

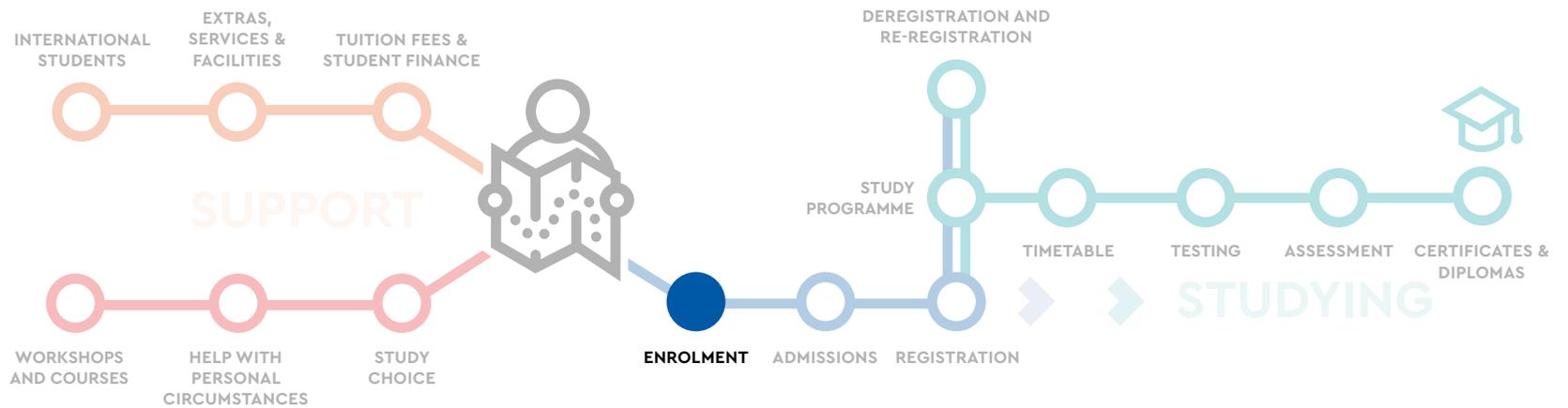
## METRO MAP

From student to professional: your route on a successful student path.



This is an interactive map. Click on the stations for more information on the subject.

# ENROLMENT



PREVIOUS  
STATION



NEXT  
STATION

## Enrolment

### How do I enrol on for a course?

It's great that you've decided to enrol for a study programme at NHL Stenden. Use [this link](#) to enrol and simply follow the step-by-step plan.

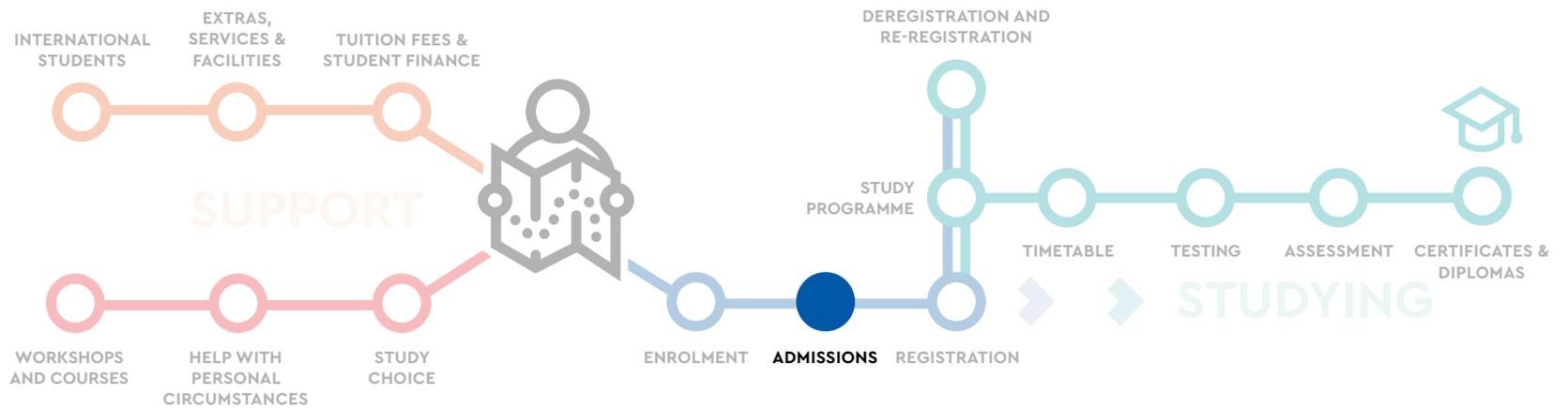
### How does the NHL Stenden Study Check work?

Check the website to find out which programmes make this compulsory, when you can expect the check and what the aim of the compulsory Study Check is. If you do not take the check and you do not have a valid reason, your enrolment can not be confirmed.

### Does my course have more than one start date?

You can find the start dates for your course by checking out the [study programme](#) on the NHL Stenden website.

# ADMISSIONS



PREVIOUS STATION



NEXT STATION

## Admissions

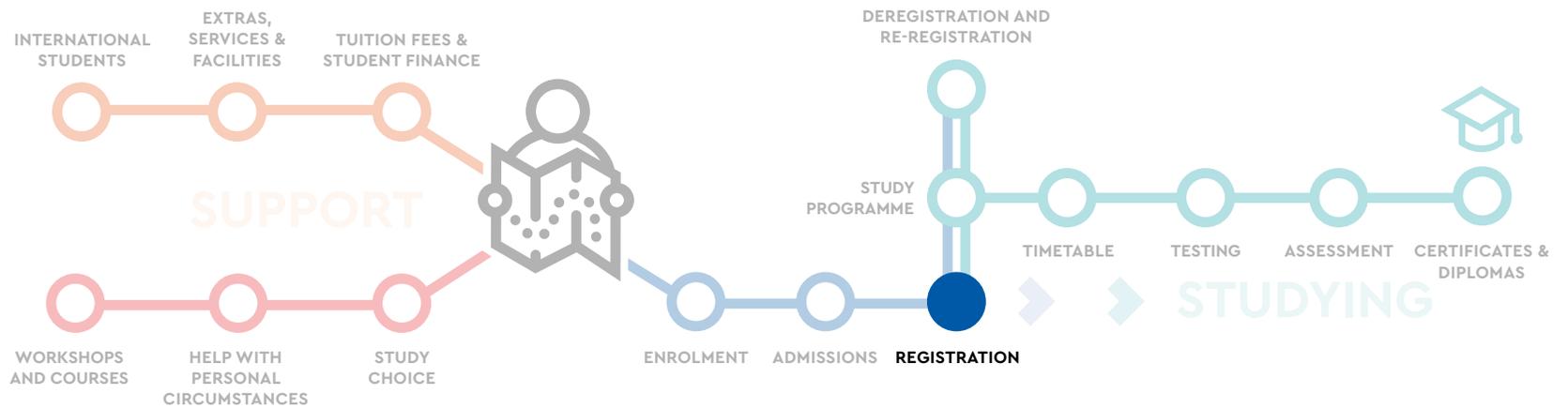
### What admission requirements do I need to meet?

