

Welcome to University College Roosevelt!

Information for Students 2025-2026

Dear new student,

We look forward to welcoming you on campus! To make this transition as smooth as possible, there are several things that need to be arranged. A few of these are listed below. Please read the information carefully and determine which sections apply to you. We ask you to regularly check our website: ucr.nl for new information. Please feel free to contact us if you have any questions.

Orientation

To give you a chance to settle in and feel at home before the semester starts, we will welcome you to campus on Monday January 19 for Orientation. Students are expected to have made their way to Middelburg and into their campus housing by then.

You will receive the schedule for Orientation a week in advance. Participation in Orientation is important to get the best start to your studies at UCR as you will be introduced to academic and student life. The Orientation is organized to familiarize you with Middelburg and your fellow students; you will be shown around the campus, city, and other interesting spots. Lastly, there will be a few mandatory meetings where you will get information about UCR, so it is **very important** that you attend!

Student & Academic Affairs Office

Lange Noordstraat 1

4331 CB Middelburg

The Netherlands

**** Please save this document and take it with you when you travel to University College Roosevelt! ****

1 What to do prior to and upon arrival?

Before you can study at University College Roosevelt you are required to arrange several formalities. We hope the following information will be of help to you to prepare yourself as you settle down at University College Roosevelt.

1.1 Arrange all university formalities

Enrolment with Utrecht University/UCR is arranged through the Student and Academic Affairs Office and must be completed on the first day of Orientation.

- Students with a Dutch VWO diploma will have their diploma verified via DUO.
- Students with a different diploma need to provide the Student and Academic Affairs Office with proof of their final transcript and diploma ([more information](#)). If you have a diploma in a language other than Dutch, English, French, German, or Spanish, you will need to provide an official translation into English¹.

If you require a proof of enrolment, please send an e-mail to the Enrolment Team: enrolment@ucr.nl.

When you are fully enrolled Utrecht University will send you a confirmation email with access to the MyUU app in which you can download your student card.

Your Tutor will inform you in detail about course registration. You will meet your Tutor during Orientation to discuss all course related matters. Your course assignments will be made prior to your arrival and may still change preceding Orientation. Your schedule will include a mandatory first year course: Personal & Professional Development. Although the Dutch language course is not mandatory, international students may be enrolled in 'Dutch I'. While many Dutch people speak English, being familiar with the Dutch language helps you manage with life outside of the campus community.

Please discuss any course changes with your Tutor during Orientation.

1.2 Legal residence in Middelburg

All students need to register at the Municipality of Middelburg, this includes exchange students. There are 4 categories of students, please identify the category that applies to your situation and take the appropriate action.

Please note: If you move to a new address on campus during your years at UCR, you must submit your change of address to the municipality!

1. Registered as a resident of a Dutch municipality:

If you are registered as a citizen of a Dutch municipality – regardless of your nationality – you only need to inform the city of Middelburg that you will live in Middelburg from now on. You can register at the municipality by submitting a form in advance. More information can be found on the website of the municipality: <https://www.middelburg.nl/verhuizen>

¹ An official translation is only valid if provided by a sworn translator. A sworn translation will always be accompanied by a verification of qualifications.

2. EU-nationals, Swiss and Dutch nationals registered as citizens in a country other than the Netherlands

If you are an EU, Swiss or Dutch student who is not currently registered in a Dutch municipality, you will need to make an appointment with the municipality to be registered. Make an appointment via [this link](#).

- You are at 'Student registration from abroad', select 'Number of people 1', click on the 'Continue to step 2'-button.
- Read the information and click the 'Continue to step 3'-button.
- Select the date and time you want your appointment. Click the 'Continue to step 4'-button.
- Fill out your details and click the 'Continue to step 5'-button.
- Check the information and click 'confirm appointment'.

The appointment will take about 20 minutes and you will need to bring the following documentation:

- **Valid passport(s) and/or EU Identity card.**
- **Rental agreement.**
- **If you were born outside the Netherlands, your original birth certificate.**
- **For students from the Dutch Antilles – a proof that you have discontinued your registration as a citizen of the Antilles.**

Appointments take place at the Municipality, Kanaalweg 3, 4337 PA Middelburg (close to the train station). Make sure to be on time, plan your appointment in advance and close to your arrival date. At the appointment, the municipality will take your birth certificate, which will be returned to you at a later date, and provide you with your BSN. The BSN will allow you to open a bank account and further insurance if required.

