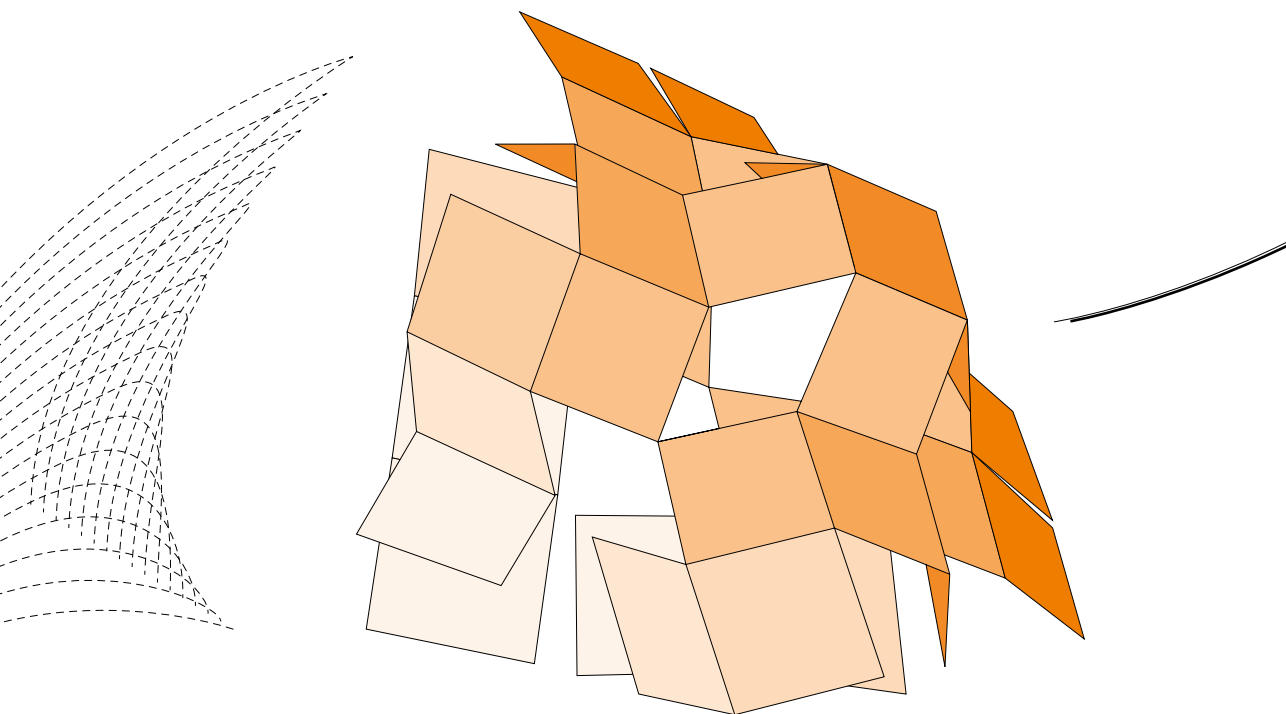


INTERNATIONAL STUDENT HANDBOOK

A PRACTICAL GUIDE

EDITION 2022 / 2023

UNIVERSITY OF TWENTE.



WELCOME TO THE UNIVERSITY OF TWENTE!

Dear Student,

Welcome to the University of Twente! We are the ultimate people-first university of technology, empowering society through sustainable solutions.

As you leave home, friends and family, and commit to furthering your education at our university, we commit ourselves to giving you the best possible study experience. We are proud to welcome you.

While studying abroad is an eye-opening experience, and a life changing opportunity, it also means you embark on a journey of adapting to new surroundings. Moreover, it is a great chance to make new friends from around the world! With over 85 nationalities present at the UT, you will enter a truly international community and environment.

This handbook will give you the first essential information to help you adapt to your new environment. In addition, it contains information about the necessary formalities required before, upon and after your arrival.

We hope your stay in Enschede will be as pleasant as it is successful! But most importantly, we wish you a very enjoyable and fruitful study experience.

We look forward to seeing you at the University of Twente!

Kind regards,
Erik van Oenen

**Head, Scholarship Office and International Relations & Partnerships
Centre for Educational Services**

This handbook contains practical information for UT Bachelor, Master, Exchange and PhD students.

PhD candidates are also advised to visit www.utwente.nl/tgs.

Specific information for campus students can be found in Chapter 2 and for ITC students in Chapter 3. The general chapters also include information that is relevant and important for both campus and ITC students.



Join the International UT Community:

www.facebook.com/groups/UTInternational

Join the UT Marketplace:

www.facebook.com/groups/utwentemarketplace



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ENTRY VISA

As determined by Dutch law, students cannot apply for a visa themselves. All applications and extensions for (entry) visas and residence permits are coordinated by the University of Twente (Bachelor/Master/Exchange students), and ITC faculty (ITC students).

If you require an entry visa or residence permit for study or research purposes at the UT, we will contact you by e-mail. We will outline all necessary steps in the visa application procedure. Provided that you supply all the necessary documents in time, application procedures at the Dutch Immigration Service (IND) will take about 4 - 6 weeks.



ADMINISTRATION FEE

By Dutch law, the Immigration Service (IND) charges an administration fee of € 207 for entry visa/residence permit procedures.

- Most recipients of scholarship programmes must transfer the fee to the UT bank account. Some scholarship providers will reimburse this fee to you and a small number will pay it for you;
- Non-EU students must pay the visa administration fee by the visa deadline as published online on the UT webpages.
- Non-EU students must supply proof of financial means for living in the Netherlands submitted by way of a valid bank statement;
- ITC students requiring an entry visa/residence permit will receive an invoice from Student Finance Administration.