The admission requirements for each course are given on the course page on the website. Go to the page of the study programme of your choice and check if you meet the admission requirements!

### I do not meet the admission requirements. What should I do now?

If you do not meet the admission requirements but would like to find out if there are other ways of being admitted to the study of your choice, click [here](#) for more information on admission.

# REGISTRATION



## PREVIOUS STATION



## NEXT STATION

## Registration

### When is my registration definite?

Once you have met all the admission requirements, your registration will be confirmed. You'll receive information from the Central Student Administration (CSA) on the process involved before final confirmation.

The application requirements are:

- 1.1 You must meet all admission requirements
- 1.2 You must have issued the digital direct debit authorisation for tuition fee payment / paid the tuition fees
- 1.3 You must have done the Study Choice Check if your study programme requires this
- 1.4 Optional: you meet any additional criteria set by your chosen study

### When do I get my letter of admission?

Once you have met all the admission requirements, the Central Student Administration (CSA) will email you a letter of admission.

### When will I get information about my study?

Unfortunately, we cannot say exactly when you will receive information about your studies since this varies from one study programme to another. If you are worried about the level of communication, you can email [Student Info](#).

### What's the latest date I can cancel my application/ registration by?

You can cancel your application/registration any time before the course start date (e.g. 1 September).

You can cancel your application/registration using Studielink.

If you want to cancel your registration on or after the course start date then check the information in '[canceling registration](#)'.

### How do I get access to the NHL Stenden systems?

NHL Stenden uses various systems and portals. Click [here](#) for an overview and information on how to get access.

### Where can I find information about the Study Start Week?

Are you ready for student life? Study, exams, a part-time job and a new city? StudyStartWeek is all about discovering your student city and your uni and getting to know your fellow students. During the StudyStartWeek, you will also find out more about your study programme and the coaching provided. Click [here](#) for more information and the programme.

### Where can I find more information on minors?

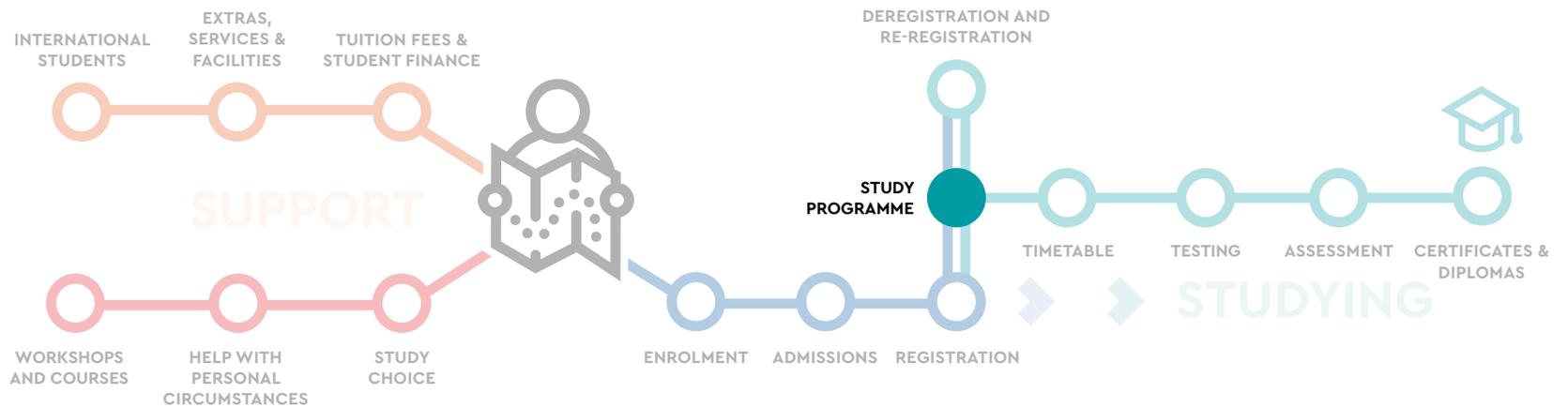
For more information on minors go to metrostation: [Study programme](#).

### Where can I find more information on enrolling for tests?

For more information on tests go to metrostation: [Study programme](#).



# STUDY PROGRAMME



## My study programme

### PREVIOUS STATION

#### Which class am I in?

At the beginning of the academic year, you will receive information from your study programme about the class you are in. If you are worried things are not going well, you can email [Student Info](#).

#### Am I entitled to an exemption?

Whether or not you are entitled to an exemption depends on many things. If you think you are entitled to an exemption, you should contact your [exam committee](#).

#### I can't see my study programme yet. What should I do?

You will find your study programme in [Progress](#). If it's still not visible after your first result, please contact [Student Info](#).

#### Where can I find an overview of my study results?

An overview of your study results can be found in [Progress](#). Click [here](#) for your study results.

#### What opportunities are there for spending time abroad?

If you would like more information about studying abroad, then click [here](#). If you have any other questions, you can email [Student Info](#).

## Minors

#### What kinds of minors can I choose?

A minor is a compulsory six-month period of education worth 30 credits that you can choose yourself. A minor gives you the chance to add your own twist to your studies and develop new insights.

At NHL Stenden you can choose one of the following:

- taking a single minor offered by NHL Stenden worth 30 credits;
- taking two minors offered by NHL Stenden worth 15 credits each;
- Grand Tour: taking a minor at one of our global Grand Tour locations;
- Exchange: taking a minor or modules at a partner institution abroad;
- 'Kies op Maat': taking a minor at another university of applied sciences in the Netherlands.

#### How do I choose and sign up for a minor?

Click [here](#) if you want to know how and when you can sign up for a minor. There are two registration dates per year. NHL Stenden offers over 200 different minors, so there's plenty of choice!

#### How do I choose and sign up for a minor?

Click [here](#) if you want to know how and when you can sign up for a minor. There are two registration dates per year. NHL Stenden offers over 200 different minors, so there's plenty of choice!

