

LEUVEN

SEPTEMBER 2024

WELCOME



UCLL
UNIVERSITY OF
APPLIED SCIENCES

WELCOME TO UCLL



We are very happy that you have chosen us as a stepping stone to the future that you dream of. We do our best to help you and more than 16,000 students across 8 campuses in their learning journey. We are Moving Minds, global citizens, change agents and inspiring personalities! Our students can certainly count on our support, guidance and valuable knowledge that will help them build a successful international career in the future.

We wish you good luck with your studies in our university and a fun year ahead.



UCLL INTRANET

Check the UCLL Intranet on a daily basis and you will always know what is going on. You can read essential information and keep up with the fun stuff at our university.



FOLLOW US

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 /ucllinleuven



 /ucllstudent_in_diest



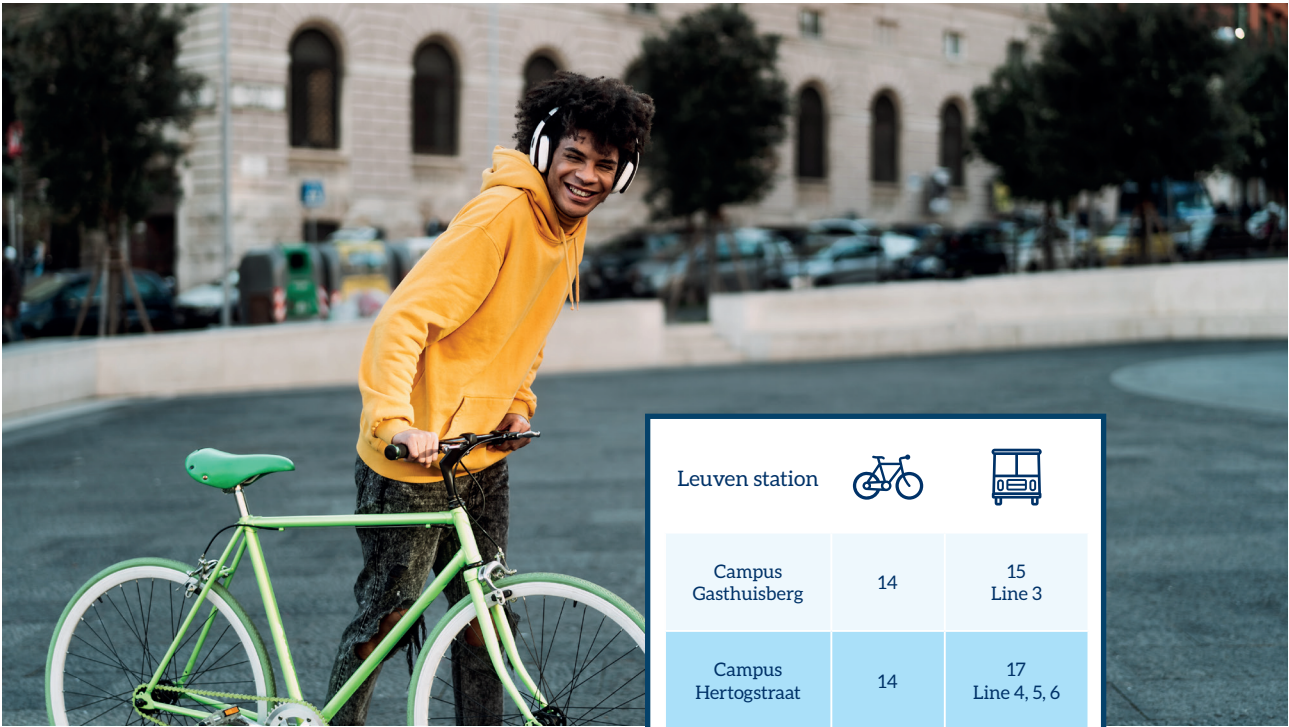
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MOVE STRESS-FREE BY BIKE





Cycling is the fastest and healthiest way to reach our campuses.