A multiple-entry Schengen visa allows travel and study-related trips to Schengen countries. For an overview of all Schengen countries visit: www.schengenvisainfo.com/schengen-visa-countries-list

DO I NEED AN ENTRY VISA AND/OR RESIDENCE PERMIT?

Nationality	Entry visa required?	Residence permit required?
EU/EEA, Switzerland	No	No
Australia, Canada, Japan, Monaco, New Zealand, South Korea or USA	No	Yes, for stays of 90 days or more
All others	Yes, for stays of 90 days or more	Yes, for stays of 90 days or more

RESIDENCE PERMIT

Dutch law states several rules and obligations for receiving and maintaining your residence permit for study purposes in the Netherlands. We urge you to take note of these rules and obligations below.

STUDY PROGRESS

There are study progress requirements for students from outside the EU/EEA with a residence permit for study purposes. The Dutch 'Modern Migration Policy Act' (*Modern Migratiebeleid, also known as MOMI*) states that students should obtain a minimum of 50% of the needed ECTS credits per academic year. Your study advisor will have meetings with you during the academic year to check if your study results are sufficient for keeping your residence permit. If you do not obtain 50% of the ECTS credits without a justified reason, the university must report this to the IND and your residence permit may be cancelled. After this, you will need to leave the Netherlands.



In the case of a justifiable study delay, students can ask the Committee Personal Circumstances (CPO) to assess their circumstances. The ruling of the CPO will be taken into account when evaluating your academic progress. For further information about justifiable study delay visit: www.utwente.nl/en/ces/sacc/regulations/momi

IDENTIFICATION

In the Netherlands, you are obliged to carry valid identification with you at all times. Alongside your identification, as an international student you are also obliged to carry your residence permit card with you. For your own reference, keep a copy of your residence permit card in your personal file.

TRAVELLING

With your Dutch Residence Permit card and your passport, you can travel to and from Schengen countries. Note that this does not include the UK, as you need a separate visa to go there.

! FIRST-YEAR BACHELOR?

Regardless of meeting the 50% requirement, the binding recommendation on continuation of studies (BSA: 45 ECTS credits per academic year, 60 ECTS for ATLAS students) issued by the University will decide whether you are allowed to continue your studies or not.

LOST PERMIT OR CHANGE OF DETAILS

LOST RESIDENCE PERMIT

- Make an appointment with the Dutch police to report the theft or loss of your Dutch residence permit by calling 0900 - 8844.
- If you lose your residence permit outside the Netherlands, you should first report it to the police in that country. Then you should take that police report to your appointment with the Dutch police. The Dutch police will also give you a copy of their report.
- Make a copy of your passport or, if this has been lost, the travel document that was issued by your own country, even if it is a temporary document.
- See the campus Immigration Officers or ITC Student Affairs Officers to assist you to apply for a new Residence Permit.
- After your application has been sent to the IND by the campus Immigration Officers or ITC Student Affairs, you must go to the IND in Zwolle to have a passport photo made and to have your fingerprints taken. You need to make an appointment to go there. Please visit www.ind.nl/Paginas/Online-afspraak-maken.aspx
- The cost of the new residence permit is € 142. You will have to pay directly to the IND after your new residence permit card is ready for collection.
- Take into account that an application for a replacement or renewal takes approximately 6 weeks.

CHANGE OF UNIVERSITY

If students are transferring from another institution within the Netherlands (e.g. another Dutch university or company) to the University

of Twente, they will have to extend their residence permit eventually. The UT Immigration Officers or ITC Student Affairs will report the change of institution to the IND.

Keep in mind that transferring students need to provide the same documents as other students applying for an entry visa, and they also need to transfer the tuition costs and provide proof of living costs via a bank statement. The fee for extending your residence permit due to transferring institutions is € 207. If students have a residence permit for study which is valid for the first year at the UT, the university does not apply for an extension but only informs the IND. Remember to request an extension of the residence permit before it expires.

CHANGE OF ADDRESS

It is obligatory to inform the Municipal Office when you change your address in order to maintain possession of your residence permit. The Dutch Immigration Office (IND) uses the Municipal Personal Records Database to check your details of residence and it is of utmost importance that you notify the municipality of your change of address within 5 days after moving. You can either do this in person at the Municipal Office (*Stadskantoor*) or by sending an email to aangifteverhuizing@enschede.nl. Please attach a copy of the personal pages of your passport to this email. You may also phone to make an appointment. Please dial 14053 and mention "Enschede" after the beep. Make sure you mention your full name, date of birth, BSN (burgerservicenummer/ Dutch Social Security Number), old address, new address, and your date of moving.

STADSKANTOOR ENSCHEDE

Municipal office
Hengelosestraat 51
Enschede
T: 14 053

STADSKANTOOR HENGELO

Municipal office
Burgemeester Jansenplein 1
Hengelo
T: 14 074



REGISTRATION AT MUNICIPALITY & BSN

REGISTER AT THE ENSCHEDE MUNICIPALITY

All international students staying at the UT for more than four months must register at the municipal civil registry (*BasisRegistratie Personen*, BRP).

ITC students will be guided through registration with the municipality by ITC Student Affairs.

For more information visit:

www.utwente.nl/en/education/student-services/visa/appointment-formalities.rtd/register-municipality/

www.utwente.nl/municipal-registration

HOW TO REGISTER AT ANOTHER MUNICIPALITY

If you live in another municipality in the Netherlands, please visit the City Hall of your municipality (*Gemeente*) to register in the BRP. You will receive a certificate of residence.

If you live in Belgium, Luxembourg, North Rhine-Westphalia, Lower Saxony, or Bremen, please obtain a certificate of residence (in German: *Meldebescheinigung*) from your local municipality. Note that VISA students are required to have a permanent residence in the Netherlands.