#### Can I get help with choosing the right minor?

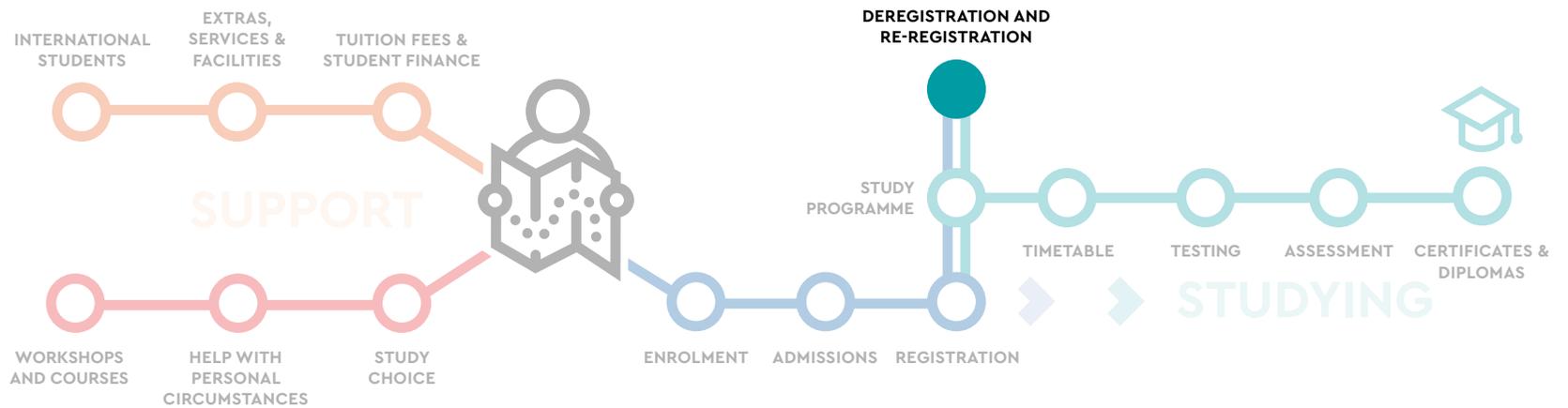
We organise two minor markets each year (in March and October). During these events, you get information on the minors and get to ask questions to the minor coordinators and students who have previously taken the minor. If you still have questions after checking out the website and the minor market, then talk to your study coach. Click [here](#) for the latest information on the minor markets.



### NEXT STATION



## DEREGISTRATION AND RE-REGISTRATION



### PREVIOUS STATION



## Deregistration and re-registration

### I want to stop my studies. What steps do I need to take?

If you are thinking about stopping your studies, you should first get in touch with your study coach. They will then tell you more about the steps you need to take and the consequences of stopping. For non-EU students, stopping your studies will mean your residence permit will be revoked.

### How do I deregister from my studies?

You arrange your registration and deregistration via Studielink. When deregistering, you choose one of two options in Studielink, either Graduating or Deregistering (during your studies or after obtaining your propaedeutic certificate).

**Please note:** After you deregister, you will no longer be entitled to study finance and/or your travel product. You are responsible for stopping this through DUO. Click [here](#) if you're not sure what to do or if you need more information.

### Do I have to stop my student finance myself when I deregister?

You are responsible for stopping this through DUO yourself.

**Please note:** do this at the same time as when you deregister via Studielink so as to avoid a fine.

### I haven't yet received my diploma. Can I still deregister?

Yes, you can deregister even if you haven't yet got your diploma. Click [here](#) for more information.

### Will my NHL Stenden account remain active after I have deregistered?

Your account will remain active for 30 days after the date of deregistration.

### When and how should I re-register?

You will receive information about re-registration from the Central Student Administration (CSA) around 1 May. Every student who wants to study for another year must re-enrol. Re-registration must take place before 1 September.

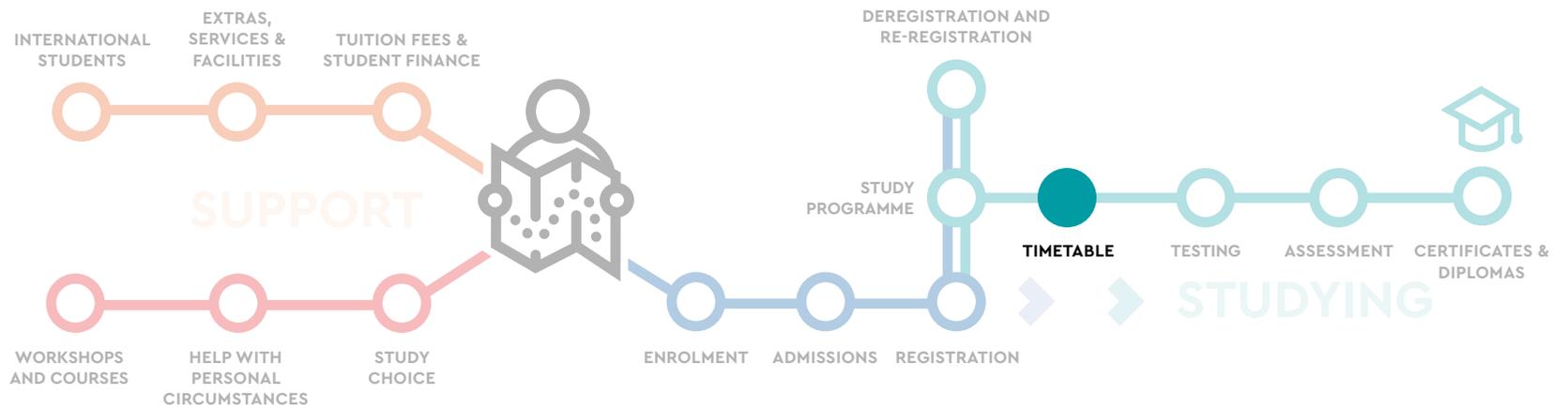
### I don't know if I will graduate before 31 August. Do I need to re-register?

Your last study activity must be completed before 31 August, otherwise you will have to re-enrol.

### Do I have to pay tuition fees each year?

See the metro station 'Finance' for more information on tuition fees.

# TIMETABLE



## Timetable

### Where can I find my timetable?

Your timetable is available when you log in to Xedule. Click [here](#) to view your timetable. You'll need your class code in order to find your timetable. Your study programme will send you your code. If you're unable to log in, check with [Student Info](#) to see if your registration has been confirmed.

### When is the timetable published?

Your timetable will be available approximately one week before the new term starts.