For a mere € 30, you can rent a second-hand bicycle with repairs included; for € 60, you can rent a new UCLL bike. Hurry to Velo and get your bicycle. Not sure about going uphill? Give it a try! With a little practice you will become a seasoned cyclist in no time.

If cycling is not your thing, you can buy a bus pass for €30 (+ 6 euro MOBIB card) for the Leuven area.

Leuven station		
Campus Gasthuisberg	14	15 Line 3
Campus Hertogstraat	14	17 Line 4, 5, 6
Campus Sociale School Heverlee	20	24 Line 315, 316, 317, 318
Campus Proximus	19	12 Line 630
*Estimated time in minutes		

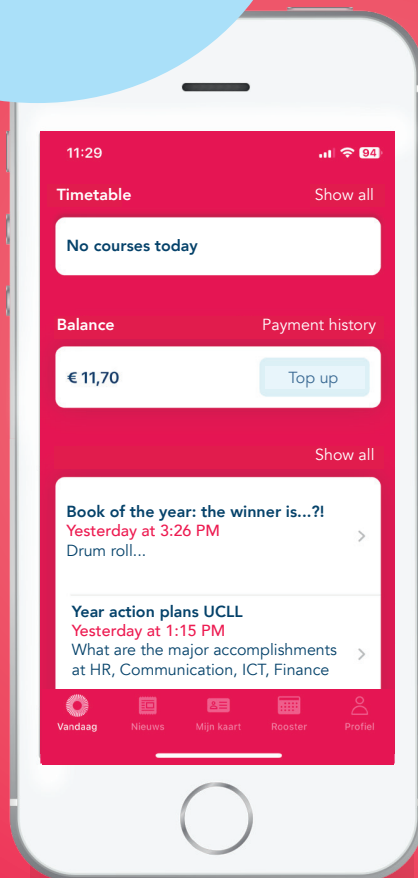
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MORE INFO

intranet.ucll.be
 (campus > How to Get to Campus)
www.ucll.be



Consult balance?
Recharge card?
Check timetable?



GET THE UCLL APP!

Available on the iPhone
App Store

ANDROID APP ON
Google play

FINANCIAL SUPPORT



**When you find yourself in financial difficulties,
you may contact KU Leuven Stuvo*.**

The financial advisors at KU Leuven Stuvo are dedicated to understanding each student's unique situation and will do their utmost to support you through any challenges.

While the Flemish Government does have restrictions on the financial aid available to international students, we encourage you to reach out to us whenever you need assistance. Sometimes a talk or a piece of advice can already help.

**UCLL is part of the KU Leuven Association. Therefore, you will sometimes be redirected to the KU Leuven website or their services.*

MORE INFO

KU Leuven Stuvo

Make your appointment online at
www.kuleuven.be/socialservice





SPORTS

FROM A(THLETICS) TO Z(UMBA)



The city of Leuven used to say: “Sport is fun, and Leuven is the place to do it!” Obviously, you can do sports anywhere.

Did you know that Leuven was European City of Sport in 2021? That it hosted the World Cycling Championships in 2021 and is hosting the Gravel World Championships this year in October?

Pay € 35 for a student sports card Leuven. UCLL has a sports halls for indoor climbing, indoor soccer, dance, group fitness classes, At the KU Leuven sports facilities you can swim, play tennis, outdoor soccer,

So hop on your bicycle or put on your running shoes and off you go!

MORE INFO

www.kuleuven.be/sport/eng



FROM COMEDY TO THEATRE



From comedy to theatre and everything in between: dance, performances, music, concerts, cinema, festivals ... Leuven has many places to go to.

We even have theatre performances with English subtitles. M Leuven is the fascinating Leuven city museum which boasts an outstanding collection of both local and international art. Insider tip: try the M museum rooftop terrace for a one-of-a-kind view of Leuven.

Pay € 25 for a KU Leuven Culture Card and receive discounts and invitations to exclusive concerts and performances. **The culture card is valid for 1 year.**

STUDENT WELCOME

Find your way in student life, together with all those other students from your city. Discover the opportunities and offerings that will make your stay here an interesting student time. Appointment at the Student Welcome!



