BaSS Student Manual
2023-2024

Bachelor of Science programme Security Studies

Universiteit Leiden
The Netherlands

Discover the world at Leiden University

1. ABOUT US

The Bachelor of Science programme Security Studies (BaSS) is the first academic BSc programme in continental Europe focusing on contemporary security and safety challenges. It is a three-year, English-taught programme that combines theory, practice, and skills, within an interdisciplinary framework. The programme helps students develop into well-rounded, academically trained security specialists. The BaSS is taught at the Institute of Security and Global Affairs (ISGA), a scientific institute that specialises in security issues, and which is part of the Faculty of Governance and Global Affairs at Leiden University.

This BaSS Student Manual has been designed as a reference tool for the students of the BaSS. Students are encouraged to consult this document for an introduction to all aspects of their study, from information on the programme to organising their academic and social life within the BaSS.
As all topics are not addressed in extensive detail within the text of this Manual, additional reference links have been provided where relevant. Some sections will thus link to Brightspace and/or the University website and will require students to login with their student number. For an overview of the topics covered within this Manual, please see the List of Contents.

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1.1 Welcome to the BaSS

Dear Security Studies students,

A warm welcome to Leiden University and to the Bachelor Security Studies (BaSS)! In this English-taught programme, students will learn to unravel contemporary security and safety issues and devise strategic solutions. In an academic setting, we will be examining a wide range of pressing issues, ranging from nuclear crises to pandemics and from terrorism to cyber threats.

Students will study in The Hague, a city that is home to many leading organisations working in the field of security and safety. Take time to explore, make the city a new home! The BaSS is an international community, with students from all over the world: get to know your fellow students and learn from each other's experiences and perspectives. This also holds true for the Security Studies staff working at the Institute of Security and Global Affairs (ISGA). We are all looking forward to meeting you and helping you in finding your way in academia.

This programme challenges students to combine critical thinking with a practical and open attitude. Together, we are responsible for the programme and its future development.

Here you can find more information on the Bachelor Security Studies, who we are, our values and on who to contact and where to go in case you need anything. Be sure to make use of it!

Sincerely,

Daan Weggemans
Programme Director, Bachelor Security Studies

1.2 BaSS Code of Conduct

The Bachelor Security Studies (BaSS) Community – consisting of both students and staff – embraces the following foundations:

We are inclusive: Everyone, whether a student or a member of staff, should feel welcomed and supported, as a member of the academic community, but also as a person, with all their unique characteristics and experiences. We are committed to creating an environment in which everyone can fulfill their full potential.

Staff, students, and all individuals associated with the programme agree to be respectful of other people and to treat them with dignity. We agree to honour this promise and treat everyone with equal respect and opportunity, no matter their nationality, race or ethnicity, sexual orientation, socio-economic background, religion, age, disability, gender or gender identity, pregnancy and maternity.

We agree that English is the official language of the programme for both formal and informal communication to avoid exclusion on the basis of language within the BaSS community.

We are broad-minded: We are accepting of individual, cultural and disciplinary differences. We are open to different opinions and different perspectives. We agree to contribute to a positive academic environment by being mindful, self-reflective, and courteous to others. In university environments, we agree to conduct ourselves in a respectful manner at all times, online and offline, inside and outside the classroom.

We are responsible for our own learning process: Students are young academics responsible for their own study progress, within the supportive environment created by staff. Staff and students commit themselves to proactive and professional attitudes to learning. Students are asked to be forthcoming and constructive in their feedback, and staff are committed to heeding this feedback for the betterment of the programme.

We follow the rules of academic integrity: We abide by the university's academic integrity regulations. We are committed to producing sound academic work. We are honest in the presentation of our work, avoid (self-)plagiarism and give appropriate credit to those who have produced the knowledge on which we build our work.

We are accountable: We subscribe to this code of conduct and commit ourselves to creating and maintaining a positive, inclusive and constructive environment. We strive to maintain an approachable environment where students and staff can share their experiences. We will all do our best to make a positive contribution to the development of the programme.

1.3 BaSS Staff

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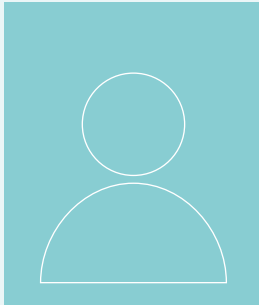
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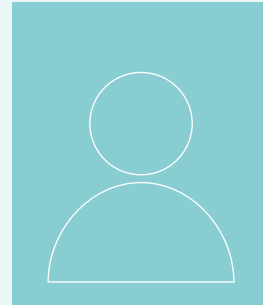
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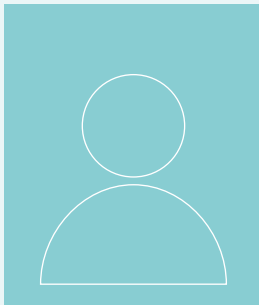
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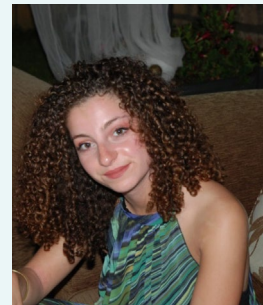
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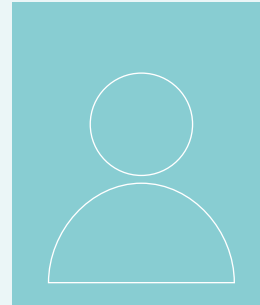
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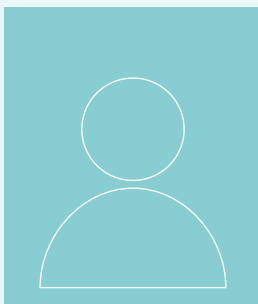
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1.4 Before Starting the Programme

