

Got feedback or issues?

Find your way

Well-being, personal circumstances, or study problems

Well-being in general: the **Awareness & Self-management** website and the **E-health tool**

Personal circumstances and study problems: **academic counsellors**. They can help you directly or support you in finding the help that you need.

Administration

Issues concerning grade administration:
course coordinator and/or central grade administration: **SPA**

Issues concerning programme enrollment and tuition payment:
central administration
ESA

Facilities & services

Direct help with facilities or services:
Service desk

General issues and feedback on facilities or services: **FSR**

Education

Registration issues: **ESA 3mE**

Feedback or issues concerning content, teachers, or organisation:

- Direct support: **teacher and/or course coordinator**
- General feedback and advise on what to do: **study association**

Exams

Registration issues: **exam desk**

Assessment period

- Direct feedback: **course coordinator**
- General feedback and/or advise on what to do: **study association**

Other issues/feedback:

- Direct feedback: **course coordinator**
- Fraud & formal complaints: **Board of Examiners**
- General feedback and/or advice on what to do: **study association**

If you can't find the right option in the blocks above, please check the **student portal 3mE**, the **contact page of ESA 3mE**, and the **information on rules and regulations**. If you still can't find the right information, please **contact your study association** to help you out or ask one of the **academic counsellors** for advice. Please know that there is also a formal **TUD complaints desk**.