### Where can I find my lecturer's timetable?

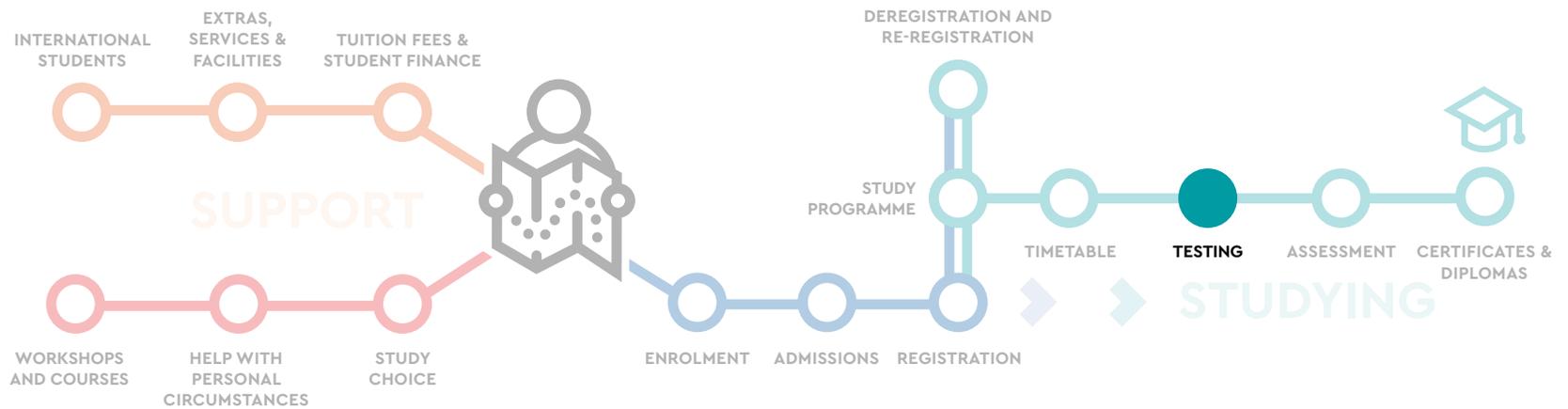
You can find your lecturer's timetable and your own timetable in Xedule. Click [here](#) to view the timetable. You'll need to log in first.

PREVIOUS  
STATION



NEXT  
STATION

# TESTING



## PREVIOUS STATION



## NEXT STATION

## Tests

### When are tests held and what are the enrolment dates?

Click on [this link](#) for the latest information on test dates.

### Where can I find the test timetable?

The tests provided by Toetslogistiek are published through Exam Classes. If you do not know which exam class code you need to enter for your test timetable, click [here](#) for an overview of all exam classes.

- Click on this link and log in with your NHL Stenden account
- Then enter the appropriate exam class code

### When is the test timetable published?

The test timetables are published 2 weeks before the test weeks T1,T2,T3,T4,T5. The test timetable for the tests in the 5th week of a period are published 1 week in advance. Check [this link](#) for more information.

## Enrolling for a test

### When can I enrol for a test?

Click on [this link](#) for the dates for enrolling for a test.

### How do I enrol for a test?

You can enrol for your test using Progress. Click on [this link](#) to enrol for your test.

### I was late enrolling for my test, what should I do?

After enrolment has closed, there is a very short period in which you can ask your examination board to allow you to post-enrol. The board of examiners will evaluate whether there were any serious personal circumstances, special interests, or technical failures on the part of NHL Stenden that prevented you from enrolling. Click [here](#) to find out how you can contact the board of examiners.

### How do I deregister from a test?

You can cancel your registration for a test up to one day before the test. This is especially important if your academy has limited the number of times you can participate in a test. Deregistering is just like registering; you look up your registration and deregister. If you want to deregister on the day of the test, then email [Toetslogistiek](#). If you have problems registering, mail [Student Info](#).

### How is my test facility arranged?

If you are a student with a disability, you may face extra challenges and need additional facilities or time for tests. A student counsellor can help you organise this. Make sure you get in touch well in advance using [this link](#).

## During the test

### If I am late for a test on campus, can I still enter the room?

If you are late for an on-site written test, you may still enter the test venue up to a half hour after the test has started. For online tests and digital on-site tests, you have half an hour from the start time of the test to go through the check-in procedure. If you fail to do so, you will not be able to take the test.

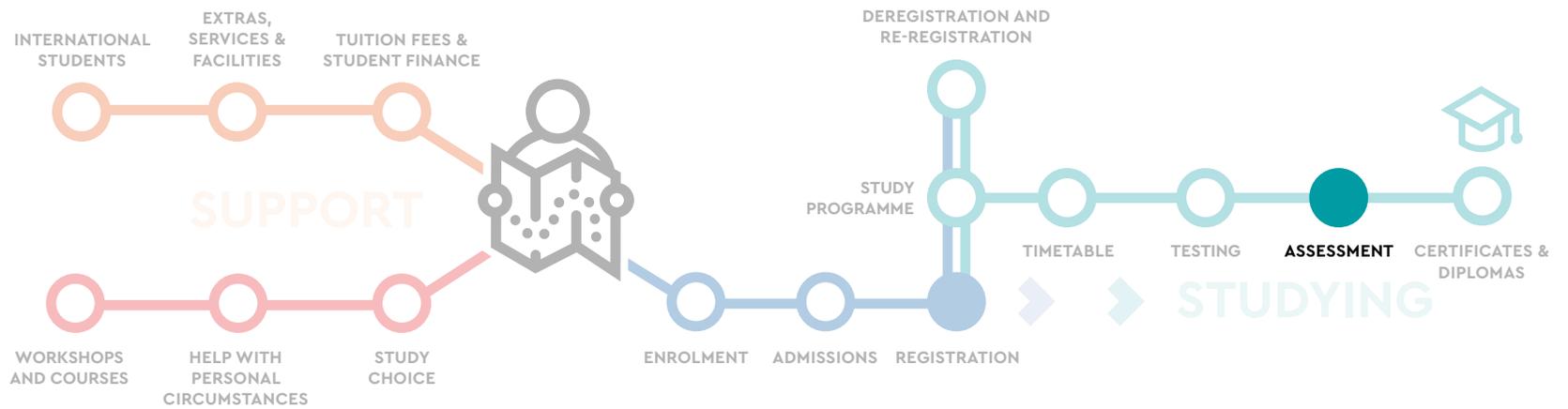
### How do I take a test online?

Click [here](#) for an explanation on how to take an online test.

### I am experiencing problems during my online test. What should I do?

You can ask questions in the TAWK online help desk during the system check, check-in procedure or during the test itself. You can start a chat with a help desk employee by clicking on the icon on the bottom right of the Proctor Exam tab.

# ASSESSMENT



## Assessment

### Where can I see my results?

EAn overview of your study results can be found in Progress. Click [here](#) for your study results.

### My results are not correct. Who can help me?

If a result has been entered incorrectly, please contact your lecturer.

### How long does it take to grade my test?

You will receive your test result no later than 3 weeks after you take your test.

### I am waiting for my results, what should I do?

If you have been waiting for more than 3 weeks and you are worried the process is not going well, contact the relevant lecturer and ask for an update.

### Do I have the right to review my test after it has been graded?

You have the right to review your test within 2 weeks of the announcement of the test results.

