

WELCOME GUIDE

for international students

GHENT UNIVERSITY

WELCOME GUIDE

FOR INTERNATIONAL STUDENTS

GHENT
UNIVERSITY

DEAR STUDENT

It is a real pleasure to welcome you to Ghent University.
We are proud that you have chosen our university as your new academic environment.

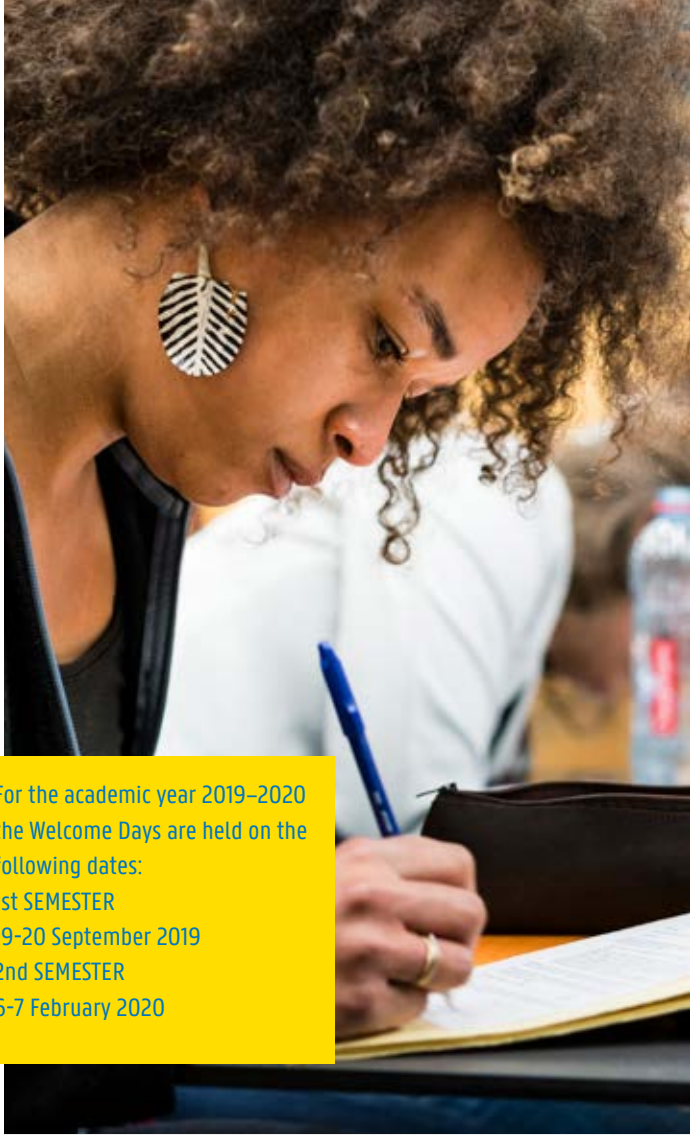
We will do our utmost to make your stay in Ghent an exciting and valuable experience. Being one of the major universities in Belgium with over 44,000 students and ranked among the top-100 universities worldwide, our university can provide you with high-quality academic teaching, excellent infrastructure and a wide scope of student facilities.
Embedded in the beautiful city of Ghent, you will be able to enjoy numerous social and cultural activities in the lively and creative atmosphere which is so typical for our city.

During the **Welcome Days** organised at the end of September and at the beginning of February, you will receive all information to guarantee an enriching and pleasant stay with us. Make sure to join us then and get off to a flying start!

I wish you a very happy and fruitful stay in Ghent and hope that you will feel at home with us.



Prof. dr. Rik Van de Walle, Rector Ghent University



For the academic year 2019–2020 the Welcome Days are held on the following dates:
1st SEMESTER
19-20 September 2019
2nd SEMESTER
6-7 February 2020

WELCOME DAYS

FOR NEW INTERNATIONAL STUDENTS

Ghent University is offering a warm welcome to all its new international students (both exchange and degree students, including PhD candidates). Right before the beginning of each semester the International Relations Office is organizing the Welcome Days. During this two-day programme the new international students at Ghent University receive a lot of practical information about the university where they will spend (part of) their studies.
A wide variety of sessions, including a visit to the faculty of their choice and a city walk in Ghent guided by Belgian students, are part of the programme.

Participation in the Welcome Days is free of costs but online registration is required. More information about the Welcome Days and the link to the online registration can be found on: www.ugent.be/en/administration/welcome-days/overview.htm

We hope that your first impression of Ghent University and the city of Ghent make you look forward to a pleasant and enriching stay here!

International Support Team
international@ugent.be

Benedicte Desmedt, Maaike Dhondt, Annelies Holvoet, Greet Naessens, Patricia Vanbrabandt, Karen Wouters

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For any possible **updates** on the information provided in this guide, please check the indicated websites.







KEY TO USING THIS GUIDE

This guide has been written with the (arrival) needs of international students in mind. It is designed to answer practical questions about matters related to your arrival and concerning living and studying in Ghent. It will prove useful to you upon arrival at our university and remain a reference tool during your stay. It might be a good idea to keep it close at hand.

This guide is directed towards the following categories of international students:

- Degree students: study at Ghent University with the intention to obtain a degree awarded by Ghent University.
- Exchange students: remain enrolled at their home university and spend a study period at Ghent University within the framework of their study at their home university.

At the PhD level we distinguish:

- PhD students*: perform doctoral studies and research at Ghent University with the intention to obtain a PhD degree awarded by Ghent University.
- Exchange PhD students: remain enrolled at their home university and spend a training, study, internship or research period at Ghent University within the framework of their PhD study at their home university.

Depending on the category to which you belong, certain administrative steps may differ. For this reason the distinction is made whenever necessary in this guide.

For more information about your status as a degree PhD student at Ghent University, please check: www.ugent.be/en/work/phd



GHENT UNIVERSITY INFO

Don't know who to address yourself to or how a procedure works? Contact Ghent University Info for information about the university and its services.

Ghent University Info
info@ugent.be – T +32 (0)9 331 01 01
Rectoraat
Sint-Pietersnieuwstraat 25, 9000 Gent
Monday to Friday 07:30-18:00



ARRIVAL ASSISTANCE

Just arrived and overwhelmed by the new surroundings, lots of information to absorb, looking around where to find what, where and when?

INTERNATIONAL SUPPORT TEAM

The International Support Team provides information and support for international students (degree students as well as exchange students).

INTERNATIONAL RELATIONS OFFICE (IRO)

International Support Team
Het Pand, Onderbergen 1
main entrance, 2nd floor, office 120.008
international@ugent.be

Benedicte Desmedt +32 9 264 83 76
Maaike Dhondt +32 9 264 83 75
Annelies Holvoet +32 9 264 70 06
Greet Naessens +32 9 264 70 34
Patricia Vanbrabandt +32 9 264 83 70
Karen Wouters +32 9 264 70 25

Office hours: Monday to Friday from 9:00-12:00
and from 14:00-16:00
The office is closed during the Christmas holidays and the Ghent Festival (Mon. 20/07/2020 – Fri. 24/07/2020).

www.ugent.be/irostudentsupport
Follow us on Facebook: https://www.facebook.com/UGentIRO/

Follow us on Instagram: https://www.instagram.com/internationalugent/

DEVELOPMENT COOPERATION

The Development Cooperation Office gives specific support to students from developing countries (VLIR-UOS)

DEVELOPMENT COOPERATION OFFICE

Het Pand, Onderbergen 1
right side entrance, 1st floor, office 110.030
developmentcooperation@ugent.be – T +32 9 264 31 04

Monday – Tuesday – Thursday: 13:30 -16:30 or by appointment
www.ugent.be/develcooperation
Follow us on Facebook: students from developing countries Ghent University

DEPARTMENT OF PERSONNEL AND ORGANIZATION (DPO)

DPO handles the files of international staff. For more information contact the Welcome Team:
Campus Ufo, Rectoraat
Sint-Pietersnieuwstraat 25, 1st floor, office 016
welcome.dpo@ugent.be – T +32 9 264 95 00
www.ugent.be/welcome
Monday to Friday: 08:30 – 12:00 and from 13:00 – 16:30


GULTEIT


ITEN

NECESSARY ADMINISTRATIVE STEPS

Upon arrival, the following administrative steps **MUST** be fulfilled:

1. Registration / Enrolment at Ghent University
2. Insurance
3. Registration at the Migration Office



REGISTRATION/ENROLMENT AT GHENT UNIVERSITY

You are required to register as an exchange student or to enrol as a degree student at the Registrar's Office.

1. REGISTRATION EXCHANGE STUDENTS / EXCHANGE PHD STUDENTS

You have received a **Letter of Invitation**, issued by the International Relations Office.

For registration, **you need to bring** the following documents:

- The Letter of Invitation **in print.**
- Your valid passport or identity card. A driving licence will not be accepted.

You will be registered as an exchange student and **will receive**:

- A student card, which will be activated the day after your registration.
- Your account information will be sent by email the day after your registration.
- A certificate of registration as an exchange student (both in Dutch and English), needed for your registration at the Migration Office of the City of Ghent.

2. ENROLMENT DEGREE STUDENTS (BACHELOR, MASTER, PHD)

You have received a **Letter of Admission**, issued by the Registrar's Office.

For enrolment, you need to bring the following documents:

- The Letter of Admission **in print.**
- Your valid passport or identity card. A driving licence will not be accepted.
- Any other document mentioned on the Letter of Admission.

You will be enrolled as a degree student and **will receive**:

- A student card, which will be activated the day after your enrolment.
- Your account information will be sent by email the day after your enrolment.
- You can print your own certificate of enrolment (as soon as your account has been activated) from http://oasis.ugent.be.
- If you are a PhD student and you also need to sign a contract at the Department of Personnel and Organization, please make sure to contact the Department of Personnel and Organization immediately.

3. USEFUL INFORMATION

PAYMENT OF TUITION FEES (ONLY APPLICABLE FOR DEGREE STUDENTS)

- You receive an invoice upon enrolment.
- You can pay the tuition fee at the Registrar's Office with a credit card or bank card. Cash will not be accepted.
- If you cannot pay by card, you will need to make a bank transfer.

www.ugent.be/tuitionfee

OTHER SERVICES OFFERED AT THE REGISTRAR'S OFFICE

- In case you have lost your student card. After paying € 10 (by bank card) – unless you have a police report of theft – a duplicate will be issued.

- Changing your enrolment or stopping your studies.
  In case you are considering to stop your studies, you should first contact the learning track counsellor of your faculty (see p. 113). Subsequently, you need to inform the Registrar's Office, either in person or by terminating your contract in Oasis (oasis.ugent.be). This is necessary if you want to preserve your chances on re-enrolment for the next academic year.
  www.ugent.be/en/teaching/studentadmin/contractchanges/stopping.htm

- You need certified copies of your Ghent University diploma: bring your original diploma and your valid ID or passport.

- You need additional proofs of enrolment/registration: http://oasis.ugent.be > MyOasis
- Your address has changed: http://oasis.ugent.be > MyOasis
- You want to change your privacy settings: http://oasis.ugent.be > MyOasis

4. CONTACT DETAILS

REGISTRAR'S OFFICE

Campus Ufo, Ufo – Sint-Pietersnieuwstraat 33
studentadministration@ugent.be – T +32 9 331 00 70
Exchange students: www.ugent.be/registrationexchange
Degree students: www.ugent.be/en/degree
For the latest information about the opening hours:
www.ugent.be/registrar

It is important to have your student card with you on university grounds. It allows you to make use of Ghent University facilities and infrastructure, such as the student restaurants, sports centre, bike rent, etc. You are also required to show this card when taking exams or when going to a university library. As a bonus, with your student card you can get reductions in the cinema, museums, historic buildings, ...

REGISTRATION AT THE MIGRATION OFFICE

All international students have to report to the Migration Office of the host town or city. The whole procedure to obtain your residence permit may take a couple of months. We strongly advise you not to postpone this administrative step.

INTERNATIONAL STUDENTS STAYING IN GHENT

How to get your permit during your studies? All applications (also renewals of residence permits) can only be done online. Follow the procedure which applies to your situation.
All information about the different procedures can be found on the following webpage: stad.gent/residencepermitstudent

Please read the information on the website carefully in order to make sure to follow the correct procedure.

MIGRATION OFFICE – CITY OF GHENT

Administratief Centrum Zuid
Blok B (ground floor), Woodrow Wilsonplein 1, 9000 Gent
T +32 9 266 71 50 – F +32 9 266 71 69
internationalstudent@stad.gent

ONLY BY APPOINTMENT!
You can make an appointment:
- By email: internationalstudent@stad.gent
- By phone: T +32 9 266 71 50

Mon, Tue, Wed & Fri: 09:00 – 12:30 and from 14:00 – 16:00

STUDENTS STAYING AT ANOTHER HOST TOWN:

- Go to the city or town hall of your host town; the opening hours are usually mentioned on the municipality website.
- Fill in the necessary forms.
- In the following weeks a police officer will check if you do indeed live at your address and afterwards you will be sent an appointment to go to the local Migration Office to complete your residence permit application.

