



Utrecht University

International Office Humanities

# Exchange Handbook

2024-2025



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## 2. Welcome

Dear student,

You are about to embark on a great adventure! Whether your journey to Utrecht is several thousand kilometres or just a few hundred, the experience of living and studying in a foreign country is one that you will remember for the rest of your life.

Naturally, we hope that you will learn a lot on an academic level; we are very proud of our institution, the education and research that is being done here. On a more personal level, you will learn about both the pleasures and oddities of Dutch people, life and culture, some of which you might even come to love and won't want to miss anymore. On top of that, one of the things you might learn most about is your own culture and heritage, enriching you as a citizen of the world.

You have chosen Utrecht as the destination for this journey. We can only hope that it will be all that you expected, and more. We, the International Office Humanities, as well as all other support and administrative staff of the university, will do our utmost to facilitate you where we can and to provide support where needed, especially in this strange and challenging time. We hope that this handbook will provide you with the basic information that you need in order to find your way around.

Good luck with all your preparations and we look forward to meeting you soon!

## International Office Faculty of Humanities



Bart  
Weerdenburg



Bryan  
Ardo Barbu



Iva  
Martínková



Monique  
Hanrath



Pooi Ji  
Hang



Sirma  
Ordanovski

### 3. Checklist

Task	Done?
Read through this handbook so that you are informed before your exchange.	
Plan your trip so that you arrive in time for our welcome events.	
Arrange housing. Housing tips, tricks and information can be found on the <a href="#">housing website</a> .	
Make sure your passport and /or ID card is up-to-date and will not expire during your stay in Utrecht.	
If applicable: make sure you have arranged your entry visa/residence permit. Read more about it on our <a href="#">website</a> .	
Arrange adequate <a href="#">insurance</a> for your stay in Utrecht.	
Install the necessary <a href="#">software</a> .	
Check your <a href="#">schedule</a> .	
Mark your calendar for <a href="#">UU Welcome Week</a> .	
Arrange the necessary <a href="#">paperwork</a> (if applicable).	
Think about applying for a <a href="#">language course</a> .	

## 4. Utrecht University

### About Utrecht University

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Founded in 1636 and located in the heart of the Netherlands, Utrecht University is one of Europe's leading research universities. We are recognised internationally for our high-quality, innovative approach to research and teaching.



Utrecht University has a lot of experience with international students. Every year, approximately 1,500 international students come to the university to take English-taught degree programmes and other courses. Students work and study closely together, learning to operate in an international environment from the outset. This is essential for scientists and scholars in our increasingly globalised world.

Utrecht University buildings can be found at various locations in and around the city of Utrecht:

- City Centre Utrecht (which is where most Humanities courses are usually taught)
- Utrecht Science Park/De Uithof
- International Campus Utrecht

You can find further information on our [website](#).

### About the Faculty of Humanities

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The Faculty of Humanities is located in several monumental buildings in the historic city centre of Utrecht. Our education and research contributes to a better understanding of the Netherlands and Europe within a changing social and cultural context. The Faculty of Humanities at Utrecht University covers four areas of knowledge (departments):

- History and Art History
- Languages, Literature and Communication
- Media and Culture Studies
- Philosophy and Religious Studies

Learning is based on a strong interdisciplinary approach and courses are taught in small groups to foster the intensive exchange of ideas between students and lecturers. Our academic staff have high expectations of their students, but also provide ample opportunities for students to develop their own views and talents.

## About the University Libraries

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Utrecht University has two main libraries, one in the City Center and one at Utrecht Science Park (sometimes referred to as 'De Uithof'). Both locations have a large collection of not only books but also manuscripts, journals, films and audio files.



### *Borrowing books*

You must have a library card to be able to borrow books. This card is available for free for UU students and can be created for you at the library desk. The standard loan period of books is 28 days, although you can borrow some books and journals for a shorter period. Using the website, you can extend your loan multiple times, unless someone else has reserved the book. You can borrow up to 15 books at the same time. Should you need more books at once due to exceptional circumstances, permission may be granted to raise the amount of books you are allowed to borrow at the same time.

