

Frequently Asked Questions for Master students

Here you can find the answers to some frequently asked questions. Even more questions and answers can be found on www.clio.nl, under the tab “Association”. Do you have any questions left? Do not hesitate to contact us at cliomastercommittee@gmail.com. Do you have a more general question? Contact info@clio.nl

1. How do I connect to the wireless network?

Within the RUG buildings you can access the wireless network of Eduroam. This makes it possible to access the internet on your own laptop, mobile phone or tablet. The common settings are: PEAP and MSCHAPV2. You can log in by using your student number and your RUG password: “s1234567@rug.nl” , “RUGpassword”. Do you still have issues regarding ICT? Go to the ICT desk on the first floor of the Harmony Building!

2. Where can I find my schedule?

You can find your schedule at rooster.rug.nl. If you just want to see your own seminar groups, click on the course to select your groups only. In the Timetable on nestor, you can also save your schedule only. Here, you can also connect the schedule to your personal Gmail agenda.

3. What can I use my student card for?

With your Student Card you can use the printers, coffee- and snack machines in university buildings. You will also need your Student Card in order to enter the main Library. To print or purchase anything from the vending machines, you will have to top of your Student Card, which you can do through Nestor and the following link:

<https://myprint.rug.nl/RicohmyPrint/Login.aspx> (Login with your student number and password.) Your student card is valid during your whole studies, so make sure not to lose it.

4. Where can I find my books?

Do you need to order books for your courses? Make sure to check out the Studystore. If you are a member of Clio, you get up to a 20% discount on your books. If your study book is not mentioned underneath the book list, you can still get a discount by searching for the book in the bookstore. You can access the bookstore via “My clio” on www.clio.nl

5. Where can I get discounts as a member of Clio?

Besides the discounts on the books, Clio members get several other discounts at restaurants, cafés, bike stores and more by showing their Clio sticker. Check out the tab “Clio sticker” under My Clio at the website!

6. I am an international and I have issues translating official documents Where can I go?

Are you an international, and do you find it hard to translate official documents? Contact the Dutch Support Group by sending a mail to dutchsupportgroup@clio.nl. They can help you translate any contracts, letters from the municipality or other documents.

7. Where can I go with my complaints?

There are different groups to contact if you have any complaints. If you have complaints about Clio or any activities, you can send a mail to info@clio.nl. For any complaints about the programme, make sure to contact the programme committee of IRIO (<https://www.rug.nl/let/organization/bestuur-afdelingen-en-medewerkers/afdelingen/afdeling-ibio/wiewatwaar/programme-committee?lang=en>). If your complaints are bigger and entail the whole faculty or university, the faculty and university council are there to help. For any personal complaints, you can fill in a complaint form at <https://www.rug.nl/education/laws-regulations-complaints/complaintobjectionappeal>. Lastly, the exam committee is there to help if you want to have an exemption for a course or if you want to do a different course. Make sure to contact the study advisor before you go to the exam committee.

8. What are the best places to study?

University Library (UG) - city centre

The University Library opposite Academy Building is the biggest of them all. Here you can borrow books, reserve a study room, and use a computer work station in case you don't bring your own laptop. Every spot in this library has access to a socket. Moreover, the library has its own Starbucks on the ground floor and two big balconies, on the second and fourth floor, which are great places for students to enjoy their study breaks. You will need your student card to get in. Be careful, during the exam periods, this library gets clogged very fast!

Address: Broerstraat 4, 9712 CP Groningen

University Library Zernike

There are currently 154 study places in the University Library Zernike. The library has a number of study cabinets available for use by both individuals and small groups. It also has 84 computers for students.

Address: Duisenberggebouw Nettelbosje 2, 9747 AE Groningen

The Faculty of Arts Library in the Harmony Building

The Faculty of Arts Library in the Harmony Building offers 240 workplaces and a big number of computers. The library is located on the second floor of the Harmony Building, building 1313, accessible via corridor 1312 or via the stairs of 1314 (follow the green lines).

Library at the Faculty of Law

The library of the Law faculty can be found on the second floor of the Harmony Building. It is right next to the Faculty of Arts library.

Library at the Faculty of Theology and Religious Studies

The Faculty is located in the city centre which offers you a big range of opportunities for a short break in between your studying. There are only limited study spaces in this library but it's still a nice place to study, especially during the busy exam periods when the other libraries are packed. The library is situated next to the Academy Building and during your breaks you can enjoy the garden.

Address: Oude Boteringestraat 38, 9712 GK Groningen

Library of the Faculty of Economics and Business

The library of the Faculty of Economics and Business is located on the 2nd floor of the Duisenberg Building and the Pavilion. It contains an extensive collection of books and journals. There are 80 computers/student desktops and 6 workstations for the Datastream database.

Address: Duisenberggebouw Nettelbosje 2, 9747 AE Groningen

Library at the Faculty of Behavioural and Social Sciences

The library in the Heymans building is another place which provides students with everything necessary for their peaceful learning process – computer and printing facilities, WiFi, a coffee and tea vending machine, and a canteen. There is also always a staff member at the service desk ready to assist you.

Address: Grote Kruisstraat 2/1 – Heymans Building

The Groninger Forum Library

It is located in the street adjacent from the UG. During the exam periods at the University of Groningen, the University Library in the city centre is only available for students from the University. The Groninger Forum Library expands its opening hours during the exam weeks. Students should not forget to take their student cards with them when they want to access the library during the non-normal opening hours.

Address: Oude Boteringestraat 18, 9712 GH Groningen