

# Good to know

## Autumn Semester 2024

### International Office

The International Office is your central point of contact regarding practical matters.

Location: Zernike Campus, Van OlstBorg, Zernikeplein 7, Groningen

Website: [www.hanze.nl/io](http://www.hanze.nl/io)

**Team Exchange:** we take care of incoming and outgoing exchanges to/from partner universities and offer advice about practical matters.

Email: [exchange@org.hanze.nl](mailto:exchange@org.hanze.nl)

Tel: 050 595 7800

**Team Immigration:** we take care of the immigration procedure of incoming students, take out insurance and offer advice about practical matters such as taxes, legal aid, etc.

Email: [immigration@org.hanze.nl](mailto:immigration@org.hanze.nl)

Tel: 050 595 2200

**Team Housing:** Team Housing is here to help you if you have questions or need assistance in regards to housing.

Email: [housing@org.hanze.nl](mailto:housing@org.hanze.nl)

Tel: 050 595 5441

Website: [www.hanze.nl/housing](http://www.hanze.nl/housing)

At Home in Groningen: <https://www.athomeingroningen.com>

### Student Administration (STAD)

Location: Zernike Campus, Van OlstBorg, Zernikeplein 7, Groningen

Email: [studentadministration@org.hanze.nl](mailto:studentadministration@org.hanze.nl)

Tel: +31 (0)50 595 2750

Website: [www.hanze.nl/tuitionfee](http://www.hanze.nl/tuitionfee)

[www.hanze.nl/application](http://www.hanze.nl/application)

- Student card
- Enrolment
- Certificate of enrolment
- Statement of paid tuition fee
- Studielink questions/problems
- Problems with paying tuition fee and refunds

### Study Choice Support

If you need help with your study choice or are considering switching programme.

Email: [studychoicesupport@org.hanze.nl](mailto:studychoicesupport@org.hanze.nl)

Tel: 050 5957890

### Computing & Information Services

Location: Zernikeplein 11, Van Dooreveste

Email: [ict.supportcenter@org.hanze.nl](mailto:ict.supportcenter@org.hanze.nl)

Website: [www.hanze.nl/en/study/studying-at-hanze/facilities-on-campus/general/ict-facilities](http://www.hanze.nl/en/study/studying-at-hanze/facilities-on-campus/general/ict-facilities)

- IT support
- Wifi problems
- Printing
- Hiring of IT equipment
- Hanze login/password

### Hanze Library

The Hanze Library helps you find and use information, offers you a comfortable place to work, and provides advice on copyright and literature research.

You can find a library on each campus

Email: [hanzemediatheek@org.hanze.nl](mailto:hanzemediatheek@org.hanze.nl)

### Hanze Student Support

Email: [hanzestudentsupport@org.hanze.nl](mailto:hanzestudentsupport@org.hanze.nl)

Tel: 050 595 4028

Website: [www.hanze.nl/hss-en](http://www.hanze.nl/hss-en)

- Study delay
- Personal problems
- Financial problems
- Courses
- Dyslexia and other impairments

### Hanze Schools

- Registration grades, credits
- Study progress
- Schedules, courses
- Transcript, diploma
- Learning agreement Erasmus+
- Arrival/departure form Erasmus+

### Hanze International Student Team

Talk to international Hanze students about studying and living in Groningen

Email: [histeam@org.hanze.nl](mailto:histeam@org.hanze.nl)

Whatsapp: +31 6 3393 7505

Website: [www.hanze.nl/histeam](http://www.hanze.nl/histeam)

## D-team (Deutschland Team)

Ein Team aus deutschsprachigen Studenten kümmert sich gerne um alle erdenklichen Fragen  
Email: [dteam@org.hanze.nl](mailto:dteam@org.hanze.nl)  
Tel/WhatsApp: +31 6 3366 4240  
Website: [www.hanze.nl/dteam](http://www.hanze.nl/dteam)

## Canon Campus Shop

Location: Zernikeplein 7, Ground Floor, B-Building

- Printing
- Stationary
- Hanze Merchandise Shop: [hanze.unigear.eu](http://hanze.unigear.eu)