### *Opening hours*

The regular opening hours for the university libraries in Science Park and in the city centre are:

- Mon-Fri: 8 a.m.-10.30 p.m.
- Sat-Sun: 10 a.m.-10.30 p.m.

Opening hours may vary during the holidays. During the exam periods the library has longer opening hours to give students more time to prepare for their exams.

University Library City Centre: Drift 27, 3512 BR Utrecht  
University Library Science Park (De Uithof): Heidelberglaan 3, 3584 CS Utrecht  
For more information and the library catalogue: [www.uu.nl/library](http://www.uu.nl/library).



University Library City Centre



University Library Uithof

## Important dates

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### *UU Welcome Week*

University wide Welcome

from Tuesday 27<sup>th</sup> till Friday 30<sup>th</sup> of August 2024

Exchange Orientation

Monday 2 September 2024

### *Academic Calendar 2024-2025 Faculty of Humanities:*

At Utrecht University the academic year is divided in two semesters:

- Semester 1 (Autumn): September until January
- Semester 2 (Spring): February until June

Each semester is divided into two periods or blocks:

First semester

Period 1: Monday 2 September 2024

Period 2: Monday 11 November 2024

Second semester

Period 3: Monday 3 February 2025

Period 4: Tuesday 22 April 2025

The Faculty of Humanities has its own academic calendar, which may not be exactly the same as that of other faculties. You can find the full Academic Calendar, including holidays and other Non-teaching days [on this website](#).

At the Faculty of Humanities, there is no education on the following dates:

Christmas Day / Boxing Day

25 - 26 December 2024

New Year's Day

1 January 2025

Good Friday

18 April 2025

Easter

20 - 21 April 2025

King's Day

26 April 2025

Liberation Day

5 May 2025

Ascension Day

29 May 2025

Whitsun

8 - 9 June 2025



## 5. Pre-departure

### Packing

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#### *Household items*

There is no need to bring things that can easily be purchased in Utrecht, such as household items. You should check with your landlord/-lady to find out if your room will be furnished, and what you should need to purchase.

**SSH reserved accommodation only:** On 'My SSH', you will find an inventory of the furniture in your room. You can order a bedding package when you book a room. A bedding package contains one duvet, one pillow, one sheet, one pillow case and one duvet cover. Did you forget to order one when booking a room? In most cases you can buy one upon arrival.

#### *Medicine*

Make sure to bring your medicine with you if you cannot go without them, as well as a doctor's statement written in English. But be aware that not all medicines or medicinal herbs are allowed in The Netherlands.

### How to get to Utrecht University

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The Netherlands has a very good public transportation network, which makes it easy to get around. You can easily plan your trip with the door-to-door [journey planner](#) or download the free 9292 app.

See the [website for transportation](#) for further information.

### (Erasmus) Paperwork

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Most university exchanges require you to have documents signed by your host university. These documents can be signed by your Exchange Coordinator at Utrecht University.

- You can submit your Online Learning Agreement through the Erasmus without paper-system (EWP). Ask your home university how to do it.
- If you have documents that must be signed electronically (such as arrival/departure certificates) or if your home university is not yet fully connected to the EWP-system, you can e-mail all documents (preferably in pdf-format) to [internationaloffice.hum@uu.nl](mailto:internationaloffice.hum@uu.nl).

You can drop by at Drift 10 if you need to have documents signed or if you have questions regarding your exchange. Make sure to check whether we are open on [our website](#).



- Hand in and pick up documents at the Student Desk from Monday until Friday, 11.00h - 12.30h and 13.30h – 15.00h.
- International Office walk- in hours are scheduled to take place on Thursday: 11.00h – 12.00h.

When you hand in or e-mail us your documents, please take into account that it can take up to four working days to process them.

