



## Consumer information – Utrecht University

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The US government requires institutions which offer federal student loans to disclose the following consumer information. If you require any further information about the content, please email the Scholarship Office ([scholarship@gdesk.uu.nl](mailto:scholarship@gdesk.uu.nl)).

### Student financial aid information

For information on financial aid and more, please visit our *financial matters* pages for Bachelor students [here](#) and for Master students [here](#).

For the following information on US federal student loans, please visit our [US loans page](#):

- Student loan guide with general information about direct loans and specific information on how to apply for financial aid
- Deadlines
- Institutional refund policy
- The Satisfactory Academic Progress Policy
- The Return of Title IV Policy
- A guide on Default Prevention and Management Plan
- Contact details

### Facilities and services available to students with disabilities

Information about the facilities and services available to students with disabilities, including intellectual disabilities, is available on the following [page](#).

### Cost of attendance

For information about the cost of attendance, including tuition and fees, books and supplies, room and board, transportation costs, and any other additional costs, visit the [Costs of Studying and Living](#) page. Occasionally, there may be additional costs for your course; if so, this will be outlined to you by your faculty.

### Refund policy, requirements for withdrawal and return of Title IV financial aid

For information about the University's refund policy, please go to our [policies and procedures page](#) and click on the most recent *Regulations For Enrolment and Tuition fees*. More specific and practical information on this topic can be found on our [Refunds page](#).

Procedures for withdrawal and the effects on your Direct loan are outlined in the return of Title IV funds (R2T4) Policy and can be found on our [US loan pages](#).

## Academic program information

For information about current degree programs please visit:

[Bachelor programs](#)

[Master programs](#)

For faculty related information, please go to the relevant faculty pages by clicking on the program of your interest.

## Education and Examination Regulations (OER)

This document contains essential regulations about the curriculum and the examination of your program. The (minimum) content of these regulations is stipulated by Dutch law. Entry requirements, content of the curriculum and exit qualifications are formulated in this document. Also stipulated are rules concerning re-sits, validity of examinations and 'cum laude'. These regulations are up-dated each year. Please note that the Dutch translation of these regulations is 'Onderwijs- en Examenregeling', abbreviated OER. The abbreviation is commonly used. You will find the master specific OER when choosing the information for current students and by choosing your study program first. Next click on Practical information followed by Academic policies and procedures and look for "Education and Examination Regulations".

## Regulations for Enrolment and Tuition fees

The most recent Regulation for Enrolment and Tuition fees can be downloaded via the [Academic policies and procedures page](#). In this regulation, the Executive Board has determined, among other things, the tuition fee rates and the enrolment conditions and procedures.

## Plagiarism and fraud

Utrecht University has regulations in place governing [fraud and plagiarism](#). If the university discovers a case of fraud or plagiarism, then the study program's Examination Committee may implement sanctions on the offender. The most serious sanction that the Examination Committee may implement is the submission of a request for expulsion to the Executive Board.

## Program accreditation

### Quality assurance, accreditation and degrees

Through systematic and periodic comparison and evaluation, Utrecht University (UU) ensures that its educational programs and their structure and organisation meet national and international standards. All study programs are assessed and evaluated.

### Accreditation organisation

The Accreditation Organisation of the Netherlands and Flanders ([NVAO](#)) is the official, independent body that monitors and guards Utrecht University's quality assurance system.

In the Netherlands, the NVAO's duties are based on the Higher Education and Scientific Research Act (Wet Hoger Onderwijs en Wetenschappelijk Onderzoek, WHW). It includes accrediting existing and new study programs in higher education and advising on the possible extension of Master's degree programs in academic education.

Regarding accreditation in higher education, the Netherlands and Flanders have chosen for accreditation at the level of the study programs. To this end, the NVAO drafted and laid down accreditation frameworks for Flanders and the Netherlands.

In the Netherlands and Flanders, accreditation is a precondition for government funding of a Bachelor or Master degree program, for the right to award recognised diplomas and, in the Netherlands, for granting financial assistance for students. In the light of the internationalisation of education and the labour market, accreditation provides for comparable quality assurance of higher education.

The NVAO is bound by law to provide accreditation for all existing Bachelor and Master degree programs and for new study programs at government-funded higher education institutions as well as institutions approved (but not funded) by the Dutch government. Institutions excluded from government funding or approval can apply for accreditation of post-initial Master's degree courses.

### **Drugs & Alcohol**

The US Department of Education provides information on the [penalties associated with drug-related offences](#) under the US Higher Education Act. Students who lose eligibility for US student loan as a result of these penalties, will receive from Utrecht University a written notice which notifies the loss of eligibility and advise to regain eligibility.