CITIZEN SERVICE NUMBER

Once registered you will receive a letter from the municipality stating your citizen service number (*burgerservicenummer*, BSN). The BSN is your unique personal ID for all Dutch authorities. You will need it as identification for study subsidy forms, rental contracts and bank account forms during your stay in the Netherlands. It will only be distributed once.

Your BSN is required to open a bank account

and will often be requested at the doctor or hospital. It is important to make a note of your BSN as it will only be issued once. Please keep this important document on file!

All scholarship students are required to submit their BSN to the University of Twente.

MUNICIPAL TAXES

If your rental price doesn't include costs for utilities, internet and television, it probably doesn't include municipal taxes either (check your rental contract to find out.) These taxes are charged by your local municipality and include, for example, the taxes for water treatment, sewage treatment and garbage disposal.

If you live with multiple people in your house, the tenant who was registered first in the municipal database at that address (or the oldest in age) is the main user and receives the tax bill. That person has the sole responsibility to pay the tax bill. Of course you can all share the bill, but this must be arranged between yourselves. The person who receives the bill has the obligation to pay it. If you live by yourself, you pay the one-person rate. If you live with additional people, you pay the multi-person rate.

LIVING COSTS

The following example student budget can help to indicate what budget is required as a student at the University of Twente.

PhD candidates can find more information about the PhD budget estimate in Chapter 7.

(1) If you are unsure if your study programme is considered Alpha-Gamma or Bèta, visit <https://www.utwente.nl/en/education/student-services/money-matters/tuitionfee/#tuition-fees-for-masters>

(2) For detailed costs of other ITC courses, please see **page 40**.

(3) Insurance costs for EU/EEA students depend on the policies of insurance companies in your home country. EU/EEA students can opt for additional insurance of € 10 - € 25 per month. This insurance covers costs of additional medical care. Visa students can make use of the ICS Complete+ insurance, which covers basic health care, travel and liability. ICS Complete Plus costs € 53.70 per month (see **pages 12-14**.)

TUITION FEES 2021/2022

Nationality	Level of study	Study Programme	Tuition fee
EU/EEA	All	All (excl. ATLAS)	€ 2,209
EU/EEA	Bachelor	ATLAS	€ 4,418
Non-EU/EEA	Bachelor	Alpha-Gamma ⁽¹⁾	€ 9,375
Non-EU/EEA	Bachelor	Bèta ⁽¹⁾	€ 10,875
Non-EU/EEA	Bachelor	ATLAS	€ 13,084
Non-EU/EEA	Master	Alpha-Gamma ⁽¹⁾	€ 12,750
Non-EU/EEA	Master	Bèta ⁽¹⁾	€ 16,500
ITC ⁽²⁾	Master (23 months)		€ 33,000

ANNUAL LIVING COSTS

Category	Amount	For whom?
Housing	€ 6,500	All students
Food	€ 2,500	All students
Other (clothing etc.)	€ 900	All students
Transportation	€ 600	All students
Books & supplies	€ 500	All students
Insurance	€ 700	Optional for EU/EEA students ⁽³⁾
Visa	€ 207	Non-EU/EEA students only
Bicycle	€ 200	All students
Bank account	€ 50	All students

DUTCH BANK ACCOUNT

HOW TO OPEN A DUTCH BANK ACCOUNT

A guideline to opening a Dutch bank account is provided on the following website:

www.utwente.nl/en/education/student-services/money-matters/bank-account/

ITC students, please refer to page 46.

WHY A DUTCH (STUDENT) BANK ACCOUNT?

- Scholarships administered by the University of Twente will only be transferred to a Dutch bank account.
- With a Dutch debit card you will be able to pay small amounts ("PIN payments"), such as copying services at the university library.
- You can purchase train tickets at the NS vending machines located at the railway station rather than using the office there.
- For visa students: If you wish to pay your tuition fee in installments (after your first year) then these amounts can only be withdrawn from bank accounts with an IBAN number.
- You can use the iDEAL (online) payment method. See the website for more information: www.ideal.nl/en

The magnetic strip on your (international) bank card cannot be used in the Netherlands. Only bank cards containing a gold coloured chip will be accepted. All bank cards issued by Dutch banks contain this chip and can be used to pay and withdraw money in the Netherlands.

MOBILE PHONE

Most Dutch students prefer using mobile phones over landline phones. As a result, most student houses do not have a landline.

SHORT STAY: PRE-PAID CARD

If you already have a mobile phone and you are staying in the Netherlands for less than a year, the best option is to buy a prepaid SIM-card. A prepaid SIM-card costs around € 10. The Erasmus Student Network (ESN) Twente offers prepaid SIM-cards for arriving international students.



LONG STAY: CONTRACT

Contracts with mobile phone providers are usually one or two years in duration and are paid in monthly instalments. There are also several providers offering contracts which are terminable per month. For more information about these contracts, visit one of the telephone stores in Enschede and ask about their offers. Be careful not to sign a contract right away, but investigate different providers and inquire at different stores. The four largest telephone providers in the Netherlands are KPN, T-Mobile, Telfort, and Vodafone.