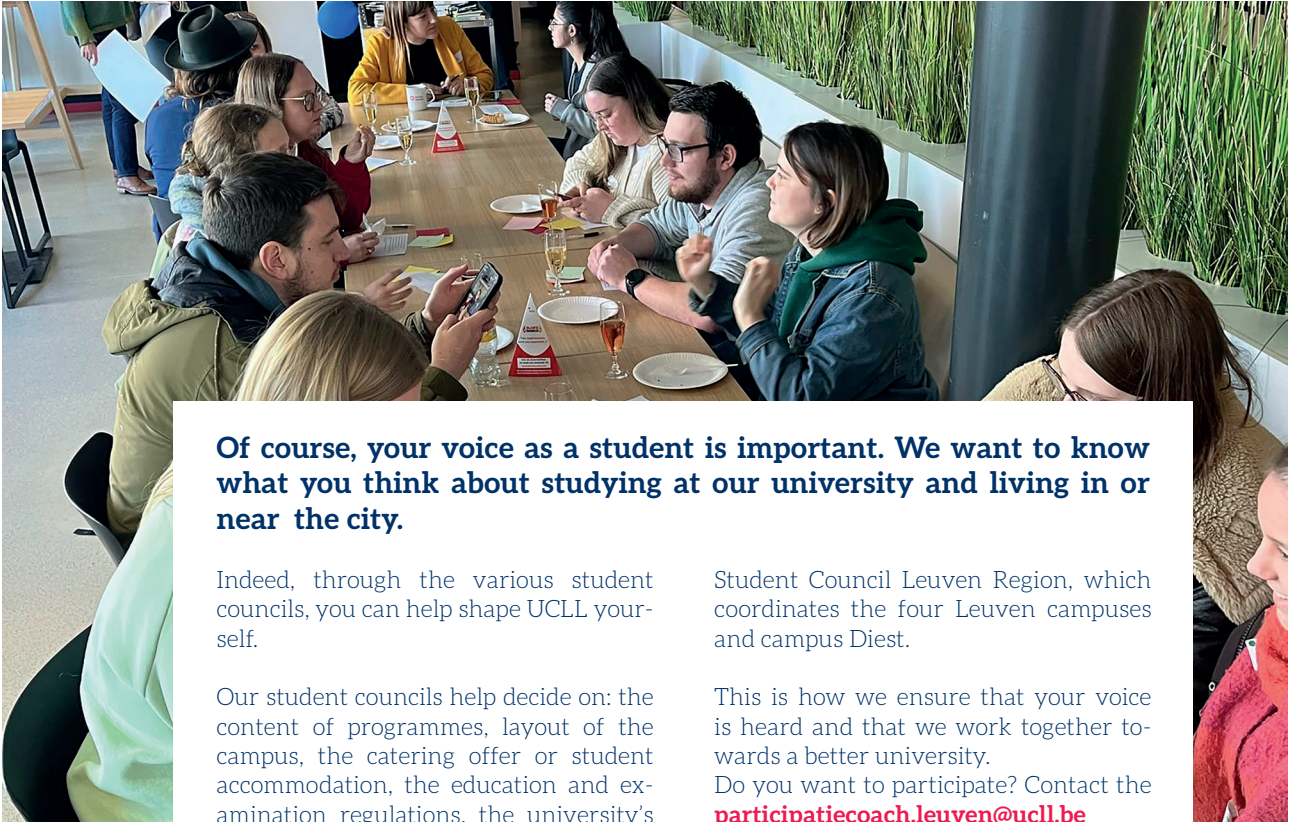
MORE INFO

intranet.ucll.be
www.kuleuven.be/english/culture



STUDENT PARTICIPATION

JOIN THE DISCUSSION



Of course, your voice as a student is important. We want to know what you think about studying at our university and living in or near the city.

Indeed, through the various student councils, you can help shape UCLL yourself.