### *Acceptance Letter*

If the Acceptance e-mail you received earlier in the process is insufficient, an Acceptance Letter is available on request (e-mail us at [internationaloffice.hum@uu.nl](mailto:internationaloffice.hum@uu.nl)).

## **UU Welcome Week**

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### *UU Welcome Week*

University wide activities	Tuesday 27 - Friday 30 August 2024
Faculty programme	Wednesday 28 August 2024
Exchange Orientation	Monday 2 September 2024

You will receive invitations for these events so keep an eye on your mailbox.

### *Why take part in the UU Welcome Week activities?*

The UU Welcome events are specially designed for international students who are new to the city and to Utrecht University. This way you will get a quick and fun introduction to your new environment.

- **Meet your fellow international students!**  
You will be placed in a group of approximately 15 to 20 new students. A perfect way to start making new friends! An experienced second year student (Dutch with exchange experience or international) will act as guide.
- **Get acquainted with your faculty and/or programme.**  
Learn more about your faculty and education programme when you attend your faculty introduction.
- **Get first-hand experience with Dutch Student Life.**  
Through the [Goin' App](#), you can get acquainted with fellow exchange students, classmates or locals! You can join different groups with like-minded students. This way you can make connections with people before you arrive to Utrecht!

More information about the UU Welcome can be found [on this website](#).

## Language Courses

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### *Learn Dutch*

If you wish to take a language course to learn Dutch you can find more information on [our website](#).

### *Other languages*

Utrecht University works together with the [language institute Babel](#). They offer courses that help you to learn Dutch, English and several other languages. It is also possible to take a course in [Academic English](#).

Students of Utrecht University receive a **15% discount** on open enrolment courses. Discount opportunities for these and other language courses can be found [on this website](#).

## 6. Studying at Utrecht University

### General Course Information

The Faculty of Humanities offers a large selection of courses that are open to international exchange students. In Osiris you can find the courses you are enrolled in.

#### Course levels

The level of each course is indicated in the course description.

- Level 1: Bachelor Introductory – broad introduction to the subject.
- Level 2: Bachelor Elaborating – exploring aspects of the subject, current debates, specific methods and techniques.
- Level 3: Bachelor Advanced – integration/synthesis, formation of theories based on research results.
- Level M: Master level

#### Timeslots

Utrecht University works with timeslots. Timeslots divide the week in different parts to prevent a clash in course and exam times. It is NOT possible to choose courses that are

TIME SLOT MODEL						
time	day	Monday	Tuesday	Wednesday	Thursday	Friday
09.00-10.45		A1	B1	A4	C6	D4
11.00-12.45		A2	B2	A5	C7	D5
13.15-15.00		C1	C4	D1	B3	D6
15.15-17.00		C2	C5	D2	B4	D7
17.15-19.00		C3	A3	D3	B5	(D8)
19.15-22.00		E1	E2	E3	E4	

scheduled in the same timeslot. If two timeslots are indicated for one course, that means that the course is scheduled in **both** timeslots. You can find more information [here](#). The week is divided into time slots as follows:

#### Course offer 2024-2025

You can find the Faculty of Humanities course offer for exchange students in 2024-2025 on [www.uu.nl/hum/coursesexchange](http://www.uu.nl/hum/coursesexchange).

#### Schedule

You can find your course schedule in [MyTimetable](#). Your MyTimetable schedule will also automatically be linked with the MyUU app.

### *Course enrolment, changes and deregistration*

The Student Information Desk Humanities is responsible for all course related matters. If you have any questions about course enrolment you can contact them:

[studentdesk.hum@uu.nl](mailto:studentdesk.hum@uu.nl)

In some exceptional cases it is possible to change courses. The Student Desk will inform you about the procedure.

If you wish to deregister from a course you need to inform the Student Desk, so they can officially deregister you. Please do so as soon as possible, so someone else can take your place. Deadline for deregistration of courses is 14 days after the course of that period has started.