Please keep in mind that your mobile phone has to be unlocked in order to use a Dutch SIM-card. For information about rates, please visit www.justlanded.com and go to: [Netherlands > Telephone & Internet > Tariffs](#)

INSURANCE

INSURANCE

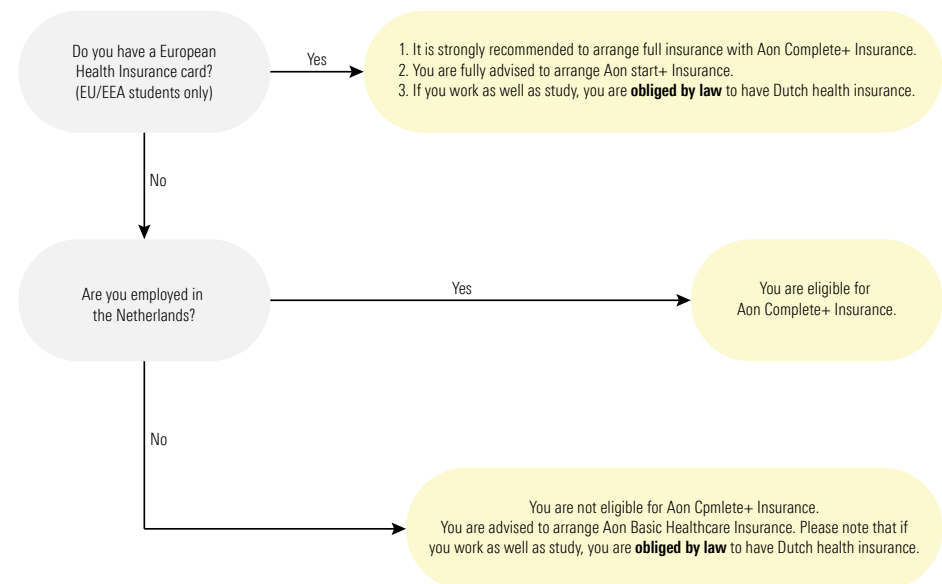
All residents of the Netherlands are obliged by Dutch law to have health insurance. Additional insurance to cover the costs of repatriation and personal liability is strongly recommended. The University of Twente recommends the services of AON student Insurance.

For ITC students from non-EU/EEA countries: Faculty ITC will arrange AON insurance policies, so there is no need to take action.

EU/EEA STUDENTS

If you are insured under the national health insurance scheme of an EU/EEA member state or Switzerland, your insurance company can provide you with a European Health Insurance Card (EHIC). As long as you do not have a paid internship that surpasses the minimum wage in the Netherlands, additional insurance is not required. Please be aware that an EHIC is valid for a limited time and emergency coverage only, and does not cover luggage, liability, or legal aid. Contact the UT to arrange additional insurance.

WHICH INSURANCE DO YOU NEED?



AON STUDENT INSURANCE PACKAGES

AON COMPLETE+ INSURANCE

Aon Complete+ Insurance covers all your medical costs and liability in the Netherlands. You are covered for emergency dental care, doctor visits, physio-therapy, acupuncture, medicines (see page 12), psychotherapies, and medical transport. Aon Complete+ Insurance also covers personal liability, luggage, household contents, accidents, legal aid, and repatriation. You are covered during internships and international travel (including holidays) as long as you are a student. Medical costs related to pre-existing conditions are covered as well under certain terms and conditions (e.g. regular asthma medication).

From 1 September 2019 we offer our international students a broader insurance coverage, after requests from our international students. The new insurance includes the coverage of pre-existing conditions (incl. pregnancy until 12 weeks) and comprehensive reimbursement for mental health support.

Due to the increase in students subject to a visa requirement, students should apply for the insurance themselves through a link from Aon Insurance. The UT will ask the students for proof of insurance.

AON BASIC HEALTH INSURANCE

If you are not eligible for Aon Complete+ insurance cover you must arrange the mandatory Dutch Basic Health Insurance. Aon Basic Health Insurance covers health insurance but not liability insurance. For more information please see: www.aonstudentinsurance.com/legal/serviceinformation

ADDITIONAL INFORMATION**WHAT EXACTLY IS COVERED?**

Most insurance companies have their own conditions and limitations. Please check the eligibility requirements, terms and conditions carefully. The insurance companies are very strict in the implementation of their policy.

Please note that the UT and/or Faculty ITC are not responsible for any costs that are not covered by your insurance.

HOSPITALISATION

If you are Aon insured, and you are admitted to a hospital, you should inform Aon and the hospital of your Aon insurance. This allows your invoices to be forwarded directly to Aon without the need for advance payment. In the case of an emergency, and if informing in advance is not possible, tell the insurance company as soon as possible. Email claimsworldwide@aon.com and mention your insurance policy number.

CLAIMS

To file a claim go to the website aonstudentinsurance.com and click on claim. You can submit your claim online. Do not forget to upload the original invoice. If you provide your insurance information to the pharmacy and the hospital 'Medisch Spectrum Twente' (MST) they will send their bills directly to Aon.

EXTENDING YOUR INSURANCE

If your study period at the University of Twente is extended, your insurance needs to be extended as well. For more information contact the Immigration Officers or ITC Student Affairs.

E: studentservices@utwente.nl

E: studentaffairs-itc@utwente.nl

MEDICINE

Please be aware that there may be a limitation to the amount of insurance coverage for your medicine expenses. For example, there is a limit to the amount for HIV medication, and it is therefore advisable to bring your own.



Health insurance is mandatory in the Netherlands. The authorities check whether you are indeed insured, if not you risk a fine of € 426 by a government organisation called the CAK.
More information: <https://www.zorgverzekeringslijn.nl/english/>

PROOF OF INSURANCE

Keep your proof of insurance on file, as you will need it when visiting your doctor or dentist. Aon will also provide a brochure listing the insurance conditions and all covered (medical) procedures.

VISITING GUESTS AND FRIENDS

Relatives and guests of students/ employees are also obliged to have a health insurance policy during their stay in the Netherlands. Extra insurances are strongly recommended, especially personal liability and emergency assistance insurance (including flight to home country in case of a life-threatening situation or death of a family member). A deposit is paid in advance, based on the duration of the family/guest stay. Please contact the UT Immigration Officers or ITC Student Affairs for more information.