Students who want to prolong their residence permit should contact the Migration Office about the procedure they should follow.

INSURANCE

Make your educational life at Ghent University as adventurous and educational as possible, but live it the safe way by making sure that you have the necessary minimum health insurance and possibly also other coverage!

HEALTH INSURANCE

Health insurance is of the utmost importance because medical costs may occur unexpectedly and can be very high in Belgium.

- Students from the European Economic Area (EEA) and Switzerland are insured by their homeland medical insurance company during their stay in Belgium.
  Ask your insurance company for a European Health Insurance Card (EHIC) in order to receive reimbursement of medical expenses immediately in Belgium (after registration with a Belgian health fund) or soon after your return home.
  http://ehic.europa.eu

- Students from outside the European Economic Area (non-EEA) except Switzerland, or students without a European health insurance card, have to take out health insurance directly with a Belgian health fund.

For more information about the health insurance consult https://www.ugent.be/en/administration/insurances/students.htm. A list of authorized health funds in Ghent, in alphabetical order, can also be consulted through this URL.

THE FOLLOWING INSURANCE IS STRONGLY RECOMMENDED

- Insurance Civil Liability Private Life

  You might need it when (accidentally) hurting other persons or damaging other people's property during your private life.

- Fire Insurance

  When renting a room on the private market, make sure you subscribe a fire insurance. Unless it is stated in the rent agreement that your landlord has subscribed a fire insurance for you, you agree with the terms of the fire insurance and your landlord provides you with an insurance certificate naming you as insured party for the duration of the lease. Moreover, it is recommended to contact an insurance company to subscribe an insurance for your personal belongings.

- Travel insurance

  This insurance policy can be taken out through the following URL (see forms): https://www.ugent.be/en/administration/insurances/students.htm

INSURANCE BY GHENT UNIVERSITY

When you are officially registered at Ghent University as a student, you are automatically insured, within policy conditions, for personal accident cover during university activities and on the way from and to university activities, as well as for civil liability during and through university activities.

In case an excursion extra muros or stay abroad is required within the framework of your studies or research: it is your personal responsibility to inform your contact person (staff member of Ghent University) within your own faculty as to receive written consent (obligatory!).

If you want more information, contact:
Legal Office of Ghent University
verzekeringen@ugent.be
www.ugent.be/en/administration/insurances/students.htm

Health insurance is obligatory!




TOSHIBA

RULES AND REGULATIONS

Mutual consideration for each individual and respect for the university service providers and infrastructure are expected of each member of Ghent University and its guests.





EDUCATION AND EXAMINATION CODE

As a registered international student, staff or guest of Ghent University, you agree to comply with the rules and regulations under which the University, its staff and students must operate. The principles of the regulations underpinning these are set out in a number of codes and regulations.

The Education and Examination Code affects every student (both exchange and PhD), as it covers a wide variety of important topics, such as:

- Structure of the academic year
- Description of the academic system
- Enrolment regulations
- Teaching and evaluation methods
- Rules pertaining to a study programme and/or course unit
- Provisions for educational activities
- Examination regulations
- Rules pertaining to a PhD at Ghent University
- Fraud and irregularities (e.g. plagiarism)
- Complaints and appeals

Every year the Education and Examination Code is reviewed and approved by the Board of Governors. Therefore all articles are valid and binding for one academic year.

You can find the Education and Examination Code on the following website; an English translation is available on the website www.ugent.be/en/teaching/studentadmin/OEREnglish

OTHER REGULATIONS

It is important to realize that in addition to the Education and Examination Code there are other regulations that may affect you during your stay at Ghent University:

- Regulations of the University Halls of Residence
  These regulations deal with the rental matters, the use of the infrastructure, and not in the least, with the appropriate social behaviour (sanctions may be imposed).
  International students and guests staying in the University Halls will receive a copy when signing the contract. This document is an integral part of the tenancy agreement.
- Disciplinary Code for Students (in Dutch only)
  https://www.ugent.be/student/nl/administratie/inschrijven/inschrijvingfraude.htm
  There is also a disciplinary code for staff.
- Rules of proper use of the Ghent University network and the computers controlled by the ICT Department
  http://helpdesk.ugent.be/account/en/regels.php
- Laboratory and workplace regulation
  https://www.ugent.be/fw/pharmaceutics/medchem/en/internal/LabSafety
- Acknowledgement of confidentiality and assignment of rights (visiting researchers)
- Ghent University labour regulations
  www.ugent.be/intranet/nl/reglementen/werken/algemeen/arbeidsreglement_eng

Faculties may have their own specific regulations, for example in laboratories. You can always ask a copy in your faculty.

GRIEVANCES AND COMPLAINTS

STUDENTS

Students are encouraged to raise any complaints or grievances with an appropriate member of staff at the earliest opportunity, as complaints that are dealt with informally at an early stage have the best chance of being resolved effectively.

Where informal procedures have failed to resolve the problem, students may bring a complaint under the attention of the faculty ombudsperson.
https://www.ugent.be/en/degree/ombudsoffices.htm

- The faculty ombudsperson treats complaints from students and staff members relating to the implementation of the Education and Examination Code and/or the provisions governing the legal position of students and/or situations which are perceived to be unfair within the wider framework of educational or examination events. They are bound to discretion.

- If the problem is or can not be resolved through their mediation or within the faculty, students can contact the institutional ombuds service. The latter can be contacted via ombuds@ugent.be

In certain situations, students may file an internal appeal with the Internal Appeals Commission, as stipulated in article 100 of the Education and Examination Code (see p. 32).

PHD CANDIDATES

Your dissertation supervisor (promoter) plays a central role as the person coaching your doctoral research efforts. If, for some reason, you are unable to communicate successfully with your dissertation supervisor, please do not hesitate to speak to a faculty ombudsperson for doctoral students.

http://www.ugent.be/en/staff/ombudspersons-phd.htm
www.ugent.be/en/ghentuniv/contact/complaints.htm

Anonymous complaints cannot be accepted.
All complaints will be treated confidentially.







PRACTICALITIES

In addition to the necessary administrative steps, some more practical matters will need to be arranged during the first days of your stay.

ACCOMMODATION

Finding accommodation prior to your arrival is not obvious. If you have not yet found a place to live upon arrival in Ghent, we strongly advise you to sort this out immediately.

You can rent a room provided by Ghent University or a room from a private landlord. Prices for a room on the private housing market vary between € 300 and € 490 per month depending on the area and the type of accommodation.

UNIVERSITY HALLS OF RESIDENCE

There are different application procedures for exchange, degree and PhD students. Prices and locations may differ. All information is available on the website of the Housing Office.

If you rent a room in a university residence, you should keep in mind that:

- You need to keep your room clean and tidy.
- It is forbidden to keep or to bring animals in the room or in any other place of the building.
- Visitors are allowed but cannot spend the night nor make use of any facilities.
- As from 23:00, complete silence must be observed in the entire building.
- When violating the stipulations of the Internal Rules and Regulations, tenants can be sanctioned. The sanction can be: a warning, a temporary expulsion or an early termination of the tenancy agreement.

Housing Office
Home Vermeylen, Stalhof 6
T +32 9 264 71 00 www.ugent.be/housing

Administration:
Monday to Friday: 08:00 – 12:00 and from 13:00 – 16:30
Reception desk:
Monday to Friday: 08:00 – 12:00 and from 13:00 – 20:00
July, August, September and February: open until 22:00, and also during weekends, continuously from 10:00 – 22:00

Look for a living unit via www.kotatgent.be. This is the best available website and highly recommended.

PRIVATE HOUSING

Please take into account that finding a suitable living unit for a short stay, can prove challenging.

For more information about the private rented market, check out www.kotatgent.be or contact Ms Nathalie Geeraerts of the Housing office, via: nathalie.geeraerts@ugent.be – T +32 9 264 71 09

HO(S)TELS, YOUTH HOSTEL, BED & BREAKFAST

While searching for a living unit, you could stay in a hotel, B&B or the youth hostel. Please check out:
https://visit.gent.be/en/overnight-stay
https://visit.gent.be/en/accommodation



TRANSPORT

Getting around can be a particular challenge for Ghent University's many students and employees, as Ghent University does not have one single campus. The university buildings are spread all over town. The most popular – and advisable – way to move around in Ghent is by bike.

RENTING A BIKE

De Fietsambassade gives Ghent University students the opportunity to rent a bike for a few months (3, 6, 10 or 12 months). Bikes are available with or without gears. Prices differ accordingly and vary from € 35 - € 70. Extra month: € 5.

What do you need to bring along when you want to rent a bike:
- student card
- your passport or identity card

Bicycle rent
Kattenberg 2
info.defietsambassade@stad.gent
Monday: 09:00 – 12:00 and from 13:00 – 16:00
Tuesday: 12:00 – 16:00
Wednesday: 08:00 – 12:00
Thursday: 10:00 – 12:00 and from 13:00 – 18:45
Friday closed
www.defietsambassade.gent – www.ugent.be/en/facilities/bike

In case of theft of your bicycle: report it to the police within 24 hours, and try to notify "De Fietsambassade" as soon as possible.

Bicycles that are not safely secured or seem to be neglected, are often picked up again by "De Fietsambassade". Bicycles outside the city centre and in the Ghent suburbs are subject to the same treatment. Such initiatives are taken to prevent bicycles from being stolen or rusting away.

If you aren't planning to use your bike regularly or if you are looking to rent an extra bike for friends and family visiting, other options are available:

- www.defietsambassade.gent
- Blue-bike http://www.blue-bike.be/en

BICYCLE REPAIR

Please check the latest opening hours of the different repair points on the following webpage:
www.defietsambassade.gent

Ghent University staff and students can make use of several bike repair shops. All shops are open to Ghent University students.

Bicycle Repair Shop Kattenberg
Kattenberg 2
Monday: 09:00 – 11:45 and from 13:00 – 15:45
Tuesday: 12:00 – 15:45
Wednesday: 08:00 – 11:45
Thursday: 10:00 – 11:45 and from 13:00 – 16:45
Friday closed

ANTI-THEFT TIPS

Bicycle thefts happen every day... The use of the bicycle lock is necessary to discourage thieves, but it's even better to use an extra padlock.

Some more tips:

- Always secure your bike (even if you leave it for just a second).
- Secure your bike to a pole, fence, bike stand etc. (never to a traffic sign).
- Use a sturdy lock.
- Make sure that removing your bike takes some time (e.g. use two locks).
- Leave your bike at a safe and visible place (preferably a bike shed or stand). Avoid dark or abandoned places.

BUSES AND TRAMS

Public transport in the city is well-organized. Buses and trams ride from early in the morning until late at night.

To determine the price of a bus ride, Ghent and its surroundings have been divided into zones. The price for a ticket depends on the number of zones that you travel through. You can choose between several ways of paying for your ride. Have a close look at the different tickets that are offered according to your transport needs: prices may differ considerably (prices below with reservation to changes made by the transport company De Lijn).

Public transport in Belgium is managed on the regional level. Hence, Brussels and Wallonia have separate public transport companies. For this reason the tickets are only valid in Flanders.

- Single journey: in the city centre a ticket is valid for 1 hour including changes of bus/tram without restriction, price: € 3. If you buy a ticket by SMS, you pay € 2,25 (send 'DL' to 4884 for a 1 hour journey ticket) or € 7,15 (send 'DLD' for a daypass of 24h). Your cheapest option is to use the 'De Lijn' app (€ 1,80 for an 'm-ticket' for 1 hour or € 6 for a daypass of 24h) .

- Lijnkaart: in case you will be using city buses or trams more regularly, you are better off buying a 'Lijnkaart' (€ 16 in presale for 10 rides), which you validate in the bus/tram each time you make a trip. Valid in all Flemish cities.

- Day Ticket: allows you to travel through Ghent on any tram or bus for the whole day; costs € 9 (or € 7 in presale).
  Also 3-day & 5-day tickets available (€ 14 and € 20 respectively).

- Buzzy Pass or Omnipas: If you will be using the buses and trams for a longer period, it might be a lot cheaper to buy a 'season ticket': a 'Buzzy Pazz' or an 'Omnipas'. Both cards are valid on any bus and tram of 'De Lijn'. You can also use these season tickets in other Flemish cities and at the Belgian coast.

SEASON TICKETS BUS + TRAM 'DE LIJN'

PERIOD	BUZZY PAZZ	OMNIPAS
1 month	€ 33	€ 49
3 months	€ 80	€ 124
12 months	€ 212	€ 319

- You will always be charged an extra € 5 administrative costs for the MOBIB pass.
- Night buses: On every day of the week, you can take one of the night buses until 1am.

