



# Frequently Asked Questions

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BUSINESS VITALITY & HOSPITALITY

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## COVID-19 RELATED QUESTIONS

In case you have COVID-19 related questions, please visit our website: <https://hz.nl/en/coronavirus/faq>  
Should you not be able to find the answer to your question, please contact us via [ba@hz.nl](mailto:ba@hz.nl) we will answer you as soon as we are back from our holidays (week 34).

## SOMETHING WENT WRONG WITH MY ENROLMENT, I HAVE BEEN UNSUBSCRIBED ETC.

For questions about enrolment or termination of enrolment please contact the Student Office via e-mail: [csa@hz.nl](mailto:csa@hz.nl)

## I AM STILL ON HOLIDAY WHEN THE STUDY PROGRAMME STARTS

You are obliged to attend the kick-off in week 35. During this event you will receive a lot of relevant and practical information, also, you will meet your lecturers and fellow students. Should you not be able to be present, please let us know via e-mail: [projectsba@hz.nl](mailto:projectsba@hz.nl).

## I CAN'T SEEM TO FIND MY LITERATURE LIST

**I am a first-year student:** Only after all formalities, including financial ones, have been dealt with and you have been linked to a group, you will have access to your literature list and schedule via Osiris Student <https://hz.osiris-student.nl>. Log on with your HZ user name and HZ password. Should you be a late submitter (registration after July 7<sup>th</sup>) it could be possible you will have to wait until week 34 to be linked to a group, after which you should have access to your literature list. In some cases, you can find a literature list on HZ Learn.

**I am student in a higher year:** Only after all formalities, including financial ones, have been dealt with and you have been linked to a group, you will have access to your literature list and schedule via Osiris Student <https://hz.osiris-student.nl>. Please note: you need to enroll yourself for the courses in your study programme before you are able to see a literature list in Osiris.

You can contact the Student Office to ask whether your enrolment is complete via [csa@hz.nl](mailto:csa@hz.nl).

## WHY CAN'T I SEE MY SCHEDULE?

**I am a first-year student:** Only after all formalities, including financial ones, have been dealt with and you have been linked to a group, you will have access to your literature list and schedule via Osiris Student <https://hz.osiris-student.nl>. Log on with your HZ user name and HZ password. Should you be a late submitter (registration after July 7<sup>th</sup>) it could be possible you will have to wait until week 34 to be linked to a group, after which you should have access to your schedule.

**I am student in a higher year:** Only after all formalities, including financial ones, have been dealt with and you have been linked to a group, you will have access to your literature list and schedule via Osiris Student <https://hz.osiris-student.nl>. Please note: you need to enroll yourself for the courses in your study programme before you are able to see a literature list or schedule in Osiris.

You can contact the Student Office to ask whether your enrolment is complete via [csa@hz.nl](mailto:csa@hz.nl).

## I WANT TO BE IN THE SAME GROUP AS SOMEONE ELSE

Please send an e-mail to [ba@hz.nl](mailto:ba@hz.nl) provided with your name, student number and study program, and also the name and student number of the student you want to be in the same group with. We will try to arrange this, however, no guarantees will be given. These requests will be dealt with in week 34.

## BINDING STUDY ADVICE

Students are normally advised at the end of the first year whether, depending on the number of credits they obtained, they can continue studying in the next study year. Due to the measures surrounding the coronavirus, students may experience delays.

HZ has decided that:

- For all current first-year students who do not meet the propaedeutic standard of 45 ECTS at the end of this academic year (2020-2021), the study recommendation will be postponed until the end of their second academic year on August 31, 2022.
- For students who have already received a deferred study advice at the end of the 2019-2020 academic year, and who do not yet meet the propaedeutic standard of 45 ECTS at the end of this academic year, will receive a study advice.

A letter concerning your study progress will be send to you before September 1<sup>st</sup>.

Should you require more information, please send an e-mail to [centralexamencommissie@hz.nl](mailto:centralexamencommissie@hz.nl).

## UNTIL WHEN WILL I BE ABLE TO ENROL?

We still accept and review applications as usual.

Deadline to apply:

For EU students: 1 August 2021

For Non-EU students: 15 June 2021

Yet, we would advise you to apply as soon as possible to be able to book your student accommodation on time.

Should you require any information about admission or enrolment, please contact the Student Office via e-mail: [csa@hz.nl](mailto:csa@hz.nl).

## PROBLEMS WITH ONSTAGE

Should you experience problems with OnStage, please contact The Work Zone, labour market intermediary for students, graduates and businesses in Zeeland, via e-mail [stage@hz.nl](mailto:stage@hz.nl) or telephone + 31(0)118-489111.

Opening hours during summer break: from 9.00 am to 4.30 pm.

## REQUESTS REGARDING THE SUB-EXAMINATION BOARD

Got any requests regarding the sub-examination board? You can enter your request until September 2<sup>nd</sup> (9:00 o'clock), 2021. During the meeting held on the 7 September your request will be taken into consideration. You will receive the decision within 10 working days after the meeting. You can hand in your request via **dex.bhv@hz.nl**.

## IMPORTANT CONTACT INFORMATION

The Student Office is accessible via **csa@hz.nl**

The Domain Business Vitality & Hospitality is accessible via **ba@hz.nl**

The sub-examination board is accessible via **dex.bvh@hz.nl**

The HZ Exam committee is accessible via **centraleexamencommissie@hz.nl**

The Work Zone is accessible via **stage@hz.nl** or telephone via **+ 31(0)118-489111**.