3. Nationals who require a residence permit – all non-EU nationals

If you carry a non-EU passport and do not currently legally reside in a Dutch municipality, you will need to make an appointment with the municipality to be registered. Make an appointment via [this link](#).

- You are at 'Student registration from abroad', select 'Number of people 1', click on the 'Continue to step 2'-button.
- Read the information and click the 'Continue to step 3'-button.
- Select the date and time you want your appointment. Click the 'Continue to step 4'-button.
- Fill out your details and click the 'Continue to step 5'-button.
- Check the information and click 'confirm appointment'.

The appointment will take about 20 minutes and you will need to bring the following documentation:

- **Valid passport(s) (with the MVV sticker in your passport if your nationality requires you to have this).**
- **Rental agreement.**
- **Legalized copy of your birth certificate also known as apostille.**
- **If no entry visa is needed: Approval letter of the IND (check your email: Notice from the Dutch Immigration Service).**

Appointments take place at the Municipality, Kanaalweg 3, 4337 PA Middelburg (close to the train station). Make sure to be on time, plan your appointment in advance and close to your arrival date. At the appointment, the municipality will take your birth certificate, which will be returned to you at a later date, and provide you with your BSN. The BSN will allow you to open a bank account and further insurance if required.

Utrecht University has started your residence permit (VVR) with or without an entry visa (MVV) application. Since you do not have the residence permit yet, you will be informed by them where and when you will need to pick it up. For some nationalities it is also required to undergo a tuberculosis test, for which you will receive an invitation.

4. Exchange students

You will also need to register at the municipality and can follow the instructions for EU-nationals or non-EU nationals above. You will need to be registered for more than 4 months, so your registration does not count as a short stay. Do mention at the municipality that you register as a UCR exchange student.

New international students or Dutch students residing abroad who have further questions about this procedure please send an e-mail to enrolment@ucr.nl.

1.3 Arrange adequate insurance

In the Netherlands you are obliged to have a good medical insurance provider (EU citizens' health insurance card) which covers at least hospitalisation in the Netherlands and repatriation to your home country. Personal liability insurance is strongly recommended. It covers costs incurred if you injure another person or their possessions. There are reasonably priced student insurances which cover both medical and personal liability. For more information please check Insure to study: [MP+](#) and [basic health insurance](#) or AON: <https://www.students-insurance.eu/students/en/>. AON offers Student Insurance webinars for EU/EEA and Non-EU students, they can be viewed on their [YouTube channel](#).

If you do not wish to have Dutch health insurance, please check with your health insurance provider to make sure you are covered. Make sure to bring a document from your insurance provider stating that you are covered while you reside in the Netherlands. If you are a Dutch student you may choose to remain insured as you have been, please check with your parents or guardians to ensure everything is arranged correctly. More information about necessary insurances: <https://ucr.nl/admissions/for-new-students/>

1.4 Other

Email:

All students will receive a University College Roosevelt e-mail account. It is required that you use it after your arrival to Middelburg since all UCR communication will be sent via that email address.

Embassy/consulate:

As an International Student, you might want to report and register with your embassy or consulate in the Netherlands. Addresses are available online. Please note that it is not mandatory to do so.

Housing:

All University College Roosevelt housing is arranged by Gapph Student Housing. For all your pre-arrival housing questions you can contact Gapph directly.

Gapph Student Housing

Visiting address: Lange Noordstraat 34, opposite of 29-33

Opening hours: 9:00-12:00 / 13:00-16.00

Email: studenthousing@gapph.nl

Website: www.gapphstudenthousing.nl

Phone number: 088-62 62 200

In addition to Gapph Student Housing, the UCR campus also has the Housing Affairs Council, or HAC, as it is commonly referred to. This student-run council offers advice and service for all UCR campus residents. Information about HAC can be found via the RASA student association home page ucr.nl and rasa.nu. You can contact them directly with questions about housing or rent allowance at housingaffairsCouncil@ucr.nl and meet them during Orientation.

Money:

Opening hours banks: Monday-Friday: 10.00-18.00 (often closed on Monday morning).