If you hold Aon Complete+ Insurance you are not allowed to apply for the Dutch Healthcare Allowance, called 'zorgtoeslag'. Healthcare allowance is only applicable when you have Dutch Basic Healthcare Insurance. Aon Complete+ Insurance is a private insurance. If you do not work you are not eligible for the Dutch Basic Healthcare Insurance.

**AON IPM**

PO Box 1005

3000 BA Rotterdam

T: +31 (0)10 448 8270

E: info@studentinsurance.com

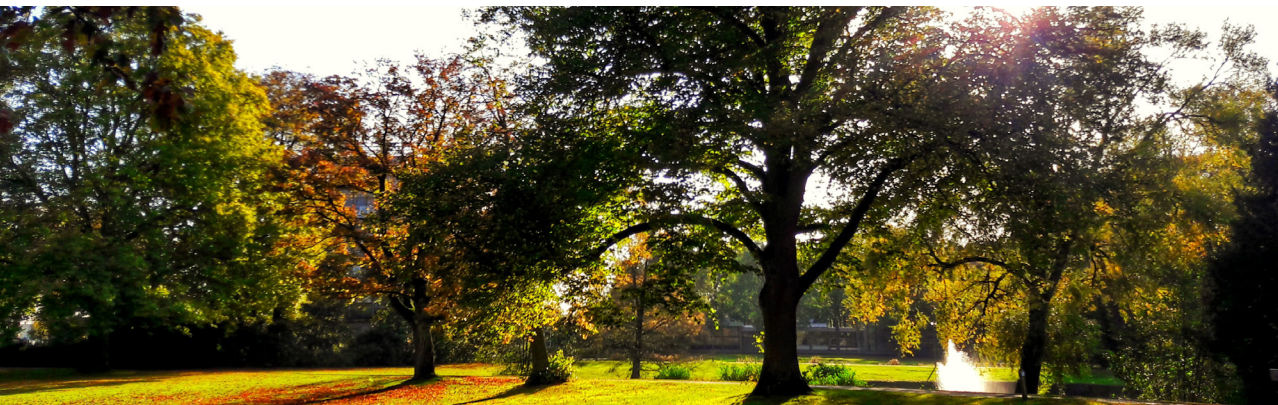
W: www.aonstudentinsurance.com

**HEALTHCARE IN THE NETHERLANDS**

One of the many great things about living in the Netherlands is the excellent standard of Dutch healthcare, rated as one of the best in Europe. The Netherlands spends around 11 percent of GDP on health. Almost all doctors speak excellent English, making healthcare in the Netherlands very accessible to expats. However healthcare is very culturally bound. Within this Dutch system you may face situations completely different from those you are used to in your own country. Especially when feeling unwell, these cultural differences might take you by surprise and frustrate you. But do not worry,

you will always find and get the health care you need. It is only organised differently to how you might expect.

In general the Dutch premise is that people are personally responsible for their own health and for their own well-being. People are expected to take their own responsibility to prevent illness, of course within the boundaries of what National Healthcare offers. For more information on health services in the Netherlands please go to: www.utwente.nl/en/education/student-services/step-by-step/health-services/



GENERAL PRACTITIONER

The Dutch health system is organised around the general practitioner (GP), in Dutch: *huisarts* = home doctor. Everyone is registered with their own *huisarts* and they are the first person you should go to when you have a medical problem (unless it's an emergency, of course). The *huisarts* is the gatekeeper to all the other types of medical treatment. They can deal with routine health issues, perform standard examinations, and refer you to other services, including hospitals, specialists, home midwifery and physiotherapy. It is not possible to visit a specialist at the hospital without a GP referral letter. To visit a student counsellor or psychologist you don't need a referral. Please be aware that it is mandatory to be registered with a general practitioner when you are staying in the Netherlands for more than three months. You can only make an appointment if you have registered with the GP. See Chapters 2 & 3 for details about on campus and ITC medical facilities.

PRESCRIPTIONS & MEDICATION

Prescription drugs can only be provided through a pharmacy if you have a prescription from a doctor/general practitioner in the Netherlands. These prescriptions are only provided during regular doctor appointments. An *apothek* (pharmacy) sells prescription-only drugs as well as over-the-counter medication, vitamins, baby items, homeopathic products and medical equipment for home use, and can also advise on medications and minor ailments. A *drogist* (drugstore such as Kruidvat or Etos) sells non-prescription medications, toiletries, cosmetics and baby essentials.

Please note: not all examinations, treatments or medications are covered by insurance. For example, medications (such as paracetamol) for which a prescription is not necessary are sold over the counter and have to be paid for personally. Most prescription medications obtained from your GP or specialist are covered by insurance, however there may be a limit to the amount that can be covered (eg. for HIV medication.) You are sometimes required to pay for the medication and reclaim it via your insurer.

PHARMACY PROCESS

The procedure for collecting your medication is as follows:

- 1) Go to your pharmacy.
- 2) The pharmacy employee will request your date of birth and check your (electronic) prescriptions from your GP or specialist.
- 3) If your medication is not yet available, you are usually able to collect it the next day.

If your insurance covers the medication, you can collect it without further action. If the medication is not covered by your insurance, you will need to pay for it.

REPEAT PRESCRIPTIONS

You can usually request a repeat prescription online: Go to the website of your GP and click *herhaalrecepten* (repeat prescriptions). If you order early in the morning you can generally pick up your order at your pharmacy in the afternoon of the following day. You can also arrange for prescriptions by calling your GP's assistant during their contact hours.

