

Good to know

Autumn Semester 2026

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

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

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

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

Tel: 050 595 5441

Website: 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

Tel: +31 (0)50 595 2750

Website: www.hanze.nl/tuitionfee

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

Tel: 050 5957890

Computing & Information Services

Location: Zernikeplein 11, Van Doorenveste

Email: ict.supportcenter@org.hanze.nl

Website: 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

Hanze Student Support

Email: hanzestudentsupport@org.hanze.nl

Tel: 050 595 4028

Website: 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

Whatsapp: +31 6 3393 7505

Website: www.hanze.nl/histeam

D-team (Deutschland Team)

Ein Team aus deutschsprachigen Studenten kümmert sich gerne um alle erdenklichen Fragen

Email: histeam@o rg.hanze.nl

Tel/WhatsApp: +31 6 3366 4240

Website: www.hanze.nl/dteam

Canon Campus Shop

Location: Zernikeplein 7, Ground Floor, B-Building

- Printing
- Stationary
- Hanze Merchandise Shop: 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: <https://www.ssa-web.nl/en/studentorganizations>

Student Organisations in Groningen: <https://www.groningenlife.nl/en/associations/student-associations>

Your life in Groningen

- Visit www.groningenlife.nl/en to see what Groningen has on offer
- Get going in Groningen at groningen.nl/en
- One stop shop for international people living in Groningen: iwc.nl
- An overview of events organised in Groningen: hereandnow.nl
- Need a listening ear? contact All Ears: 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

Quiet Room

A place for silent meditation, contemplation and prayer.

Location: Van OlstToren, Zernikeplein 7, room B1.190.

Healthcare

Studentarts: www.studentarts.nl/en

For more information about the Dutch Healthcare system, please check out 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

Website: 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

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

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.

Fire safety

- Fire safety in your room: <https://www.brandweer.nl/wp-content/uploads/2021/08/brandveilig-op-kamers-engels-2017.pdf>
- Fire safety & electrical appliances: <https://www.brandweer.nl/wp-content/uploads/2021/08/elektrische-apparatuur-engels-2017.pdf>
- The dangers of carbon monoxide: <https://www.brandweer.nl/wp-content/uploads/2021/08/koolmonoxide-engels-los-15.pdf>

Bikes

- Bike shop on campus: www.refide.nl
- Hire a bike with Swapfiets: <https://swapfiets.nl/en>
- Cheapfiets, Sell bikes for students: studentbikegroningen.com

Public Transport

- Public transport explained: <https://9292.nl/en/public-transport>
- Discount public transport card: www.hanze.nl/traveltogroningen
- Train discount vouchers: <https://www.ns.nl/en>
- Discount bus: www.dalvoordeelnoordnederland.nl
- Train/bus schedules: <https://9292.nl/en>

Dutch bank account

More information on how to open a bank account in The Netherlands:

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

Register at Municipality Assen

Location: City Hall Assen, Noordersingel 33, Assen

To register: call +31 (0)592 366911 or visit 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.