For more details about the tram and bus lines please check:
www.delijn.be/gent

ROUTE PLANNER

Available at https://www.delijn.be/en/routeplanner.
Type in the address of departure and arrival, the time and date and this will give you the best travel routes (also includes trains).

More information can be obtained from the shops of 'De Lijn' ('Lijnwinkels'):

- Korenmarkt (Cataloniëstraat 4): Mon - Fri from 09:00 - 18:00. Sat from 10:00 - 12:15 and from 12:30 - 17:00.
- Sint-Pietersstation: Mon - Fri from 07:00 - 19:00. Sat from 10:00 - 12:15 and from 12:30 - 17:00.
- Zuid (Woodrow Wilsonplein): Mon - Fri from 10:00 - 12:15 and from 12:30 - 17:00.

ovl@delijn.be – T +32 70 220 200 (€ 0,30 per minute)
www.delijn.be

TRAIN

In Ghent there are two railway stations, Gent Sint-Pieters (main station) and Gent Dampoort, which allow smooth access to the whole Belgian railway network.

- If you are younger than 26, and planning to travel frequently by train, it is more interesting to buy a GO Pass 1: valid for 1 year – 10 rides (2nd class single) between two Belgian stations; € 66; so one single journey only costs € 6,6.

It's possible to use the Go Pass 1 with several people at the same time. The Go Pass 1 is particularly advantageous for longer journeys.
- If you're 26 or older, you can use the RAIL Pass. This card gives the same benefits as the GO Pass 1, but it costs € 83. More information: www.b-rail.be
- Also ask for weekend tickets in the stations. They are 50% cheaper!

You can travel by high-speed train from Brussels to:
- Paris, Amsterdam, Aachen, Köln, Schiphol, Den Haag, Rotterdam, etc. with the Thalys train: www.thalys.com
- London, Ashford, Lille with the Eurostar train: www.eurostar.com

More international trains? Go to:
- www.b-rail.be/int/E
- www.tgv-europe.be
- www.europeanrailguide.com
- www.interrail.eu

LONG DISTANCE TRAVELLING

Share a ride at www.blablacar.be to travel to the neighbouring countries for less money. You can easily book your seat online and travel from city A to city B, even last minute. Weekends are perfect to find a ride, as a lot of people go home for a weekend after the work week.

Long distance buses: Flixbus, Eurolines, Megabus and other companies have a broad range of destinations in Belgium, France, The Netherlands, Germany, Spain... Check out their promotions and get away for less than € 10.

AEROPLANE

Belgium has a number of commercial airports but the 2 major international airports are Brussels Airport (Brussel Nationale Luchthaven) in Zaventem and Charleroi Airport (aka: 'Brussels South').

Ghent University adopts a **sustainable travel policy**. Please read more about this on our webpage!

https://www.ugent.be/nl/univgent/waarvoor-staat-ugent/duurzaamheidsbeleid/projecten/duurzaamreisbeleid/travelpolicy

MONEY & BANKING

It is safer to deposit your money in a bank rather than leaving large amounts of cash in your room, even if the door is locked, or walking around with it.

For some international students it is necessary to open a bank account shortly after arrival, in order to be able to receive the grant they are entitled to or their monthly installments of their reimbursement.

The Belgian currency is the Euro (€, EUR). There are 8 coins and 7 notes:

- coins: coins of € 1 and 2 and coins of 50, 20, 10, 5, 2 and 1 eurocents;
- notes: notes of € 500, 200, 100, 50, 20, 10 and 5.

All prices in Belgium include VAT and service.

There are many branches of different banks in Ghent. Most banks are open on weekdays from 09:00 – 12:00 and from 14:00 – 16:00. Some banks are open on Saturday morning and have late opening hours once a week. During the weekend, you can use the 'Bancontact/Mister Cash' cash dispensers (ATM) to withdraw money.

At most banks, however, it will not be possible to open a bank account if you are only staying for a few months. Most banks require a minimum stay of 5/6 months. Please contact the bank in question to ask about the requirements.

You can consult a list of banks in the centre of Ghent on the following website: www.goldenpages.be/banks/ghent

BANK ACCOUNT

To open a bank account you will need your passport or identity card and an address in Ghent.

It can also be useful to take your student card or personnel card with you. Some banks, moreover, require the document 'Annex 15' which you receive after having registered at the Migration Office of the City of Ghent (see p. 23).
More information: www.ugent.be/en/living/money/banking.htm

FOREIGN EXCHANGE & MONEY TRANSFERS

In Ghent you will find a number of places for exchange and money transactions. Most banks also provide these services.

If you need to send money to your home country, you can contact one of the following offices:

Goffin Change (Western Union)
Henegouwenstraat 27
Monday to Friday: 09:15 – 17:45
Saturday: 10:00 – 16:30

Travelex nv – Camrail (Western Union)
Steendam 108
Monday to Friday: 08:30 - 17:30
Saturday: 09:30 - 16:30

COST OF LIVING

Living standards are quite high in Belgium. How much money you actually spend will of course depend on your life style and spending habits. The costs for housing, for example, may differ considerably.
If you plan to travel a lot during your stay here, you will of course need a budget for extra travel expenses. Remember that during the first month of your stay, there may be extra expenses for insurance, temporary accommodation and deposits, clothing, equipment (kitchen utensils, furniture, etc.) and other things.
For an indication of prices you can always have a look at the following website: www.ugent.be/en/living > Cost of living in Belgium.



TAXES

During your stay you may receive tax letters or other payment requests (all in Dutch).

PROVINCIAL TAX

Everyone who is domiciled in Ghent needs to pay provincial tax. A tax letter will be sent to your address in Ghent. You do not need to fill in any forms – a transfer form with a set payable amount is being sent to your address.

INCOME TAX

All adults holding a residence permit are sent an annual income declaration. Spring is traditionally tax time in Belgium, so watch out for either the 'manilla' colored envelope containing the annual income tax declaration or the provincial tax transfer form. If possible, the easiest way to fill in your tax form is online via Tax-on-web. See: http://www.myminfin.be/.

Students who did not work, can send the tax letter back, mentioning 'not applicable'.
Students who did work (employment contract) will have to fill out the tax form. However, they will not be taxed on revenues from allowances or gifts from family members.

More information is available on: www.ugent.be/en/living/money/taxes.htm Do not hesitate to ask your contact person at Ghent University for help.

FLEMISH CARE INSURANCE

You may receive a payment request in Dutch for the Flemish Care Insurance ('Vlaamse Zorgverzekering'). This system provides those who need long-term care with part or full cover for the costs of non-medical care offered by services, professional care providers or informal care providers.

However, most international students are exempt from joining this insurance and therefore from paying this tax, by sending a proof of enrolment / registration at Ghent University for the current tax year, if they meet the following conditions:

- one is a student or researcher (or family member) with a temporary residence permit
- one comes from a state outside the EU, the EEA and not from Switzerland (their citizens are automatically exempt).

DAILY NEEDS

KEEPING IN TOUCH

For a list with free WiFi hotspots you can check out the following webpage: www.hierisgratiswifi.be/hotspots/gent

WASTE MANAGEMENT

Keep in mind that sorting out your garbage is obligatory and will save you money.

Normal garbage: throw everything that is not collected selectively in the official IVAGO yellow waste bag (yoghurt cups, plastic bags, butter dishes, ...). This is collected every week.

PMD: **P**lastic bottles and flasks, **M**etal packaging and **D**rink cartons. From 2020 onwards, also other types of plastic packaging can be recycled and collected in the blue PMD bag: yoghurt cups, cheese packaging, plastic bags, butter dishes... Collected every 2 weeks.

'Stad Gent' handles strict rules regarding the collection of garbage and recycling. You are obliged to use the yellow and (cheaper) blue IVAGO waste bags depending on your collected waste.

Both yellow and blue IVAGO waste bags can be purchased in most supermarkets.

Glass: transparent empty glass bottles, bowls and flasks.

- In a plastic bucket or solid plastic box with closed bottom and lateral walls. Not in wooden crates or cardboard boxes!
- Collected once a month.

GFT: vegetables, fruits, food leftovers (no animal bones), coffee grounds and garden waste.

- You can use a green IVAGO container with electronic chip. This must be ordered at IVAGO or www.ivago.be. You can find the prices on the website.
- Collected every 2 weeks.

Paper and cardboard: newspapers, magazines, books, cardboard boxes, etc.

- In a closed cardboard box or tied together with string.
- Collected once a month.

Batteries: Make use of the collection points in any shop that sells batteries.

Small electrical and electronic equipment waste, and fluorescent lamps: Make use of the Recupel collection points in some supermarkets. See: https://www.recupel.be/en/login/collection-point/

To find out when the **waste collection** in your neighbourhood is done, please consult the webpage https://www.ivago.be/thuisafval/ophaling/ophaalkalender where you can enter your streetname. Display the collection calendar in a clearly visible place in your student room!

You can also download the very useful app 'Recycle!' for your smartphone.

Don't leave bulky waste or electrical appliances in corridors, kitchens, ... Bring it to the appropriate area! Don't leave rubbish at the emergency exits/staircases!

Cooking oil: Take bottles with used cooking oil to the IVAGO waste recovery park or put them in the cooking oil collection points in some supermarkets.

Needles: Do not throw medical needles in the household waste. Take the needles, packed in needle boxes (for sale at the pharmacist), to the IVAGO waste recovery park.

Collection containers

There are many collection boxes in supermarkets, shops and public places. Student houses with over 10 residential units have special collection containers for household waste, glass, paper and cardboard, PMD and possibly GFT (Vegetable, Fruit and Garden Waste). Ask your caretaker or landlord for the correct collection dates. Note that you have to put your household waste and PMD in the official IVAGO bags. Place these bags in the correct container. Students staying in the University Halls of Residence have to take into account specific waste management instructions of which they will be clearly informed.

IVAGO waste recovery park: Proeftuinstraat 43, 9000 Gent.
Open Tue-Sat 9:30 - 17:15 / info@ivago.be / www.ivago.be

HOUSEKEEPING FACILITIES

Laundry

Wasbar: www.wasbar.com
A list of launderettes is available on the following website: www.goldenpages.be
In need for laundry instructions? Take a look at: https://www.ehow.com/how_46_laundry.html

SECOND HAND SHOPS

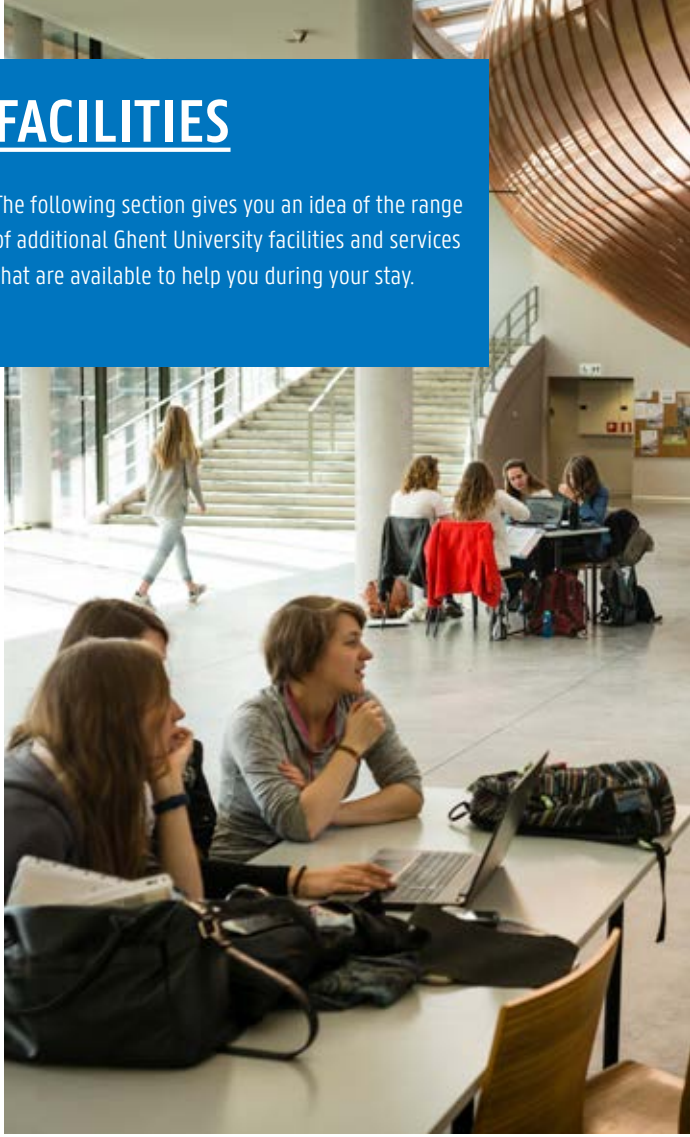
You can buy second-hand goods at very reasonable prices at your local Kringloop-winkel. These 'Kringwinkels' sell original, cheap and solid second-hand stuff at very good prices. Furniture, cooking utensils, decoration materials, clothing, bicycles, ... Every day, Kringwinkels collect new goods which guarantees a constantly changing offer.
Moreover, the goods are conveniently exposed and arranged according to product group. More information on shopping in Ghent: groceries, second hand shops, clothing, electronics, etc. is available on: www.visitgent.be/en/see-do

In the Ghent University second hand shop you can find office furniture at very democratic prices.
Campus Sterre, S24 – Galglaan 4
https://www.ugent.be/nl/univgent/waarvoor-staat-ugent/duurzaamheidsbeleid/projecten/kringloopwinkelstud.htm
magazijn@ugent.be – T +32 9 264 43 91
Monday to Friday: 08:00 – 12:00 and from 13:00 – 16:00

ESN Gent Secondhand Market is a Facebook group to buy and sell things from and to other international students living in Ghent.

