Study advisor and student counsellor: which one do you need when?

During your degree programme, you may run into problems and need advice, supervision or support. This could involve help planning your studies or choosing course units, information about BSA threshold or financial provisions, or perhaps problems with the course unit itself or help submitting a complaint, objection or appeal. Help from a study advisor or student counsellor can sometimes provide the solution. In the next section, we will try to explain the difference between the two and who can help you with which problems.

The study advisor
The study advisor (or sometimes called *academic advisor*) is the first point of contact within your degree programme for personal supervision and advice with your study plan, choice of course units, BSA threshold, and special circumstances and study delay. You can go to the study advisor to discuss your study progress and the options for extra supervision if you need it. In certain cases, the study advisor may refer you to a student counsellor.

The student counsellor
Unlike study advisors, student counsellors are not attached to a particular degree programme or faculty. The five student counsellors are available to all UG students for advice and support with personal circumstances, a functional impairment or any other study-related questions that you cannot (or do not want to) resolve within the context of the degree programme itself. You can go to a student counsellor with personal problems or to ask about the availability of financial schemes, provisions and support.

Which one do you need when?
As the work of a study advisor and a student counsellor sometimes overlaps, it can be difficult to know which one to approach. Please find an overview of the similarities and differences on the following page.

Please note!
The study advisor is always your first point of contact. However, you may also ask a student counsellor for an appointment at your own initiative. In fact, this is compulsory (and your personal responsibility) if you incur a study delay of 15 ECTS credit points due to personal circumstances and want to apply for financial support.

Anything you say to a study advisor or student counsellor is always in confidence. Neither of them will divulge information to third parties without your explicit consent.

Information, advice and support from a:	Study advisor	Student counsellor
Degree programme	√	
Study plan	√	
Binding Study Advice (BSA)	√	
Choice of specialization	V	
Choice of Minor	√	
Elective course units	√	
Diploma criteria	√	
Entry requirements	√	
Study delay	√	√
Choice of programme (outside own programme)	√	√
Facilities (including for exams)	√	√
Studying with a functional impairment	√	√
Study buddy project	√	√
Personal problems	√	√
Student Finance		√
Student Support Fund		√
DUO provisions		√
Emergency fund (applications)		√
Private funds		√
Complaints, objections and appeals		√
Dutch and UG legislation/regulations		√
Modern Migration policy (MoMi)		√
SSH contract termination		√