The student website of Leiden University contains useful information to ensure all students are well prepared to start the BaSS. Please take a look matters that need to be arranged before beginning here.

These include for instance:
• Signing up for the introduction week,
• Activating student account (ULCN account),
• Requesting a LU card, your university ID, which also serves as an access pass for various services and buildings,
• Purchasing books and other study materials.

The student website also contains information on how to activate:
• The LU card
• uSis (see 5.1)
• Brightspace (see 5.2)
• uMail (the email account students are expected to use in order to communicate with BaSS staff and for other university work)

And about the:
• Leiden University app
• Student website itself
• Office 365 and OneDrive cloud storage

1.5 Health and Well-being

During your studies it is important to take good care of your physical and mental health. Find out about the help available both within and outside the university. And learn how to work on your own well-being.

Please take the time to read the emergency and incident protocols for University building here.

1.6 Who to Contact and When
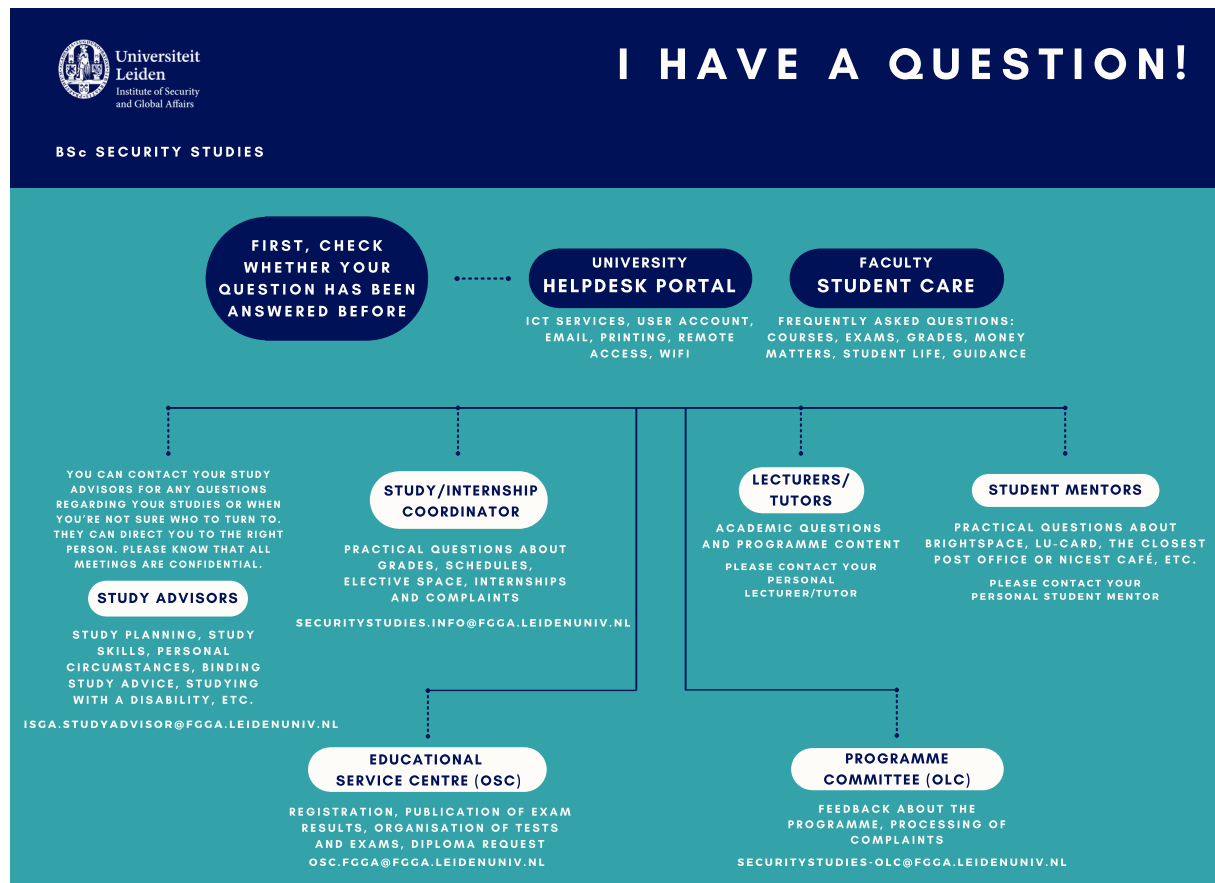
Please note that students are expected to use their uMail accounts for communication with staff.

