FREQUENTLY ASKED QUESTIONS IBA PROGRAMME 2014-2015

For more information we also refer you to the IBA Welcome website at www.rsm.nl/welcome!
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START PROGRAMME

When does the IBA programme start?
The Official Programme Introduction IBA will take place on **Tuesday 2 September at 10.00 am** in room CB-1 (C-building) and is mandatory for all 1st year IBA students. The check-in for the Programme Introduction starts at 9.30 am in front of room CB-1.

When should I arrive in the Netherlands?
We advise students to arrive in the course of August but no later than the last weekend of August. All students must be present on **Tuesday 2 September**. Please note that RSM expects you to pass all your courses in the 1st year. Therefore, it is essential that you start the programme in the first week of September as not to encounter any delay in your studies.

What I have to do if I arrive after the Official Programme Introduction IBA?
If you arrive after the Official Programme Introduction IBA (2 September), please contact the programme manager, Ms Shouhe Kuo at ibapm@rsm.nl as soon as possible for further information. Please note that it is essential that you start the programme in the first week of September as not to encounter any delay in your studies.

Where can I find the IBA academic calendar for 2014-2015?
You can find the academic calendar on the welcome website [www.rsm.nl/welcome](http://www.rsm.nl/welcome) (under ‘Academic Calendar 2014-2015’).

When do I receive my booklist and course schedule (time table)?
You will receive your booklist and course schedule during the Official Programme Introduction IBA on 2 September.

When do I receive my proof of enrolment and student card?
You will receive your proof of enrolment and student card on completion of your enrolment (i.e. admissibility verified and tuition fee paid). Students who are registered in Studielink with a Dutch address at the time their enrolment is complete will receive their student card at their (Dutch) home address. Students who are registered in Studielink with a non-Dutch address at the time their enrolment is complete will receive their student card during the Official Programme Introduction IBA on 2 September (on the condition that it is ready). Please note that although your enrolment may have been finalized before 31 August, it may still take a few weeks before your student card is ready. If your student card is not ready on 2 September, you will be notified where to pick it up. **Note: If you already have a Dutch address, please change your address in Studielink ([www.studielink.nl](http://www.studielink.nl)).**

When do I get my ERNA-account?
You will receive your ERNA-account and password in the course of August by email. Please note that the ERNA-accounts are provided by the Erasmus University’s central department and are sent in batches. Therefore, some students may receive it earlier than others.
Where can I find my student number?
You can find your student number on your letter of admission and on your student card. It is the 6-digit number you have received when you registered in Studielink.

TUITION FEE PAYMENT

How much is the tuition fee for the academic year 2014-2015?
The tuition fee for the IBA programme for the academic year 2014-2015 is € 1,906 for students with an EU/EEA nationality and for non-EU/EEA students the tuition fee is € 8,200. Please check the tuition fee amount for the IBA programme (RSM) here. On the following website you can find information on the tuition fee payment [http://www.eur.nl/english/essc/registration/college_tuition/payment/procedures/](http://www.eur.nl/english/essc/registration/college_tuition/payment/procedures/).

When do I need to pay my tuition fee?
The tuition fee must be paid and received no later than 31 August 2014. Please check the tuition fee amount for the IBA programme (RSM). On the following website you can find information on the tuition fee payment and tuition fee procedure. Please note that Rotterdam School of Management does not handle the tuition fee payment. Hence, DO NOT SEND your proof of payment to the IBA Admissions office. You can send an email to the University’s Central department at bog@eur.nl to ask if your payment has been received (please include your full name and student number). Please note that it takes approximately 7 days for international bank transfers to be processed. Please follow the instructions on Studielink. If you have any questions about your tuition fee payment, please contact the Erasmus Student Service Centre for assistance: [http://www.eur.nl/english/essc/address/](http://www.eur.nl/english/essc/address/). On receipt of your payment the University’s central department will send you a proof of enrolment and student card, which may take some time so do not be concerned if you have not yet received your proof of enrolment.

I want to pay tuition fee via a bank transfer. Where can I find the information?

The bank account details are the following (here):

Erasmus University Rotterdam
Bank account number: 49.09.29.311
Bank: ABN-AMRO
Location: Rotterdam, the Netherlands

Paying from outside the Netherlands
IBAN code: NL10ABNA0490929311
BIC code: ABNANL2A

Please include your full name and student number. Make sure Erasmus University has received your tuition fee on 31 August 2014 at the latest!
For more information on other payment options, please see this link http://www.eur.nl/english/essc/registration/college_tuition/payment/procedures/.

