

Welcome to University College Roosevelt
Information for Students 2018-2019**

Dear new student,

We look forward to welcoming you on campus. To make this transition as smooth as possible, there are several things that need to be arranged. A few of these are listed below. Please read the information carefully and determine which sections apply to you. We ask you to regularly check our website: www.ucr.nl for new admissions information. Please feel free to contact us if you have any questions.

Education & Student Office

P.O. Box 94

4330 AB Middelburg

The Netherlands

**** Please save this document and take it with you when to travel to University College Roosevelt!**

Orientation

In order to give you a chance to settle in and feel at home before the semester starts, we would like to welcome you to campus one week before the start of the semester for the Orientation. You will receive an appointment time from Villex to collect your keys and finalize your housing contract; this is the day you can arrive on campus. During the Orientation, the week preceding the start of the semester, you will be introduced to academic and student life. There will be a few mandatory meetings where you will get important information about UCR, so it is **very important** that you attend! The Orientation is organized to familiarize you with Middelburg and your fellow students; you will be shown around the campus, city, and other interesting spots. We expect all students to make their way to Middelburg on their own. Directions from Amsterdam Schiphol Airport will be provided further down in this document. International non-EEA/EU students are asked to please let us know when you plan to arrive in Middelburg. Should you have any difficulties planning your journey please do contact us immediately.

1 What to do prior to and upon arrival?

Before you can study at University College Roosevelt you are required to arrange several formalities. We hope the following information will be of help to you to prepare yourself as you settle down at University College Roosevelt.

1.1 Arrange all university formalities

Registration with Utrecht University/UCR is arranged through the Education & Student Office and must be completed on the first day of Orientation.

- Students with a Dutch VWO diploma need to enrol in Studielink where their diploma will be verified.
- Students with an IB Diploma or A-levels need to carefully read the enrolment information e-mail regarding their enrolment.
- Students with a different diploma need to provide the Education & Student Office with a certified copy of your diploma and a copy of your final grades list^{*} as soon as possible. Students with AP courses need to also send in the original *AP College Board Student Score Report for Colleges and Universities*.

You can send these via postal mail or during the new student registration session on the first day of Orientation. If you have a diploma in a language other than Dutch, English, French, German, Italian or Spanish, you will need to provide an official translation into English[†].

Be sure to bring your passport or EU Identification card to the new student registration session!

Your Tutor will inform you in detail about course registration. You will meet your Tutor during Orientation to discuss all course related matters. Your course assignments will be made prior to your arrival and will include some mandatory first year courses such as ACCCOMM102 'Academic Writing and Presenting' and/or ACCRMET101 'Methods and Statistics' or a language course. For international students the language course is likely to be ACCDUTC102 'Dutch I'. While many Dutch people speak English, being familiar with the Dutch language helps you manage with life outside of the campus community.

If you require proof of registration once you are at UCR, please visit the UCR Reception and request this document in person. Please include all the information you require. If you need proof prior to your arrival, please send an e-mail to the UCR Reception: reception@ucr.nl. They will forward your request to an available person.

1.2 Legal residence in Middelburg

There are 3 categories, please identify the category that applies to your situation and take the appropriate action. Please note as a student at UCR you must register as a citizen of Middelburg. This must be done no later than 5 days after arrival.

Please note: If you move to a new address on campus during your years at UCR, you must submit your change of address to the municipality!

^{*} Important: In most countries, an original diploma is only provided to you once. A certified copy is always issued by either your school, examination committee, or government. Please ensure that this official copy contains an original signature and stamp from the respective issuing body. A photocopied signature and stamp are not valid. If you cannot obtain a certified copy, you must bring both your original diploma and a photocopy on registration day, so that we can certify the latter.

[†] An official translation is only valid if provided by a sworn translator. A sworn translation will always be accompanied by a verification of qualification.

Registered as a resident of a Dutch municipality:

If you are registered as a citizen of a Dutch municipality – regardless of your nationality – you only need to inform the city of Middelburg that you will live in Middelburg from now on. You can register at the municipality by submitting a form (only in Dutch) in advance. More information can be found on the website of the municipality:

https://www.middelburg.nl/Inwoners/Wonen_en_verbouwen/Verhuizen

EU-nationals and Dutch nationals registered as citizens in a country other than the Netherlands

If you are an EU or Dutch student who is not currently registered in a Dutch municipality, please fill out the pre-registration form of the Middelburg municipality: www.middelburg.nl/preregistration. Additionally, you must report to the municipality of Middelburg in person within five days of arrival. This can be done from Monday – Friday between 08.30 – 16.30, on Thursdays they are open till 20.00. The municipality is located at Kanaalweg 3 Middelburg. When you visit the municipality you need to bring the following items:

- **Valid passport and/or EU Identity card**
- **If you were born outside the Netherlands, a legalized copy of your birth certificate also known as apostille**
- **For students from the Dutch Antilles – a proof that you have discontinued your registration as a citizen of the Antilles.**

Nationals who require a residence permit – all non-EU nationals

If you carry a non-EU passport and do not currently legally reside in a Dutch municipality, please fill out the pre-registration form of the Middelburg municipality: www.middelburg.nl/preregistration.

