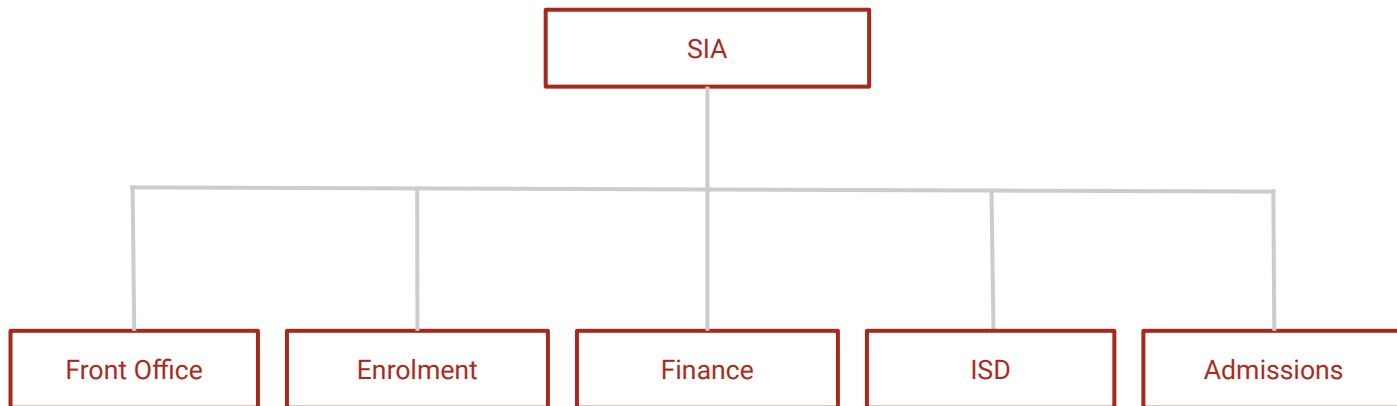


Student
Information
Administration (SIA)
Front Office



Front Office

Student Information Administration (SIA)



Front Office

Student Information Administration (SIA)



First point of contact for all prospective, current, former students and third parties on matters such as:

- Application & admission
- Enrolment & de-enrolment
- Declarations & certification of documents
- Tuition fees
- Student card & UG account



Find all our contact details at: www.ruq.nl/sia

Front Office

Student Information Administration (SIA)

Application process

Application

- Via Studielink
- Deadline: dependent on programme
- [Application fee](#) of 100 euros

Admission

- Requirements on programme page and rug.nl/sia
- Complete application in [Progress Portal](#)
- Application under review
- Decision letter

Immigration

- [For non-EU students](#)
- UG is guarantor
- UG applies for residence permit and or visa with IND

Housing

- Start early, you need a room before August 1st
- [Accommodation page](#)
- SSH

Tuition fees

- Direct debit or transfer manually
- Pay at once or in instalments
- [Payment options](#)
- Pay for each month of enrolment
- Fully enrolled after payment or authorisation

www.rug.nl/applicationguide

Front Office

Student Information Administration (SIA)

Application process



Q: Do I need a (valid) ID card or passport to create a Studielink account?

A: No, but you need one as soon as possible to be able to enrol.

Q: I have two nationalities, which one should I use to apply?

A: If you have an EU, EEA, Swiss or Surinam nationality, that one is preferred. You can be eligible for the [statutory tuition fees](#) with these nationalities.

Q: Can I apply for more than one programme?

A: The maximum is 4. [Exceptions apply](#) for fixed-quota programmes.

Q: Can I choose a start date?

A: No, [most programmes](#) start on September 1, [some \(pre-\)Master programmes](#) start on February 1.

Q: How do I activate my student account?

A: Once you apply for a programme, you will receive your student number and instructions to activate your UG account by email. Activate your account in the [self service portal](#).

Q: Can the application fee be refunded?

A: No, unless you are granted an [exemption](#).

Front Office Student Information Administration (SIA)

Admission

Progress

Dashboard
Info
Applications
Results
Enrolling
Messages

Applications

Welcome. On this page, you can view and change your application(s). A submitted application is a request for enrolment.

Applicants with a **non-Dutch qualification** are processed by the Admissions Office. In this case, you will need to upload the requested application documents in the Previous Education section below and (if applicable) 'Show details' below). These applicants will only need to upload the requested application documents for the Admissions Office to start processing your application.

Check our [International Application Guide](#) for everything you need to know about the steps of the application procedure – from applying in Studielink to travelling to Groningen!

Previous education

Do you have a non-Dutch diploma? This page shows the required steps to take that are relevant to your application. You can change the details and upload the requested documents per relevant previous education.

Pre-education	Country	Institute	Graduated	Diploma date	Verified	Documents
Diplôme du baccalauréat général	France	Aussie IBIS	Yes	01/01/2013	No	✓ Diploma / statement of enrolment / expected statement of graduation ✓ Transcript
Bachelor universitaire de technologie	France	French bachelor	No	01/09/2025	No	! Diploma / statement of enrolment / expected statement of graduation ✓ Transcript

+ Add document

+ Add extra previous education

- Previous Education: upload at least a separate diploma and transcript document for each qualification.
- Entry requirements can be found on the programme website and [the admission pages](#)
- Upload and/or enter all requested information
- Application is submitted automatically when all mandatory fields are filled
- More information on the [Progress Portal support website](#)

Front Office

Student Information Administration (SIA)

Admission



Q: Can I upload additional information/documents?

A: No, if the Progress Portal does not ask you to do so, the information will not be considered.

Q: I uploaded documents, but have not heard anything yet

A: Make sure all required information is provided or uploaded. The review process can take longer in busy periods.