Our student councils help decide on: the content of programmes, layout of the campus, the catering offer or student accommodation, the education and examination regulations, the university's policy... but also launch all kinds of ideas themselves or formulate new suggestions to make student life at UCLL as pleasant as possible.

Student participation takes place at different levels: at programme level there is the Programme Student Council, at campus level there is the Student Central and college-wide there is the General

Student Council Leuven Region, which coordinates the four Leuven campuses and campus Diest.

This is how we ensure that your voice is heard and that we work together towards a better university.

Do you want to participate? Contact the participatiecoach.leuven@ucll.be

Do you have questions, are you worried about something, do you want to find out more or have a great idea? The stuvors (studentenvertegenwoordigers or student representatives) of the student councils are also happy to be a listening ear, give a piece of advice or support you in your endeavors! You can recognise them by their 'stuver pin'.

THE STUVER PIN, TO RECOGNISE YOUR STUDENT REPRESENTATIVE.



'The General Student Council launched this pin to help class representatives and student council members become more visible to everyone. Do you see someone wearing this pin? Simply ask your question. The Stuver will be happy to answer.'

**NYAH MAUSSEN,
GENERAL STUDENT COUNCIL**

STUDENT ORGANISATION

INSIGNIA: ELEVATE YOUR UNIVERSITY EXPERIENCE!

Are you ready to make the most of your university years? Join Insignia, your gateway to endless opportunities, personal growth, and unforgettable memories!

WHAT IS INSIGNIA?

Insignia is a dynamic student organisation dedicated to fostering leadership, community involvement, and personal development. Our mission is to empower students to excel academically, socially, and professionally. We offer a platform where students can cultivate their skills, expand their networks, and contribute meaningfully to society.

WHY INSIGNIA?

- **Leadership Development:** Sharpen your leadership skills through our exclusive hands-on event handling.
- **Community Service:** Make a positive impact by giving back to the community.
- **Social Events:** Enjoy our exciting social events and make lifelong friends.



UPCOMING EVENTS

- Leuven City Walk 2024: Get to know the beautiful city of Leuven.
- Pool and Bowling nights: Get introduced to your new friends at Pool and Bowling nights.
- City visits: Visit other historical cities in Belgium.
- Insignia Movie night: Celebrate the start of the year with a night of fun and drinks with your new friends.



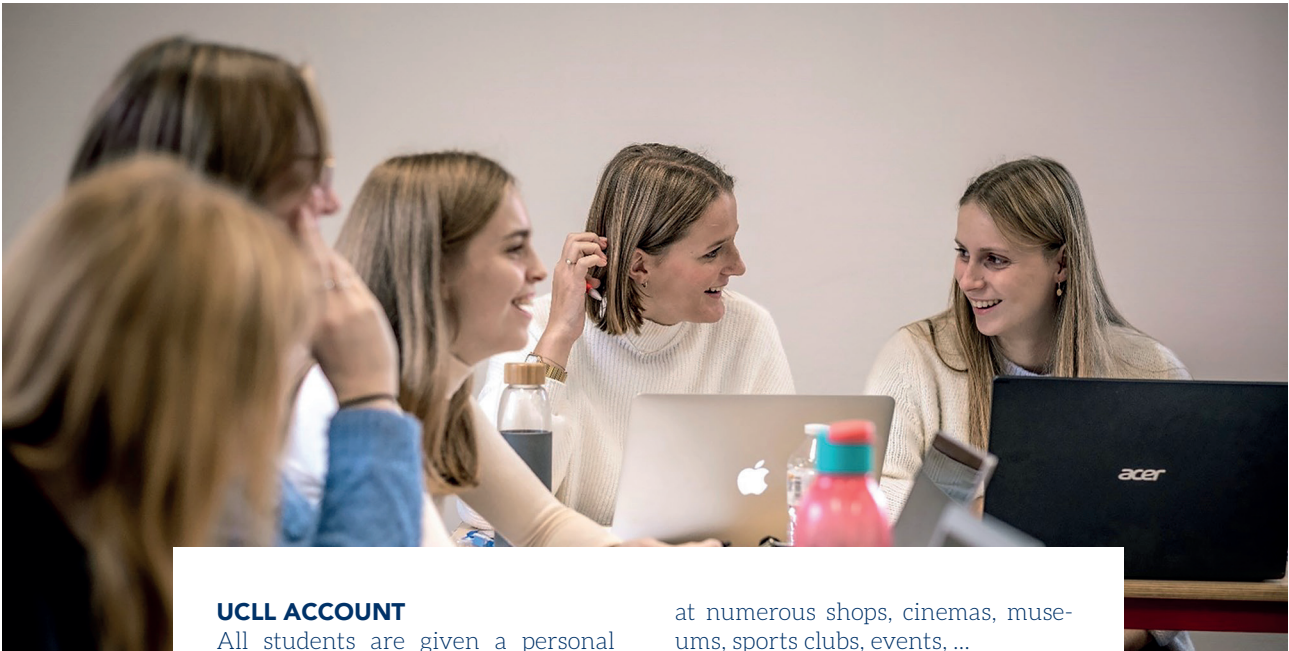
MORE INFO:

Don't miss out on being a part of something bigger! Join Insignia today and transform your university experience. Follow us on Instagram!

[@/insignialeuven](https://www.instagram.com/insignialeuven)



THE UCLL ACCOUNT, YOUR DIGITAL GATEWAY



UCLL ACCOUNT

All students are given a personal number, which is your username (for example: r0436612). You will find it in the e-mail you received to your private email address when you registered.

You have to activate your UCLL account by entering your student number (r-number) and a personal password. Please, note that your account will not be active immediately, you will have to wait for a maximum of 24 hours before you can access the Intranet. You will also need to install the KU Leuven Authenticator (MFA) as an extra step to access your account.

More information at

intranet.ucll.be/en/account

STUDENT CARD

After your enrolment, you will receive a student card that will be active during your study period at UCLL and give access to multiple services. You will also receive discounts

at numerous shops, cinemas, museums, sports clubs, events, ...

More information at

intranet.ucll.be/en/card

INTRANET

Intranet is the gateway to all UCLL's online facilities. Surf to intranet.ucll.be and log in with your UCLL account. Via the quicklinks on the right bar, you have immediate access to all ICT facilities: (your class schedule, Toledo, KU Loket, Microsoft 365,...).

TOLEDO

This is the name of the common digital learning environment of the Association KU Leuven. Here you will find all your teaching materials (presentations, audiovisual material, ...) and communication about your subjects.

More information at

intranet.ucll.be/toledo

ICT SERVICES

KU LEUVEN AUTHENTICATOR

Logging in with Multi-factor authentication (MFA) is mandatory for UCLL students. This means that you not only use a password but also an app on your smartphone. This is how we protect your UCLL account and our UCLL facilities against misuse. UCLL uses the KU Leuven authenticator app as an extra factor, available for iOS and Android.

More info, tips and detailed instructions can be found on intranet.ucll.be/en/mfa



ICT SUPPORT

You can find all ICT information on intranet.ucll.be/en/ict.

Do you still need help?
Then you can address your question or problem to ICT support.

KU LOKET

This is your digital student file. Here you can consult your enrolment programme, personal data, tolerance credit, results obtained, ...

More information at
intranet.ucll.be/en/kuloket

E MAIL

Every student at UCLL has a UCLL email address; this is firstname.lastname@student.ucll.be.

More information at
intranet.ucll.be/en/email



EDUROAM-WIFI

Eduroam is the main wireless network on UCLL campuses. Other education and research institutions in more than 50 countries also offer eduroam. To use eduroam, you need to install it once. After that you stay logged in.

More information at
intranet.ucll.be/en/eduroam

LAPTOP OFFER

Through the company Signpost (signpost.co.uk), you can buy laptops, tablets, smartphones and software at bargain prices. Support or repairs on these devices can be provided at your home in Belgium or on campus by appointment with Signpost.

More information at
intranet.ucll.be/en/studentlaptop

A ROOF OVER YOUR HEAD

HOUSING SERVICE



ACCOMMODATION TROUBLES?