Utrecht University has started your residence permit (VVR) with or without an entry visa (MVV) application. Since you do not have the residence permit yet, you will be informed by them where and when you will need to pick it up. We will inform the municipality of Middelburg that you are going to be studying at UCR and you will be able to register as a citizen of Middelburg at the municipality, which should be done in person within five days of arrival. The municipality opening hours are from Monday – Friday between 08.30 – 16.30, and on Thursdays until 20.00. The municipality is located at Kanaalweg 3 Middelburg. When you visit the municipality you must have the following documents available:

- **Valid passport (with the MVV sticker in your passport if your nationality requires you to have this).**
- **Legalized copy of your birth certificate also known as apostille.**
- **E-mail from OSIRIS that your application for the VVR has been approved by the IND.**

Some students will also need to undergo a tuberculosis test, for which they will receive an invitation.

New international students or Dutch students residing abroad who have further questions about this procedure please send an e-mail to enrolment@ucr.nl.

1.3 Arrange adequate insurance

In the Netherlands you are obliged to have a good medical insurance provider (EU citizens' health insurance card) which covers at least hospitalisation in the Netherlands and repatriation to your home country. Personal liability insurance is strongly recommended. It covers costs incurred if you injure another person or their possessions. There are reasonably priced student insurances which cover both medical and personal liability. For more information please check AON: www.aon.nl or HollandZorg: www.hollandzorg.com

If you do not wish to have Dutch health insurance, please check with your health insurance provider to make sure you are covered. Make sure to bring a document from your insurance provider stating that you are covered while you reside in the Netherlands. If you are a Dutch student you may choose to remain insured as you have been, please check with your parents or guardians to ensure everything is arranged correctly.

1.4 Other

Email:

All students will receive a University College Roosevelt e-mail account. It is highly recommended that you use it after your arrival to Middelburg since all UCR communication will be sent via that email address.

Embassy/consulate:

As an International Student, you might want to report and register with your embassy or consulate in the Netherlands. Addresses are available online. Please note that it is not mandatory to do so.

Housing:

All University College Roosevelt housing is arranged by Villex. For all your pre-arrival housing questions you can contact Villex Middelburg directly.

Student Housing Villex

Visiting address: Lange Noordstraat 34, opposite of 29-33

Opening hours: 8:30 – 17:30

Email: middelburg@villex.nl

Website: www.woonuniversiteit.eu

Phone number: 0118-567057

In addition to Villex Middelburg, the UCR campus also has the Housing Affairs Council, or HAC, as it is commonly referred to. This student-run council offers advice and service for all UCR campus residents. Information about HAC can be found via the RASA student association home page www.ucr.nl and www.rasa.nl.

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Money:

Opening hours banks: Monday-Friday: 10.00-18.00 (often closed on Monday morning).

Cash machines (ATM's) are available throughout Middelburg. Bring an international card with a 4-digit PIN-number to access your home account. You may use a credit card but this is often very expensive.

Credit cards: use a Visa or Euro/MasterCard especially in restaurants, hotels and/or while travelling through Europe, please do note that Credit Cards are not widely accepted in Middelburg. Travellers checks are not recommended as they cannot be cashed in Middelburg.

In our experience the Rabobank (Lange Geere 3 in Middelburg) accepts University College Roosevelt (inter)national students as clients and we highly recommend that you open a bank account there. There are several services, such as on campus printing, which require a Dutch bank card. In general we believe it makes your time in the Netherlands easier to have a Dutch bank account.

Health services:

If you need a doctor you can pay a visit to a General Practitioner (GP) in your neighborhood. You are free to choose your own GP, several options include:

Huisartsenpraktijk Stadshart: www.stadshart-middelburg.nl 0118-673030

Huisartsenpraktijk De Dolfijn www.dd-dokters.nl 0118-626659

Huisartsenpraktijk De Getijdenmolen www.getijdenmolen.nl 0118-628234

Huisartsenpraktijk de Vleugelnoot www.vleugelnoot.nl 0118-614305

For a more extensive list of other doctors in the community, refer to this link: [Doctors](#).

