



WORKING ON STUDENT SUCCESS

IMPORTANT INFORMATION FOR THE FIRST 100 DAYS



Important information for the first 100 days

For most students, the start of a new study programme is an exciting period full of changes and uncertainty. HU University of Applied Sciences Utrecht (HU) offers a huge number of facilities and initiatives that contribute to an enjoyable study period. The introduction period is a distinct time to inform our students about these facilities and initiatives.

Even staff members themselves do not always know exactly what HU offers and where this information can be found. That is why we have prepared this document. Here you will find all the important HU wide information that is of added value for starting students. Think of practical information, such as help with IT problems or the use of the HU library, but also where you as a student can go if you encounter something or need support. And all this already completely written aimed at students, so it can be copied one-to-one.

In the document we distinguish between information that should be shared with students **during the first week**, and information that it is important for our new students to receive **during the first 100 days**. The way you share the information with new students is up to you as a programme.

In addition, it is obviously important that each programme informs its first-year students about the necessary programme-related information during the first period at the college.

In this way, together we ensure that all new students are optimally informed and that they all get the same good start.

Stay informed

HU Guide to Student Success

Join the [ÉÉN HU group 'Werken aan Studentsuccess'](#). You will find practical information, good practices and knowledge on topics such as teacher engagement, student welfare and diversity and inclusion.

'Eerste honderd dagen' Teams Community

Follow developments around the first hundred days at HU and connect with colleagues who are also working on this via the ['Eerste honderd dagen Teams Community'](#).



Contents

Important information for the first week.....	3
Information systems	3
HU Wegwijs	3
myHU.....	3
Helpdesk IM-ICT	3
STIP.....	3
Support.....	4
Student counsellor	4
Student's psychologist	4
Study choice advisor.....	4
Confidential advisor	4
Facilities	5
Lending wall.....	5
Reserve a room	5
HU Library.....	5
Important information for the first 100 days	6
At home on campus.....	6
Diversity & Inclusion.....	6
Podium	6
Gender Sexuality Alliance	6
Green Office	6
Own idea?.....	6
Extra challenge.....	7
HU Honours	7
Student Support Centre	7
Participatory decision making.....	7
The latest news	7



Important information for the first week

Information systems

HU Wegwijs

On [HU Wegwijs](#) you will find a lot of general, practical information you will need as a student during your studies, such as information on how to arrange certain matters for your study, but also on the campus, support and extra challenges. Specific information about your study programme and subjects can be found in other information systems such as myHU and Canvas.

myHU

In [myHU](#) you will find news and announcements from your study programme, institute and the HU in general. Here you can view your timetable, course registrations, tests and results. Your digital student card is also in myHU. myHU is available as a website and as a mobile app for Apple and Android phones (search for myHU in the app store).

Helpdesk IM-ICT

You can contact the [IM&ICT Service Desk](#) with all your ICT questions, problems, disruptions and requests. You can do this by phone from Monday to Friday between 8 am and 5 pm via telephone number: 088 481 6666.

The service desk will be happy to answer your questions and offer solutions to problems that arise. Looking for information first? A lot of information is also described on [HU Wegwijs](#) under [Digital](#).

STIP

You can contact [the Student Information Point \(STIP\)](#) with all your study related questions regarding:

- Registering and deregistering for a programme
- Course and exam registrations
- Timetables
- Organisation of exams
- Group divisions
- Minors and electives
- Graduation

The STIP can be reached by email via STIP@hu.nl (always use your HU email address), by phone on 088 481 9999 (Mon-Fri from 8.30-16.00) or you can drop by the information desk:

- *Desk location Utrecht - Padualaan 101*
Monday until Thursday from 09.00 until 17.30 hrs and Friday from 09.00 until 16.30 hrs.



- *Desk location Amersfoort - De Nieuwe Poort 21*
Monday until Thursday from 09.00 until 13.00 hrs and 13.30 until 16.30 hrs.

During holidays the STIP desks are closed.

Support

You may encounter problems during your studies that make studying more difficult. You may experience stress, depression or problems at home that make studying temporarily more difficult. Financial problems, wrong study choices or transgressive behaviour may also cause your studies to become problematic.

Your Study Career Coach (SLB'er) or Learning Team Coach is always the first contact person to discuss this. The HU offers various forms of support to help you as a student when you need it. So you do not have to solve everything on your own.

Student counsellor

You can contact a [student counsellor](#) for information, advice and/or guidance in dealing with questions or problems during your studies. These might include special family circumstances, extra support, feeling uncomfortable or financial problems.

Student's psychologist

If you experience psychological problems or complaints that (threaten to) hinder your study progress (e.g. fear of failure, loneliness, or gloom), a [student's psychologist](#) can give you advice and offer short-term psychological help. Please note: you need a referral from a student counsellor for this.

Study choice advisor

Sometimes you may have doubts about your choice of study or be forced to quit your current study. Then you can turn to the [study choice advisers](#) at Student counselling Study choice.