FACILITIES

The following section gives you an idea of the range of additional Ghent University facilities and services that are available to help you during your stay.









FOOD & DRINKS

STUDENT RESTAURANTS AND CAFETERIAS

There are several student restaurants and cafeterias at different locations, all close to the university buildings (cfr. Ghent University City Map). The service and food they offer is of a high quality, while the prices are the lowest in town (average price € 4). Dieticians make sure that the menus are varied, healthy and balanced. Vegetarian alternatives are available (no halal or kosher kitchen).
You can pay with cash at the checkout or, quicker and safer still, use your Ghent University student card. Your balance can be simply topped up using https://epurse.ugent.be/. Check your current balance via the same website.

The student restaurants may have different opening hours (see below).
The student restaurants are open from Monday to Friday.
In weekends and during Ghent University holidays, most restaurants may be closed: check the website!

In the evening only the following student restaurant is open:
Campus Ufo, De Brug
Sint-Pietersnieuwstraat 45
selfservice: 11:15 – 14:00 and from 17:30 – 21:00
cafeteria: 11:15 – 14:00 and from 17:30 – 21:00

More information:
maaltijdvoorzieningen@ugent.be
www.ugent.be/restaurants

STUDENT RESTAURANTS

- Resto Kantienberg – Stalhof 45
  selfservice: 11:15 – 14:00
  cafeteria: 11:15 – 14:00

- Campus Ufo, De Brug – Sint-Pietersnieuwstraat 45
  selfservice: 11:15 – 14:00 and from 17:30 – 21:00
  cafeteria: 11:15 – 14:00 and from 17:30 – 21:00

- Campus Sterre, S5 – Krijgslaan 281
  selfservice: 11:15 – 14:00
  cafeteria: 08:00 – 14:00

- Campus Heymans – Harelbekestraat 70
  selfservice: 11:15 – 14:00
  cafeteria: 11:15 – 14:00

- Campus Merelbeke – Salisburylaan 133, 9820 Merelbeke
  selfservice: 11:15 – 14:00
  cafeteria: 08:30 – 14:00

- Campus Coupure – Coupure Links 653
  selfservice: 11:15 – 14:00
  cafeteria: 08:00 – 14:00

- Resto Sint-Jansvest – Sint-Jansvest 24
  selfservice: 11:15 – 14:00

- Campus Dunant – Henri Dunantlaan 2
  selfservice: 11:15 – 14:00
  cafeteria: 08:30 – 14:00

- Campus Schoonmeersen – Valentin Vaerwyckweg 1 / Voskenslaan 270 Buildings D, C and P
  selfservice: 08:00 – 19:30 (Warm lunch from 11:30 – 13:45)
  During periods when classes take place the restaurant in Building D is also open until 19:30 (Warm dinner from 17:00 – 19:00)

- Campus Mercator – Nonnemeersstraat 19-21
  selfservice: 08:00 – 15:45
  (Warm lunch from 11:30 – 13:45)

- HoGent Resto Bijloke – Jozef Kluyskensstraat 2
  selfservice: 08:00 – 15:45
  (Warm lunch from 11:30 – 13:45)

- Campus Melle – Brusselsesteenweg 163
  (not on the map)
  selfservice: 08:00 – 15:45
  (Warm lunch from 11:30 – 13:45)

- Resto Vesalius – Keramiekstraat 80
  selfservice: 08:00 – 15:45
  (Warm lunch from 11:30 – 13:45)

- Resto De Wijnaert – Geraard de Duivelstraat 5
  selfservice: 08:00 – 13:45
  (Warm lunch from 11:45 – 13:30)

CAFETERIAS

- Campus Boekentoren – Blandijnberg 2
  cafeteria: 08:00 – 14:00

- Campus Ledeganck – K.L. Ledeganckstraat 35
  cafeteria: 08:00 – 14:00

- Campus Aula – Universiteitstraat 4
  cafeteria: 8:00 – 14:00

- Campus UZ Gent – Corneel Heymanslaan 10
  cafeteria: 08:00 – 14:00

- Tech Lane Ghent Science Park, Campus A
  Technologiepark-Zwijnaarde 60 – 9052 Zwijnaarde
  cafeteria: 08:00 – 14:00

- Campus Schoonmeersen – Valentin Vaerwyckweg 1 / Voskenslaan 270
  Building B: cafeteria: 08:00 – 16:00
  Building D: Java Coffee house: 08:00 – 16:00

- Campus Ledeganck – K.L. Ledeganckstraat 8
  cafeteria: 08:00 – 15:45

In the city of Ghent you can find a lot of nice eating-houses and restaurants, see www.visitgent.be/en/food-drink



LIBRARY

Ghent University Library comprises the Book Tower, 8 faculty libraries and multiple departmental and seminar libraries, spread all over Ghent.
The Book Tower is one of Ghent's iconic towers which was designed by the world-renowned architect Henry van de Velde. The 'Book Tower' acts as a treasury house for the rich cultural heritage that was both collected by and entrusted to the university (including ancient manuscripts, unique publications, atlas maps, photographs, architectural plans, coins, etchings, drawings and ephemerae). Through scan-on-demand services all this wealth is disclosed fast and easy. Moreover, as a Google-books partner more than 250.000 books are ready for use 24/7.

To discover the rich collections of Ghent University libraries, it's best to start on the website: http://lib.ugent.be. It is also the gateway for all your library questions via email, chat, telephone... Ghent University provides access to over 35,000 electronic journals, almost 1 million e-books and no less than 110 databases. If you know which database or journal to consult, the library website can guide you within the electronic world of scientific communication and cultural heritage. If you don't know yet, we suggest you try Google Scholar as a discovery tool.

Book Tower
Campus Boekentoren – Sint-Hubertusstraat 8
libservice@ugent.be – T +32 264 94 55 – www.lib.ugent.be
Opening hours: www.lib.ugent.be/en/libraries

GHENT UNIVERSITY INFORMATION AND COMMUNICATION TECHNOLOGY

GHENT UNIVERSITY ICT FACILITIES

The Department of Information and Communication Technology (DICT) provides information to students and staff members about UGentNet, the Ghent University account and email environment, the online learning environment, software, disk space and web space and phone services.

The most important topics are discussed briefly below.
More detailed information can be found on the department's web page: www.ugent.be/en/facilities/ict/





YOUR ACCOUNT

You will receive an email with a link to activate your Ghent University account, on condition that you agree to abide by the rules of proper use of the Ghent University network and the computers controlled by DICT. You can find these rules on the DICT helpdesk site.

As long as your registration or enrolment (at the central student administration) has not been completed successfully, you will not obtain your Ghent University account. Please make sure that you complete the administrative process in time to avoid delays.

The account data include your (university) email address, your login name and your password.

EMAIL

A Ghent University email address looks like this: name.surname@ugent.be.

Via https://owa.ugent.be/ you can immediately manage your email, using any internet connection; no configuration is needed.

OASIS – EDUCATION AND STUDENT ADMINISTRATION SYSTEM

Oasis is the IT-system that supports the processes and activities concerning the education and student administration. By means of the Oasis web application (available at http://oasis.ugent.be) students can consult information on their enrolment(s), change address and print certificates (see p. 20). It is also the main tool for the management of the curriculum (courses per academic year).

UFORA – ONLINE LEARNING ENVIRONMENT

At Ghent University, the official digital learning environment Ufora is used to provide information and course material and to optimize communication between staff and students. Ufora can only be accessed by students and staff who have a valid Ghent University account, via https://ufora.ugent.be.

UGENTNET

If you have an account, you can access the UGentNet and the Belgian research network BELNET. Part of the university network is accessible to all. Some internal Ghent University information is only available after you have logged in with your login name and password. A number of Ghent University ICT facilities can only be used from computers connected to UGentNet.

Students staying in one of the University Halls of Residence, have direct access to password.ugent.be, the helpdesk website and Athena. For all other applications they need to set up a VPN connection to obtain access. Please note that Internet traffic

from rooms in a University Hall of Residence is limited in volume when using VPN. However, no VPN is needed in homes Heymans, Canterbury, Göttingen, Groningen and Uppsala. For more information, see: https://helpdesk.ugent.be/ugentnet/en/studentenhomes.php.

On locations outside the university campus, provided that they have a working internet connection, students can set up a VPN connection to get access to UGentNet.

The VPN connection is necessary for safety reasons, for example to consult internal information on the helpdesk website and the library website, to mount a network drive, etc.

All necessary information about how to set up a Virtual Private Network (VPN) can be found through the link below: https://helpdesk.ugent.be/vpn/en/

In a number of Ghent University buildings it is possible to set up a wireless ("wifi") connection. At Ghent University we have Eduroam.

ATHENA AND SOFTWARE

Having an account allows you to use software offered on Athena. The software you can use is delivered from central servers and is not installed on your device.

PC ROOMS

In all faculties and in a few central locations PC rooms have been set up. Most can be used for both classical sessions and individual study.

The operating system on the PCs is Windows, in English or in Dutch, as chosen by the faculty. Additionally, general and field specific software is installed by the Department of Information and Communication Technology (DICT). More info can be found on: https://helpdesk.ugent.be/publiccomputer/en/

WHERE?

Printing, copying and scanning can be done in PC rooms and libraries: https://helpdesk.ugent.be/publiccomputer/en/

CENTRAL DISK SPACE

With your account comes central disk space on which you can save files. By default you get 2 network drives:

- Personal disk space: your "homedrive", H:-drive or G:\home
- Personal web space; on a webserver, meant for setting up a site: your W:-drive or G:\WWW
- OneDrive for Business (Microsoft cloud service with 1 Terabyte of storage space): https://helpdesk.ugent.be/office365/en/onedrivefb.php

To use your network drives you have to "mount" them.
How you do this is explained on:
https://helpdesk.ugent.be/netdisk/en/bestand_mount.php

PERSONAL WEBSITE

You can set up a personal website. More info can be found on https://helpdesk.ugent.be/webhosting/en/hoe.php

Department of Information and Communication Technology (DICT)
Campus Sterre, S9 – Krijgslaan 281
helpdesk@ugent.be
T +32 9 264 47 47
helpdesk.ugent.be/en
Monday to Friday: 08:00 – 18:00





STUDENT JOBS

First of all some words of caution: combining academic studies and a student job is not always easy. Moreover, finding a job is quite difficult as an international student.
In case you decide to look for a student job, we recommend you to contact the Job Service personally. At the same time they will also offer you valuable advice on your rights and responsibilities.

For most jobs a sound knowledge of Dutch is necessary!

Before making use of the Job Service registration service, you have to register on the Job Service's website. Use your login and password (from DICT, see p. 67):
www.ugent.be/en/facilities/jobservice

Theoretically every student is allowed to work, on condition that some formalities are fulfilled.

All students from the EU-countries + Norway, Iceland, Liechtenstein and Switzerland need:
- proof of registration at the Foreigners' Register (see p. 23) and Belgian national number
- an IBAN coded bank account or a Belgian bank account (these two administrative steps will be necessary to start the practical start of employment).

Students from other countries need:
- proof of registration at the Foreigners' Register (see p. 23)
- a valid Residence Card from the City of Ghent Type A, with mentions "arbeidsmarkt: beperkt"

- Belgian national number
- an IBAN coded bank account or a Belgian bank account

Students are allowed to work in order to increase their resources, but a student job should not affect the studies and must remain secondary to the studies! An international student is allowed to work up to 20 hours a week and without this limitation during school holidays. On the residence card type A is mentioned "arbeidsmarkt: beperkt" (labour market: limited). Since January 2019 this statement replaces the work permit C. Applying for this work permit C is no longer possible: the issue of a residence card automatically provides the work permit.

Always make sure you have a contract when you work, so that you are legally protected by law.