Note: if you do not deregister from a course that you do not participate in before the deadline, a 'NP' (not participated) will be written on the transcript that you will obtain after the exchange semester.

### *Early Exit*

The Faculty of Humanities offers an Early Exit option for all English-taught Bachelor courses **in period 2**. This option is only available if your study programme at your home university starts before January 15th (causing conflicting academic calendars). The Early Exit option means that you can finish the course before the Christmas break, but **you will receive 5 EC instead of the normal 7,5 EC**. Taking the Early Exit option will allow you to receive a maximum of 25 EC during your exchange (instead of the normal course of 30 EC).

You will receive more information on how to qualify and apply in due time.

### *Course materials*

Your teacher will inform you about the required materials. Information might also be posted on Blackboard and/or in the Course Catalogue. Please note that the teacher might not have updated the course material/invited you to the Blackboard environment yet. Make sure you check which materials you need shortly before your course starts. You might also be able to consult the materials via our [Library website](#).

You can buy/sell books at [www.bol.com](http://www.bol.com) (new and second-hand), [www.marktplaats.nl](http://www.marktplaats.nl) (second-hand) and you could also try the various Facebook groups for international students. Make sure to check whether or not they ship to your country.

If you encounter problems with access to the course materials, please contact your course coordinator about this.

### Teaching methods

At Utrecht University courses are usually taught in the form of lectures (Dutch: *hoorcollege*) and seminars/working groups (Dutch: *werkgroep*). In case (part of) the education is online, the formats might differ per course.

### Examination

Exams are generally held during the course period. Your lecturer will inform you about the date(s). Please check the exam dates carefully. Your course registration is also your exam registration. You do not need to register separately for exams. All exams are obligatory, including partial exams.

If you failed an exam, you might be eligible for a retake. Please contact the course coordinator about this. The general rule is that you have to have obtained at least a 4 in your exam in order to be allowed to retake it.

### Distribution of grades

The grading system used by Dutch universities is based on number scale of 1 (very poor) to 10 (outstanding):

10	Outstanding	5	Almost satisfactory
9	Very good	4	Unsatisfactory
8	Good	3	Very unsatisfactory
7	Very satisfactory	2	Poor
6	Satisfactory	1	Very poor

NP/ND = not participated | NC/NVD = not completed | P = pass

A 6 is the minimum passing grade. The grades 1-3 are hardly ever awarded and 9 and 10 are very rare.

Final grades are rounded off to halves.

### ECTS credits

Utrecht University uses ECTS, the European Credit Transfer System. Most bachelor courses at the Faculty of Humanities are worth 7,5 EC. Most Master courses are worth 5 EC.

1 full academic year = 60 EC

1 semester = 30 EC

In the Netherlands an academic year consists of 1680 study hours or 42 weeks of fulltime study. Fulltime study is considered to be 40 study hours per week. 42 weeks of fulltime study is equivalent to 60 European Credits Transfer System credits: 1,5 credit point equals 40 study hours, one week. An average course is worth 7,5 EC and consists of 200 study hours (classes, preparation and exams all included).

## Student Support

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### *Study Advisor*

Study Advisors have the specific role of helping you whenever possible, to prevent and/or find solutions to problems relating to your study in Utrecht, such as personal problems, illness, problems with study skills or if you are falling behind. The study advisor works in the faculty and therefore has excellent insight into the possibilities and problems of studying in your particular discipline. Furthermore, they have good contacts with the lecturers in the faculty and can therefore act as a link between teaching staff and students. Please always feel free to contact them if you think this could be beneficial in your situation

You can reach them by phone or e-mail, or you can make an appointment. Mention your student number in the e-mail or keep it at hand when contacting the study advisors by telephone. You can find the updated contact details and walk-in hours on the [Study Advisor webpage](#).

