

A rejection for my (re-)enrolment for academic year 2020-2021. What now?

General information

Rotterdam University of Applied Sciences has rejected your request for (re-)enrol for academic year 2020-2021. In this e-mail, the Studenten Service Center (SSC), which is responsible for the process of the (re-)enrolment, will explain the reason(s) of the rejection on behalf of Rotterdam University of Applied Sciences. Only SSC is authorised to make a decision about an enrolment or admissibility to a study programme.

There is a possibility that you do not agree with the reason(s) of the rejection. Therefore we have put the most important questions regarding the rejection with an answer for the possibility to object. These may help you in making the important decision whether it is wise to appeal the decision or not.

Frequently asked questions

In the answering of the questions we only talk about the Bachelor study programmes. However, the answers apply to all the Associate Degree study programmes of Rotterdam University of Applied Sciences¹ as well.

What causes a rejection?

A rejection of a (re-)enrolment is the result when you have not met all the admission requirements for your chosen study programme. It is also possible that you did not arrange the payment of the tuition fee in time. A rejection can also be the result if you, as an applicant, did not respond to the invitation of the study programme for the study programme check (you get two chances).

The final deadline for meeting all admission requirements and tuition fee conditions is August 31st, 2020. If you do not meet all admission requirements and/or tuition payment conditions, a rejection will automatically follow as from September 1st, 2020.

I do not agree with the reason for the rejection. What can I do?

If you have **well-founded reasons** that the rejection is not justified, you can object within six weeks after receipt of the rejection to the Disputes Advisory Committee (Geschillenadviescommissie) via the Complaint and Disputes Office (Bureau Klachten en Geschillen). Send an email to klacht@hr.nl addressing the Disputes Advisory Committee stating your objection. Mention your name, your student number and the decision of the rejection. Valid reasons can be for example serious personal circumstances.

If your parents object on your behalf, they must be authorised by you. Send an authorisation with the e-mail to speed up the objection process.

What should I state in my objection?

It only makes sense to object if you can prove with well-founded arguments and evidence that everything has been submitted correctly and on time (all admission requirements and payment conditions have been met), that there are special circumstances or that the fault lies with Rotterdam University of Applied Sciences. The argument "stupid, I forgot" without any special personal circumstances usually does not hold up with the Disputes Advisory Committee.

How much time do I have for submitting an objection?

If you do not agree with the rejection, you can submit an objection within six weeks after your request for (re-)enrolment has been rejected, by email to klacht@hr.nl to the Disputes Advisory Committee of Rotterdam University of Applied Sciences. If the notice of objection is submitted after the six-week deadline, it will not be considered. So pay close attention to the deadline

¹ A different procedure applies for the Master programs. This is done through the Examination Appeals Board (CBE). A student can appeal by making this known via klacht@hr.nl

The objection has been written and sent by email to klacht@hr.nl. What happens next? And how long do I have to wait for a decision?

Once your objection has been received, the Disputes Advisory Committee will send a confirmation letter. This letter will be sent by regular mail to the mailing address that is registered in Studielink. At the request of the Disputes Advisory Committee the SSC assesses whether a amicable settlement is possible.

If a settlement is possible, SSC will send you an e-mail/letter with a settlement proposal and further information. If it is not possible to settle then SSC will prepare a statement of defense and will send this to the Disputes Advisory Committee of Rotterdam University of Applied Sciences (please refer to <https://hint.hr.nl/nl/HR/Over-de-HR/Rechten-en-plichten/Klachten---wat-te-doen/> for more information)

The Disputes Advisory Committee will send you an invitation by regular mail with the date of the hearing when your objection will be discussed. You as well as SSC will be invited to this hearing. During the hearing, you have the opportunity to give an explanation of your objection. You can be assisted during the hearing by a family member, confidant, expert or attorney, but this is not necessary

After the hearing, the Disputes Advisory Committee will formulate an advice and submit it to the Executive Board. The Executive Board assesses whether to accept or reject the advice. Afterwards the advice with the decision of the Executive Board will be send to you by regular mail.