DENTIST

Dental care for people over the age of 19 is generally covered by insurance up to a certain amount and only in the case of an emergency. Please check your insurance policy: www.aonstudentinsurance.com/students/en/insurances/icscomplete

HOSPITAL

MST (Medisch Spectrum Twente)
Koningsplein 1
T: 053-487 20 00
W: www.mst.nl



If you can't attend your GP/ hospital/ specialist/ dentist appointment, you must cancel at least 24 hours in advance.

A no-show will cost you personally around € 20. Neither the insurance company nor the UT will reimburse these expenses.

EMERGENCY INFORMATION**EMERGENCY - 112**

Call for help with life threatening situations. There is a penalty for improper use.

HEALTH EMERGENCY

Called *spoedpost* in Dutch
Emergency, MST Hospital Enschede
Beltstraat 70, 7512 AA Enschede

OUT OF HOURS EMERGENCY DOCTORS

Called *huisartsenposten* in Dutch
Only for URGENT problems that cannot wait until the next day (during weekends, evenings, nights 17:00 - 08:00 or public holidays).

Always call first: 088 555 11 88
HDT Oost
Beltstraat 70, 7512 AA Enschede

DENTAL EMERGENCY POST

If no dentists are available or during weekends, evenings, nights (17:00 - 08:00) or public holidays call: +31(0)53 792 0040.

MONTHLY SIREN

Don't be concerned when you hear a siren at 12:00 on the first Monday of the month. It's just a test of the national alarm system.

**TUBERCULOSIS TEST**

As an international student, you might be required by Dutch Immigration Law to have an X-ray scan of your lungs performed to check for tuberculosis (TB) at a local GGD office (Dutch Public Health Service, *Gemeenschappelijke GezondheidsDienst*). If tuberculosis is found, a course of treatment will be started, and it will not affect your residence permit. However, failure to have this test performed may endanger your immigration status to the Netherlands. Please tell the nurse or radiographer if you are pregnant.

DO I NEED TO TAKE A TUBERCULOSIS TEST?

In general, all students from non-EU countries are required to take a tuberculosis test. The UT Immigration Officers or ITC Student Affairs Officers will inform you whether you must take part in the screening. More information: https://ind.nl/en/Pages/General_conditions.aspx

HOW TO TAKE A TUBERCULOSIS TEST

- The Immigration Officers/ ITC Student Affairs will inform you about how to make appointments (in September and February for campus students/ITC students) for international students requiring a tuberculosis test at the GGD.
- The GGD will contact you within six months at your Dutch home address and will invite you to a follow-up appointment.

USEFUL GGD CONTACT INFORMATION**GGD - MUNICIPAL HEALTH CENTRE**

GGD Regio Twente
Nijverheidstraat 30
7511 JM Enschede
T: 053-487 68 88

TBC DEPARTMENT

E: tbcd@ggdtwente.nl
T: 053-487 69 80

INFECTIOUS DISEASES

T: 053-487 6840 (press #1)
E: infectieziekten@ggdtwente.nl

TRAVEL HEALTH CLINIC

T: 088-291 4900
E: info@thci.nl

GGD - YOUTH HEALTH

T: 053-487 6670
E: administratiejgz@ggdtwente.nl

i TICK BITES & LYME'S DISEASE

Ticks

Tick bites carry the risk of Lyme's disease, which is caused by the *Borrelia burgdorferi* bacteria. Around 20% of the ticks in the Netherlands are infected.

Ticks are black, dark brown or reddish and look like tiny spiders. They live in forests, bushes, trees and grass, including gardens.

To prevent Lyme's disease:

- Wear protective clothes, long sleeves and long trouser-legs in forested/long grassland areas;
- Use insect repellent, containing DEET;
- Check your body (specifically behind your ears, the groin, arm pits, back of the knee and belly button).

If bitten by a tick:

- Remove directly, there are special tools available from drug stores or pharmacies;
- Don't use alcohol to remove the tick;
- Clean/disinfect the area on your skin after removing the tick;
- Check if you have removed all parts of the tick.

After removing a tick:

- Keep checking the spot for a few weeks;
- If the skin changes (see picture), take a photo of the spot;
- In case of erythema migrans (occurs after 3 days - 3 weeks), consult your GP.

Symptoms of Lyme's Disease:

Flu-like: headache, fever, muscle ache, tiredness, stiff neck.



Erythema migrans

i COVID-19 VIRUS OUTBREAK

The coronavirus (COVID-19) pandemic has impacted the Netherlands and the University of Twente in how we provide our education, the ways we personally interact with our student community and the ways in which our services are organised on and off campus. Students are asked to closely follow the health and safety measures below.

SYMPTOMS OF COVID-19:

- Cold symptoms (nasal cold, runny nose, sneezing, sore throat)
- Coughing
- Shortness of breath
- Elevated temperature or a fever (above 38 degrees Celsius)
- Sudden loss of taste and/or smell (without nasal congestion).

GETTING TESTED:

If you experience one or more of the above symptoms, visit <https://coronatest.nl> or call 0800-1202 to make an appointment to be tested for the virus. The test is free.

If your symptoms do not go away, or get worse, or if you develop new symptoms, then call your general practitioner. In a life-threatening situation, call 112.

HEALTH & SAFETY MEASURES:

- Keep 1.5m distance from others.
- Wash hands regularly with soap and water, for at least 20 seconds, then dry them thoroughly. Wash your hands often: before you go out, and when you return home.
- Cough and sneeze into the inside of your elbow.
- Use paper tissues to blow your nose and discard them after use. Then wash your hands.
- Do not shake hands with others.
- Avoid touching your face.
- If you or members of your household experience any symptoms, please stay at home.

For more detailed information about COVID-19 and updates on the measures at the University of Twente, visit www.utwente.nl/corona.

