

Frequently Asked Questions by Newbies

1. *What is ISAP?*

ISAP stands for 'International Student Ambassador Programme', also known as the UM Buddy Programme. This initiative, run by the Student Services Centre of Maastricht University, attempts to help new students adapt to life in Maastricht by pairing you and a group of other new students, with a buddy (a current student at UM) during your first weeks in the city.

Your buddy will be there to guide you through the process, help you settle in, and make the switch to university in the Netherlands easier for you. In addition, the ISAP team organizes various social activities for you and your buddy to take part in, giving you the opportunity to meet other new international students and get to discover Maastricht in a fun way.

2. *What is the Student Services Centre?*

Maastricht University's Student Services Centre (SSC) helps students with a wide range of issues related to studying and student life. This includes topics such as application, registration, tuition fees, and diploma recognition, but you can also contact the SSC for legal advice on a study-related issue, career advice, or advice from a psychologist.

3. *What is the International Student Helpdesk (ISH)?*

The ISH is for international students and offers direct assistance by native Dutch professionals who are familiar with your situation and are here to help you! They can help you with translations, calling institutions or the government on your behalf, or help you in any other way needed. Visit: <https://www.maastrichtuniversity.nl/support/during-your-studies/money-matters/international-student-helpdesk-ish>

4. *What is the role of my buddy/ambassador?*

Your ambassador will be in contact with you and many other international students from different cultures. You will be new in the city, but upon arrival you will already have one ambassador/buddy for sure! Your ambassador can help you answer any social/student life questions you may have. Also some advice on how to adapt to life in Maastricht as a new student, since they have been in your shoes already. It is possible your ambassador does not know all the answers to your questions, that is why you can always send an email to info-isap@maastrichtuniversity.nl and we will tell you where you can find detailed information about it.

5. *How many events can I join?*

In the academic year, there are 3 blocks, each block with 5 events and YOU CAN ATTEND TO ALL OF THEM! The first block will start at the end of August until the end of September. The second block will start in mid-October and ends in December, and the third block will start in February, until the end of March.

When you register, it is only to one of the blocks where each block costs €25 to join, and there will be no extra costs for any activities organized by ISAP.



6. How will I get information about the next events?

You will get information for the upcoming events via your student email, if you do not have a student account yet we will send the information via your personal email and make a WhatsApp group with all the participants, make sure to keep an eye on your email and the WhatsApp chat. You will have to register via an aanmelder link before the deadline, if at the end you cannot join, please make sure to de-register or send us an email to info-isap@maastrichtuniversity.nl as soon as possible.

7. I did not like my group or/and ambassador, can I switch?

Usually, you cannot but please send us an email to info-isap@maastrichtuniversity.nl with your concern and the reason you would like to change group/ambassador and we will answer you as soon as possible.

8. I signed up at the same time as my friends and did not get in the same group. Can I switch groups?

The whole point of ISAP is for you to make new friends and meet other international students! Keep an open mind and have some fun meeting new people outside your faculty, culture, etc. However, events organized by ISAP will not be held separately per group, so at each event you will for sure see all your friends who joined ISAP.

9. I would like to sign up again for another block. Are the events the same as before?

Each block is different! You will never get bored of it, for each block we come up with new events. No two events are the same so you will have different experiences every time!

10. Does my ambassador help me with academic concerns?

Your ambassador might be able to answer your academic questions in a general matter (more so if they are in your same Faculty), if you want detailed information about your studies, you need to contact your faculty, there are Faculty Ambassadors and study advisors that can help you with those specific questions! Visit: <https://www.maastrichtuniversity.nl/support/during-your-studies/student-guidance/study-advisers>

11. Where can I find information about finances, housing, transport, and sports?

You should look at: <https://mymaastricht.nl/> and make sure to follow MyMaastricht on social media! Also contact ISH (question 3) for questions related to these topics.

12. After my first year of joining as a newbie. Can I become an ISAP ambassador?

Of course, you can! As you already experienced Maastricht University and the city, you can become an ambassador. For more information about your role and responsibility visit our website: <https://www.maastrichtuniversity.nl/support/your-studies-begin/coming-maastricht-university-abroad/welcome-package-international-2#whatisisap>



13. I am having problems with my well-being or mental health. Who can I contact?

Please visit this website for more information about psychological support:
<https://www.maastrichtuniversity.nl/support/during-your-studies/student-guidance/psychological-support>