Do you suffer from mice nibbling your biscuits? Did your landlord mention a broken window, leaking air conditioning? Are you bothered by the smell of a clogged toilet that doesn't get fixed for weeks? Is your heating broken and do you have to warm yourself using hairdryers?

All these examples are taken from life.

Most landlords are okay, but if you do run into a bad apple, there is only one address to go: the housing consultants of KU Leuven Stuvo*.

HOUSING SERVICE

KU Leuven Stuvo can answer all your questions about your rights and obligations as a student tenant.

What your landlord/lady can or cannot do and how you can try to solve the problem with them. If the landlord/lady does not respond to any requests, the housing service will contact them directly to work out a solution.

When you have doubts or questions about student housing or your tenancy agreement, you are always welcome at the Housing Service during office hours.

**UCLL is part of the KU Leuven Association. Therefore, you will sometimes be redirected to the KU Leuven website or their services.*

MORE INFO

www.kuleuven.be/housing



STUDENT JOB

LOOKING FOR A STUDENT JOB?



CAREER ZONE

Babysitters, nude models, television salesmen, pollsters, cutting the grass, ... Career Zone is looking for them all.

On the website of Student Career Zone, you will find an extensive offer of student jobs. With your number, you can immediately log into the database and surf freely to find the most suitable job.

Want to increase your chances to find a job? Take a Dutch course.

Learning the basics will give you a headstart. You can find courses at the ilt.kuleuven.be or clt.be in Leuven

ADVICE AND MEDIATION

An unpleasant employer, a fishy employment contract, doubts about labour law regulations: the Career zone can help you with any question about student workers.

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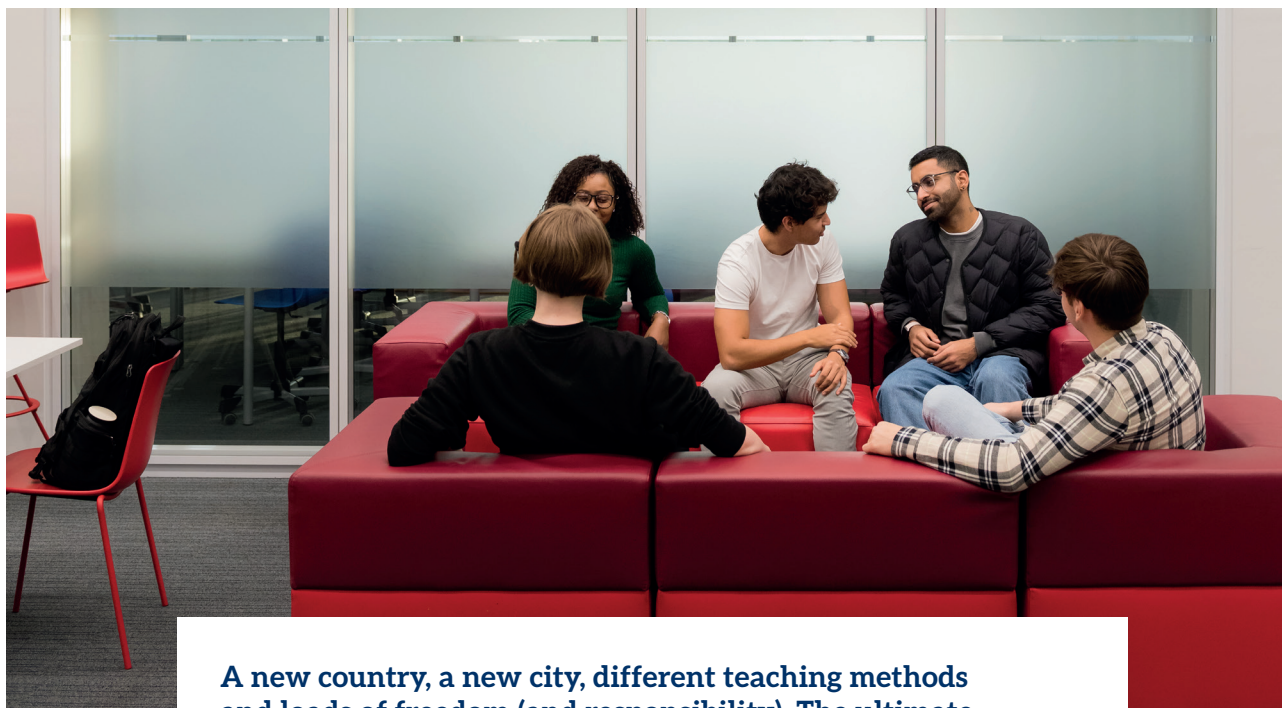
MORE INFO

