

If you encounter a problem as a student, you can use this document to find out who can help you out. This document doesn't intend to give a full overview of all the tasks of the departments or people mentioned, but it will help you to find the right person to contact. Due to practical reasons this overview may differ a bit from the specific structure within your specific faculty.

Faculty student administration	Study programme counsellor	Faculty ombudsperson
Administrative support	Advice on your study career and study programme	Mediate
The student administration office is responsible for all administrative support for your study programme , study progress and certificates for courses .	The study programme counsellor advises you on your study career, the composition of your programme and/or your admission.	The ombudsperson can assist you in case you are having difficulties with issues related to the education and examination regulations . He or she mediates, informs you and advises you.
When do you contact your faculty's student administration office?	When do you contact your study programme counsellor?	When do you contact the ombudsperson?
When you have any administrative questions with regards to: <ul style="list-style-type: none"> ○ The study programme ○ Specific courses ○ Courses within your exchange programme ○ transcripts ○ the requirements to enrol (course sequence prerequisites) ○ graduation requirements (standard study programmes, personalised programmes) ○ bachelor and master thesis ○ results and grades 	When you have questions about your study progress , monitoring your study path and study progress, or about your learning account.	When you need mediation: <ul style="list-style-type: none"> ○ with regard to problems with your lecturer during examinations, including continuous assessment ○ on general education issues (also with CIKO), eg. organisation of the courses, the teaching methods or the class schedules ○ if you need to reschedule an exam in case of force majeure (unforeseen circumstances)



Who can help me?

Faculty student administration	Study programme counsellor	Faculty ombudsperson
	He/she will refer you to other specific services if he can't help you himself: to a student counsellor for assistance in case of an impairment or issues like performance anxiety or stress, or to tutoring for assistance with academic Dutch, etc. See: www.uantwerp.be/support-during-studies	He/she will refer you to the right person if he can't help you himself. In case of an impairment he/she will refer you to the study programme counsellor, or to a student counsellor if you have issues regarding performance anxiety, stress, concentration problems or insomnia.
If you have questions about: <ul style="list-style-type: none"> the class schedule (they handle any conflicts in your schedule...) the exam schedule 	If you want advise on your study progress. He/she will discuss the possible bottlenecks with you and propose solutions.	If you want to report that you will not take part in the exams in case of force majeure. In any other situation the person to contact depends on the structure within your faculty. Check this with your faculty.
If you need certificates for courses (grades, proof of presence in classes or exams, paid educational leave). Assistance with paid educational leave issues only applies to students with a degree contract.	He/she can advise you on your personalised programme . Keep in mind that this advisory function can differ from faculty to faculty. Check this with your faculty.	If you want more information on the exam regulations (eg. fraud, plagiarism).
	Advice on the preparation of your file to be approved of by the faculty in case of: <ul style="list-style-type: none"> personalised programmes, exemptions and shorter study duration, bridging programmes and preparatory programmes; study progress and possibilities of reorientation; regulations with regard to study progress, especially the learning account; choices and decisions in the study career (specialisation, master, profession etc.). 	If you need information about the internal appeal procedure before and after deliberations. <i>Important:</i> The ombudsperson advices and tries to find solutions, but will never act for the student or examiner.
		To attend exams on request of the student or examiner.



Who can help me?

The faculty student administration is <u>not</u> responsible for:	The study programme counsellor is <u>not</u> responsible for:	The faculty ombudsperson is <u>not</u> responsible for:
For questions on how Blackboard works contact e-campus@uantwerpen.be	For psychological help and psychotherapy see www.uantwerp.be/support-during-studies or make an appointment at STIP (03 265 48 72)	For questions on course content you can contact the lecturer or assistant of the course. The ombudsperson might also work as an assistant
For technical questions on software licenses and the purchase or technical functioning of a computer contact helpdesk@uantwerpen.be	For social or financial problems see www.uantwerp.be/budget	For administrative questions about your study programme contact your faculty student administration
For questions on student accounts, enrol or unsubscribe for the programme, tuition fees, student card, study credits on the level of the programme or the degrees, contact the central student administration's helpdesk: www.uantwerp.be/helpdesk-international	For assistance in case of an impairment see www.uantwerpen.be/functiebeperking or make an appointment with a student counsellor at STIP (03 265 48 72)	For study programme counselling contact your study programme counsellor
For paid educational leave in case of an exam contact you can contact the central student administration: www.uantwerp.be/helpdesk-international	For medical problems contact STIP at stip@uantwerpen.be or 03 265 48 72	For assistance with study counselling contact a study counsellor at stip@uantwerpen.be
	For training sessions on planning your exams, performance anxiety; procrastination, etc. contact STIP. You can also contact STIP for: <ul style="list-style-type: none"> o choosing a programme and/or reorientation o study skills o psychological issues o studying with an impairment o studying as a professional sporter, artist or entrepreneur 	For assistance with regard to your Erasmus programme contact the international Relations office at internationaloffice@uantwerpen.be and/or the person responsible for international mobility within your faculty.
<i>Supporting website::</i>	<i>Supporting document:</i>	<i>Supporting document:</i>
Blackboard > my organisations > your faculty Faculty helpdesk (www.uantwerp.be/helpdesk > select your faculty)	Blackboard > my organisations > your faculty Faculty helpdesk via www.uantwerp.be/helpdesk > select your faculty.	The task of the ombudsperson is described in article 12 of the education and examination regulations .