2. STARTING THE ACADEMIC YEAR

2.1 How to Enroll for Courses

Registration for courses in MyStudyMap for the first semester of the first year is not required. You do, however, have to confirm participation in the exams.

For the first block of the semester, commencing on 4 September 2023, we will make sure that all students are registered for **Introduction to Security and Safety and Skills Lab 1**. Skills Lab 1 will consist of multiple workgroups with differing time slots. Skills Labs are scheduled during the week and each group will have 2 timeslots of 3 hours each.

After registration for the courses, students will automatically have access to the course pages in Brightspace.

After semester 1, it is the students' individual responsibility to enroll themselves on time for the upcoming courses and examinations.

Course enrollment takes place in MyStudyMap and opens twice a year for the following semester. The deadline for enrollment is 5 days before the start of the course. You have to confirm the exam participation at least 10 days before the exam takes place.

Please find more information and instructions here.

2.2 Where to Find the Timetable

Please find more information about timetables and MyTimetable here.

2.3 Course Manuals

Before the first teaching moment of every course, the Course Manual will be uploaded as a file to Brightspace (see 5.2). Students are expected to have read the Course Manual before the first session. These act as the 'ground rules' for the course. All information necessary for assessment purposes and any specific requirements for student behaviour can be found in this document.

2.4 Key Dates

Below are the key dates over the academic year, but also find the Academic Calendar here.

2023
4 September
Opening of academic year 2023-2024
8 September
No lectures for first years from 13.00 hrs. to allow attendance at inaugurations student clubs.*
19 September
Prince's Day *(No compulsory closure)*.
2-3 October
Relief of Leiden *(note this is also a holiday for Campus The Hague)*.
23 November
Cleveringa Lecture, **No lectures between 15:00-18:00**
25 December until and including 1 January 2024
Christmas and New Year Holiday

2024
8 February
Dies Natalis, **No Lectures between 13:00-17:00**
29 March
Good Friday
31 March - 1 April
Easter
27 April
King's Day
4 May
Remembrance Day *(No compulsory closure)*.
5 May
Liberation Day
9 and 10 May
Ascension Day and day after
19 and 20 May
Whitsun
2 September
Opening of Academic Year 2024-2025

3. PROGRAMME AND TEACHING

3.1 BaSS Programme Structure

Please find all information about the courses in the
E-Guides.

Security Studies Curriculum

	Block 1	Block 2	Block 3	Block 4
Year 1	Skills Lab 1	Skills Lab 2	Skills Lab 3	Introduction to Research Methods
	Introduction to Security & Safety	Case Study: Syria	Case Study: Fukushima	Integrated Project 1
Year 2	Quantitative Research Methods	Law & Security	Qualitative Research Methods	Economics of Safety and Security
	Vital Interests	Terrorism & Counterterrorism	Cyber Threats	War & Peace Building
Year 3			Governance of Security	
	Elective space (electives, internship, minor, study abroad)		Integrated Project 2	Thesis
			Thesis	

Subject to change

● 5 ECTS ● 10 ECTS ● 15 ECTS ● 30 ECTS

3.2 BaSS Teaching Philosophy

The Bachelor of Science programme Security Studies teaches students to analyse and address security and safety challenges. Using various theoretical lenses, students will learn how to unravel security cases by focusing on the political, historical and societal context, but also on governance structures, institutions and the role of the media.

The programme employs a wide range of teaching methods to stimulate critical thinking in students, such as lectures, smaller workgroups of about 15 international students, and excursions. There is a focus on case-driven teaching, and students benefit from several guest lectures by external experts on relevant themes. Special attention is given to the development of academic and professional skills and the application of these skills to contemporary security and safety cases.

In accordance with being research-led and practice-oriented, BaSS follows a three-step teaching philosophy: Explore, Understand, and Do (EUD), where inter-disciplinary approaches are used on various real-life cases to explore and understand complex modern-day safety and security challenges, and how to handle these.

3.3 Students' Rights and Responsibilities

Please read the Student Charter and the BaSS Code of Conduct (see 1.2).

3.4 Diversity & Inclusion

Diversity and inclusion are core values of Leiden University. Leiden University is committed to becoming an inclusive community which enables all students and staff to feel valued and respected and to develop their full potential. Diversity in experiences and perspectives enriches our teaching and strengthens our research. High quality teaching and research is inclusive. Achieving this goal requires a collective effort. The Diversity & Inclusion Expertise Office advises faculties, institutes and programs on their approaches to diversity and inclusion. We provide training programmes, guidelines, and information to enable staff and students to contribute to an inclusive learning and working environment. D&I staff and student networks provide community and they form an important sounding board for the D&I Expertise Office and the Executive Board on diversity and inclusion related issues. The Leiden Inclusion Blog is a forum to share experiences and discuss current issues related to diversity in our academic community.