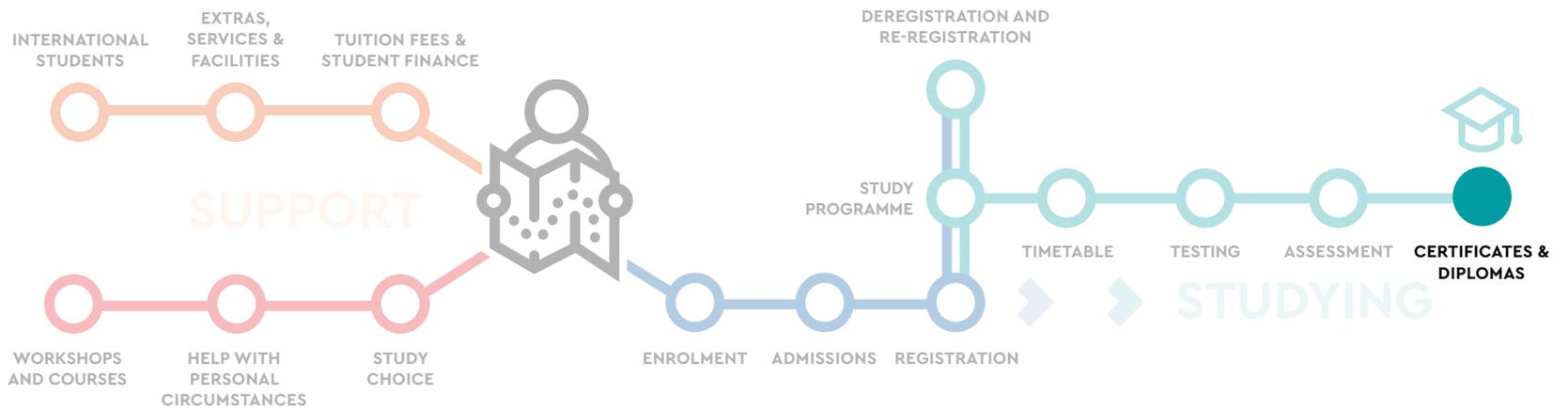
PREVIOUS  
STATION



NEXT  
STATION



# CERTIFICATES AND DIPLOMAS



## PREVIOUS STATION



## Certificates & diplomas

### Is it possible to get a grade list?

There are 2 sorts of grade lists. Students that have deregistered before finishing their degree can request a declaration of achieved results using [this link](#). Continuing students can request an overview of test results using Study Progress.

### What is my graduation date?

Your graduation date is the date you obtained your last result. It is important that the lecturer does not process the date of entry but uses the submission date of a product or the date of the assessment.

### The graduation date on my certificate or diploma is not correct. What should I do?

If the graduation date on your diploma is incorrect, please contact your study programme's exam board.

### Do I have to apply for my propedeutic certificate or diploma myself?

Yes, you need to apply for your diploma or propedeutic certificate yourself. Once you have obtained all the necessary credits and they are registered in SIS/Progress, then you can use [this link](#) to request your diploma.

### Do I have to wait to apply for my diploma until all my credits are recorded in Progress?

Yes, if you apply for your diploma earlier than all your credits are in Progress your application will be rejected.

### When will my diploma be ready?

You will be notified of this by your study programme.

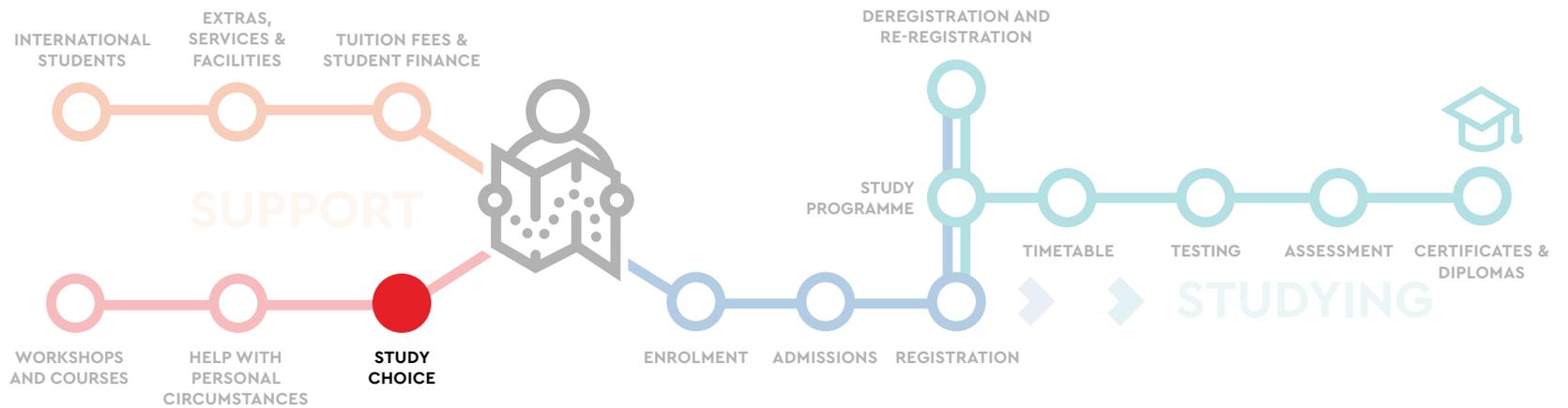
### When will I be able to collect my diploma?

You will be notified of this by your study programme.

### How do I get my flex certificate?

You will be notified of this by the study programme with which you are doing your part-time degree.

# STUDY CHOICE



## PREVIOUS STATION

### Study choice

#### I don't know which study programme I want to do. How can I find out?

If you need help with choosing the right study programme, then get in touch with the study choice advisors at the [Study Advice Centre](#).

#### I am ready for a career change. Which study programme is right for me?

The [study choice advisors](#) at NHL Stenden will be happy to talk things through with you!

#### I've narrowed down my choice to just a couple of studies. What should I do now?

It may be that you're not yet sure what you think is really important when it comes to your degree, or it could be that you haven't yet got a clear picture of what the programme really entails. If you need help, then get in touch with the study choice advisors at the [Study Advice Centre](#).

#### I'm not sure I want to continue with my current studies. What should I do?

Talk to your study coach first. If you are thinking about stopping or switching studies, our [study choice advisors](#) can take you through the options. As an NHL Stenden student, you can also participate in the course 'Stop, switch or continue your studies.'

#### Can I switch studies?

The possibilities vary per study programme and university. The NHL Stenden [study choice advisors](#) can take you through the options.

