

Student Support Matrix

Where can you go if you want to ask for help, support or advice from a counsellor or agency at VU Amsterdam?



	Academic advisor	International Office (also see additional table below)	Student counsellor	Student psychologist	Tutor or mentor (if available as part of programme)	Student ombudsman	Confidential counsellor on academic integrity	Confidential counsellor on inappropriate conduct (for students)	Undesirable Conduct managers	Emergency number: VU campus internal 22222; external/mobile +31 (0)20-598 2222
Emergency situation or accident on the VU campus										Red
Emergency situation or accident off the VU campus: international students										Red
Aggression/violence (not acute response but offering advice, practical support)	Light green							Dark green	Orange	
Autism Spectrum Disorder (ASD) student counselling			Dark green							
Threats	Light green							Dark green	Orange	
Academic disqualification (BSA)	Dark green				Light green					
Burnout	Dark green			Dark green						
Discrimination	Light green		Light green		Light green			Dark green	Orange	
DUO (student financing and schemes)		Light green	Dark green							
Loneliness	Dark green			Dark green	Light green					
Financial problems (acute or long-term)			Dark green							
Impairment, chronic illness or disability	Dark green	Light green						Light green		
Health problems	Dark green			Light green	Light green					
Domestic and honour-related violence	Light green		Light green					Dark green	Light green	
Significant life event/grieving	Dark green			Light green	Light green					
Harassment	Light green							Dark green	Orange	
Informal care	Dark green		Light green	Light green						
Complaint about the application of rules			Light green			Dark green				
Inappropriate conduct	Light green							Dark green	Orange	
Unsafe situations (e.g. exposure to hazardous substances)								Light green	Orange	
Stress	Dark green			Dark green						
Bullying	Dark green			Light green	Light green			Light green	Orange	
Personal problems	Dark green		Light green	Light green						
Psychological problems	Light green			Dark green						
Sexual harassment	Light green			Light green				Dark green	Orange	
Stalking	Light green			Light green				Dark green	Orange	
Stress	Dark green			Dark green	Light green					
Student housing, exceptional circumstances	Light green		Dark green							
Student housing, international students		Dark green								
Student workload	Dark green			Light green	Light green					
Study-related problems	Dark green			Light green	Light green					
Delays in academic progress	Dark green			Light green	Light green					
High-level performance (sport, culture)	Light green		Dark green							
Insurance problems, international students		Dark green								
Finding a GP, international students		Dark green								
Visa issues, international students		Dark green	Light green							
Reporting academic misconduct							Dark green			
Illness	Dark green				Light green					
Studying abroad (exchange)		Dark green			Light green					

Specific topics for international students at VU Amsterdam

The additional table below lists topics specific to international students, with details of which International Office (IO) team to contact with your questions or problems.

	IO Services Team (Accommodation)	IO Services Team (Immigration)	IO Degree* Team (International Student Advisors)	IO Exchange* Team (Incoming)	IO Exchange* Team (Outgoing)
Impairment, chronic illness or disability				Light green	
Student housing (international students)	Dark green				
Insurance problems (international students)			Dark green	Dark green	
Finding a GP (international students)			Dark green	Dark green	
Visa issues (international students)		Dark green			
Studying abroad (exchange)					Dark green

* If you are an international student taking a full Bachelor's or Master's programme, contact the Degree Team; if you are an exchange student, contact the Exchange Team.

Contact information for sources and agencies

All conversations with representatives of the agencies and sources of support listed below are confidential.

Student desk

Answers questions regarding enrolment and tuition fees. You can find the Student Desk in in the Main Building.

☎ +31 (0)20 59 85020
✉ studentdesk@vu.nl

Academic advisor

Advises you on your study programme, personal study guidance, studying with an impairment or disability, delays in academic progress.

🖥 [Go to the website](#)

International Office

Provides information about exchanges, grants, visas and other aspects of studying and doing an internship abroad. Contact information: below the additional matrix.

🖥 [Go to the website](#)

Student counsellor

Advises you on non-study-related issues that may nevertheless have an impact on your academic progress.

✉ studentcounsellor@vu.nl

Student psychologist

Provides support with mental health issues that make studying difficult. These might include motivation problems, fear of failure, procrastination, negative thoughts, stress or loneliness.

✉ psychologists@vu.nl

Tutor/mentor

Your point of contact for matters relating specifically to your study programme (at Bachelor's level), your study progress, workload, personal circumstances and social aspects of student life. They can also refer you to other sources of support.

Student Ombudsman

Gives you information about relevant regulations and procedures and informs you of your rights, obligations and options with a view to solving the problem you are facing.

✉ studentenombudsman@vu.nl

Confidential counsellor on academic integrity

Advises you in relation to suspected violations of the Code of Conduct for Academic Integrity.

🖥 [Go to the website](#)

Confidential counsellor on inappropriate conduct (for students)

Offers a listening ear and helps you decide whether you can take action to address the inappropriate conduct and if so, which steps to take.

✉ student.confidentialcounsellor@vu.nl

Social Safety coordinators

Your point of contact when you or another person are confronted with worrying or inappropriate conduct.

🖥 [Go to the website](#)
✉ sociale-veiligheid@vu.nl

The coordinators are:

Peter van de Streek
☎ +31 (0)6-18869645
✉ p.van.de.streek@vu.nl

Rosanne van Kampen

☎ +31 (0)6-15832514
✉ r.c.van.kampen@vu.nl

VU campus emergency number

VU Amsterdam's security staff act quickly and appropriately in urgent situations; they also call in the police and/or fire department, if necessary.

Contact details for International Office

Services Team (Accommodation)

✉ studentaccommodation@vu.nl
☎ +31 (0)20-598 1813
📍 Global room, HG-1A36

Services Team (Immigration):

✉ studentimmigration@vu.nl
☎ +31 (0)20-598 3078
📍 Global room, HG-1A36

Degree Team (International Student Advisors):

🖥 [Go to the website](#)

Exchange Team (Incoming):

✉ incoming@vu.nl
📍 Global room, HG-1A36

Exchange Team (Outgoing):

✉ outgoing@vu.nl
☎ +31 (0)20-598 5745
📍 Global room, HG-1A36

Scholarships for international Master's students:

🖥 [Go to the website](#)
✉ vufp@vu.nl