4. ASSESSMENT INFORMATION

4.1 Course/Study Load

At Leiden University, based on the European Credit Transfer System (ECTS) (see 4.2 for grading information), the normal full-time study load is 30 ECTS for a semester and 60 ECTS in a year. A full Bachelor degree, thus consists of three years of 60 ECTS each, 180 ECTS in total. One study credit (EC) is equivalent to 28 hours of work and includes lectures/tutorials/simulations, reading, preparing for tests, exams, the writing and assessment of essays and papers, etc. Courses in the BaSS are either 5 or 10 ECTS, while the Thesis in Year 3 is 15 ECTS.

4.1.a Assessment

Assessment comes in different forms, and BaSS students will be assessed in different ways, for instance by means of exams, essays, presentations, participation or group assignments. For information on the assessment method of each individual course, please refer to the E-Guide (see 4.4) and Course Manual (see 2.3) of the course.

4.1.b Examinations

Certain BaSS courses include examinations as part of their assessment method. Depending on the course, examinations can take the form of a multiple-choice exam, an open-book exam, an exam with open-ended essay-type questions, etc. So, please refer to the E-Guide (see 4.4) and Course Manual (see 2.3) of the course.

For tips on exam preparations and general study tips, please see here.

Netherlands	UK	USA
10	First class	A+
9.5	First class	A+
9	First class	A+
8.5	First class	A+
8	First class	A
7.5	Second class, upper division (2.1)	A
7	Second class, upper division (2.1)	B+
6.5	Second class, lower division (2.2)	B
6	Second class, lower division (2.2)	C
5.5	Third class	D
5	Fail	E
4	Fail	F
3	Fail	F
2	Fail	F
1	Fail	F

4.2 Marking, Grading and Receiving Feedback

Leiden University uses the ECTS grading system, and operates on a grading scale from 1 (lowest) to 10 (highest). On page 18 is a general breakdown of the grades according to US/UK grading standards. In Dutch academia, 5.5 is a passing grade, 6 is considered 'sufficient' (meeting all of the requirements), 7 is considered 'good' (meeting all the requirements well), 8 is 'excellent/very good', and 9 is of an exceptional quality. 10s are exceptionally rare.

Feedback on submitted work can be found via the submitted assignment on Brightspace. There, students can see how the grade is broken down, including the rubric of assessment, as well as feedback given by the grader. For further feedback, please contact the workgroup Tutor or course lecturer via e-mail or arrange contact one-on-one.

As a matter of policy, dedicated exam review sessions will be organised to provide advice on specific questions and problems. Students will be informed on how to attend these sessions as and when they are scheduled.

4.3 Binding Study Advice (BSA)

Students of Leiden University are issued with binding study advice (BSA), by the Board of Examiners. This means that students must obtain sufficient study credits in the first year of the BaSS programme to be permitted to continue studying. For detailed information, please see here. In case of questions/concerns regarding the BSA, or if students foresee problems with meeting the requirements of the BSA, they are advised to contact the Study Advisors (see 6.1).

4.4 E-Guides

Use this search engine to find all information on upcoming courses, assessments and transitional arrangements for resits.

4.5 Attendance

Attendance to all lectures is strongly recommended, and attendance to skills/course labs is **mandatory**. We understand and appreciate that there are exceptional circumstances, so students are permitted **no more than 3 absences for skills labs (Year 1), and 1 absence for course labs (Year 2 and 3)**. Arriving later than 15 minutes or leaving 15 minutes early to a skills/course lab will result in an absence. For prolonged exceptional circumstances, please consult with the Study Advisors (see 6.1). As a good practice, please let your tutor know if you would be missing mandatory classes or if you got an extension.

4.6 In Case of Unforeseen Difficulties

In the event of unforeseen difficulties or personal circumstances that cause students to fall behind in studies or miss sessions, please contact the Study Advisors (see 6.1 and 6.9) as soon as possible. They can advise students on the best course of action and, if required, assist in dealing with academic delay in the form of exemptions and extensions of deadlines, depending on the situation.

4.7 Plagiarism

Students must write assignments in their own words. Whenever an idea, findings or passage is taken from another author, it must be cited accordingly, i.e. providing in-text references. When a passage is copied into assigned work, quotation marks must be used. Failing to do so is considered committing plagiarism. Regardless of intention, plagiarism (of others and of one's **own work**) is a serious academic offence.

In grading work, Leiden University uses a cataloguing software which can detect copied passages from web resources, academic journals, unpublished transcripts, work submitted to Universities, and books. Copied text **will** be detected. In the event of plagiarism, the Board of Examiners will be notified and the offender will be sanctioned accordingly, up to and including being expelled from the programme.

Find the University guidelines for plagiarism here.