Can you check if the University has received my tuition fee payment?
Rotterdam School of Management/IBA Admissions office does NOT handle the tuition fee payment. The University's Central department (Bureau Onderwijsgelden) can check if your payment has been received. Please send an email to bog@eur.nl and include your full name and student number. If you have questions about your tuition fee payment, please contact the Erasmus Student Service Centre for assistance: http://www.eur.nl/english/essc/address/. Please note that it takes approximately 7 days for international bank transfers to be processed! On receipt of your payment the University will send you a proof of enrolment. This may take a while though.

I have paid the tuition fee but Studielink still indicates that payment has not been made.
If you have questions about your tuition fee payment, please contact the Erasmus Student Service Centre for assistance: http://www.eur.nl/english/essc/address/ or send an e-mail to bog@eur.nl with your name and student number to check if your tuition fee payment has been received.

Can I pay the tuition fee in installments?
You can pay the tuition fee in installments. However, in that case you must use the authorisation form and you need a Dutch bank account or a bank account from a country in the SEPA area. Follow the instruction available on the Studielink website. If you do not have a Dutch bank account or your bank account is not from a county in the SEPA area, we recommend that you transfer the entire amount (see the payment procedures). Please note that you can already start the application procedure for opening a bank account at the ABN AMRO Bank before you arrive in the Netherlands (here). If you have questions about your tuition fee payment or the procedure, please contact the Erasmus Student Service Centre for assistance: http://www.eur.nl/english/essc/address/.

Where can I find the authorization form?
You can find the authorization form in Studielink. If you want to change the authorization for debit payment of fees, please send an email to bog@eur.nl or consult the following webpage http://www.eur.nl/english/essc/registration/college_tuition/payment/change_authorisation/. Please click here for information about the tuition fee procedures.

How do I open a Dutch bank account?
Based on our experience, especially the speediness of getting a working bank account, we strongly recommend opening your Dutch bank account one of the following branch office of the ING Bank. For more information, please also see the Checklist. Please note that that you can already start the application procedure for opening a bank account at the ABN AMRO Bank before you arrive in the Netherlands (here).
Can I also open a bank account at another bank?
Yes, you can. For instance, ABN AMRO bank (also on campus) or Rabobank. For more information on opening a bank account at the ABN AMRO Bank, please read here: 
http://www.eur.nl/english/essc/welcome/upon_arrival/opening_a_bank_account/application/.

Which documents do I need to open a Dutch bank account?
- Proof of enrolment in a full-time study programme or your letter of admission
- Tenant agreement of a Dutch residence or official statement of your Dutch address from the municipality
- Valid passport / ID (the original document, a copy is NOT sufficient)
- NOTE! The minimum age to open a bank account is 18 years. If you are under 18 a parent or a legal guardian should accompany you.

For more information also see www.rsm.nl/welcome.

I am not yet 18 years old. Can I still open a bank account?
The minimum age to open a bank account is 18 years. If you are under 18 a parent or a legal guardian should accompany you. For more information on opening a bank account before you arrive in the Netherlands, please click here.

ENROLMENT
When will my conditional offer be changed into an unconditional offer?
Once your diploma and final transcript have been verified, we will make your offer unconditional. For holders of a Dutch VWO diploma this may take a little bit longer as your diploma needs to be verified via DUO. Once this has been done, we can make your offer unconditional. Please note that there is a waiting time as the University needs to check hundreds of diplomas. Except for holders of a Dutch VWO diploma, we require your diploma or an official statement and final transcript no later than 15 August.

When is my enrolment finalised?
Your enrolment will be finalised after a certified copy of your diploma (or statement) and final transcript has been submitted and your tuition fee payment has been received and processed. Make sure that you have enrolled for the academic year 2014-2015! Please note that you must have provided us with proof (e.g. diploma and final transcript or an official statement) before 15 August.

My enrolment is not yet complete. What is wrong?
Please check the following:
- Have you enrolled for the academic year 2014-2015?
- Have you paid the tuition fee? (please check here for the correct amount: http://www.eur.nl/english/essc/registration/college_tuition/)
- Have you filled in your payment details in Studielink?
- Have you filled in the payment method in Studielink?
- Have you signed the authorisation form (if applicable: see here)?
- Have you submitted your passport photo for the student card along with the passport photo form to the Central Registration department (CBI)? If not, you can upload your passport photo via a website link (see the instructions on manual upload photo).

Please note that although you may have fulfilled all the requirements to complete your enrolment your status in Studielink may still indicate “application submitted” since there may be some delay in processing the enrolments in Studielink.