Cash machines (ATM's) are available throughout Middelburg. Bring an international card with a 4-digit PIN-number to access your home account. You may use a credit card, but this is often very expensive.

Credit cards: use a Visa or Euro/MasterCard especially in restaurants, hotels and/or while travelling through Europe, please do note that Credit Cards are not widely accepted in Middelburg. Traveler's checks are not recommended as they cannot be cashed in Middelburg.

To exchange foreign currency, you can use [GWK Travelex](#). The closest location is in Roosendaal.

Bank account:

There are several services, such as on campus printing, which require a Dutch bank card. In general, we believe it makes your time in the Netherlands easier to have a Dutch bank account. ABN AMRO is willing to accept (inter)national students as clients. You can open a bank account when you have a valid passport/ID card. When you have received your BSN number from the municipality and provide it to ABN AMRO, you will get full access to your bank account. You can find more information on their website: www.abnamro.nl. If you are under 18 when you want to get your bank account, you need to contact the bank as indicated on the website.

Health services:

If you need a doctor, you can contact a physician on a consultation basis (without being registered) when you urgently need medical advice:

Call the doctor's practice closest to your residence and ask to be seen on a consultation basis for an appointment. In Dutch, you would request to be seen as a "passant". Do stress that you are not at this point requesting a new doctor but to just been seen within the next day or two. GP offices have a "DUTY OF CARE" so that even if you are not registered at their practice, they are required to give care. Please note that many GP's ask that you call to make an appointment between 8:00 and 10:00 unless it is an emergency. Here is a link to a [map of GPs](#).

Closest General Practitioner offices per campus location:

Bachtensteene: [GP Dolfijn](#), [GP Bruynzeel](#)

Bagijnhof: [GP de Vleugelnoot](#)

Jacob Roggeveen Hof: [GP de Vleugelnoot](#)

Koestraat: [GP Stadshart](#), [GP van den Bergh](#)

GP's have consultation hours, can prescribe medicine that you can get at a pharmacy and, if necessary, will send you to a consulting physician / hospital. If you are too ill to visit a GP, they will come to you. In the weekends your GP will not be available. If you urgently need a doctor on the weekend or at night, you need to contact the Huisartsenpost Zeeland. Fill out the questions on [their website](#) before calling. The Huisartsenpost is located in Middelburg, Krooneveldweg 6, 4332 BL Middelburg.

Please note that in the Netherlands it is required that you go to the GP with any of your physical or mental health problems, your GP can then refer you to a hospital or psychiatrist or any other service you may require. Only in case of a life-threatening situation may you go directly to hospital. The closest hospital is the Admiraal de Ruyter Ziekenhuis located at 's-Gravenpolderseweg 114, 4462 RA Goes.

Depending on the insurance provider, the doctor's bill is either sent directly to the insurance company for payment or the bill is paid for on-the-spot by the student. You can then send the receipt with a claim form to the insurance provider for reimbursement.

Other useful links

- Erasmus Student Network (for all exchange students): www.esn-utrecht.nl
- Dutch Higher Education: www.nuffic.nl
- Information about the city of Middelburg: www.middelburg.nl
- Information about the Netherlands: www.studyinnl.org or www.holland.com/global
- Website for the Immigration and Naturalization Services: www.ind.nl
- Information about insurances for students: <https://www.studyinnl.org/plan-your-stay/insurance>

2 The trip to UCR

2.1 Transportation

Public transport is organized fairly efficiently in the Netherlands and most parts of Europe. A nation-wide system of public busses and trains are available for use. Most students own a bike to get around on in the city. If you get a bike, make sure it includes a working front and backlight, and purchase a lock. The most **important rules for cycling** in the Netherlands are: 1) don't use a phone, 2) lights on in the dark, 3) you need to indicate direction when you turn, by extending your hand and looking over your shoulder first, 4) a helmet is not mandatory but is advised.

Train

The National Railways are indicated with the logo: **NS**. Train tickets can be purchased at the train station (surcharge of 1 euro), via the NS app or website (www.ns.nl). Train times and further travel details can be found on the app or on the website. For the website in English, you can click on the link 'English' in the upper-right hand corner of the NS home page.