4.8 Graduation, Certificates and Transcripts

Ready to graduate? Please take a look at this website to see how this can be arranged.

5. PERSONAL RESOURCES

5.1 Student Portal

Students of Leiden University are provided with a student account (ULCN account) that allows them to access a variety of systems such as MyStudyMap, uMail, uSis, Brightspace and library catalogues, as well as the physical workstations within the university.

In Leiden University's student portal you can organise your studies with ease. From enrolling for courses and exams to checking your schedule and grades.

5.2 Brightspace

Brightspace is Leiden University's online learning environment. It allows students to receive course information and notifications, communicate with lecturers and fellow students, access online reading materials and upload assignments. Students are enrolled for a course on Brightspace automatically after enrolling for the said course on MyStudyMap, but are also encouraged to log in to Brightspace and confirm this.

For information on how to log in to Brightspace, register for courses on Brightspace, submit assignments, view grades, etc., please see here. Students can also find a short introduction video here.

5.3 Hybrid 'Learn Anywhere' learning

Over the last years we have gained valuable experiences with state-of-the-art online and hybrid teaching. While we still consider the Bachelor Security Studies as an on-site programme to facilitate community building and shared learning experiences, in many courses there are elements of blended and hybrid learning. Students who are, due to particular circumstances, unable to attend particular labs have priority to sign up for a hybrid group. (Note that many but not all courses have hybrid groups available). For more information on on-site dispensation please contact the study-advisors.

The education platform for each BaSS course will differ per course, and this information will be available within the Course Manual (see 2.3) of the course. The most common interactive learning is MS Teams. Further, in order to follow online education, students require a computer with a working microphone and camera and a stable internet connection. We encourage all students to keep their cameras on during an online class in order to better facilitate interactivity within the virtual classroom.

Online education, while challenging at times, enables students to develop a flexible and collaborative approach within a digital learning environment. Please see these tips on studying from home and following online classes. Further, in an online environment we expect all students to adhere to the Code of Conduct Remote Teaching which establishes guidelines for teaching and learning via remote environment.

5.4 Libraries

5.4.a Physical Libraries

Leiden University has a number of libraries, run by a central organisation called *Universitaire Bibliotheken Leiden (UBL)*.

There are two libraries within The Hague campus:
Wijnhaven Library
Second Floor
Turfmarkt 99
2511 DP The Hague

Library Learning Centre
Faculty of Governance and Global Affairs
Schouwburgstraat location
Schouwburgstraat 2
2511 VA The Hague

The primary library in Leiden campus is:
University Library (UB)
Witte Singel 26-27
2311 BG Leiden

Other disciplinary libraries include:
Social and behavioural sciences library
Pieter de la Court Building
Wassenaarseweg 52
2333 AK Leiden

Law library
Leiden Law School
Kamerlingh Onnes Building
Steenschuur 25
2311 ES Leiden

Archaeology
There is a book collection point within the faculty.

Gorlaeus library
Faculty of Science
Gorlaeus Laboratory (1st floor LMUY Building)
Einsteinweg 55
2333 CC Leiden

Walaeus library
The Walaeus library for medicine is located within
Leiden University Medical Centre (LUMC)
LUMC C1-Q
Albinusdreef 2
2333 ZA Leiden

5.4.b Online Catalogue
Access all journals subscribed to by the University here.

5.4.c Course Shelves in the Library
Select courses will have physical and electronic course shelves at the Library for required literature. See the relevant Course Manual for further information.

5.5 Purchasing Course Books
Although some courses in the BaSS programme have course shelves for assigned readings in the Wijnhaven library, these volumes are in limited supply and cannot be loaned. To avoid this, students are advised to purchase their own copies of course books.

We will assign article readings that are available through the University library and its journal subscriptions. Locating relevant readings is a fundamental academic skill, and thus we expect students to find the readings themselves every week.

5.6 Elective Space
In addition to compulsory elements, most degree programmes also have elective credits. These are credits that can be earned in a variety of ways, for example by taking elective courses, studying abroad or doing a minor.

How many elective credits do I have?
Third-year students of BaSS have an elective space worth 30 ECTS in the first semester. Take a look at the programme-specific information in the Prospectus for exact details.

Minors
A minor is a cohesive set of courses that has been pre-approved by the university. A minor allows students to explore subjects outside the boundaries of their own study programme. Students can choose to follow a minor in Leiden or another university. There are special arrangements in place for Leiden students who would like to do a minor at Delft University of Technology or the Erasmus University Rotterdam. Read more about minors.

Please note the following: BSc Security Studies students are not allowed to enroll for the minor Safety, Security & Justice (because of the overlap). However, as of academic year 2022-2023, you will be able to follow the minor Global Affairs. Unfortunately, you are not allowed to take part in the courses Terrorism and Counterterrorism and Humanitarian Intervention and Peacebuilding since the content is similar, fully or in part, to compulsory components of the BSc Security Studies programme. Even without these courses it remains possible to obtain 30 ECTS within the minor Global Affairs.