GP's have consultation hours, can prescribe medicine that you can get at a pharmacy and, if necessary, will send you to a consulting physician / hospital. If you are too ill to visit a GP, they will come to you. In the weekends your GP will not be available. The 'weekend doctor' for this area is available in Vlissingen at the 'Huisartsenpost'.

If you need a doctor in the weekend you should go there. The Huisartsenpost is located by the Hospital in Vlissingen and you must always call ahead if you want to be seen. The number is 0900-1985.

Please note that in the Netherlands it is required that you go to the GP with any of your physical or mental health problems, your GP can then refer you to a hospital or psychiatrist or any other service you may require. Only in case of a life threatening situation may you go directly to hospital. The closest hospital is located at 's-Gravenpolderseweg 114, 4462 RA Goes.

Depending on the insurance provider, the doctor's bill is either sent directly to the insurance company for payment or the bill is paid for on-the-spot by the student. They can then send the receipt with a claim form to the insurance provider for reimbursement.

Other useful links

- Erasmus Student Network (for all exchange students): www.esn-utrecht.nl
- Dutch Higher Education: www.nuffic.nl / www.nuffic.nl/international-students
- Information about the city of Middelburg: www.middelburg.nl
- Information about the Netherlands: www.studyin.nl/ or www.holland.com/global
- Website for the Immigration and Naturalization Services: www.ind.nl

2 University education in the Netherlands

Dutch universities introduced the new Bachelor-Master system in 2002, consisting of a Bachelor phase of 3 years and a Master phase of 1-2 years.

2.1 Credit system

Utrecht University, and as such University College Roosevelt, uses ECTS credits (ECTS: European Credit Transfer System). One academic year consists of 60 ECTS credits. One regular course at UCR is 7.5 EC. One EC is equal to 28 hours; one UCR course is therefore equal to 210 hours.

A standard academic year at the University College Roosevelt then is:

<i>Academic year</i> 60 EC							
<i>Semester 1</i> 30 EC				<i>Semester 2</i> 30 EC			
<i>Course 1</i> 7.5 EC	<i>Course 2</i> 7.5 EC	<i>Course 3</i> 7.5 EC	<i>Course 4</i> 7.5 EC	<i>Course 5</i> 7.5 EC	<i>Course 6</i> 7.5 EC	<i>Course 7</i> 7.5 EC	<i>Course 8</i> 7.5 EC

2.2 Grading system

The grading system at University College Roosevelt is based on the American letter grading system (A-F). These grades are connected to a 4.0 scale, the grade point average (GPA) is calculated through this.

Letter grade	GPA	Percentage
A+	4.0	86 - 100
A	4.0	80 - 85
A-	3.7	77 - 79
B+	3.3	74 - 76
B	3.0	70 - 73
B-	2.7	67 - 69
C+	2.3	64 - 66
C	2.0	60 - 63
C-	1.7	56 - 59
D+	1.3	54 - 55
D	1.0	52 - 53
D-	0.7	50 - 51
F	0.0	00 - 49

3 Addresses and telephone numbers

3.1 Education & Student Office

For questions and problems relating to admissions, (re-) enrolment and other educational related requests and documents at the University College Roosevelt, please do not hesitate to e-mail or visit us during office hours. Together with your Tutor, we will try to make your experience at University College Roosevelt as pleasant as possible. We hope you will enjoy your stay during the coming months. During the Orientation you will receive a list of all services provided by Education & Student Office.

University College Roosevelt

Education & Student Office
Franklin Building Room 1.07
Lange Noordstraat 1
4331 CB Middelburg
Tel. +31 (0)118 – 655.500
Fax +31(0)118 – 655.508

Ms. Heleen Bommelje

Admissions & visa:
Enrolments:

h.bommelje@ucr.nl
admissions@ucr.nl
enrolment@ucr.nl

Ms. Lucy Buck

Curriculum assistance

l.buck1@ucr.nl
directorofeducation@ucr.nl

Ms. Jeanette Gels

Head Education & Student
Exchange
Board of Examiners

j.gels@ucr.nl
registrar@ucr.nl
boardofexaminers@ucr.nl

Ms. Susan Groenleer

Assistant Admissions
Assistant Registrar

s.groenleer@ucr.nl
admissions@ucr.nl
registrar@ucr.nl

Ms. Karlijn Hoorens

Registrar
Termination of enrolment

k.hoorens@ucr.nl
registrar@ucr.nl
registrar@ucr.nl

3.2 Academic support

Tutors

Upon arrival at **University College Roosevelt**, each student has been assigned a personal Tutor. Your Tutor will inform you on all matters relating to your academic program. Your Tutor will provide you with your course schedule and guide you in choosing your courses. During Orientation you will meet your Tutor and discuss your first semester courses.