KU Leuven Student Career Zone
www.kuleuven.be/careerzone



STUDENT COUNSELLING

WE ARE HERE FOR YOU



A new country, a new city, different teaching methods and loads of freedom (and responsibility). The ultimate goal, obviously, is to obtain a degree. We, at UCLL, pride ourselves on providing students with a pleasant “time in between”!

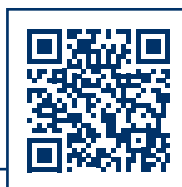
Nevertheless, there may be tough times once in a while. You may experience difficult moments, low points, and obstacles. But rest assured UCLL will help you every step of the way, 100% confidential, of course. Are you coping with personal, study or other issues? Talk to your counsellor, because together we are more likely to find a solution!

S.O.S. (STUDY-RELATED) ISSUES

Day 1 at our university: You will meet your student counsellor whom

you can turn to any time during your first year at UCLL. They will discuss your personal needs and your study performance with you throughout the year and will explain about the UCLL support facilities available to students. Often but not always, a warm conversation is all it takes; in other cases we must explore other solutions. Your student counsellor knows exactly whom to turn to if you need help, socially, financially or academically. Never be afraid to ask!

Did you encounter or witness a a problem regarding situations of undesirable cross-border behaviour involving one or more UCLL students. Our counsellors offer a listening ear and focus on resolving unsafe or threatening situations as quickly as possible. You can find them on the intranet



STUDENT COUNSELLING

Your personal student counsellor is your first contact person and your designated trusted person. They will help you become a successful student and will point you in the right direction if you need help.



UCLL LANGUAGE COACH

A dedicated professional who can help you improve your language skills for higher education.



UCLL STUDY CAREER COUNSELLOR

A designated study career counsellor who can help to get your courses in a logical flow.



UCLL STUDY COUNSELLOR

An expert in planning and timings who can help you plan your study time and meet deadlines.



UCLL STUDENT SERVICES

Professionals that offer an listening ear and some tips & tricks. They also coordinate the care for students with a disability.



PSYCHOLOGICAL SUPPORT

Our psychosocial staff are always stand-by in case of worries or difficulties.



SOCIAL SERVICE

Whether you have a scholarship or not, we are always available in case of financial troubles. Come on in and let's talk!

SPECIAL STUDENT STATUS?

Absolutely!

We want you to be able to study at UCLL while you don't have to give up other major aspects of your life! If one of the special statuses applies to you, Student Services will gladly help you with your application.

Come and talk to us and we will examine how we can make your special student status work.

STUDY + HIGH LEVEL ATHLETE

Moving Mind and Moving Body at the same time? At UCLL, high level athletes can continue practising their (semi-professional) sport and pursue their dreams.

STUDY + WORK

Studying is a full-time occupation, so when you are a professional at the same time, we are happy to provide special support.

STUDY + DISABILITY

We welcome all students with a disability or learning disorder. Specific support and customised facilities will enhance the positive study environment.

STUDY + ARTS/MUSIC

Are you an artist and would you like to develop your artistic talents while studying at UCLL? Find out more about the artist status!

STUDY + INFORMAL CARE

For all the compassionate students who are Moving Minds and informal carers, we provide flexible solutions and support.

STUDY + ENTREPRENEURSHIP

Of course, we also provide support for (budding) entrepreneurs/UCLL students. With such status, they can keep their own business or freelance activity running.





GOOD LUCK!



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