Elective courses
Students can also choose to put together their own set of courses, selected from those offered by Leiden University or another institute of higher education. Students must request permission from the study programme's Board of Examiners before doing so.

Going abroad
Elective credits can be earned by studying or doing an internship abroad for a few months. Read more on our study abroad webpages or contact the international exchange coordinator to find out about the options within the study programme.

Internship
Please see 5.7 for more information about doing an internship.

Permission from the Board of Examiners
Students do not require advance permission to follow elective courses within Leiden or a complete minor in Leiden, Delft or Rotterdam. For all other ways of earning elective credits, permission from the programme's Board of Examiners must be requested. More information can be found in the Prospectus or the programme's Course and Examination Regulations (OER).

5.7 Internships

In the first semester of year 3, students have the opportunity to do an internship. The purpose of an internship is to learn how to apply knowledge and skills acquired during the first two years of the study, as well as gaining additional skills. Students need to find their own internship or can always take a look at the Brightspace course site to see if there are any internships made available by the BaSS programme management.

In order to be able to do an internship, students have to meet some requirements, which can be found in the Internship Manual, published on the BaSS Internship Brightspace page.

For questions about internships, contact the internship coordinator by sending an email to securitystudies.info@fgga.leidenuniv.nl.

5.8 Honours Programme

The Faculty of Governance and Global Affairs has a bespoke Honours Track dedicated to complementing theoretical approaches with practical implementation of policy on a variety of levels: from local to international organisations. Commencing from the second year of the programme, it goes beyond the boundaries of study to observe themes, issues, and trends in modern global society. Leiden University gives inquisitive students the opportunity to follow an extra programme or classes alongside their regular bachelor's programme. These are called Honours College and Honours Classes.

Please find more information about the Track here.

6. STUDENT SERVICES AND SUPPORT

6.1 Study Advisors

The Study Advisors advise, guide, and refer individual students regarding study related matters. They are available to:

• help students to make a realistic personal study plan
• help students arrange additional (exam) facilities
• inform and advise students about the study and exam regulations, Binding Study Advice, etc.
• are the first point of contact when students (expect to) have study delay
• help students to improve study skills
• point students in the right direction when they are unsure of who to turn to
• and more

Everything discussed with the Study Advisors is treated confidentially and respectfully, and they strive to be honest and transparent in their advice. They might refer students to other services or bodies within the university, such as the student counsellor, the student psychologist, the Board of Examiners, or the ombudsperson.

Some examples of matters that students can approach the Study Advisors for are:

• I am doing two Bachelors at the same time and have an overlap in schedule
• I have problems focusing on my studies
• I would like some additional challenges in my studies
• I have problems with time management
• Something happened during my studies that makes me feel uncomfortable
• I am sick but I have a deadline /exam coming up
• I have dyslexia, can I get additional exam facilities?
• On my way to a mandatory lecture, I fell off my bike and broke my arm
• I am pregnant / I have a child
• I have a difficult home situation or in my family (medically, psychologically)
• I have a medical/psychological condition which might hinder my studies
• I am struggling, but I am not sure who to turn to

If students believe that there is anything that might affect their studies, there are advised to contact the Study Advisors as soon as possible.

Students can call the Study Advisors during their phone consultation hours, book an appointment or send them an email. Their contact details can be found here.

During the first year of their study, students will be hearing from the Study Advisors for the following:

• September: Invitation for an introduction meeting
• December, May, and July: Information about the Binding Study Advice procedure
• May/June: Request to share the students' study plan for the 2nd year of their studies

6.2 Studying with a disability

Studying with a disability may require additional time and effort. Find out what support is available at Leiden University and consider what might be helpful in your particular situation.

6.3 Study Coordinators

The study coordinators are an expert on all aspects of the study programme. If students have practical questions or concerns about the programme (for example about enrollments, grades or timetables), the student can contact the Study Coordinators by sending an e-mail to securitystudies.info@fgga.leidenuniv.nl.

6.4 Your Tutor for the Block

The role of a Tutor is to monitor the student's academic progress, help them to achieve self-established academic goals they have set, by listening and offering advice on how to improve their academic performance further.

There will be mandatory meetings between the Tutor and individual students arranged on the fourth week of the first academic block, and later in block 3. Outside of these scheduled meetings, do not hesitate to reach out to the Tutor for advice related to academics.

6.5 Student Mentor

Covid-19 has changed the academic world permanently. That is why we were committed to offer extra support for our new students in 2020. Due to its success and high appreciation we're continuing this support. For the programme Security Studies, we have some enthusiastic and committed Student Mentors on stand-by to familiarise first-year students with university life, as well as studying and living in The Hague. They will act as a role model and a first point of contact. Student mentors will organise an online and offline programme focused on introducing students to Leiden University, creating social bonding and improving the wellbeing of the students.

6.6 Student Counsellors

Student counsellors can answer questions and provide guidance in situations involving regulations and legal provisions. All meetings with student counsellors are strictly confidential.