Confidential advisor

Have you experienced bullying, discrimination, (sexual) harassment, aggression or violence and don't know where to turn? The [confidential advisors](#) at HU offer a listening ear and discuss with you what options there are for dealing with this.

In all cases, though, it is important to ask for help yourself in good time if you need it. Because the sooner you do so, the better you can be helped.

Is something going on with you and would you like to talk about it with someone who can help you?



- Talk to your Study Career Coach (SLB'er) or Learning Team Coach. This person is your first point of contact and can help you find out who is the best person to turn to.
- Do you already know what type of guidance you need? If so, you can also contact them directly. Contact details can be found at [HU Wegwijs > Support](#).

Facilities

Lending wall

You can easily find products to borrow via the so-called lending wall (Uitleenmuur) and Hogeschool Utrecht's lending portal. From reels to pointers and from laptops to various audiovisual resources. As a student, you can reserve all these resources. Borrowing the products is done via [a portal](#) or at the physical lending wall. Every HU location has a lending wall at the reception desk. The hosts here are ready to help with questions.

Reserve a room

During your studies, you sometimes need a room to study, practise or consult. Different types of rooms are available within the HU:

- Spaces that can be reserved, these are bookable via ruimtetereserveren.hu.nl (only in Dutch). These include classrooms, project rooms and practice rooms.
- Study areas and quiet areas, these cannot be reserved.

N.B. You can always reserve a room online 2 weeks in advance. You can do this for time slots of 30 minutes with a maximum of 4 hours.

HU Library

On presentation of your student card, you can borrow subject-specific books from the [HU Library](#). You can use your HU login details to access various online resources. You can also visit the library for information on literature research, writing your thesis and home access or to study in peace and quiet, and people are available to help you find information for your assignments.

- *Opening hours and visiting address Utrecht:*
Monday until Friday from 8.30 - 21.00 hrs and on Saturday from 8.30 - 17.00 hrs.
Padualaan 99, 3584 CH Utrecht.
- *Opening hours and visiting address Amersfoort:*
Monday until Friday from 8.30 - 17.00 hrs.
De Nieuwe Poort 21, 3812 PA Amersfoort

Please note: Always check their website for current opening hours. During exam periods the library is also open in the weekend.



Important information for the first 100 days

At home on campus

It is important to us that you feel at home at HU and it is good to know that there is also room for your own input and involvement in the HU community. Activities are organised throughout the year that you can attend outside your studies. Culture, sustainability, diversity & inclusion: there is something for everyone!

Diversity & Inclusion

The [Diversity & Inclusion Network](#) strives to create an inclusive working and learning environment where everyone feels welcome and safe. You can follow lectures and master classes, attend a Keti Koti celebration or Diversity Day, watch a film or documentary together. This is how you can contribute to and be part of an inclusive HU community.

Podium

[Podium](#) is the cultural student platform of the HU University of Applied Sciences Utrecht. From film evenings to theatre visits, from knowledge programmes to social debates, from well-being talks to philosophical cafes and podcasts; Podium organises it all.

Gender Sexuality Alliance

The [Gender Sexuality Alliance \(GSA\)](#) makes sure you feel at home at HU, regardless of your gender identity and/or sexual orientation. Join to participate in activities such as the Utrecht Canal Pride and help raise awareness about LGBTQA+ issues at HU.

Green Office

The [Green Office](#) helps you discover a sustainable lifestyle. Follow workshops on sustainability, come to the repair café or swap your clothes and connect with like-minded people.

Own idea?

The HU supports [student projects](#) to strengthen the HU community. Think of the rainbow bike path, a clean-up walk, sports day or a debate series. Do you have a good idea? A lot is possible and money is available, so get involved!



Extra challenge

Looking for [extra challenges](#) alongside your studies? The HU offers several places to go if you need more.

HU Honours

[HU Honours](#) offers extra challenge for students who want more and can do more. You invest in your own development in a way that suits you. HU Honours programmes give you opportunities to broaden, deepen and connect with students from the same or other study programmes. By following a route or participating in challenges, you will earn stars. You decide whether you go for one or more stars. Have you earned five stars? Then you can go for the final assessment. If your final assessment is positive, you will receive the honours certificate with your diploma. You can apply for an honours programme via Osiris.

Student Support Centre

At the [Student Support Centre](#), you can attend various training courses that contribute to your professional and personal development. Most training courses are offered in Dutch, but they also offer a few training courses in English, like 'How about stress?' and 'Mindfulness'. Would you like to register for a training course? Check the [training courses and workshops](#) on HU Wegwijs.

Participatory decision making

Do you have an opinion about or ideas for improving education or research and would you like to contribute? By joining the University Council (HSR), the Institute Council or the Study Programme Committee, you will have the opportunity to contribute ideas and make decisions on education and education-related matters within HU. Read more about [participatory decision making](#) on HU Wegwijs.

The latest news

Want to stay up to date with the latest news about HU? [Trajectum](#) brings you stories about HU, studying and Utrecht student life. With daily news, columns, interviews, backgrounds, photos, videos and podcasts. From a professional and journalistically independent editorial team, open to tips, ideas and contributions from everyone.