The employment contract the student receives, will indicate the gross amount of the monthly wage. The net amount the student actually receives will be less, since taxes and social security are deducted (see p. 52).

PHD STUDENTS

PhD students cannot turn to the Job Service.

Job Service for students
Campus Ufo – Sint-Pietersnieuwstraat 47
jobdienst@ugent.be – T +32 9 264 70 74
www.ugent.be/en/facilities/jobservice
Monday to Friday: 09:00 – 12:00 and from 13:30 – 16:30



TOP LEAGUE SPORTS ACTIVITIES

Regardless of the sports discipline involved, students qualify to be awarded 'special status' if they first and foremost comply with one of the following requirements:

- be recognised as a top athlete by the BOIC or Sport Vlaanderen, or by their corresponding national sport organisations;
- be considered as a top athlete or as a promising young athlete by their own sport federation;
- meet the standards held out for taking part in the Universiade or the University World Championships.

Moreover, this category of students is required to complete at least 5 training or competition sessions on a weekly basis. Supplementary requirements apply for each sports discipline.

Werkgroep Topsport & Studies
Campus Dunant, Watersportlaan 3, 9000 Gent
topsport@ugent.be – T +32 486 29 18 60
More information: https://www.ugent.be/prospect/en > application and administration > application > special status for students

CHILD CARE

Combining your studies or employment with family life is not an easy task. If you have small children, you have the additional worry of finding the best possible child care. There are long waiting lists everywhere, particularly for babies.

Ghent University offers its students and personnel child care options for children aged 0 to 3. You can always contact our Central Child Care Desk or have a look on the website for more information concerning the policy on child care, applications, priority regulations, etc. Please find below an overview of the child care options which Ghent University is providing:

GHENT UNIVERSITY INITIATIVES: CHILDREN AGED FROM 0 TO 3

The children can stay there up to and including the quarter in which they become 3 years old. This period can be extended by the duration of the school holidays following this quarter.

CONTACT

For more information about the application and allocation procedure for these UGent reception initiatives, you can contact:
Ghent University Central Child Care Desk
Kinderopvang@UGent.be / +32 9 331 24 74
The registration for all these reception initiatives are made via our central registration desk kinderopvang@UGent.be, by submitting the application form (see https://www.ugent.be/en/facilities/childcare-school/child 'Application compulsary').

LICENSED AND SUBSIDIZED DAY CARE CENTRES ('KINDERDAGVERBLIJF')

- Day care center Corneel Heymans
  Campus Kantienberg, Stalhof 8, 9000 Ghent
  T +32 9 264 71 80 / Capacity: 84 children
- Day care center De Sterre
  Campus De Sterre, Krijgslaan 281 S37, 9000 Ghent
  T +32 9 264 85 58 / Capacity: 42 children

- Day care center De Stadskabouter
  Campus UZ, Corneel Heymanslaan 10 entrance 78, 9000 Ghent
  T +32 9 332 00 60 and +32 9 332 00 61 / Capacity: 32 children
- Day care center De Boskabouter
  Campus Gontrode, Potaardestraat 20, 9090 Melle-Gontrode
  T +32 9 264 90 89 / Capacity: 21 children
- Day care center Het Koetshuis
  Campus UFO, Sint-Pietersnieuwstraat 136A, 9000
  T +32 9 264 78 84 / Capacity: 14 children
- Day care center De Parkkabouter
  Campus Technologiepark, Grote steenweg Noord 40, 9052 Zwijnaarde
  T +32 9 264 54 47 and +32 9 264 54 48 / Capacity: 28 children

The children in the day care centres are integrated into small groups of about 14 children, under the supervision of 2 child care professionals.

BABY MINDERS ('ONTHAALOUDERS')

Baby minders are individual childcare professionals who are part of the recognized and subsidised Partena child care family network. They are situated in the centre of Ghent and its surrounding towns. Together, these baby minders can accommodate the children in small groups. https://www.partena-ziekenfonds.be/nl/zorg-en-comfort/kinderopvang/onthaalouders

Further information about child care in Ghent, schools, etc. can be found on the following webpage:
http://www.ugent.be/en/living/family/children.htm

FIRST AID

Accidents may happen, problems may occur. You may be confronted with health-related or personal problems, also with technical or safety problems or other kinds of situations that need acute or short-term solving.







Read this section carefully:
it contains the first steps towards some solutions.



SECURITY DEPARTMENT AND EMERGENCY CENTRE

The security department can assist in case of technical incidents (power failure, damage to infrastructure, leakage, stuck elevators, etc.) and safety and security incidents (fire, accident, aggression, theft, excessive noise etc.) in the university.

The security department and emergency centre is open 24/7 and is located at Home Vermeylen (Stalhof 6).

- In case of an **emergency**, call +32 9 264 88 88 (or 88 via an internal Ghent University phone)
- In case of a **non-emergency**, call +32 9 264 71 25
- Try to prepare your call by thinking of 'who, where, when, what and why'.

HEALTH MATTERS

GENERAL PRACTITIONERS (GP)

In the unhappy event of health problems, you can turn to the university's Medical Service for Students, where a group of GPs runs a practice for students. They are well-acquainted with the student's medical needs. Also for small surgery and gynaecological consultations students can make use of this service. Consultations are held every working day: during the day an appointment is required, but in the evening there are

consultations on a 'first come, first serve' basis. In case you wish to see a GP, please take the labels from a local health fund or your insurance certificate with you to the consultation (see p. 25). In most cases, however, it will be sufficient to present your national ID number ('rijksregisternummer'). This is the number which you can find on your electronic residence card.

Note: the GPs are not available via email (neither for appointments, nor for diagnosis or prescriptions).

MEDICAL SERVICE

Campus Ufo, Rectoraat
Sint-Pietersnieuwstraat 25
T +32 9 264 70 20
www.ugent.be/medicalservice

Monday to Friday 09:00 – 17:00: by appointment online
Monday to Thursday from 17:00 – 19:00: without appointment
During holiday periods: www.ugent.be/medicalservice

Hospital emergency services are expensive.
If your condition is not immediately life-threatening, you should **try consulting a GP first.**

For Urgent - but non life-threatening - medical help at night, in weekends or during bank holidays, call a **GP 'on duty'**: T +32 9 236 50 00 (general number for citizens of Ghent).

Students or staff can also contact a general practitioner elsewhere in town. It is recommended to consult a GP first instead of going immediately to a specialist or the emergency service of the hospital:

- GPs are easier to reach.
- A GP will keep your medical history on file. This is important since information from previous medical examinations may be relevant to your present condition. It also means that the GP does not need to repeat medical tests or examinations you may already have had. This can save you a lot of money, time, and possible discomfort.
- With certain medical conditions, it is not always clear which specialist is most qualified. On your own, you might have to try several specialists before finding the right one, whereas a GP can quickly diagnose your problem and refer you to the proper specialist.

Information about sexual health / family planning:
SENSOA www.sensoa.be

PROOF OF REGISTRATION AT A LOCAL HEALTH FUND: LABELS / NATIONAL ID NUMBER ('RIJKSREGISTERNUMMER')

When you take out health insurance via a standard health care insurance company ('ziekenfonds/mutualiteit'), you will receive a page of detachable official address labels (e.g. necessary when medical samples are taken).

Please take your labels and national ID number (mentioned on your electronic residence card) with you every time you go to the pharmacy, a doctor, a hospital, or to the health insurance office. If you don't have proof of your registration at a local health fund with you, you will have to pay the full amount at the pharmacy. In this case, ask for the Annex 30 for reimbursement so that you can be reimbursed by the local health fund.

If you need to go to hospital and you don't have proof of your registration at a local health fund with you, you will get an invoice for the total cost. Don't pay it – simply bring it to your local health fund, and they will take care of it (but you will have to pay some costs yourself). But beware: if you present yourself at the emergency room, you will be expected to pay immediately (a fee of ca. € 160). A possible reimbursement will only happen after your local health fund has received all invoices.

DENTISTS

Basic dental care costs are reimbursed up to a certain extent by the local health funds ('mutualiteiten').

Keep in mind that specialized dental care can be quite expensive. For further details about which dental care costs can be (partially) reimbursed, please check with your health insurance company. A list of all dentists in and around Ghent can be found in the Yellow Pages: www.goldenpages.be > Dentists > Gent or on the website www.tandarts.be

Dentists on duty during the weekend and bank holidays, from 09:00 - 18:00 (emergency cases only):
T +32 903 399 69 (€ 1.50/min).

PHARMACIES

Medication and certain health products are available from a local pharmacy. A pharmacy supplies two kinds of medication: medication prepared by the pharmacist himself and medication which is industrially produced.

Pharmacies are subject to strict rules. For example, they are not allowed to supply certain medication without a medical prescription.

Medication on prescription cannot be delivered by a Belgian pharmacy on the basis of a prescription from abroad. You will need to go to a GP or hospital to ask for a new medical prescription.

Ask the GP and pharmacist for generic medication. Generic products are characteristically lower in price than those with brand names and sold in plain, cheap packaging.

Opening hours / urgencies:

Pharmacies are usually closed on Saturdays and Sundays.
A limited number of pharmacists are on duty during the weekend and at night for patients in urgent need of medication.

In that case, however, an extra fee will be charged. A list of on-duty pharmacists is displayed at every (closed) pharmacy.

Pharmacies with weekend and night duty.

https://www.apotheek.be/
T +32 903 99 000 (only between 22:00 and 09:00 (€ 1,5/min))

A list of pharmacies can be found in the Yellow Pages
www.goldenpages.be > Pharmacists > Gent

PSYCHOLOGICAL HELP

Students who are at odds with their studies because of personal distress and/or ineffective study habits, can turn to the Student Counselling Office. Psychologists, well-acquainted with study problems or psychological problems that students may have, are available for counselling. In consultation with the student an appropriate treatment can be started or, when necessary, the student can be referred to a specialized psychologist for further therapy.

Student Counselling Office
Campus Ufo, first floor – Sint-Pietersnieuwstraat 33
studieadvies@ugent.be – T +32 9 331 00 31
www.ugent.be/studentcounselling
Monday to Friday: 09:00 – 12:00 and from 13:00 – 17:00
For individual counselling it is recommended to make an appointment through the information desk or by phone.

For **urgent** psychological crisis situations:
- CAW Crisis Centre: T +32 9 265 04 90
- Emergency service of the University Hospital: T +32 9 332 50 24

IMPORTANT TELEPHONE NUMBERS

We strongly recommend you to store the following life-saving telephone numbers in your mobile phone. Do not forget to add an ICE number (In Case of Emergency). A second or a third ICE number could also be useful (ICE2, ICE3).

- **112**
  urgent medical assistance
  (= European urgency number)

- **101**
  police – urgent need

- **+ 32 9 266 61 11**
  general phone number of the Ghent Police - non urgent need

- **+ 32 70 245 245**
  Detox centre

- **ICE**
  Who should be warned in case of emergency?

- **+32 9 264 88 88**
  Ghent University Emergency Centre





LANGUAGE SUPPORT – ACCULTURATION

LANGUAGE COURSES

No better way to explore the Flemish culture than by learning the local language: Dutch. By doing so, you will join more than 23 million Dutch-speaking people all over the world.

The University Language Centre (UCT) offers excellent Dutch courses at various levels. It also organizes language courses in Arabic, German, English, French, Italian, Portuguese, Spanish, Swedish, Flemish Sign Language and Russian. The Language Centre guarantees high-quality University language education by experienced teachers. The sessions take place in relatively small groups to guarantee an interactive approach. Most levels start at the beginning of each semester. Students pay reduced fees (more or less half of the price). For more information about prices and schedules, we refer you to the UCT website: www.uct.ugent.be. Please keep in mind that payment is only possible with bank or credit card or via bank transfer.

LANGUAGE SUPPORT

The official language of instruction at Ghent University is Dutch. However, a number of master courses are taught in English. If you feel insecure about your knowledge of English or Dutch, you can turn to the University Language Centre (UCT) for a wide range of courses of academic language skills, both in English and in Dutch. For certain Dutch and English courses, ECTS credits can be obtained by certain groups of students, including PhD-students (when included in their Learning Agreement). Students who are on an exchange within the framework of a bilateral agreement, are entitled to a reduction when they register for a Dutch course at the UCT.

University Language Centre
Campus Ufo – Sint-Pietersnieuwstraat 136
uct@ugent.be
T +32 9 264 36 81
Info and opening hours: www.uct.ugent.be

LOW COUNTRIES STUDIES

Low Countries Studies is a post-academic acculturation programme for both exchange students and international degree students as well as international researchers and staff wanting to learn more about Flanders, Belgium and the Netherlands. The students get a broad overview of various aspects of Flemish society (language, art and culture, history, politics, the media, the Flemish landscape, town and country planning, ethics, etc.) and everyday customs in Flanders. The programme consists of a series of 12 lectures in English and a number of extra activities.