Students can turn to a student counsellor with any questions or problems they might have concerning the following:

Exceptional circumstances*
• Combining studying with top-level sport
• Studying with a disability
• Studying and pregnancy / studying with children

Academic delay*
• Delays to studies caused by personal circumstances
• Issues concerning binding study advice (BSA)
• Support in cases of complaints and conflict

Financial matters
• Finances
• Obtaining funding
• Financial support for student board members

There are open consultation hours, when students can drop by for brief questions and advice. Short questions can be sent by e-mail. If more extensive advice or support is needed, for example a formal statement or mediation, please make an appointment with a student counsellor. This can be done either in Leiden or The Hague, via the online appointment system.

For more information on making appointments and relevant links, please see here.

6.7 Student Psychologists

To all students of Leiden University, the student psychologists can offer assistance and advice in both study-related and personal situations. This assistance can range from an initial consultation to short-term individual guidance or advice regarding arranging more specialist or long-term support.

Students can make an appointment for a consultation in Leiden or The Hague by using the online appointment system. Alternatively, students can ask a question by email (not for making an appointment!). For more information on making appointments and relevant links, please see here.

If students experience severe psychological problems or feel an urgent need for psychological support, they are advised to contact their own GP directly. In case of emergency, call 112.

6.8 Student Ombudsperson

The ombudsperson deals with complaints from students who feel they have been improperly treated by a university staff member or body.

By improper treatment, is meant treatment that is unfair, contravenes regulations, shows a lack of respect, or is experienced as unpleasant or detrimental in some way by the student. The ombudsperson has a fully independent position within the university and a duty of confidentiality, which means that any complaint will be dealt with in strict confidence.

Any student who feels that they have been improperly treated by a university staff member or body can request that their complaint be dealt with. Students can also submit a complaint after they have ended their studies, provided that the incident took place whilst they were a student. In all cases, the issue in question must have occurred no longer than twelve months ago. Students can also find the complaints procedure in the 'regulations relating to the ombudsperson'.

6.9 Student Support Services

Student Support Services is the place to go in case students have questions about the programme, studying or any other issues they can expect to encounter as a student. These include:
• Enrolment and de-registration
• Tuition fees
• Social lending system
• Exchange programmes
• Studying abroad
• Impending study delay

Students will also find professionals and organisations here that can provide specific support. Student support services can be found in the the campus in The Hague and on Plexus Student Centre in Leiden.

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* In these cases, first speak to the Study Advisors.

6.10 Questions?

Universiteit Leiden
Institute of Security and Global Affairs

BSc SECURITY STUDIES

I HAVE A QUESTION!

FIRST, CHECK WHETHER YOUR QUESTION HAS BEEN ANSWERED BEFORE

UNIVERSITY HELPDESK PORTAL
ICT SERVICES, USER ACCOUNT, EMAIL, PRINTING, REMOTE ACCESS, WIFI

FACULTY STUDENT CARE
FREQUENTLY ASKED QUESTIONS: COURSES, EXAMS, GRADES, MONEY MATTERS, STUDENT LIFE, GUIDANCE

YOU CAN CONTACT YOUR STUDY ADVISORS FOR ANY QUESTIONS REGARDING YOUR STUDIES OR WHEN YOU'RE NOT SURE WHO TO TURN TO. THEY CAN DIRECT YOU TO THE RIGHT PERSON. PLEASE KNOW THAT ALL MEETINGS ARE CONFIDENTIAL.

STUDY ADVISORS
STUDY PLANNING, STUDY SKILLS, PERSONAL CIRCUMSTANCES, BINDING STUDY ADVICE, STUDYING WITH A DISABILITY, ETC.
ISGA.STUDYADVISOR@FGGA.LEIDENUNIV.NL

STUDY/INTERNSHIP COORDINATOR
PRACTICAL QUESTIONS ABOUT GRADES, SCHEDULES, ELECTIVE SPACE, INTERNSHIPS AND COMPLAINTS
SECURITYSTUDIES.INFO@FGGA.LEIDENUNIV.NL

LECTURERS/ TUTORS
ACADEMIC QUESTIONS AND PROGRAMME CONTENT
PLEASE CONTACT YOUR PERSONAL LECTURER/TUTOR

STUDENT MENTORS
PRACTICAL QUESTIONS ABOUT BRIGHTSPACE, LU-CARD, THE CLOSEST POST OFFICE OR NICEST CAFÉ, ETC.
PLEASE CONTACT YOUR PERSONAL STUDENT MENTOR

EDUCATIONAL SERVICE CENTRE (OSC)
REGISTRATION, PUBLICATION OF EXAM RESULTS, ORGANISATION OF TESTS AND EXAMS, DIPLOMA REQUEST
OSC.FGGA@FGGA.LEIDENUNIV.NL

PROGRAMME COMMITTEE (OLC)
FEEDBACK ABOUT THE PROGRAMME, PROCESSING OF COMPLAINTS
SECURITYSTUDIES-OLC@FGGA.LEIDENUNIV.NL

7. STUDENT PARTICIPATION

7.1 Evaluations

After the completion of every course on the programme, we provide students with the opportunity to give anonymous, constructive feedback. We use these evaluations to assess the quality of our teaching and identify areas to improve on for next year. In response, we strive to communicate how these evaluations have influenced our design decisions.