## ESN Groningen (Erasmus Student Network)

Student association in Groningen for all international students!  
Website: <https://www.esn-groningen.nl>

- Buddy programme
- Activities and parties
- Language Exchange Programme
- Ambassador Programme

## Hanze Student Organisations

Every Hanze School has at least one student organisation.  
Check out: [ssa-web.nl/organisaties](http://ssa-web.nl/organisaties)

## Your life in Groningen

- Visit [www.groningenlife.nl/en](http://www.groningenlife.nl/en) to see what Groningen has on offer
- Get going in Groningen at [groningen.nl/en](http://groningen.nl/en)
- One stop shop for international people living in Groningen: [iwcn.nl](http://iwcn.nl)
- An overview of events organised in Groningen: [hereandnow.nl](http://hereandnow.nl)
- Need a listening ear? contact All Ears: [www.all-ears.nl](http://www.all-ears.nl)
- Read the newspaper of the north! <https://northerntimes.nl>

## ACLO Sportscentre

Student sports organisation in Groningen offering a wide variety of sports, group lessons and fitness facilities. You can register online!  
Website: [www.aclosport.nl/en](http://www.aclosport.nl/en)

## Quiet Room

A place for silent meditation, contemplation and prayer.  
Location: Van OlstToren, Zernikeplein 7, room B1.190.

## Healthcare

Studentarts: [www.studentarts.nl/en](http://www.studentarts.nl/en)  
For more information about the Dutch Healthcare system, please check out [www.hanze.nl/insurance](http://www.hanze.nl/insurance)

## Dentist

UMCG CTM (The Centre for Dentistry and Oral Hygiene)  
Address: Antonius Deusinglaan 1  
Tel: +31 (0)50 361 6505  
Email: [ctm@umcg.nl](mailto:ctm@umcg.nl)  
Website: [www.ctm.umcg.nl](http://www.ctm.umcg.nl)

## Insurance

By law, you must have healthcare insurance. The type of healthcare insurance you need depends on your personal situation.  
For more information: [www.hanze.nl/insurance](http://www.hanze.nl/insurance)  
Please be aware that when you work next to your studies, you are required to take out a Dutch Basic Health Insurance. For more information email [immigration@org.hanze.nl](mailto:immigration@org.hanze.nl).

## Number for Emergencies: 112

112 is the emergency telephone number for fire, police and ambulance and is only to be used in cases of real emergency, when every second counts.

## Bikes

- Bike shop on campus: [www.refide.nl/contact](http://www.refide.nl/contact)
- Hire a bike with Swapfiets: <https://swapfiets.nl/en>
- Hire a bike with Bikes in Groningen: [bikesingroningen.com](http://bikesingroningen.com)
- Cheapfiets, Sell bikes for students: [studentbikegroningen.com](http://studentbikegroningen.com)

## Public Transport

- Public transport explained: [9292.nl](http://9292.nl)
- Discount public transport card: [www.hanze.nl/traveltogroningen](http://www.hanze.nl/traveltogroningen)
- Train discount vouchers: <https://www.ns.nl/en>
- Discount bus: [www.dalvoordeelnoordnederland.nl](http://www.dalvoordeelnoordnederland.nl)
- Train/bus schedules: <https://9292.nl/en>
- Looking for a travel buddy: <https://groupticketfinder.com/>

## Dutch bank account

More information on how to open a bank account in The Netherlands:  
[www.hanze.nl/dutchbankaccount](http://www.hanze.nl/dutchbankaccount)

## Register at Municipality of Groningen

(if you stay longer in Groningen than 4 months)  
As soon as you have found a place to live, you can make an appointment online (student registration or deregistration):  
<https://gemeente.groningen.nl/en/student-registration-or-deregistration>  
Check for more information: [www.hanze.nl/municipality](http://www.hanze.nl/municipality)

## Register at Municipality Assen

Location: City Hall Assen, Noordersingel 33, Assen  
To register: call +31 (0)592 366911 or visit [www.assen.nl](http://www.assen.nl)

## Register at other Municipality

Have you found a place to live in another city/town?  
Contact their municipality and inquire how you can register.