### *Study Support from Skills Lab*

Utrecht University's Skills Lab provides support for you to make your studies a big success. They provide information on Planning and Productivity, Studying, and Writing on their website [Skills Lab](#).

### *Study with Disability or Chronic Illness*

Utrecht University wants every student to feel welcome and to have the support they need to succeed. If you have a [disability or chronic illness](#), you can request additional support to enable you to study more effectively. If you have indicated this in your application, you will receive an e-mail with instructions to make a case in Osiris student. You can also contact the Study Advisor mentioned above before you start your programme to discuss your situation and determine the support options available to you during your exchange.

## 7. Software and IT

### *Solis-id*

Your [Solis-id](#) is your user name for most university services. Used in combination with your Solis password, it gives you access to services such as OSIRIS, Blackboard and [Surfspot](#). You should also sign in using your Solis-id at the university computers. You should have received your user name and password in two different e-mails. If you forgot your password or if you never received, check the abovementioned website about your Solis-id to reset your password or request one.

### *UU student e-mail account*

Every student has access to his/her own [UU solismailaccount](#). Official correspondence will be sent to this account only, so please make sure you check it regularly.

You [log in](#) with your Solis email address (for example: j.smith@students.uu.nl) and your password. The password is the same as your Solis-password.

### *Software*

Utrecht University offers staff and students to work with Microsoft 365 (Office). Most of the teachers will still use Microsoft Teams for their courses. You can access this via your students Microsoft 365 account. In order to prepare for this you can use the manuals that our IT department provides via the [UU Manuals](#).

Focus points are:

- Installation of [Microsoft Teams](#);
- Installation of [Microsoft 365](#);
- In order to protect the safety of Utrecht University's data, you will need to use [two-factor authentication](#) for some services.

You can also access Microsoft Teams (go to <https://teams.microsoft.com/> and log in using your UU email address and your Solis password) and your email (<https://outlook.office.com/>) via the browser if you do not want to download the software.

Questions? Mail or WhatsApp the [IT Helpdesk](#).

### *MyUU app*

The MyUU app is the official app of Utrecht University. Check your timetable, study results and useful quick links of Utrecht University. You can also find the location of your classes in the app. The [MyUU app](#) displays the most important information for students. The app is available to download from Google Play (Android) and the App Store (Apple). The MyUU app will be fully operational in the weekend before the Welcome Week (for instance the Student Card).



### *Student Card*

You will receive a digital student card instead of a paper student card. You can find the digital Student Card in the [MyUU app](#). Having the student card in the MyUU app means that you always have your student card with you. You simply show your student card in the app. You might also be able to use your student card for student discounts.

You can find more information on the website [UU Student Card](#).

### *Osiris*

OSIRIS is the student records system at Utrecht University. It allows you to see which courses you have been registered for and check your course results. Registration for courses can only be done through the Student Desk of the Faculty of Humanities.

To consult Osiris, go to [osiris-student.uu.nl](https://osiris-student.uu.nl). Click on the 'log in' button and you will be asked for your user name, password, and 2FA. You can select other screens using the tabs at the top of the screen in order to change your address information, view your grades and your course schedule.

### *Blackboard*

All Utrecht University students and staff use the digital learning environment [Blackboard](#). Within the Faculty of Humanities, Blackboard is the starting point for students for course materials and information. You can log in using your Solis-id and Solis password.

### *Websites*

In this handbook you can find lots of links to websites of Utrecht University. It might seem a little complicated, but there is a difference between the uu website and the student.uu website. Make sure you check the url if you are lost in the website. The uu website is for general information, whilst the students.uu website is specifically for uu students. These are the most important websites for you as an exchange student:

Exchange and Visiting Students:

<https://www.uu.nl/en/education/exchange-and-visiting-students>

Exchange Students Humanities – before you arrive:

<https://www.uu.nl/en/education/exchange-students-humanities>

Exchange Students Humanities – during your exchange:

<https://students.uu.nl/en/hum/exchangestudents>

## Help with IT Problems

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If you are having problems accessing one of the University's IT resources, have a look at the [IT website](#) to find out what you can do, or contact Utrecht University's [IT Service Desk](#).