The appeals procedure at Rotterdam University of Applied Sciences takes a total of around ten weeks due to all the various decision-making bodies involved. From the moment the Disputes Advisory Committee receives the objection, a provisional ruling will be provided to you automatically. This is called the automatic granting of an official provisional ruling.

What is a provisional ruling?

If you object to the refusal of enrolment, you will receive a provisional ruling as a student, as a result of which you can continue to follow the education pending the decision of the Executive Board. This provisional ruling expires after the decision of the Executive Board. With a provisional ruling you will not be enrolled as a student, but you will have access to education and you may take exams and tests. However, these exams, tests or group assignments are not assessed.

With a provisional ruling, your student card does not work at coffee machines and printers, since you are not registered as a student at Rotterdam University.

Only information regarding the officially provisional ruling given by the Complaints and Disputes Office on behalf of the Disputes Advisory Committee is legally valid. If you have any questions about the provisional ruling, please contact the Complaints and Disputes Office via telephone number 010-794 4290.

Am I also entitled to student grant with a provisional ruling?

No, a provisional ruling is not an official registration and therefore you are not entitled to a student grant. One of the conditions for receiving a student grant is that you are officially registered at the educational institute concerned. An official registration means that you have met the deadline for all admission requirements (including payment conditions) established by the educational institute. For more information on a student grant see www.duo.nl

What about the student travel card (OV- jaarkaart)? Will I receive one during the provisional ruling period?

The answer is the same as for a student grant. Without an official registration, you cannot receive a student grant and/or a student travel card.

My appeal was accepted after September 1st. Can I then be granted student grant retroactively up to September 1st?

Since January 1st, 2016 it is possible to apply retroactively for a student grant for the current academic year. This is only possible if you are formally entitled to the concerning study programme.

You can contact DUO if this applies to you. In order to be formally entitled you have to meet all the admission requirements including the payment of the tuition fee.

I have not received any notification from Rotterdam University of Applied Sciences (SSC) that there was a problem with my (re-)enrolment. How is that possible?

As long as you have not met all admission requirements and/or payment conditions yet, SSC will send an email every week (from June until August) to your student email account and private email account. If your Dutch mobile phone number is registered in Studielink, you will also receive a text message and you will be called. If you are an applicant (prospective student), you will be informed about the status of your registration through my.rotterdamuas.com. Communication by mail, email and phone take place through your contact information that you registered in Studielink and your student email address.

What does actually costs to appeal?

Nothing, unless you choose, for example, to hire a consultant or an attorney to be assisted during the objection procedure. These costs are for your own account. If you want to be assisted during the objection procedure, you can also choose to appoint a parent, friend or acquaintance. If your objection is valid (you are right), you must pay the tuition fees with retroactive effect from September 1st.

What happens if my objection is considered valid?

If your objection is considered valid (you are right), the rejection/de-registration will be reversed. You will be enrolled as a student with retroactive effect. Because of this you have to pay the tuition fee retroactively as well.

For example:

You have submitted a request for enrolment to start as from September 1st with the study programme of your choice. This request has been rejected by the SSC, because you did not meet all admission requirements on September 1st. You do not agree and submit an objection. This objection is considered valid somewhere between September and November, which means that you will be registered with retroactive effect as from September 1st. Because of this you will have to pay the tuition fee as from September 1st.

What happens if my objection is considered unfounded?

If your objection is declared unfounded (you are wrong), the provisional ruling will be cancelled, which will make the rejection for the study for which you enrolled definitive. This means that you cannot follow this study at the Rotterdam University of Applied Sciences for that academic year. If you do not agree with the decision of the Executive Board, you can appeal to the Higher Education Appeals Tribunal (CBHO) in The Hague within six weeks.