If you have a valid Ghent University student card, the programme is free, but you still need to register officially. Researchers and personnel without a student card need to take out a general Ghent University student registration. This costs 242,80 EUR.

The Low Countries Studies programme does not lead to a degree, only to a certificate. The programme is not a full-time degree programme and cannot be used to gain access to university studies. If you are a student, you need to follow it as an additional programme. Since this is a post-academic programme, there are no ECTS credits to be obtained. The programme starts in the second semester (February – end of May).

From mid-November you can find all necessary information as well as the procedure of registration on the website:
www.ugent.be/lw/lcs

LIVING IN GHENT

If you want to know more about daily life in Ghent, we refer you to the following web pages: www.ugent.be/en/living

'Code of Good Practice: Living together as a Ghent University community' Ghent University distinguishes itself as a socially committed and pluralistic university in a broad international perspective. However, living, studying and conducting research might be different in a foreign country. We therefore offer some guidance which may be useful to make you feel more at home at Ghent University and in Ghent through our leaflet 'Living together as a Ghent University community – a code of good practice' (PDF) which can be downloaded from this webpage: www.ugent.be/en/living/everyday/conduct.htm

Act like a local: Here are some useful hints and survival guidelines about local behaviour. Some are typically Belgian, some are truly 'Ghentish'.
http://www.use-it.be/ghent/ : > 'act like' the *LOCALS*




ACETON







ACADEMIC SUPPORT

THE ACADEMIC YEAR – EXAMINATION PERIODS – ECTS

The academic year at Ghent University is divided into two semesters. The first semester ends by the end of December, and is followed by examinations in January-February (4 weeks, starting after the winter break). The exams of the second semester are held in June (5 weeks).

ECTS

Ghent University has adopted the European Credit Transfer System (ECTS). The number of ECTS credits per course unit can be found in the course catalogue. 1 ECTS credit equals 25–30 hours of study. A complete year of study in Belgium is normally 60 ECTS. The number of ECTS credits assigned to a course unit is not related to the number of class hours. The credits give an indication of the total number of hours you are expected to spend on the course unit (including preparing for and attending classes, practical or lab work, reading books, writing papers, studying for tests and exams, etc). The number of contact hours you have in class depends on the nature of the course unit. For questions on specific course units and the ECTS credits allocated to them, you contact the FCI Administrator (see p. 113) of the faculty concerned.

EXAMINATION PERIODS

Examinations are held in January and June. A course unit must be fully completed before an exam can take place. However, full-year course units take longer than only one semester. Examinations for these courses always take place in June.

At the end of August / beginning of September a second examination period is organized. Students can use this period to retake (failed) courses from both the first and the second semester.

Examinations can be oral and/or written. This is clearly described in the ECTS course specifications in the Ghent University course catalogue of the current academic year: https://studiegids.ugent.be/

Grades obtained for practical exercises and the results of written and oral tests during the year, may also be taken into account for the final result, as part of a system of permanent evaluation. For each course unit the evaluation/examination method is indicated in the course catalogue, as well as the minimum requirements for awarding credit points.

Ghent University uses a grading system of 0–20 with intervals of 1 point. No half points are used. 10 to 20 are the passing marks, 0 to 9 are failing marks.

For more information on the academic system in the Education and Examination Code please check p. 32.

Grades obtained at Ghent University need to be converted to the grading scale of the sending institution. Ghent University fully supports grade conversion as stipulated in the 2015 ECTS users' guide.

The grade distribution, needed for such a conversion, is mentioned on the Transcript of Records. It is up to the sending institution to use this information for a fair conversion of grades obtained at Ghent.

More info about grading at Ghent University: https://www.ugent.be/en/ghentuniv/principles/internationalisation/ects/grading.htm.

ACADEMIC CALENDAR – HOLIDAY PERIODS – CLOSING DAYS

The academic year 2019–2020 starts on Monday 23 September 2019 and ends on 21 September 2020. The year is divided into two terms (semesters).

The first semester ends on 01 February 2020. The second semester starts on 10 February 2020. The academic year 2020–2021 will start on 21 September 2020.

For specific course details, consult your class schedule/ time table via the faculty website www.ugent.be/en/education/degree/practical/studentadmin/infoFSA/timetables.htm

There are several holiday (s/periods):

- Winter break/ Christmas recess: 23/12/2019 - 04/01/2020
- Inter-semestral recess: 03/02/2020 - 08/02/2020
- Easter recess: 06/04/2020 - 18/04/2020
- Summer vacation: 06/07/2020 - 15/08/2020

and/or days on which the university is closed and lessons suspended:

- Fri 1 November 2019 - Sat 2 November (All Saints Day)
- Mon 11 November 2019 (Armistice Day)
- Fri 15 November 2019 (Royal day)
- Wed 25 December 2019 - Wed 1 January 2020 (Christmas recess)
- Fri 20 March 2020 (Dies Natalis)
- Mon 13 April 2020 (Easter Monday)
- Fri 1 May 2020 (Labour Day)
- Thu 21 May - Fri 22 May 2020 (Ascension)
- Mon 1 June 2020 (Whit Monday)
- Sat 11 July 2020 (Celebration Flemish community)
- Mon 20 July 2020 - Fri 24 July 2020 (Ghent Festival)
- Sat 15 August 2020 (Mary Assumption)

The university services are closed during the Ghent Festival ('Gentse Feesten'). Also, many Ghent University staff take their yearly holiday leave during the months of July and August.



STUDENT COUNSELLING SERVICE

STUDENT COUNSELLING OFFICE

The Counselling Office offers:

- Study career counselling:
  For each step or problem in a student's study career, a team of advisers is available to talk about study matters and study choices. Information and counselling on the curricula, the foreknowledge and the aptitudes required, examination regulations, switch-over possibilities, bridging courses, etc.
- Study problems and study skills:
  A psychologist is available to guide students in finding the appropriate study attitude and functional study skills. Students are helped to remedy problematic matters as lack of concentration, study planning and time management, problems with writing a paper or dissertation, declining motivation, procrastination, ... Each semester workshops on study skills and related topics are organized in small groups (in Dutch). Booking is necessary.
- Personal / psychological problems:
  A psychologist is available for confidential counselling for students who cope with study problems because of personal distress; (pre)exam nerves, strain, fear of failure, relational problems, self-assertion, home sickness, depression, ...
  For individual counselling it is strongly recommended to make an appointment. Yearly workshops in small groups are organized about how to deal with fear of failure (in Dutch). Booking is necessary.
- Information on master and postgraduate programmes and PhD

- Career guidance:
  Final-year or graduated students, in transition from study to work, are offered a helping hand with professional advice in finding their way on the labour market in Belgium as well as in other European member states.

Student Counselling Office
Campus Ufo, first floor – Sint-Pietersnieuwstraat 33
studieadvies@ugent.be – T +32 9 331 00 31
www.ugent.be/studentcounselling
Monday to Friday: 09:00 – 12:00 and from 13:00 – 17:00

Individual counselling is for free, but it is recommended to make an appointment through the information desk or by phone. You find all information about the workshops (in Dutch) on the web (content, application instructions etc.). All the services are free.

STUDENT COUNSELLING SERVICE

In their faculty (see p. 108) students can call on the Monitoring Service for guidance and support particularly related to their chosen study programme.

Student counsellors and learning path counsellors are available for individual advice and guidance concerning specific study choices or matters particularly related to the chosen study or to talk about possible reorientation.
www.ugent.be/en/teaching/studysupport/monitoring/overview.htm

OFFICE STUDENT & DISABILITY

Students with a disability should not hesitate to contact the Disability office. This office acts as an intermediary between students with a disability and staff concerning study and examination facilities, transport, accommodation, software support, etc. Students with a disability can rely on the co-operative effort of this service, the Students Social Service and the Student Counselling Office, which work together to offer material, technical and social assistance.

Office Student & Disability
Home Vermeylen (ground floor), Stalhof 6, 9000 Gent
During the course of academic year 2019-2020 our office will move to a new location. Please check the website for an up-to-date address.
T +32 9 264 72 66 – https://www.ugent.be/prospect/en/ application and administration > application > special status for students > functional impairment

Always by appointment
Contact person: Ms Ruth Cnockaert
ruth.cnockaert@ugent.be – T +32 9 264 72 69



DOCTORAL SCHOOLS

The faculty grants admission to the PhD and, upon successful defence of the PhD dissertation, awards the PhD degree. PhD candidates are supported by their supervisors, who provide individual research coaching, as well as by the Doctoral Schools, which offer training in research.

There are five Doctoral Schools, all of which have a specific research focus:

- Arts, Humanities and Law
- Social and Behavioural Sciences
- Natural Sciences
- (Bioscience) Engineering
- Life Sciences and Medicine

All incoming PhD candidates enrolled at Ghent University automatically become a member of the Doctoral School of their choice. Registering for a Doctoral School offers some rewarding and interesting opportunities:

- The Doctoral Schools offer first-class courses both within and beyond PhD candidates immediate field of research. They complement research-related activities with relevant skills training.
- The Doctoral Schools also organise cutting-edge guest lectures, information sessions, and career events.

For more information (contact details, announcements of information sessions, etc.), please visit the Doctoral Schools website: https://www.ugent.be/doctoralschools/en/

PhD candidates will receive a monthly newsletter containing information about all of the courses, activities, and events that the doctoral school organises.



YOUR FACULTY







Ghent University's 11 faculties are composed of more than 86 departments in total. These departments offer high-quality courses in all scientific disciplines, each inspired by innovative research to over 44.000 students. About 9.000 staff members work at Ghent University and about 600 staff members work at the University Hospital.

– Arts and Philosophy	4,548 students
– Law and Criminology	3,767 students
– Sciences	2,930 students
– Medicine and Health Sciences	8,206 students
– Engineering and Architecture	5,488 students
– Economics and Business Administration	6,228 students
– Veterinary Medicine	2,122 students
– Psychology and Educational Sciences	5,025 students
– Bioscience Engineering	2,734 students
– Pharmaceutical Sciences	1,123 students
– Political and Social Sciences	2,348 students

Ghent University, abbreviated as **UGent**, is one of the major universities in the Dutch-speaking region of Europe.
It distinguishes itself as a socially committed and pluralistic university in a broad international perspective.

Ghent University's international image is reflected in the basic facts and figures and Ghent University's attitude to and position in the major rankings.

More information: www.ugent.be/en/ghentuniv

LECTURES: WHERE?

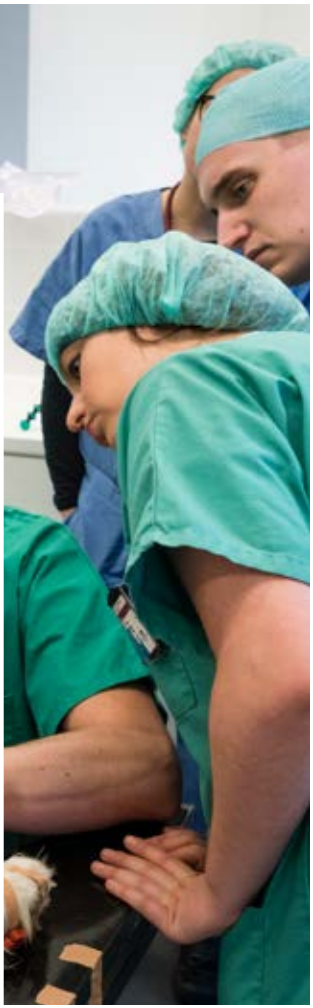
For specific course details and location, check out your class timetable/schedule via your faculty's website. Faculty activities may take place at different locations, which are not necessarily on the official address of the faculty.

EXAMINATIONS SCHEDULES

All students are automatically registered for both examination periods by way of their enrolment.
Examination schedules are posted by the faculties on the public notice boards and/or sent out in electronic format.







FACULTY INTERNATIONAL OFFICES

Each faculty has a Committee for Internationalisation (FCI). The FCI-administrator of your faculty will be able to help you with most of your questions about academic matters (courses, exams, transcripts, professors, faculty regulations, deadlines, etc.).