## 8. Policies and Procedures

### *Code of Conduct*

The Utrecht University has a [Code of Conduct](#) for students and staff. Students at Utrecht University are expected to:

- Behave honestly and respectfully towards each other and towards members of staff;
- Perform to the best of their abilities by actively participating in teaching and extracurricular activities;
- Respect each other's possessions and are careful when making use of university facilities;
- Enable lecturers and students to teach and learn under optimal conditions.

### [Excerpt from the Code of Conduct](#)

#### *Fraud and Plagiarism*

Utrecht University considers any form of academic dishonesty to be a very serious offense. Utrecht University expects each student to be familiar with and to observe the norms and values that ensure academic integrity.

The most serious forms of deception that can impair integrity are fraud and plagiarism. Plagiarism is a form of fraud and is defined as the wrongful appropriation of another author's work without proper citation. When fraud or plagiarism is committed by an Exchange student the home university will be informed. See more on the website [Fraud and Plagiarism](#).

#### *Complaints*

If you feel you have not been treated properly by someone employed by Utrecht University, or if you disagree with a decision that affects you personally, you can respond in a number of ways.

A complaint relates to conduct towards you. You cannot submit a complaint about a general rule or scheme. For more information, visit the website [Complaints, objections and appeals](#).

## 9. Student Life in Utrecht



### Living in Utrecht

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Utrecht is a lively student city in the heart of the Netherlands; it is a beautiful and inspiring urban setting that nurtures talent and creativity. The dynamic city is characterised by the Dom Tower, the unique canal-with-wharfs, and home to the Miffy Museum! There is always something to do, be it shopping, going out, catching a (subtitled) movie, visiting museums or going to one of the many music or art festivals! Utrecht Central Station is the largest and busiest railway junction in The Netherlands, providing easy access to the rest of Europe.

#### *City registration*

If you are staying in the Netherlands for more than four months to study, you will need to register in the Municipal Personal Records Database at the department Burgerzaken of the city of your residence. See the website [City registration](#) for more details or go direct to the [Register as a new student](#). If you live outside of Utrecht, please google how to register to the municipality where you reside.

#### *Cost of living*

During your stay in Utrecht you can expect to spend between € 800 and € 1,000 a month on [living expenses](#).

#### *Accommodation*

Utrecht is one of the most popular university cities in the Netherlands, so the demand for student housing is very high. The university does not own any student accommodation. Most rooms are let by housing corporations and by private home owners. A typical aspect of student housing in the Netherlands is that you rent a room

in a flat or house where you live with other students and share facilities like the kitchen, bathroom and washing machine.

[Finding a room](#) in Utrecht can be a real challenge. A place to stay is therefore one of the most important matters that need to be arranged when you are planning to study in Utrecht.

Due to the fact that it is rather difficult to find housing in Utrecht, **we advise you not to proceed with your exchange if you have not found housing in advance.**

If you are renting with SSH [this](#) might be helpful.

*Travel within the Netherlands (OV chipcard, bikes etc.)*

More information about travelling within the Netherlands can be found [here](#).

*Health*

More information about health and safety matters can be found [here](#).

*Money*

You might wish to open a Dutch bank account (called a privérekening) after your arrival. In order to open a bank account you will need to visit the bank in person and bring a valid ID (passport or EU identity card) among other things. Banks usually only open a bank account if you stay in the Netherlands for at least one full semester (5 months) or longer.

Paying with a bank card (*pinnen*) is the most popular way of paying at Dutch stores. You can use your bank card to pay for small and cheap as well as for large and expensive goods (provided you have enough money at your bank account of course). Credit cards are not accepted everywhere. Needless to say you can also pay in cash. For those who come from outside the Eurozone it is good to know that the one and two cent-coins are hardly ever used anymore. Both shopkeepers and customers found those coins simply annoying. Since about 2005 it has become common use to round prices off. So don't think you are being fooled.