In the past the NS used paper tickets, but they have now made the switch to an electronic card system: the [OV-chipkaart](http://www.ov-chipkaart.nl). It has also become possible to check in and out using your [debit card](#). At big stations you will be able to buy a single ticket from the ticket machines, but it is recommended that you buy a **personal card** (which you have to charge separately). Only on the personal card can you get free travel (Dutch students only), and international students will have the option to upload a 40% discount if they travel together with others who travel for free or have a discount plan themselves. For more information you can visit the website: <https://www.ov-chipkaart.nl> (also available in English).

Bus

Use your OV-chipkaart or debit card to travel by bus. This also goes for other means of public transport such as trams.

2.2 Directions to UCR

Directions to UCR can be found on our website: www.ucr.nl/contact. Feel free to explore our campus online at www.ucr.nl/campus too.

To Middelburg

From Amsterdam Schiphol Airport trains run to Middelburg two-four times an hour. At the NS airport information booth train tickets and times can be provided. Although Schiphol is a large airport, all exits and directions to the on-site train station are clearly indicated. To reach Middelburg, you need to take a train to Leiden Centraal, or Rotterdam Centraal (an additional fee may be applicable) and then change to the train in the direction of Vlissingen. Middelburg is one of the last stops on the train. Ordinarily each stop is announced as it arrives. The journey from the airport to Middelburg should take between 2:00 and 2:45 hours by train. Costs for a one-way fare to Middelburg without discounts are around 30 euro.

At University College Roosevelt, we assume all students are independent travellers, who can find their own way to Middelburg, their new home and UCR. We do advise your arrival to be within office hours and before the appointment time with Gapph Student Housing, so you can receive your keys from them in person.

3 Addresses and telephone numbers

3.1 Student and Academic Affairs Office

For questions and problems relating to (re-) enrolment and other educational related requests and documents at University College Roosevelt, please do not hesitate to e-mail. Together with your Tutor, we will try to make your experience at University College Roosevelt as pleasant as possible. We hope you will enjoy your studies. A list of all services provided by the Student and Academic Affairs office can be found on the intranet.

University College Roosevelt

Student and Academic Affairs Office
Franklin Building Room 1.23
Tel. +31 (0)118 – 655 500

Education & Student Office

(Re)enrolments: enrolment@ucr.nl

Ms. Chelsea Azumah e.azumah@ucr.nl
International Officer exchange@ucr.nl

Ms. Lucy Buck l.buck1@ucr.nl
Curriculum assistance directorofeducation@ucr.nl

Ms. Susan Groenleer s.groenleer@ucr.nl
Assistant Registrar registrar@ucr.nl
Scholarship Committee scholarship@ucr.nl

Ms. Karlijn Hoorens k.hoorens@ucr.nl
Registrar registrar@ucr.nl
Termination of enrolment registrar@ucr.nl

3.2 Academic support

Tutors

Upon arrival at **University College Roosevelt**, each student has been assigned a personal Tutor. Your Tutor will inform you on all matters relating to your academic program. During Orientation you will meet your Tutor and discuss your first semester courses and schedule.

Board of Examiners and Board of Studies

The Board of Studies oversees the academic program and the Board of Examiners the rules and regulations governing the program.

If you want to file a request or otherwise address the Board of Studies/Board of Examiners, please check the procedures as described in the Education & Examination Regulations in the Student Handbook. The formal contact person for the Board of Studies is the Director of Education. For many practical questions, the Registrar will be able to help you. If you have questions about exchange programs, please contact the exchange coordinator.

Academic Affairs Council (AAC)

The AAC is the academic student body of UCR. The council consists of seven students who represent the students on all academic matters. In fact, the AAC is the intermediary between students and faculty at University College Roosevelt. One of the most important tasks of the AAC is the representation of students in the Board of Studies, the UCR Council and the Program Advisory Committee. Information about the AAC can be found on their website academicaffairsCouncil.nl.

The AAC also arranges student mentors for students starting at UCR. You can contact them about this at academicaffairsCouncil@ucr.nl and they will also be present during Orientation.

3.3 Important telephone numbers

Emergency number / ambulance	112
General police number	0900-8844
University College Roosevelt	+31 118 – 655 500 (from outside the Netherlands)
	0118 – 655 500 (from within the Netherlands)