Q: I need to upload two documents, but I can upload only one

A: Combine/Merge the documents before uploading them.

Q: Do I need to upload my language test results immediately?

A: No, you can do it later if you need to prove your (Dutch or) English proficiency.

Q: Where can I find information about the required documents?

A: On the [application documents part](#) on our website.

Q: Where can I find information about the Progress Portal?

A: On [the Progress Portal part](#) of our website or in [tomorrow's Progress Portal webinar](#).

Front Office

Student Information Administration (SIA)

Enrolment, De-enrolment & Re-enrolment



Handle enrolment, de-enrolment and re-enrolment requests and questions about their possible impact on:

- Tuition fees
- Reimbursement
- Residence permits

When in doubt, do [contact](#) us or visit our [FAQ](#) page.

Front Office

Student Information Administration (SIA)

Enrolment, De-enrolment & Re-enrolment



Q: It's May and I've completed all my applications steps. Why am I not yet enrolled?

A: We only start enrolling students as of late July (September intake).

Q: Am I automatically enrolled for the entire duration of my programme?

A: No, you are enrolled until the end of the academic year. Note that you have to *re-enrol* yourself through [Studielink.nl](https://studielink.nl) before the start of each academic year.

Q: Am I entitled to reimbursement when I de-enrol?

A: Yes, you are, except when de-enrolling between 1 June and 1 September. For all reimbursement information, visit our [website](#).

Q: Can I re-enrol whenever I want?

A: Your re-enrolment options depend on your faculty. All students can re-enrol per 1 September. All other moments are in consultation with your faculty.

Front Office

Student Information Administration (SIA)

Declarations & Certification of Documents



Handle requests from current and former students regarding statements such as:

- Statements of enrolment
- Proof payment tuition fees
- Examination statements
- Certified copies of your UG diploma
- Declarations of de-enrolment
- Certification of original *non-UG* documents for the purpose of applying at the UG

Front Office

Student Information Administration (SIA)

Declarations & Certification of Documents



Q: How do I get a statement of enrolment?

A: After you're officially registered, you'll automatically receive a statement of enrolment by email within 2 working days.

Q: I need the university to sign government papers in order to receive financial support.

A: SIA Front Office is your first point of contact for these matters. Please fill in your document as much as possible before submitting your request via rug.nl/sia.

Q: I need to submit certified copies, but I already uploaded all my diplomas in the Progress Portal.

A: Your uploaded documents and certified copies are not the same. Check our [certified \(digital\) copies](#) page to understand the difference or join our [Webinar on certified copies](#) tomorrow.

Q: I need to submit my certified copies, but the deadline is nearing.

A: You can bring your **original** documents along with copies of them with you to the SIA Front Office desk in Groningen. Here, we will certify and submit them for you. Please make sure to make an appointment beforehand at rug.nl/sia

Front Office

Student Information Administration (SIA)

Tuition fees



Tuition fees

- Statutory fees for EU, EEA, Swiss and Surinam citizens
- University fees for non-EU students, no government funding
- Changes in your personal circumstances can have consequences for the tuition fees
- You pay for each month that you are enrolled, except for July and August
- Pre-Master students pay a compensation per ECTS

Front Office

Student Information Administration (SIA)

Tuition fees



Q: I am from Norway. Am I entitled to statutory fees?

A: Yes, all EU, EEA, Swiss and Surinam nationals are entitled to statutory fees.

Q: I am an Argentine citizen, but I've applied for an Italian passport. Am I entitled to statutory fees?

A: Not yet. You're entitled to statutory fees as of the first month after the issue date of your physical Italian passport. Changing your nationality can be done throughout the academic year.

Q: Should I transfer the money myself?

A: You [can](#), but you can also [authorise us](#) to withdraw the money if you have a SEPA bank account.

Q: Do I have to pay the full amount in one go?

A: No, you can choose to pay in 5 instalments for 1 academic year if you have authorised us to withdraw the money.

Q: What happens if I pay too late?

A: You will not be fully enrolled. Your account can be blocked as well.

Front Office

Student Information Administration (SIA)

Student Card & University Account



Student Card

- Requesting a new Student Card
- Pick-up point for Student Cards
- Reporting issues with your Student Card

University Account

- Accessible in few hours after application
- Activate it on the website
- Email, Brightspace, online library
- Contact the [CIT Service Desk](#) if you encounter any issues

Front Office

Student Information Administration (SIA)

Student Card & University Account



Q: Do I need a Student Card?

A: Your Student Card is essential for studying at our University. You'll need your Student Card for exams, the library, photocopiers and all facilities of the [ACLO Sport Centre](#).

Q: How do I get a Student Card?

A: When you're fully enrolled and you've [uploaded](#) your picture on Brightspace, you'll be automatically informed when your Student Card is ready to be picked up.

Q: I have not received any emails from the University.

A: We cannot guarantee that you'll receive all of our emails on your private account. We therefore advise students to keep an eye on their University account's (student) email address.

Q: Do I need a University account?

A: Yes, your University account gives you access to our facilities, including the course catalogue, your marks and registrations, Google apps for Education and electronic files from the University Library.

Front Office

Student Information Administration (SIA)

What We *Don't* Do



Everything regarding the content of your study

- Enrol for classes
- Schedules
- The progress of your study
- Grades
- Matching

Front Office

Student Information
Administration (SIA)

Contact



Desk

Second Floor West Wing
Academy Building

Tuesday's and Thursday's by
[appointment](#) from 13:00 - 16:00



Email

Online contact form at
www.rug.nl/sia



Phone

003150 - 363 8004
On workdays between
10:00-12:00 and 13:00-16:00.

Q&A