FACULTY ADDRESSES



FACULTY OF ARTS
AND PHILOSOPHY

Campus Boekentoren
Blandijnberg 2, office 041
Ms Carine Focquaert
carine.focquaert@ugent.be – T +32 9 264 40 03
www.flw.ugent.be



FACULTY OF
LAW AND CRIMINOLOGY

Campus Aula
Campus Aula – Voldersstraat 3
Universiteitstraat 4 (postal)
Ms Sofie Cuypers, Mr Ruben Van Bogaert
iro.law@ugent.be – T +32 9 264 67 28 / +32 9 264 67 76
www.law.ugent.be

FACULTY OF SCIENCES

Campus Sterre, S2
Krijgslaan 281 – 3rd floor
Ms Regine Coolen, Ms Anja Sandrap
international.sci@ugent.be
T +32 9 264 50 43 / +32 9 264 50 52
www.ugent.be/we

FACULTY OF MEDICINE AND HEALTH SCIENCES

- Campus UZ Gent, 3K3 – Corneel Heymanslaan 10
- Rehabilitation Sciences and Physiotherapy
  Campus UZ Gent, 2B3 – Corneel Heymanslaan 10
- Dept. of Movement and Sports Sciences HILO
  Campus Dunant – Watersportlaan 2

Contact:
Campus UZ Gent, 3K3 – Corneel Heymanslaan 10
internationalisation.ge@ugent.be
Ms Astrid Delbeke, Ms Elien Rottiers
T +32 9 332 19 16 / +32 9 332 54 43
www.ugent.be/ge

FACULTY OF ENGINEERING AND ARCHITECTURE

- Campus Boekentoren
  Jozef Plateaustraat 22, office 18.01.100.030
- Campus Schoonmeersen (Applied Engineering Sciences)
  Valentin Vaerwyckweg 1 / Voskenslaan 270, building C
- Campus Kortrijk (Applied Engineering Sciences) Graaf Karel de Goedelaan 5, 8500 Kortrijk

Contact:
Campus Boekentoren – Jozef Plateaustraat 22
office 18.01.100.030
international.ea@ugent.be
Ms Ann Vanoutryve, Ms Annelies Vermeir, Mr Bert Coryn
T +32 9 264 37 35 / +32 9 264 36 99
www.ugent.be/ea

FACULTY OF ECONOMICS AND BUSINESS ADMINISTRATION

Campus Tweekerken
Tweekerkenstraat 2
Ms Elke De Vidts, Ms Veronique L'Ecluse, Mr Nick Provoost,
Ms Laura Haek
int.feb@ugent.be
T +32 9 264 34 32 / +32 9 264 33 03 / +32 9 264 34 72
www.ugent.be/eb

FACULTY OF VETERINARY MEDICINE
accredited by EAEVE

Campus Merelbeke
Salisburylaan 133, 9820 Merelbeke
Mr Pieter Pauwels
internatvetmed@ugent.be – T +32 9 264 77 72
www.ugent.be/di

FACULTY OF PSYCHOLOGY AND EDUCATIONAL SCIENCES

Campus Dunant
Henri Dunantlaan 2
Ms Marisa Montero Perez
international.pp@ugent.be – T +32 9 264 91 33
www.ugent.be/pp

FACULTY OF BIOSCIENCE ENGINEERING

- Campus Coupure - Coupure Links 653, office A0.037
- Campus Schoonmeersen (Applied Biosciences) – Valentin Vaerwyckweg 1 / Voskenslaan 270, building C
- Campus Kortrijk (Industrial Biological Sciences) – Graaf Karel de Goedelaan 5, 8500 Kortrijk

Contact:
Campus Coupure - Coupure Links 653, office A0.037
International Information Desk

incoming exchange students:
Mr Michel Flement
in.fbw@ugent.be - T +32 9 264 59 10,
incoming degree students:
students.itc@ugent.be – T +32 9 264 61 00
www.ugent.be/bw

FACULTY OF PHARMACEUTICAL SCIENCES

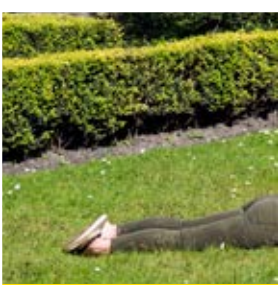
Campus Heymans
Ottergemsesteenweg 460
Ms Annelies Cornelis
fci.fw@ugent.be – T +32 9 264 81 47
www.ugent.be/fw

FACULTY OF POLITICAL AND SOCIAL SCIENCES

Campus Aula
Universiteitstraat 8
Ms Hilde Van Peteghem, Mr Dries Ledoux
rio.psw@ugent.be – T +32 9 264 97 36 / +32 9 264 97 75
www.ugent.be/ps

LEISURE









SPORTS

Ghent University boasts a fully-equipped sports centre, with three large halls for indoor activities, a dojo (a hall especially designed to practise martial arts), two conference rooms, a 25 meter swimming pool, an instruction pool, two saunas, etc.

The university also offers individual supporting services and counselling for students who are actively involved in top-class sports. Special attention is also devoted to sports for disabled students.

The centre is located alongside the 'Watersportbaan' (rowing track), close to the Flanders Sports Arena, both the scene of several international meetings. It is situated in the neighborhood of the 'Blaarmeersen' (municipal sports and recreational area).

Some of the sports that can be pursued are: aerobics, aikido, aqua gym, badminton, basketball, diving, BBB, cross fit, handball, hockey, jazz dance, Krav Maga, jogging in group, judo, karate, kayaking, mini-football and five-a-side football, rugby, sailing, swimming, table tennis, tennis, volleyball, water polo, yoga.

Looking for another sports discipline?

The GUSB will be happy to refer you to one of the many sports clubs in Ghent and its surroundings.

GHENT UNIVERSITY SPORTS CENTRE (GUSB)

Campus Dunant – Watersportlaan 3
sport@ugent.be – T +32 9 264 63 14
www.ugent.be/en/facilities/sport

- Administration office: Monday to Friday: 09:00 – 17:00
- Sports halls: Monday to Friday: 09:00 – 23:00 (23/09/2019 – 03/04/2020) (in January halls close at 22:00) or from 09:00 – 22:00 (04/05/2020 – 21/09/2020)
- Saturday: 09:00 – 12:00 and from 13:30 – 17:30
- Sunday: 08:30 – 12:30
- Swimming pool: opening hours on website.

HOGENT SPORTS CENTRE

Campus Schoonmeersen – Sint-Denijslaan 251
sport@hogent.be – T +32 9 243 37 50
www.hogent.be/en/student/health-sports
- Monday to Friday: 08:00 – 23:00
- Saturday: 09:00 – 18:30

SPORTS INFORMATION CENTRE OF THE CITY OF GHENT

Sportdienst, Zuiderlaan 13, 9000 Gent
sportdienst@stad.gent
T + 32 9 266 80 00
www.stad.gent/sport





STUDENT LIFE

STUDENT ACTIVITIES AND SOCIETIES

One of the best ways to get a feel of the place is to become involved in student activities, perhaps by joining one of the several dozen student societies. There are cultural groups (a theatre group also playing in other languages, photography class, painting class, orchestras, ...), workgroups on social and scientific issues, political and philosophical groups, specific international students' associations, a home council for students living in the Home Kantienberg and a special Erasmus Student Network.

More information about all of these can be obtained from the Student House (Studentenhuis De Therminal, Campus Tweekerken, Hoveniersberg 24, 9000 Gent, T +32 9 264 70 85), which has leaflets giving full details of student societies – website: http://student.ugent.be.

A list of all Ghent University student societies can be found here: http://student.ugent.be/konventen/alle.php

ERASMUS STUDENT NETWORK GENT (ESN GENT)

Erasmus Student Network (ESN)

In 1989, the Erasmus bureau invited 32 former Erasmus students for an evaluation meeting in Ghent, Belgium. This meeting was the starting point of the Erasmus Student Network. The problems that came to the bureau's attention during the evaluation, became the main concerns of the founders of ESN to work on. Behind all this stood the idea of "students helping students", which is still the most important motto of all ESN volunteers.

The year 1990 marks the birth year of ESN Gent in particular. Now it is one of the 530+ ESN sections across over 40 countries in Europe. Therefore, ESN is considered to be one of the biggest volunteer and student organizations in Europe, with over 40.000 young people who dedicate their time to lend a hand to over 220.000 international students a year on a voluntary basis.

The mission of ESN Gent is to help all incoming international (degree and exchange) students and to make their stay in Ghent as pleasant as possible. In particular, ESN Gent provides international students with local buddies. If you want to have a local buddy, you can register for the buddy program via the ESN Gent website (http://esngent.org/buddies/). Once you have your buddy appointed, he or she can give you valuable advice concerning all your preparations for your exchange, show you around in Ghent once you arrive and help you find your way in the city during your stay.

Joining ESN is a vital step towards an unforgettable study period in Ghent, as you can enrich your experience with many social, cultural and sport activities as well as international weekend trips to cities as Amsterdam, Paris, Berlin and many more. Joining ESN Gent is an excellent way to integrate in the student life of Ghent and to get to know both local and international students.

If you would like to participate in ESN events and get discounts on ESN parties, you can buy an ESNcard which only costs € 15. The ESNcard will also provide you with a lot of useful discounts in Ghent (e.g. discounts on food and drinks in various places) and all over the globe (even a Ryanair discount)! Find more information about the ESNCard on http://esncard.org. You will be able to buy your ESNcard during the Welcome Days or in the ESN Gent office at any other time during the academic year.

If you want to be up-to-date with ESN's upcoming activities or if you cannot wait to meet other international students in Ghent, you can join the ESN Gent 2019–2020 group on Facebook.
In order to receive all information about discounts and events, like 👍 ESN facebook page https://www.facebook.com/esn.gent.
Once the new semester starts, you will also have the option to sign up for ESN's weekly email.

See you very soon!
ESN Gent

ESN Office

Campus Tweekerken, Therminal – Hoveniersberg 24
www.esngent.org – esn.gent@gmail.com
Tuesday – Thursday: 19:00 – 21:00
Find us on facebook as ESN Gent
General ESN Gent page: www.facebook.com/esn.gent

International Students Association Gent (ISAG)

Association of international students of Ghent University.
The main purpose is to promote the unity and intercultural exchange between the students, by organizing social and cultural activities, trips in Belgium and the neighbouring countries, sport activities, etc. - isag@student.ugent.be
https://isagugent.wordpress.com/

Chinese Students Association Gent (ChiSAG)

The association of Chinese students in Ghent.
http://student.ugent.be/chisag

Vietnamese Students Association Gent (VinaSAG)

The association of Vietnamese students in Ghent.
http://student.ugent.be/vinasag

Students' Welcome Club (SWC)

Association of international students of Ghent University. The main purpose is to promote the unity and intercultural exchange between the students, by organizing social and cultural activities, trips in Belgium and the neighbouring countries, sport activities, etc.
OBSG, Kortrijksesteenweg 536, 9000 Gent – swcgent@yahoo.com
http://www.student.ugent.be/gsc/?tag=students-welcome-club

AIESEC

International student organization that develops the leadership potential of young people through experiential learning, volunteer experiences and professional internships. www.aiesec.be

Tomo No Kai

Student organization that promotes Japanese culture and language. www.tomonokai.be

OTHER GHENT UNIVERSITY STUDENT SOCIETIES:

Schamper

The student newspaper "Schamper" carries news about goings-on in and around the university. You can find its monthly magazine in different university buildings. Only in Dutch. schamper@schamper.ugent.be – www.schamper.ugent.be

Verkeerd Geparkeerd

Organisation for gay and lesbian students at Ghent University. info@verkeerdgeparkeerd.be – www.verkeerdgeparkeerd.be

Schildersatelier

Organisation for student painters at Ghent University. schilder@student.ugent.be – http://student.ugent.be/schilder

Studentenfanfare Ghendt

The Ghent University student brass band. sf@fkserv.ugent.be – http://www.sfghendt.be

Fotoklas

The organisation for student photographers at Ghent University.
fotoklas.ugent@gmail.com

Ghent University Choir

The Ghent University student choir.
guk@student.ugent.be – http://student.ugent.be/guk

Ghent University Symphony Orchestra

The Ghent University student symphonic orchestra. Weekly repetitions and a semestral internship to prepare for the GUSO concerts. Even if you're not an active music player, GUSO will be happy to welcome you at one of the concerts.
info@guso.be – www.guso.be

Ghent University Harmonic Orchestra

The Ghent University student harmonic orchestra.
Weekly repetitions and a semestral internship to prepare for the GUHO concerts. Even if you're not an active music player, GUHO will be happy to welcome you at one of the concerts.
guho@student.ugent.be – http://www.guho.be

Urgent.fm Student Radio

The Ghent University Student Radio.
contact@urgent.fm – www.urgent.fm

Studentenpastoraal Gent

GPS is a catholic student association run by students for students. They organize social, cultural or religious activities.
gps.adfundum@gmail.com – http://student.ugent.be/gps

Matrak

The Ghent University Student Theatre.
matrak_theater@hotmail.com – www.student.ugent.be/matrak

Ghent University Dance Club

Ballroom and Latin dance, Salsa and Swing.
info@gudc.be – www.gudc.be

Minos

Student Association looking at the European Union. They organize activities concerning contemporary problems the EU and their member states have to face with. They are politically non-aligned and welcome each student interested in European politics.
info@minosgent.eu – http://minosgent.eu

Every study also has its own study-bound association. They will welcome you at their activities. You can find an overview of all the existing study-bound associations at www.fkgent.be – the website of the FaculteitenKonvent (FK), that overarches these associations.