For information on your enrolment, Studielink and tuition fee payment, please contact the Erasmus Students Service Centre (ESSC). For the contact details and opening hours please see http://www.eur.nl/english/essc/address/. Please do not contact the IBA Admissions office as we do not handle the tuition fee payment nor do we have access to Studielink.

How can I send a photo for my student card?
If you have not yet sent a photo to the Central Registration department, you can upload your passport photo via the following website link (see the instructions on manual upload photo).

I have a non-Dutch diploma. Where can I send my certified copy?
Students who have not yet sent us a certified copy of their diploma and final transcript must send these to the IBA Admissions Office at the following address:

Rotterdam School of Management, Erasmus University
Shirley Accord, IBA Admissions Office
Burgemeester Oudlaan 50, T5-18
3062 PA, Rotterdam
The Netherlands

You can also come by our office with your original diploma and final transcript in the T-building, 5th floor, room 18 (visiting hours: Monday through Friday between 10 am-12 pm and 2-4 pm). Please note that you must have provided us with proof of completion of your secondary school education (e.g. diploma and final transcript or an official statement) no later than 15 August.

Please note that we require the following:

- A certified hardcopy (paper version) of your diploma.
- A certified hardcopy (paper version) of your final transcript
- An official hardcopy (paper) translation. If the documents are not in English, French, German or Dutch, you must also provide us with an official translation and the documents in the original language. We require a translation by a registered sworn translator in one of the aforementioned languages. We do not accept documents which have been translated by yourself.
- If you will receive your diploma after 31 August, you must provide us with an official statement from your school (hardcopy) bearing an original stamp and original signature that you have
passed your final exams and will be awarded a diploma (including date of the diploma). If the documents are not in English, French, German or Dutch, you must provide us with the original and translated documents.

- Applicants with a Chinese secondary school diploma also need to provide us with a certified hardcopy of their GaoKao result.

All certified copies must bear an original stamp and an original signature from your school. Hence, a copy of the certified copy is not valid!

What is a certified copy?
A certified copy is a copy of your original document bearing an original stamp and an original signature from your school. Hence, you need to make a copy of diploma/statement and final transcript and ask your school to sign and stamp the documents. Please do not make a copy of the certified copies because this is not valid. Copies sent by email are also not valid!

I have a Dutch (VWO) diploma. Do I need to send this to the IBA Admissions Office?
No, holders of Dutch (VWO) diploma do not need to provide the IBA Admissions Office with a certified copy. Your VWO diploma will be automatically verified via DUO. NOTE: the aforementioned ONLY applies to holders of a VWO diploma!!

HOUSING

Where can I find information about housing?
For the main accommodation options and to reserve a room, please visit the university website www.housing.eur.nl. Please note that it is your own responsibility to find accommodation. See also: here.

Are there other ways to find accommodation?
If you are not familiar with the Dutch student housing market, finding suitable housing will take a little more effort. A new student residence near to the university campus is the Student Hotel. Another alternative way to find a room is through the websites www.housinganywhere.com, www.flexwonen.nl or http://www.nestpick.com/. These websites list rooms and apartments rented by private parties. For a list of independent housing agencies and useful tips, have a look here: private market. We strongly advise you to read the terms and conditions very carefully before signing any rental agreement contract.

I am looking for an apartment. Which areas do you recommend?
The University is located in the “Kralingen” area. We recommend an apartment in Kralingen or the city centre (see also: Rotterdam). With the following website you can determine how long it takes to get from your apartment to the university by public transport: http://9292.nl/en.
I have problems finding an apartment. Can you help me?
We are aware that it is not easy to find accommodation especially when you start your search late. However, it is your own responsibility to find accommodation. We can only provide you with the tools to help you on your way. You can also contact your prospective fellow-students by becoming a member of the RSM IBA Bachelor 1 group 2014-2015 on Facebook. Some of the students may be looking for a roommate to share a house. On the Facebook Commodity Market Rotterdam you can also find rooms for rent.

I cannot move into my apartment directly. Where can I stay in the meantime?
If you cannot move into your accommodation upon arrival (e.g. because the contract starting date is later than the day of your arrival) you can book a room in a hostel. Two good and reasonably priced hostels in Rotterdam are hostel ROOM and hostel Stayokay.