Completed evaluation forms are stored, unseen by the course instructor, into a sealed envelope, and delivered to the OSC with an accompanying student witness.

7.2 The OLC

The OLC (Opleidingscommissie) acts as a liaison between the student body and the BaSS programme. The OLC makes recommendations regarding the teaching quality and examination regulations, based on the students' feedback from the evaluation surveys. Furthermore, the OLC actively searches for solutions to problems that students face during their studies. Students can be elected once a year to participate in the OLC and contribute to the quality of the programme.

To contact the OLC, please email
securitystudies-olc@fgga.leidenuniv.nl

7.3 Becoming a Student Ambassador

Student Ambassadors help recruit new undergraduate students. This entails, on the one hand, helping organise various activities for prospective students, and on the other hand, delivering presentations to prospective students at secondary schools and during open days. It is a varied job with many responsibilities and challenges. Student Ambassadors work for the Leiden University Faculty of Governance and Global Affairs (FGGA) and with the Institute for Security and Global Affairs (ISGA). They are also in close contact with the communication departments of Leiden University and the study coordinator of the BaSS.

7.4 Becoming a Student Information Officer

As a Student Information Officer, you will join the Student Ambassador & Student Information Officers team of BSc Security Studies. You provide information about the programme and student life during Experience Days, Open Days, student-for-a-day events and visits to high schools. You are in that role a representative of the programme and try to boost enthusiasm among potential students and their parents for both the programme and Leiden University. Keep an eye on the student website for vacancies.

7.5 Becoming an Unibuddy

UniBuddy is an online platform that makes communication between prospective and current students easy. Prospective students get information from current students and a student's perspective on what studying at Leiden University really looks like.
As an UniBuddy ambassador, you answer questions from potential students via the UniBuddy app on your phone, tablet or laptop. We would like UniBuddy ambassadors from different corners of the world and with different backgrounds.

You can find UniBuddy on the homepage of Leiden University in the right corner: Chat with a Bachelor/ Master student and on this page you will find all UniBuddy ambassadors.

Do you want to be an Unibuddy? Please send an e-mail to communicatie@fgga.leidenuniv.nl.

8. STUDENT LIFE

8.1 Study Association - Custodia

L.S.A. Custodia is the study association for the Bachelor Security Studies and the Master Crisis and Security Management. In 2019-2020, the board and committee members set a good foundation for the association, and for the following years, they intend to organise great events for all new (and old) members of L.S.A Custodia.

This association organises a wide variety of events, aimed at broadening the networks and scopes of their members. Events range from field trips and guest lectures to borrels (drinks) and movie nights. It aims at connecting the Bachelor and Master students, thus broadening their social networks. During their formal events, they aim at connecting the students with professionals in the field of safety and security.

The association is daily led and run by the six-member board and all the enthusiastic members of our committees. After becoming a member of L.S.A Custodia, students are encouraged to sign up for a committee that meets their interests and ambitions. Anyone is free to decide for themselves if they want to become an active member of L.S.A. Custodia. In case students only want to sign up to use the book discount, this is fine; if they only want to attend the borrels (drinks), that is fine too. Nothing is mandatory and it is up to the students to decide what they would like to get out of their membership.

In order to reach out to L.S.A. Custodia, please do so via info@custodiathehague.com.

8.2 Student and other associations

You can add an extra dimension to your student experience by becoming a member of a student association

As well as the various student associations, you can also find an array of other associations and clubs in Leiden and The Hague for people with similar interests and backgrounds.

8.3 Student Housing

Like many universities in the Netherlands, Leiden University does not have a central campus or student dormitories. Instead, our faculties are spread throughout the cities of Leiden and The Hague and students live in accommodation rented via housing associations and landlords.

In general, students are expected to arrange their own housing. However, for international students, Leiden University Housing Office reserves a limited number of rooms each year for early applicants. The number of housing applications always greatly exceeds the number of reserved rooms. We therefore strongly recommend that prospective students also explore alternative ways of finding accommodation well before arriving in the Netherlands.

Please visit this website to learn more.

Unfortunately, international students are sometimes targeted by scammers offering non-existent accommodation. Make sure you don't fall victim to a rental scam by following the tips.

8.4 University Sports Centre

The University Sports Centre in Leiden offers a range of over 60 sports and group lessons, for example 'traditional' sports such as judo, boxing and ballet, as well as more recent introductions such as hip-hop, riverdance and flamenco. The Beehive Student Centre in The Hague also includes the sports centre 'The Buzz', along with other facilities.

9. CONTACT US

Please do not hesitate to reach out with additional questions, via

securitystudies.info@fgga.leidenuniv.nl.