STAY INFORMED

Don't miss out on the broad range of cultural and social events that Ghent University offers students and staff each year: http://www.ugent.be/en/facilities/leisure

Keeping up-to-date with all that happens in and around the university is made easier through various information sessions, publications and newsletters. http://www.ugent.be/en/news

MUSIC, DANCE AND DRAMA CLASSES

Interested in taking music, dance or drama classes yourself? The Academy of Music, Word and Drama and Academie de Kunstbrug offer courses on all levels and with a wide choice of options. Both academies are located in Ghent and are looking forward to welcoming you!

Become a student of DKO Pantha Rei or of Academie de Kunstbrug and immerse yourself in a world of music, drama and dance... All practical information is available on the website www.muziek-academie.be or www.dekunstbrug.be

VISUAL ARTS

Are you more interested in courses such as visual arts? Then don't forget to check out: www.academiegent.be and www.sintlucasacademie.be

GHENT / PROVINCE OF EAST FLANDERS

Last but not least a word about the terrific and lively city you are studying in.

Ghent is a great city to be living in as a student; at present days Ghent is even the biggest student town in Flanders attracting more than 80,000 students. It is a pleasant and lively city; cosy corners alternate with pleasant and busy shopping streets.

What's more, it is also a strong cultural attraction pole with important music and film festivals, as well as a variegated theatre and performance scene. The University campus is spread all over the city, which enlivens the atmosphere.

In the 16th century, Ghent was one of the most powerful cities in north western Europe. The city centre still breathes history and sociability. Nowadays it is the capital of the Province of East Flanders (part of the Dutch-speaking community) and the lively core of a large area (population approximately 250,000).

Situated at the intersection of 2 European traffic arteries (E17 and E40), Ghent is very easy to reach by car as well as by train; the seaside or Brussels and Antwerp are only half an hour away. Other cities like Paris, London, Amsterdam and Köln are within reach for a one-day city trip.

Curious to learn more about the city of Ghent and the Province of East Flanders? Check out one of the websites below:

- website of the City of Ghent (in four languages): www.visitgent.be
- website of Use-It: http://ghent.use-it.travel/
- website of the Province of East Flanders: www.tov.be

STUDENT IN GHENT: "INSANELY SMART"

The international student officer of the City of Ghent, Jeroen Paeleman, acts as an intermediary between students, the institutions of higher education in Ghent and the city government. He functions as the ambassador of students in the city government, monitors current initiatives for and by students and encourages new ones.

The international student officer can be reached by email on the following address: jeroen.paeleman@stad.gent. Website for students in Ghent: https://stad.gent/internationalstudent (switch to the English version!)

Gentinfo is the central point of contact for information about the city council and the city. You can reach them via:
T +32 9 210 10 10 or email: gentinfo@stad.gent

Follow us on Facebook:
https://www.facebook.com/studentingent.be/


The next big thing
will be a lot of small thir





ADDENDUM

LEAVING GHENT UNIVERSITY

DEPARTURE CHECKLIST

INTERNATIONAL DEGREE STUDENT

- Verify whether your address abroad is up-to-date in your Oasis account (for the purpose of sending your diploma,...) or formally stop your studies (https://www.ugent.be/student/en/administration/enrolment/contractchanges > stopping your studies)

- Deregistration process: inform the Migration Office of the City of Ghent or your host town that you are leaving (use the form provided online and hand in your residence permit). https://stad.gent/burgerzaken/migratie-integratie/verblijf-inschrijving/internationale-studenten/international-students-departure-belgium

- If applicable, inform your health insurance well in advance that you are leaving the country.

- In the event of private accommodation, contact your landlord to terminate your housing contract. If applicable, arrange for your deposit to be refunded. Do this well in advance and check your contract.

- Make or confirm your travel plans. Check regulations on bringing belongings to your home country. You are advised to insure your luggage before your journey and label it clearly. Check your luggage weight against your airline's allowances.

- Inform other contacts/institutions that you are leaving (for example: terminate phone/internet connection). Check your contract for the period of notice.

- Do not forget to close your bank account.

- Make sure all library books are returned.

- Visit your faculty or programme coordinator and make sure that you have fulfilled all the obligations relating to your stay, and that you have received all relevant information and documents.

- Register with the university's or faculty's Alumni Office.

- Sell the belongings you won't take home with you at ESN Gent Second Hand Market or other platforms.

You might want to get a souvenir from the **Ghent University shop:** www.shop.ugent.be

Points of sale:
- Het Pand, Onderbergen 1
  T +32 9 264 83 05
- Campus Ufo, Rectoraat, Sint-Pietersnieuwstraat 25
  T +32 9 264 30 67

DEPARTURE CHECKLIST

INTERNATIONAL PHD STUDENT

- Verify wheter your address abroad is up-to-date in your Oasis account (for the purpose of sending your diploma,...) or formally stop your studies ((https://www.ugent.be/student/en/administration/enrolment/contractchanges > stopping your studies)

- Deregistration process: inform the Migration Office of the City of Ghent or your host town that you are leaving (use the form provided online and hand in your residence permit). https://stad.gent/burgerzaken/migratie-integratie/verblijf-inschrijving/internationale-studenten/international-students-departure-belgium

- If applicable, inform your health insurance well in advance that you are leaving the country.

- In the event of private accommodation, contact your landlord to terminate your housing contract. If applicable, arrange for your deposit to be refunded. Do this well in advance and check your contract.

- Make or confirm your travel plans. Check regulations on bringing belongings to your home country. You are advised to insure your luggage before your journey and label it clearly. Check your luggage weight against your airline's allowances.

- Inform other contacts/institutions that you are leaving (for example: terminate phone/internet connection). Check your contract for the period of notice.

- Do not forget to close your bank account.

- Make sure all library books are returned.

- Visit your PhD supervisor and/or department and make sure that you have fulfilled all the obligations relating to your stay, and that you have received all relevant information and documents.

- Register with the university's or faculty's Alumni Office.

- Sell the belongings you won't take home with you at ESN Gent Second Hand Market or other platforms.

- You might want to get a souvenir from the Ghent University shop: www.shop.ugent.be

EXCHANGE STUDENT

- If applicable, check out the information on prolongation of your stay as an exchange student at Ghent University. https://www.ugent.be/student/en/administration > enrolment > prolongation of your stay as Exchange Student

- Deregistration process: inform the Migration Office of the City of Ghent or your host town that you are leaving (use the form provided online and hand in your residence permit). https://stad.gent/burgerzaken/migratie-integratie/verblijf-inschrijving/internationale-studenten/international-students-departure-belgium

- If applicable, inform your health insurance well in advance that you are leaving the country.

- In the event of private accommodation, contact your landlord to terminate your housing contract. If applicable, arrange for your deposit to be refunded. Do this well in advance and check your contract.

- Make or confirm your travel plans. Check regulations on bringing belongings to your home country. You are advised to insure your luggage before your journey and label it clearly. Check your luggage weight against your airline's allowances.

- Inform other contacts/institutions that you are leaving (for example: terminate phone/internet connection). Check your contract for the period of notice.

- Do not forget to close your bank account.

- Make sure all library books are returned.

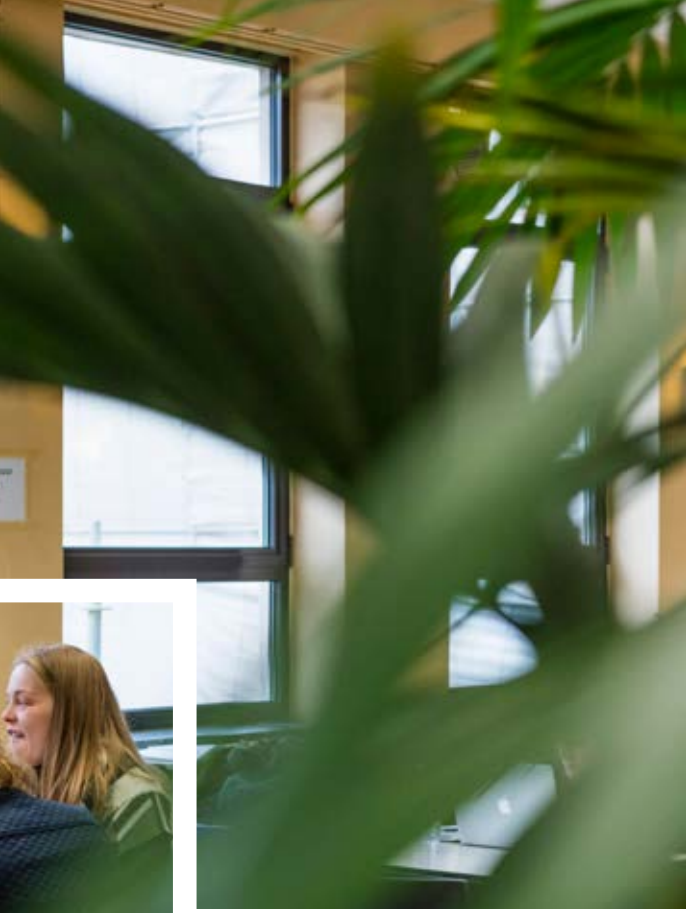
- Visit your Faculty Student Administration or FCI administrator to obtain an official document that proves your presence at Ghent University. The result of your exams, work, thesis,... (your Transcript of Records) can also be obtained at the faculty. Normally, the Faculty Student Administration or FCI administrator will send your results directly to your university.

- Sell the belongings you won't take home with you at ESN Gent Second Hand Market or other platforms.

- You might want to get a souvenir from the Ghent University shop: www.shop.ugent.be

SOME USEFUL WORDS AND PHRASES IN DUTCH





GREETINGS

Hi, hello	Hallo
Good morning	Goedemorgen
Good afternoon	Goedemiddag
Good night	Goedenavond / Goedenacht
Goodbye	Tot ziens
See you soon	Tot binnenkort
See you later	Tot straks

BASIS PHRASES AND WORDS

How are you?	Hoe gaat het?
Welcome	Welkom
Nice to meet you	Aangename kennismaking
What's your name?	Hoe heet je?
Good luck!	Veel succes!
How much does ... cost?	Hoeveel kost ... ?
Where is ... ?	Waar is ... ?
What?	Wat?
Who?	Wie?
When?	Wanneer?
Yes	Ja
No	Nee

Maybe	Misschien
I don't know	Ik weet het niet.
I don't understand	Ik begrijp het niet.
Could you please repeat that?	Kan u dat herhalen a.u.b.?
Excuse me / I'm sorry	Excuseer
Please	Alstublieft (a.u.b.)
Thank you	Dank u / bedankt
You're welcome	Graag gedaan
That's OK, don't worry	Geen probleem
Help!	Help!
I don't feel well	Ik voel me niet goed.
Can someone call an ambulance?	Kan iemand een ambulance bellen?
May I have the bill please?	De rekening alstublieft.
Could I please have a taxi from ... to ...?	Kan ik een taxi reserveren van .... naar .... ?
Could you show me the way to ... ?	Weet u de weg naar .... ?
What's the time?	Hoe laat is het?

PLACES

Theatre	Theater
Pub/bar	Café/ bar
Cinema	Cinema/bioscoop
Concert hall	Concertzaal
Airport	Luchthaven
Railway station	Treinstation
Hospital	Ziekenhuis
Police	Politie
Restaurant	Restaurant

FOOD AND DRINKS

Milk	Melk
Water	Water
Coffee	Koffie
Bread	Brood
Cheese	Kaas
Meat	Vlees
Fish	Vis
Vegetables	Groenten
Fruit	Fruit
French fries	Frietjes
Vegetarian	Vegetarisch

PERSONAL DATA

Name	Voornaam
Surname	Familienaam
Date of birth	Geboortedatum
Place of birth	Geboorteplaats
ID/ passport	Identiteitskaart/ paspoort
Country	Land
City	Stad
Street	Straat
Nationality	Nationaliteit
Address	Adres









Department of Educational Policy, International Relations Office
Het Pand, Onderbergen 1
July 2019
Photography by Christophe Vander Eecken, Hilde Christiaens

GHENT
UNIVERSITY

In case of emergencies on university grounds
contact the Ghent University Emergency Centre:
+32 9 264 88 88
OR 88 (from an internal Ghent University phone)

Urgent medical assistance: call **112**
Police, urgent need: call **101**

INTERNATIONAL SUPPORT TEAM

Address
'Het Pand', Onderbergen 1, B-9000 Gent
http://www.ugent.be/het-pand/en/accessibility
main entrance, 2nd floor, room 120.008
Office hours: Mon. to Fri. from 9:00-12:00
and from 14:00-16:00

international@ugent.be

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2019–2020

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