#### I've almost finished my studies and want to continue studying. What are the options?

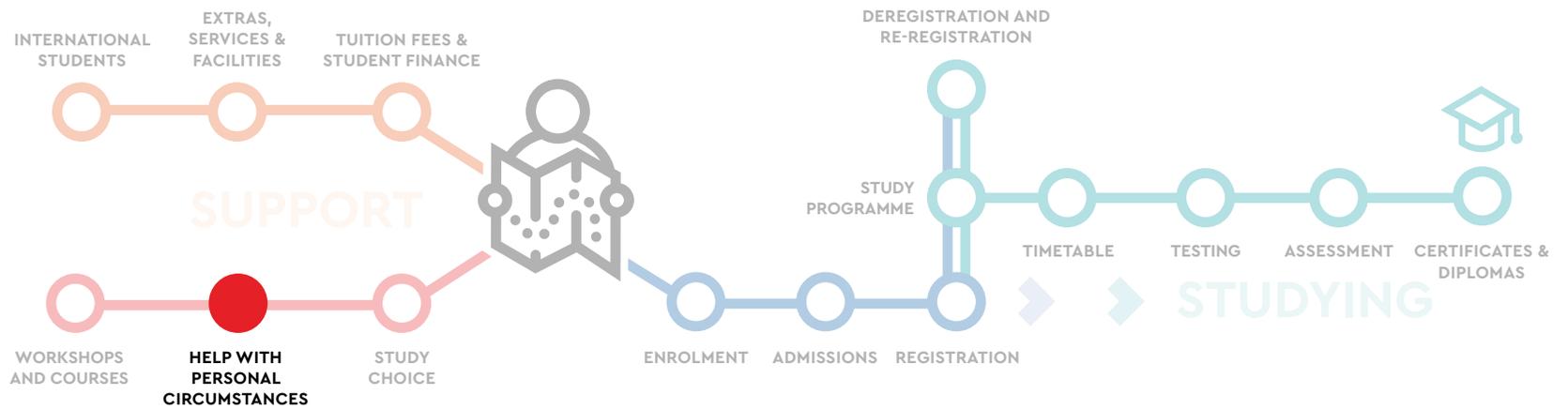
Some students decide to take a second hbo bachelor's degree, others take an hbo master's or go to a research university. Our [study choice advisors](#) will be happy to take you through the options!



## NEXT STATION



## HELP WITH PERSONAL CIRCUMSTANCES



## Help with personal circumstances

### What can I contact a student counsellor about?

At times, personal circumstances (such as illness, disability or top-level sports) can affect the progress of your studies. You're not alone in having to deal with obstacles along the way. If you have questions about how you can deal with your personal circumstances, or what the financial consequences could be, then make sure you reach out and talk about your options with a student counsellor. There could be solutions you hadn't thought of yourself. Don't bottle things up, but make an appointment for a confidential conversation with a student counsellor. Click [here](#) for more information.

### How do I make an appointment with a student counsellor?

If you'd like to make an appointment with a student counsellor, then check out this website for the [link](#) and more information.

### I need support with my studies. Who can I contact?

If you need support with your studies, then click here to make an appointment with a student counsellor. You can then discuss together what you need so as to be able to continue your studies. The student counsellors are there to listen to you and offer the support you need.

### I have a disability and so need provisions for tests. Who can help me with this?

A disability or learning impairment could mean you face extra challenges while studying and you may need additional services or extra time. A student counsellor can help you organize this. You can contact them through [this link](#).

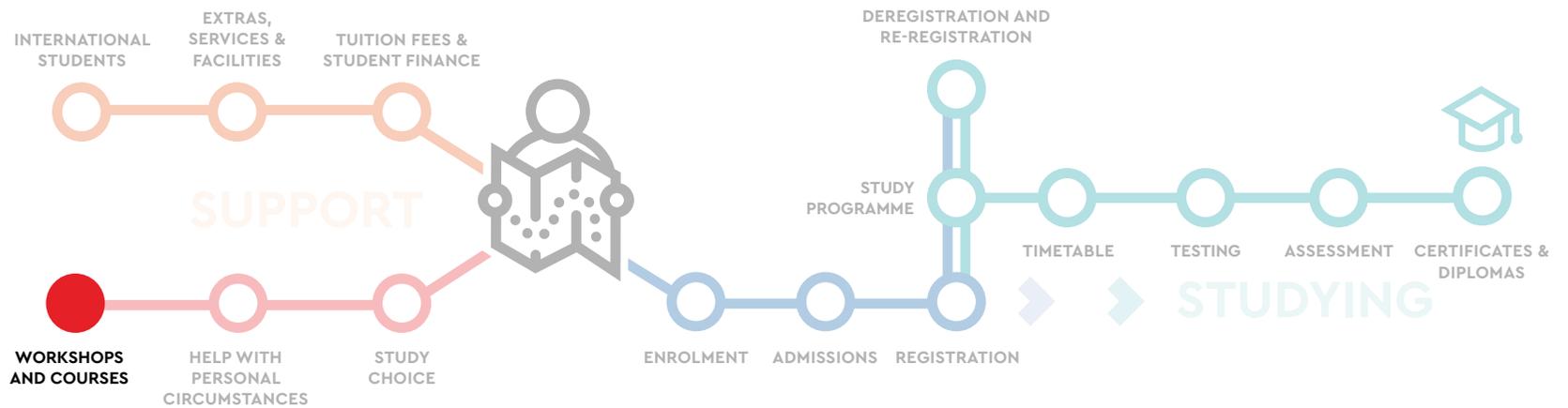
PREVIOUS  
STATION



NEXT  
STATION



# WORKSHOPS AND COURSES



## Workshops and courses

### What training courses and workshops can students take?

NHL Stenden also offers inspiration and support through training courses and workshops that you can choose to follow. You can learn how to study more efficiently, manage your time effectively and keep a balanced lifestyle. The choice is varied, free and changes each semester. Check out [this link](#) (and check it regularly) to see if there's something for you.

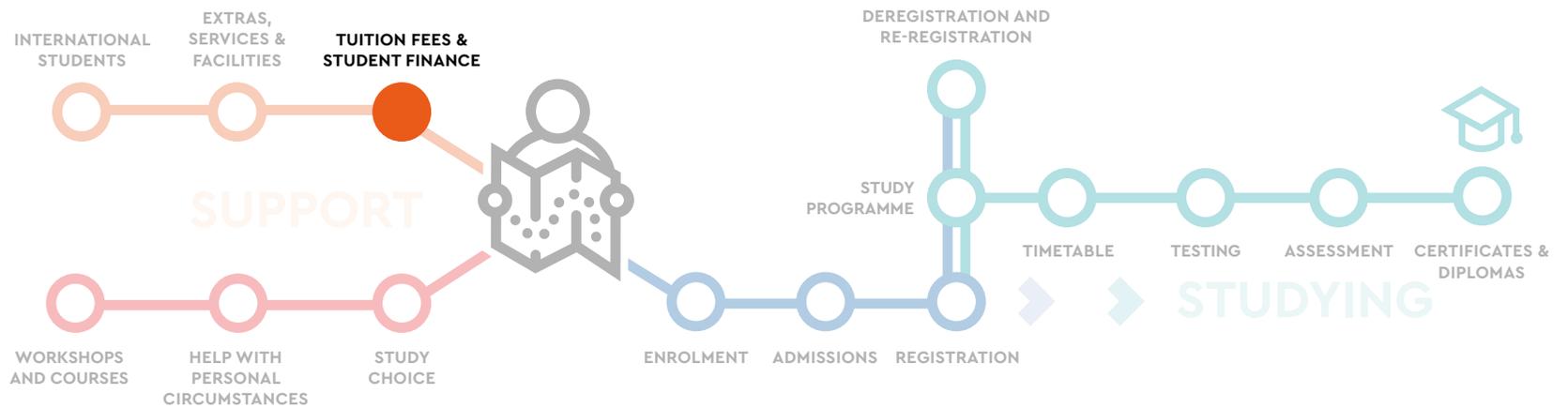
### How do I sign up for a training course?