## Student Life

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*ESN*

[Erasmus Student Network](#) (ESN) is a non-profit international student organisation. Get the [ESN Membership Card](#) (€8), for activities and discounts. ESN Utrecht organizes social, sportive and cultural activities for international students to get to know each other, locals and the Dutch culture.

*Buddy Go Dutch*

[Buddy Go Dutch](#) helps international students meet Dutch people and vice-versa. By doing this you can learn about each other's culture. At the beginning of each semester you will be matched with an international or Dutch student.

### *Parnassos Culture Centre - Music, dance and theatre classes, workshops, café*

**Parnassos** is the Cultural Centre of Utrecht University. Parnassos offers a large number of creative, informative and skill enhancing courses in music, theatre, photography, and dance, for students at very reasonable prices as well as seasonal specials. Most of these courses are in Dutch, but a considerable number of them are (optionally) in English.

### *University Sports Centre Olympos*

The University offers its students a wide range of possibilities for sports and recreation. Sports centre **Olympos** is situated at Science Park (De Uithof) and has several football (soccer) fields, a rugby pitch, hockey fields, a golf practicing course, (outdoor) tennis courts, squash courts, a fitness room and three sports halls.

### *Goin' Connect App*

Are you curious who your future classmates will be? Looking for like-minded students who are also *goin'* to Utrecht University? Via Goin' Connect you can find other students already before arrival! Make friends, have fun and fix things together.

How to get Goin'?

Step 1: Register using the link below: [REGISTER NOW!](#)

Step 2: Download the app for [Android](#) or [Apple](#)

Step 3: Login and connect with your future classmates!

Any questions? Please reach out to the Goin' team at [support@goingconnect.com](mailto:support@goingconnect.com).

### *Discount cards*

The **ISIC card** is the only internationally recognised student ID. Every year more than 4.5 million students from over a hundred countries use this student card worldwide to benefit from great offers on travel, shopping, museums and much more.

### *Working next to your studies*

As an EU/EEA-student in the Netherlands, you are free to take a part-time job in order to help cover your costs. As a non-EU/EEA student in the Netherlands, you need a work permit in order to have a part-time job. Check our website [Work permit](#) for more information or have a look on the website [Working while studying](#).

## 10. After your exchange

### *Certificate of Departure and other documents*

You can get your departure documents signed by the International Office. You can send them to us via e-mail or drop by at our office during the walk-in hours. We do not sign Certificates of Departure more than 1 week before your last day of your studies (so the date of your final exam or paper).

### *Transcript of Records*

Within 5-6 weeks after the end of the semester, we will send the Transcript of Records to your home university and to you by e-mail. The digital version is the official one. If you require a hard copy version, please let us know.

Early transcripts are often not possible since lecturers need time to correct exams and results need to be registered. You do not have to request a transcript, it will be sent automatically.

Please note that all courses that you are registered for in Osiris Student, will be shown on your Transcript.

### *After deregistration from the university*

Once you are no longer enrolled at Utrecht University you will be sent an e-mail, warning you that your Solis-id and password will expire. After that, you will no longer be able to use the IT services associated with your Solis-id. Your email address will also be terminated, so it is important that you save and secure any files and emails that you want to keep before then.

### *Deregistration from the city*

You need to deregister yourself from the municipality, you can do so to use the [PDF form](#) or make an appointment on this [website](#) when you reside in Utrecht. You can contact the municipality of Utrecht on +31 (0)30 286 00 00 for more information. If you live outside of Utrecht, please google how to deregister from the municipality where you reside.

If you have registered with a general practitioner (*huisarts/dokter* in Dutch), sports clubs, library etc, make sure to inform them about your departure in time.