CITY HALL

I need to register at the City Hall (Municipality). Where can I go?
If you will be living in the Netherlands for more than 4 months you are obliged to register at the City Hall in the town in which you are living. After registration, you will receive your citizen service number (BSN-number). Please note that IBA also offers prospective students with an EEA-nationality the opportunity to register for the City Hall on-campus on Monday 1 September. You have received a separate e-mail for the on-campus registration session and can sign up until Sunday 17 August. It is ONLY possible to make use of this option if you are a first year IBA student and if you are moving to Rotterdam. If you are moving to a different city, please visit your local City Hall. After 17 August, you will be notified at what time you are expected at the registration session. If you are making use of the on-campus registration, please do NOT make an individual appointment at the City Hall! You can find more information on these documents including the registration form itself on For a successful registration, you need to bring the following 3 documents:

1) A fully completed registration form
2) Valid passport or valid identity card
3) A rental contract and a tenancy agreement or declaration by the main occupant

See also here for more information: (see also http://www.eur.nl/english/essc/welcome/upon_arrival/cityhall/).

VISA/RESIDENCE PERMIT

When will I receive my entry visa?
You will be notified when your entry visa has arrived. Please be aware that the entry visa and residence permits are issued by the Dutch Immigration and Naturalisation Services (IND). We would also like to point out that the IND is an independent organization. Therefore, we cannot influence their decision or ask them to speed up the procedure. We kindly request you not to contact us about the status of your visa application. As soon as your entry visa has arrived we will notify you. Hence, we request your patience in this matter!
When do I get my residence permit?
The IBA office does not handle the application for the residence permit. This is handled by the Immigration Services (IND). You will be notified by e-mail when and where to pick up your residence permit. Please note that you can only register at the City Hall (and obtain your BSN-number) after you have received your residence permit.

I would like the amount for my visa procedure to be transferred into my Dutch bank account. Please come to the IBA Admissions office (T5-18) with your Dutch bank card and we will make a statement for the Financial Department so that the amount can be transferred into your Dutch bank account as soon as possible. Please note that the procedure to open a bank account can take some time as well as the process to transfer the amount into your bank account, so we advise you to bring enough financial means with you to cover the first weeks of your stay (advised amount: €1,500 to cover your rent, deposits etc.).

OTHER

How can I send a photo for my student card?
If you have not yet sent a photo to the Central Registration department, you can upload your passport photo via the following website link (see the instructions on manual upload photo).

What should I do when my Studielink-account is blocked?
You can contact the Erasmus Student Service Centre here and request them to unblock your Studielink-account.

Where can I find practical information?
You can consult the Welcome website www.rsm.nl/welcome or http://www.eur.nl/english/esc/welcome/.

Where can I find second-hand items, such as furniture, a bike?
On the Facebook Commodity Market Rotterdam: https://www.facebook.com/#!/groups/347234598675189/ you can buy (or sell) all sorts of items: bikes, furniture, books, clothes etc. You can also find rooms for rent. It is definitely worthwhile to have a look.

I need a statement for the (tax)authorities/government.
If you need a statement (e.g. statement of enrolment), you can apply for one at the ESSC: http://www.eur.nl/english/esc/student_administration/requeststatement/. Please note that it takes approximately 5 working days.

Where can I find information on introduction activities?
You can find the information on the Welcome website www.rsm.nl/welcome.
When is the IBA Freshmen weekend?
The IBA Freshmen weekend will take place from 29 August until 31 August 2014. Please visit www.rsm.nl/IBAFreshmenWeekend for more information and registration.

How do I get in touch with my prospective fellow-students?
You can get in touch with your prospective fellow-students by becoming a member of the RSM IBA Bachelor 1 group 2014-2015 on Facebook.

I do not have my student card yet. Can I still borrow books at the University Library?
Please go to the Virtual Desk on the website of the University Library http://www.eur.nl/ub/english/ to apply for a temporary library card.

Where can I buy an OV-chipcard (public transport chip card)?
You can buy the chipcard at the Rotterdam central station or at the vending machines at the metro stations (e.g. Kralingse Zoom, Beurs, Capelsebrug). Please check out the information about the travel card on the following websites http://www.ov-chipkaart.nl/?taal=en or http://www.ret.nl/en/homepage.html.

Am I eligible for the Dutch study grant?
If you hold the Dutch nationality you can apply for the Studiefinanciering (study grant). Please go to the following website DUO and check the Nationality chart.

Do I need health insurance?
If the health insurance company in your country covers the expenses during your stay in the Netherlands, you do not need to take out an insurance. If you do need health insurance, we refer you to the welcome website www.rsm.nl/welcome, see the section “practical information”.

Where can I find information on the tuberculosis check?
See here for more information.