Have you found a course that meets your needs? Check out [this website](#) for more information and to sign up.

PREVIOUS  
STATION



# TUITION FEES & STUDENT FINANCE



## PREVIOUS STATION



## NEXT STATION

## Tuition fees

### How much is the tuition fee?

To find out what the tuition fees are, simply click [here](#).

### When do I have to pay tuition fees?

You can pay your tuition fees in one payment or in nine terms. Click [the link](#) to see more information.

### How can I pay my tuition fees?

You can pay your tuition fees by digital authorisation in one or nine terms or by transferring them in one go before the start of the course. You can find more information in the to-do list in studielink.

### How do I change my payment details?

If your payment details change, please email [collegegeld@nhlstenden.com](mailto:collegegeld@nhlstenden.com).

### Will I get my tuition fee refunded when I stop my studies?

Check out [the rules](#) concerning tuition refunds when you quit your studies.

### How do I arrange the financing if I'm taking a second degree or following a minor at another institute?

If you pay the statutory tuition fee for your degree at NHL Stenden and you are going to do a second degree alongside it or follow a minor at another university or university of applied sciences for which you should pay a statutory tuition fee, then you need to prove you have already paid the statutory tuition fee. See ['Proof of paid tuition fees'](#) for more information.

### What do I need to do if my employer is going to pay for my studies?

You can find information and a statement of tuition fees on [this page](#).

### How do I apply for student finance?

Students under 30 and with Dutch nationality can apply for student finance. You have to have started your studies before you turn 30. Students with a residence permit or who come from an EU country, Suriname or the Antilles can request more information from [DUO](#).

### I have been fined by DUO, what should I do?

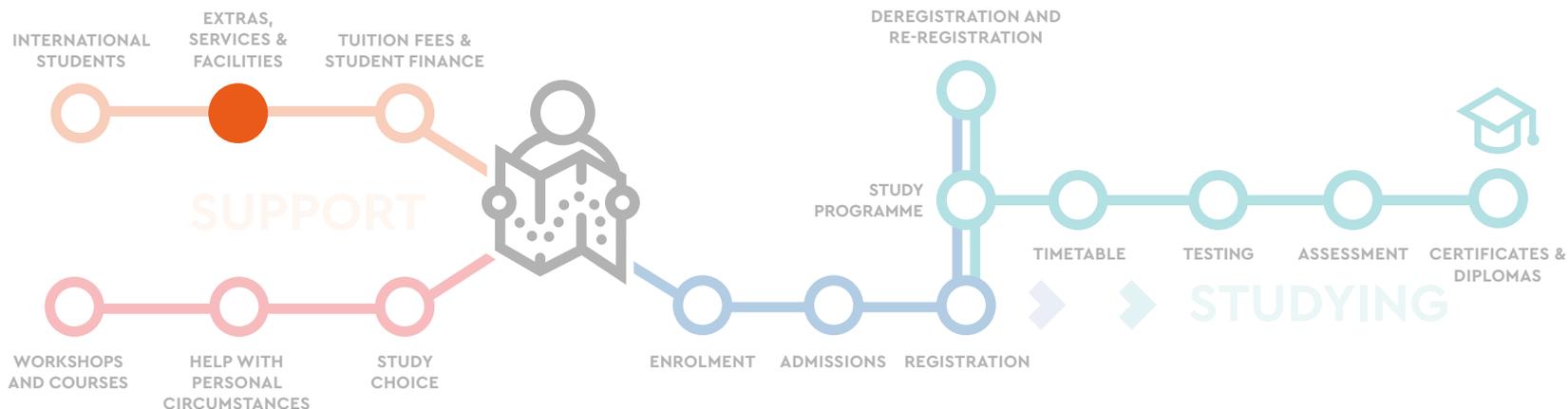
A check by DUO may indicate that you have received too much money in the form of student finance or allowances. You must repay any money you were not entitled to. Click [here](#) for more information.

### I have graduated, do I need to stop my student finance?

Yes. You are responsible for stopping your student finance through DUO. You should do this when you deregister in Studielink so as to avoid a fine.



## Extra's, services & facilities



### PREVIOUS STATION



### NEXT STATION

## Extra's, services & facilities

### Where can I find out all about student support?

We're here for you! To be a successful student, you need to feel at home and comfortable, both within your study programme and the university of applied sciences. It's important therefore that you know where to go and who to go to if you have questions about your study, your student life, or your personal situation. And if you are looking for inspiration, are concerned about something, or want to do something extra, you can come to us for advice or for a free training course and/or workshop. Go to [this page](#) for more information.

### Where can I find information about the NHL Stenden library?

All NHL Stenden campuses have a library where you can borrow books and get advice on sources for your research. Our information specialists and other staff can help you get the right information. Click [here](#) for more information.

### What can I use my MyCard/student card for?

You'll need your MyCard/student card if you want to borrow books and materials, to print and to pay for parking. You can also use the card for the lockers and, if applicable, as a key. Click [here](#) for more information.

### How do I use the printers?

"You can print out at the Document Centre or using one of the printers in the corridors. Click [here](#) for more information.

### Can I use MyCard/student card for parking?

Yes, you can. When you drive out the car park, you'll need to have at least 1 euro on your card. At the Emmen campus, you can park for free in the car park in front of the building.

### I've lost my MyCard/student card. What should I do?

If you lose your MyCard/student card, you should log in as soon as possible to

your [MyCard account](#) and change your status to 'lost'. You can then request a new card. You will be charged one-off costs of €17.50 which you can pay using iDeal. Once you have paid, email the [Service Desk](#) with your student number and the address we can send your card to.

### How do I reserve a classroom?

Click [here](#) for more information on finding a classroom.

## Other matters

### Where can I rent a room?

If you're going to start studying and you're still looking for a room to rent, then check out [this website](#) with tips and links for living in different cities.

### What student associations are there?

If you'd like to join a student association but you're not sure which one is right for you, click [here](#) for more information.