Board of Examiners and Board of Studies

The Board of Studies oversees the academic program and the Exam Board the rules and regulations governing the program.

If you want to file a request or otherwise address the Board of Studies/Board of Examiners, please use one of the forms as described in the Academic Rules and Procedures. All forms are available on the UCR intranet. The

formal contact person for the Board of Studies is the Director of Education. For many practical questions, the Registrar will be able to help you. When you have particular questions about exchange programs, please see the Registrar.

Academic Affairs Council (AAC)

The AAC is the academic student body of RASA. The council consists of seven enthusiastic students who represent the students on all academic matters. In fact the AAC is the intermediary between students and faculty at University College Roosevelt. One of the most important tasks of the AAC is the representation of students in the Board of Studies, the UCR Council and the Program Advisory Committee. Information about the AAC can be found through the RASA student association website www.ucr.nl and www.rasa.nu.

3.4 Important telephone numbers

Emergency number / ambulance	112
General police number	0900-8844
University College Roosevelt	+31 118 – 655 500 (from outside the Netherlands) 0118 – 655 500 (from within the Netherlands)

Address information for the General Practitioners and Dentists can be found in the Student Handbook which you will receive upon arrival. It is highly advisable to register as a patient at a GP and Dentist office early, this way if you are ill you will know who to call.

4 The trip to UCR

4.1 Transportation

Public transport is organized fairly efficiently in the Netherlands and most parts of Europe. A nation-wide system of public busses and trains are available for use. Most students own a bike to get around on in the city.

Train

Train tickets should be purchased at the train station, for instance upon arrival at the train station at Amsterdam Schiphol Airport. The National Railways are indicated with the logo: **NS**. All questions can be answered at the ticket office and train times and further travel details can also be found there. Additionally the NS website has travel information: www.ns.nl. For the website in English you can click on the link 'English' in the upper-right hand corner of the NS home page.

In the past the National Railways used paper tickets, but they have now made the switch to an electronic card system: the OV-chipkaart. At big stations you will be able to buy a single ticket from the most modern ticket machines, but it is recommended that you buy a **personal card** (which you have to charge separately). Only on the personal card can you get free travel (Dutch students only), and international students will have the option to upload a 40% discount if they travel together with others who travel for free or have a discount plan themselves. For more information you can visit the website: <https://www.ov-chipkaart.nl> (also available in English).

Bus

Bus tickets are increasingly rare, and most companies prefer it if you also use your OV-chipkaart to travel by bus. This also goes for other means of public transport such as trams and sometimes even ferries.

4.2 Directions to UCR

Directions to UCR, including a map of the Middelburg City Center, can be found on our website: <http://www.ucr.nl/visit-us/pages/directions.aspx>

To Middelburg

From Amsterdam Schiphol Airport an hourly train runs to Middelburg. At the NS airport information booth train tickets and times can be provided. Although Schiphol is a large airport all exits and directions to the on-site train station are clearly indicated. A wide variety of information booths and staff is available to direct all visitors to their destination. In order to reach Middelburg, you need to take a train to Leiden Centraal and then change to the train in the direction of Vlissingen, which is the last stop on the track. Middelburg is the second to last stop on the train and is the first stop after Arnhem. Ordinarily each stop is announced as it arrives. The journey from the airport to Middelburg should take approximately 2 hours 40 by train.

At University College Roosevelt, we assume all students are independent travellers, who are capable of finding their own way to Middelburg, their new home and UCR. We do advise the arrival to be within office hours and around the appointment time with Villex, so you can receive your keys from them in person. Non-EU/EER students can be picked-up from Middelburg train station at their request, specifically when the arrival is after regular office hours, and shown to their house. If you need to make use of this service please send an e-mail, including your arrival date and time, in addition to your contact information, to rasa@ucr.nl. Only in highly exceptional cases can we arrange an airport pick-up. This is only offered to students who have very limited travel experience or another reason why they would need assistance from the airport. If this is the case please send an e-mail including the reason you need assistance and the above mentioned information to RASA; each request will be reviewed on an individual bases and can only be honoured if a student is available to make the trip to the airport.