For further information about COVID-19 in the Netherlands, visit www.rivm.nl/en or www.rijksoverheid.nl. For the latest COVID-19 figures, visit coronadashboard.government.nl.

PART-TIME JOBS IN THE NETHERLANDS

As an international student in the Netherlands you might want to take a part-time job, just as Dutch students do. However, your position as a job applicant is somewhat different from that of a Dutch student.

FORMALITIES AND RULES

As an international student looking for a job, you will have to take into account certain practical restrictions. Although there are jobs suitable for non-Dutch speakers in the Netherlands, students with a lack of Dutch fluency often find it hard to get a part-time job. If you are enrolled in an English-taught programme and don't speak Dutch, certain jobs will not be possible. But even if you do speak some Dutch, some jobs simply require the fluency of a native speaker. Always make sure you know about the relevant requirements and rules when looking for a job.

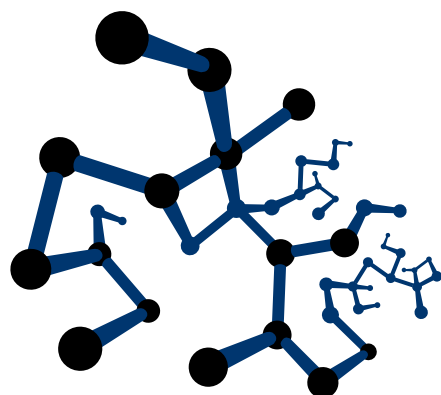
DIFFERENCES IN HEALTH INSURANCE

If you are employed in the Netherlands (i.e. paying income tax) you are not eligible for AON Complete+ insurance or other private insurance packages. This means that, as an employee, you need to change your health insurance policy to a basic health insurance (e.g. AON Basic Health Insurance; see **page 11**). This rule applies to everyone (including students with an EU Health Insurance Card), regardless of how many hours you work per week. You are advised to take this into consideration when looking for a job, as basic health insurance may be more expensive than your current insurance. If you intend to work part-time on and off, make sure you choose an insurance company that allows you to switch between private and basic health insurance.

WORK PERMIT AND RESTRICTIONS

- Citizens from the EU/EEA and Switzerland do not need a work permit and there are no restrictions regarding working hours, other than as stipulated by Dutch law in the Working Hours Act.
- If you're not from the EU/EEA or Switzerland, your employer has to provide you with a personal work permit. You can either work for a maximum of 16 hours per week during the year, or fulltime during the months of June, July and August; you may not do both. Your employer or employment agency must apply for your work permit, you cannot do this yourself.

For more information about part-time jobs, visit www.studyinholland.nl/practical-matters/working-while-studying



CHANGE OF ADDRESS NOTIFICATIONS

When you change your address you need to inform authorities and service providers. Please follow the steps below to successfully communicate changes in your address.

STEP 1: MUNICIPALITY & IND

If you are moving within Enschede or Hengelo, you need to inform the municipality of your change of address. Please send an email to aangifteverhuizing@enschede.nl and mention your name, your old address and your new address. The municipality will inform the Dutch Immigration Service (IND) of your new address.

STEP 2: ABN AMRO BANK

If you have a bank account at ABN AMRO bank, please inform the bank by visiting their local office (Stationsplein 8, Enschede). Remember to bring your passport and new address information with you. Alternatively, change your address information online at the ABN AMRO internet banking website.

STEP 3: AON INSURANCE

Inform AON of a change in address by sending an email to the UT Immigration Officers or the ITC Student Affairs Office. Your new address information will be passed on to AON. If you arranged the insurance yourself, please contact AON directly to report the change of address.

E: studentservices@utwente.nl

E: studentaffairs-itc@utwente.nl

STEP 4: STUDENT SERVICES DESK & STUDIELINK

Change your address in Studielink. If you need help, visit the Student Services desk in the Vrijhof building.

W: www.studielink.nl

STEP 5: SERVICE PROVIDERS

Remember to give your new contact details to your mobile phone provider, internet service, gas, electricity and water, doctor, dentist, employer, pension provider etc., as appropriate.



GETTING TO THE UT

FROM SCHIPHOL AIRPORT

Upon arriving at Schiphol airport, make your way to Schiphol Plaza, the airport's main entrance. Locate the NS ticket desk (opened 24/7) and buy a one-way train ticket to Enschede (€ 21 - € 25). A direct intercity train to Enschede leaves Schiphol train station once per hour. Alternatively, you could take a train with a transfer in Amersfoort. Don't hesitate to ask railway staff for information on how to get to Enschede train station.