### Where can I get to meet students other than those on my course?

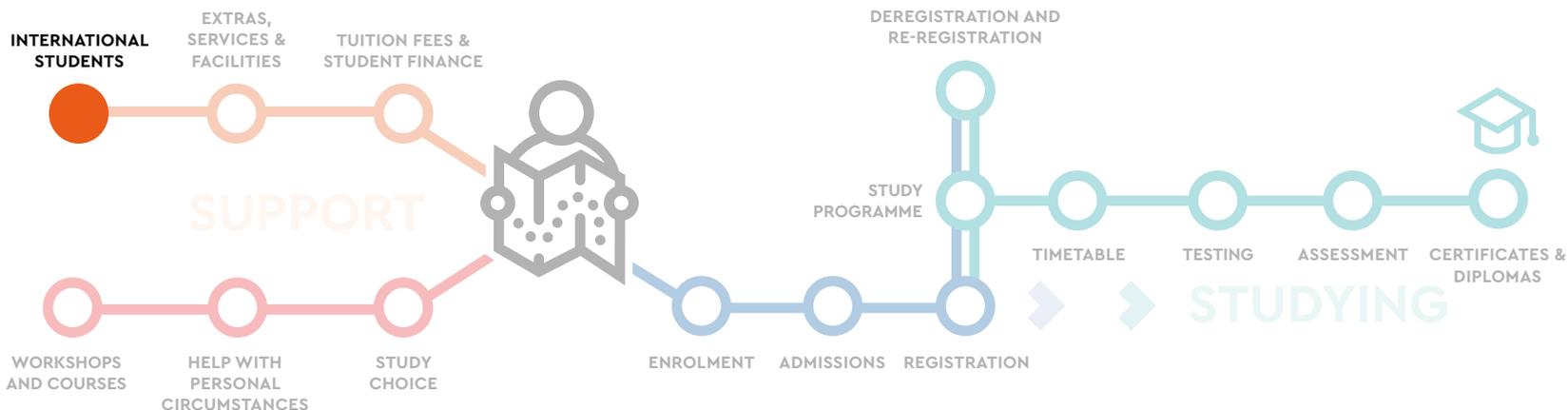
[Central Perk](#), a place of diversity, is a student living room on campus where students can get together regardless of which year they're in or where they come from. It's a place where students can meet and support each other without having to always talk about studying. All are welcome and the living room is hosted by students. The aim is to relax, get to know each other and help each other.

### I'm combining my studies with being a top-level athlete. Can I get help with this?

If you play sports at a high, elite, level, you can certainly get more help. Click [here](#) for more information about combining studying with top-level sports.



## INTERNATIONAL STUDENTS 1 of 2



PREVIOUS  
STATION



NEXT  
STATION

## Registration and application

### What is the deadline for registration?

Check out [this website](#) for application deadlines.

### How does the registration process work?

To find out how the registration process works, check out [this website](#).

## Admissions

### How does the admissions process work?

To find out how the admissions process works, check out [this website](#).

## Residence permit

### My residence permit has been lost/stolen. What should I do?

If your residence document has not yet expired but is lost or stolen, you may be able to get it replaced. Check [this website](#) for more information.

### I need to renew my residence permit. How do I do this?

If you need to renew your residence permit, you should email the Central Student Administration ([CSA](#))

## Other matters

### How do I get my BSN?

You will receive your BSN once you have registered at the city hall.

### When should I go to the GGD?

The Central Student Administration (CSA) will let you know if you need to go to the GGD.

### How do I arrange student insurance?

Of course you need to have your insurance sorted for when you come to study in the Netherlands. Check out [this website](#) for more information.

### How do I register at city hall?

All international students need to register in the municipality of the city they study in (at the city hall) within five days of arrival. We recommend you arrange this as soon as possible as you will need the citizen service number (BSN) you then get to open a Dutch bank account. Check out [this website](#) for more information.

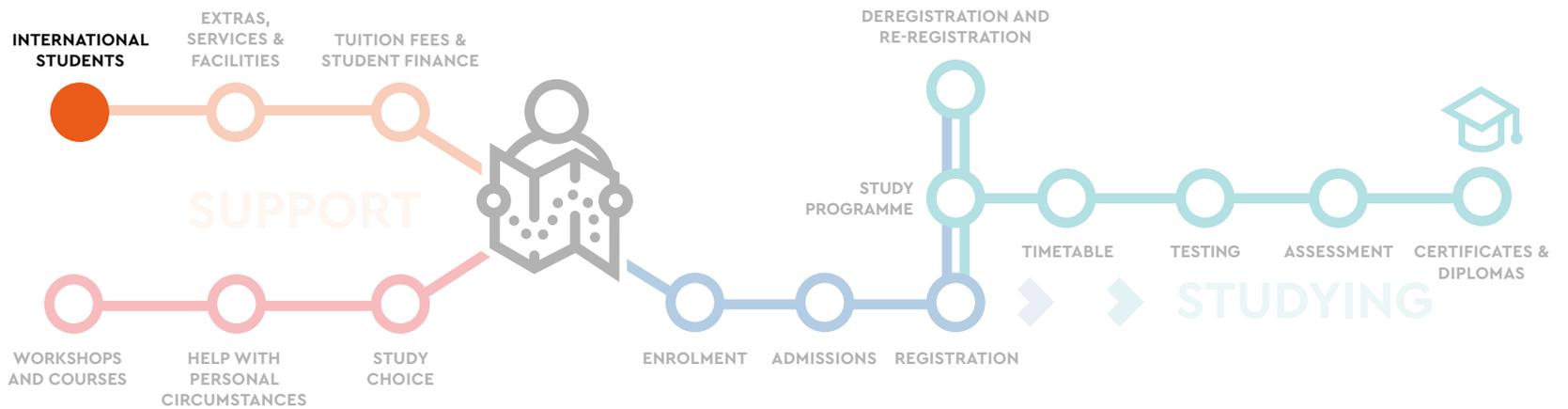
### How do I open a Dutch bank account?

We strongly recommend you open a Dutch bank account for while you are in the Netherlands. It will mean you avoid paying high transaction charges and it gives you access to an online payment tool which is linked to your bank account. Click on [this link](#) to find more information.

GO TO 2 of 2

# INTERNATIONAL STUDENTS

## 2 of 2



PREVIOUS STATION



## Finances

### What kind of costs should I take into account?

There are several costs to take into account when you want to study in The Netherlands.

#### 1. Tuition fees:

<https://www.nhlstenden.com/en/practical-information/tuition-fees>

#### 2. Living costs and other expenses:

<https://www.nhlstenden.com/en/practical-information/living-other-expenses>

You need to have sufficient financial means to fund your studies and to live in the Netherlands during your studies. You will find more detailed information in the welcome email you get after you apply for a degree at NHL Stenden.

### How do I change my payment details?

You can change your payment details by emailing [tuition@nhlstenden.com](mailto:tuition@nhlstenden.com).

## Grants & scholarships

### What scholarships are there and how do I apply for them?

If you are applying to or studying at NHL Stenden University of Applied Sciences, you may be eligible for a scholarship. NHL Stenden offers 2 different scholarships for NON-EU/EEA bachelor students. Check out [this website](#) for more information.