### **Drugs policy in the Netherlands**

In the Netherlands, the Opium Act sets out the rules pertaining to drugs. Read all information about the Dutch drug policy, drug prevention, drug law [here](#).

### **Alcohol policy in the Netherlands**

The Dutch government tries to prevent alcohol abuse and alcoholism through laws and public and awareness. There are several laws governing alcohol. Find more information [here](#).

### **Counseling and information Services in the Netherlands / Amsterdam/Utrecht**

- [Jellinek](#): Expert on alcohol, drug and game addiction. Telephone: +31885051220
- Alcoholics Anonymous: Offers help to recover from Alcoholism: telephone: +3120625 60 57
- Narcotics Anonymous: Offers help to recover from Drug addiction. Telephone: +31622341050
- National emergency number: 112
- Huisartsenpost Utrecht (General Practitioner Utrecht): +31881309670 (24/7)
- Dutch Association of mental health and addiction care (GGZ) Utrecht: +31302369320

### **Textbook information**

Information about any required and recommended textbooks for your course will be provided to you by your department. Should you require specific information about textbooks, please contact the relevant faculty for advice.

### **Facts and figures**

Utrecht University is an international research university of the highest quality. This has been demonstrated for many years by its high positions in international rankings such as the Shanghai Ranking and the Times Higher Ranking. [This website](#) provides current and detailed facts and figures of Utrecht University.

### **Rules and regulations**

Under the [Policies and Procedures page](#) you will find multiple regulations such as the Regulations for Enrolment and Tuition fees, the Student Charter, our Code of Conduct, regulations on Fraud and Plagiarism and many more.

### **Safe study and working environment**

Utrecht University contributes to the safety and security of people and property in the UU buildings and grounds. For more information check out this [page](#).

### **Privacy of student records**

Utrecht University processes a substantial volume of personal data. In accordance with the Wet Bescherming Persoonsgegevens (Personal Data Protection Act), the university is responsible for ensuring that personal data is processed properly. Find out [more](#).

Should you have a complaint about the processing of your US loan, you have the right to file complaints with the US Department of Education, although it would be preferable that you contact us first so that we can try to resolve the problem for you.

### **Complaints, objections and appeals**

A wide range of rules, regulations and laws are applicable to students. If you feel that you have been adversely affected by a decision taken on the basis of one of these regulations, or that you have not been treated properly by a UU staff member, there is something you can do about it. You will find all related information with "[Complaints, objections and appeals](#)".

### **Student loan information published by the US Department of Education**

Utrecht University will provide information published by the US Department of Education to students at any time that information regarding loan availability is requested, including the rights and responsibilities of students and schools under Title IV HEA (Higher Education Act) loan programs.

### **National Student Loan Data System (NSLDS)**

If you take out a federal loan, we will submit the details of your loan to NSLDS. This data will be accessible to guaranty agencies, lenders and schools determined to be authorized users of the data system.

### **Entrance Counseling for student loan borrowers**

Prior to the first disbursement, first-time borrowers will be provided with comprehensive information on the terms and conditions of the loan and of the borrower's responsibilities through Entrance Counseling. At Utrecht University, Entrance Counseling is required to be completed via StudentLoans.gov before a loan will be approved.

### **Exit counseling for student loan borrowers**

Utrecht University will send an email with regards to the Exit Counseling shortly before the student borrower ceases at least half-time study at the university. The Exit Counseling should be completed via StudentLoans.gov.

### **Code of Conduct for Direct Loans**

Utrecht University along with the Scholarship Office and its employees are committed to the highest level of standards and ethical practices. It will continue to be our goal to provide the best service to both our students and parents. A Scholarship Office staff member shall:

1. Refrain from taking action for his or her personal benefit.
2. Refrain from taking any action he or she believes is contrary to law, regulation, or the best interests of the students and parents he or she serves.
3. Ensure that the information he or she provides is accurate, unbiased, and does not reflect any preference arising from actual or potential personal gain.
4. Be objective in making decisions and advising his or her institution regarding relationships with any entity involved in any aspect of student financial aid.
5. Refrain from soliciting or accepting anything of other than nominal value from any entity (other than an institution of higher education or a governmental entity such as the U. S. Department of Education) involved in making, holding, consolidating or processing of any student loans, including anything of value (including reimbursement of expenses) for serving on an advisory body or as part of or sponsored by any such entity.
6. Disclose to his or her institution in such a manner as his or her institution may prescribe any involvement with or interest in any entity involved in any aspect of student financial aid.