### *Continuing your studies at Utrecht University*

Are you interested in continuing your studies at Utrecht University? Throughout the year we offer Master's Events which you could visit to learn more about the [different programmes offered by Utrecht University](#).

The next-scheduled [Master's Event](#) will be held online on **Wednesday 9 October 2024**. Nearly all Utrecht University's Master's degree programmes will be represented at this event, and you will have the opportunity to talk and ask questions to teachers, students, alumni and student advisors.



## 11. Contact Information

### Your Exchange Coordinator

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#### *International Office Humanities*

Address: International Office Humanities - Utrecht University  
Drift 10  
3512 BS Utrecht, the Netherlands

E-mail: [internationaloffice.hum@uu.nl](mailto:internationaloffice.hum@uu.nl)

Telephone: +31(0)30-253 6046



Bart Weerdenburg

Head of the International Office  
Faculty of Humanities



Pooi Ji Hang

Exchange Coordinator Faculty of Humanities  
Incoming Mobility



Monique Hanrath

Exchange Coordinator Faculty of Humanities  
Outgoing Mobility



Sirma Ordanovski

Support Officer Faculty of Humanities



Iva Martínková

Support Officer Faculty of Humanities



Bryan Ardo Barbu

Support Officer Faculty of Humanities

## Student Information Desk Humanities

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For course and study related matters, such as course registration or deregistration, you can go to the Student Information Desk of the Faculty of Humanities.

**Visiting address:** Drift 10, 3512 BS Utrecht  
**Email:** [studentdesk.hum@uu.nl](mailto:studentdesk.hum@uu.nl)  
**Opening hours:** Monday to Friday 11.00-12.30 and 13.30-15.00  
**Tel:** +3130 253 6285 (Mon to Fri 11.00-12.30 and 13.30-15.00)

You can find further contact details on the website [Faculty Student Desk](#).

## Student Services

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Student Services provides information and advice on all kinds of matters for students, such as activities of student organisations.

**Address:** Bestuursgebouw, Heidelberglaan 6, 3584 CS Utrecht  
**E-mail:** [studentservices@uu.nl](mailto:studentservices@uu.nl) (mention your student number!)  
**Opening hours:** Monday to Thursday 10.00 - 13.00  
**Tel:** +31 30 253 7000 (Mon to Fri 11.00-12.00 and 14.00-15.00)

You can find further contact details on their website [Student Services](#).

## 12. Important numbers & useful links

Emergency (Ambulance, police or fire brigade)	Tel: 112	<a href="https://www.uu.nl/en/education/exchange-and-visiting-students/arriving-and-living/health-and-safety">https://www.uu.nl/en/education/exchange-and-visiting-students/arriving-and-living/health-and-safety</a>
Local Police (Utrecht Central Office)	Tel: 0900 8844	Kroonstraat 25, 3511 RC Utrecht (open 24 hours)
Utrecht University Security	Tel: 030-253 4444	<a href="https://students.uu.nl/en/university-college-utrecht/practical-information/security-safety-health">https://students.uu.nl/en/university-college-utrecht/practical-information/security-safety-health</a>
Housing		<a href="https://www.uu.nl/en/education/exchange-and-visiting-students/arriving-and-living/finding-accommodation">https://www.uu.nl/en/education/exchange-and-visiting-students/arriving-and-living/finding-accommodation</a>
SSH General Inquiries	Tel: 088 730 4200	<a href="http://www.sshxl.nl/en/utrecht-university">www.sshxl.nl/en/utrecht-university</a> <a href="mailto:info@sshxl.nl">info@sshxl.nl</a>
IT Service Desk	Tel: 030 253 4500	<a href="mailto:servicedesk@uu.nl">servicedesk@uu.nl</a> <a href="https://www.uu.nl/en/organisation/information-and-technology-services-its/i-want-to/get-help-and-advice">https://www.uu.nl/en/organisation/information-and-technology-services-its/i-want-to/get-help-and-advice</a>