ESSC/Front Office USC
tel. 010 - 408 2323

University Council (clerk)

tel. 010 - 408 2233
e-mail: university.council@eur.nl

USC Front Office

tel. 010 -408 8880
email: usc@eur.nl

Confidential counsellor for students

tel. 010 - 408 1109 / 06 – 2379 2580
email: vertrouwenspersoon-studenten@oos.eur.nl