FROM ENSCHEDE TRAIN STATION

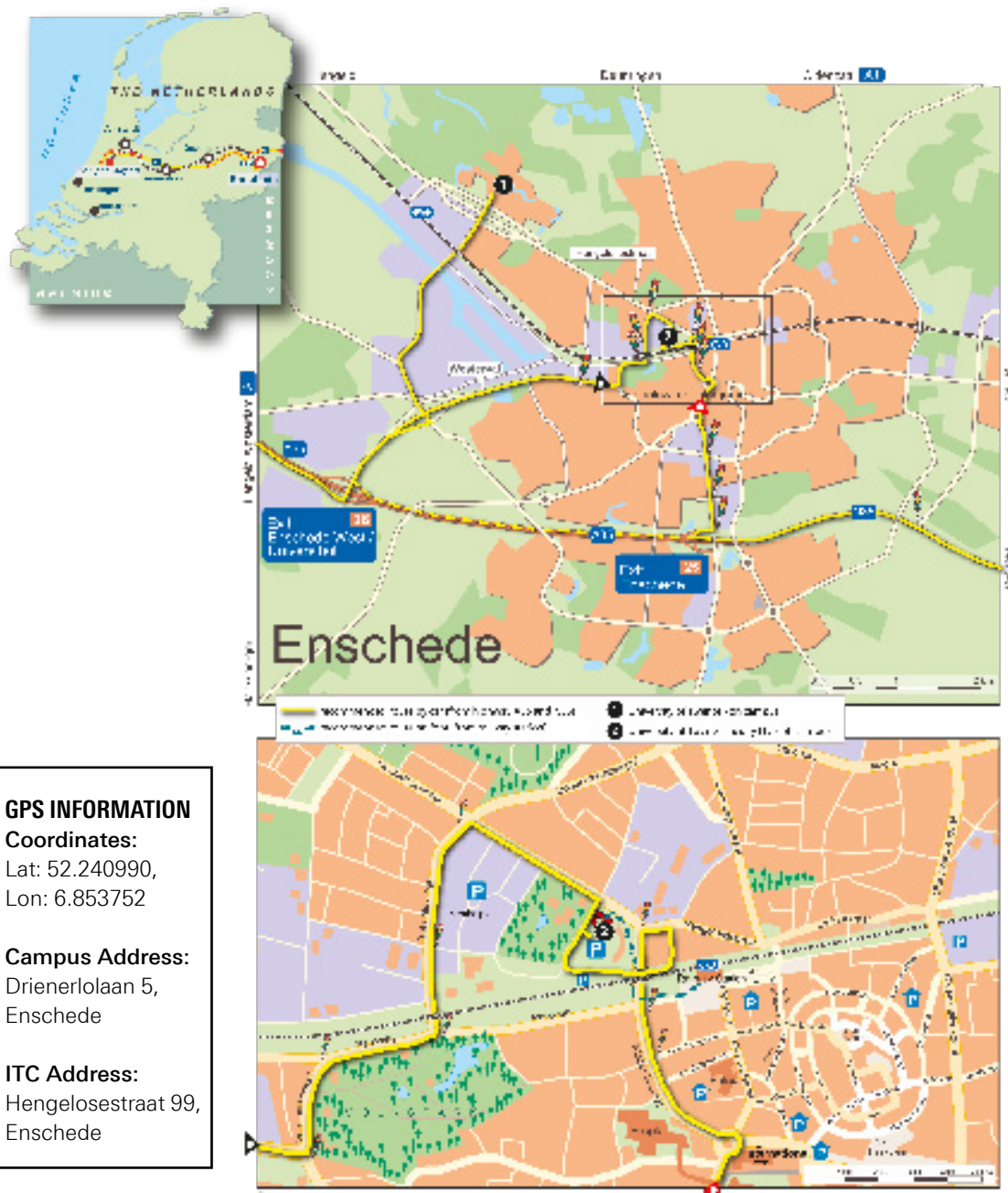
From Enschede train station, either take bus #1 (direction *Universiteit*) or bus #9 (direction *Hengelo CS*) and alight at bus stop *Kennispark/UT* (€ 1,89 - € 3,02). ITC students arriving at Enschede train station and staying at IIH do not need to take the bus. The IIH is located in the centre of Enschede.

AIRPORT PICK-UP SERVICE

An airport pick-up service is arranged for picking up new incoming international students on selected days in August and February. The free pick-up service is led by the UT Student Union. They will guide you from Schiphol Airport to the UT campus by train. Keep in mind that the airport pick up is only available on selected dates. For registration and the exact time and dates, visit: www.utwente.nl/en/pickup

BY CAR

Use the directions below when coming to the UT by car:



GPS INFORMATION

Coordinates:

Lat: 52.240990,
Lon: 6.853752

Campus Address:

Drienerloolaan 5,
Enschede

ITC Address:

Hengelosestraat 99,
Enschede

ACADEMIC CALENDAR

The academic calendar determines the first and last days of the academic year and which weeks are designated for lectures, written examinations and academic holidays. All scheduled educational activities of all UT study programmes should be fitted into the academic calendar (Dutch: *jaarcirkel*). For a full overview of the academic calendar 2022/2023 please visit the UT websites listed below.

ACADEMIC YEAR 2022/2023

Start date: Monday 5 September 2022
End date: Sunday 9 July 2023

SEPTEMBER / FALL SEMESTER / 1ST SEMESTER

Start date: Monday 5 September 2022
End date: Friday 3 February 2023

FEBRUARY / SPRING SEMESTER / 2ND SEMESTER

Start date: Wednesday 8 February 2023
End date: Friday 7 July 2023

W: www.utwente.nl/en/ces/planning-schedules/academic-calendar/

W: www.itc.nl/education/studying-at-itc/study-details/academic-calendars/



NATIONAL HOLIDAYS

HOLIDAY

First Christmas Day
 Second Christmas Day/ Boxing Day
 New Year's Day
 Good Friday
 First Easter Day / Easter Sunday
 Second Easter Day / Easter Monday
 King's Day
 Liberation Day
 Ascension Day
 First Pentecost Day
 Second Pentecost Day

DUTCH NAME

Eerste Kerstdag
Tweede Kerstdag
Nieuwjaarsdag
Goede Vrijdag
Eerste Paasdag
Tweede Paasdag
Koningsdag
Bevrijdingsdag
Hemelvaartsdag
Eerste Pinksterdag
Tweede Pinksterdag

DATE

25 December 2022
 26 December 2022
 1 January 2023
 7 April 2023
 9 April 2023
 10 April 2023
 27 April 2023
 5 May 2023
 18 May 2023
 28 May 2023
 29 May 2023



2. INFORMATION FOR CAMPUS STUDENTS

IMPORTANT: This chapter includes information specifically for Campus students; you also need to read the general information as this is applicable to you too!

GETTING READY!

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- 25 Bachelor and Master students
- 26 Exchange students
- 27 Visa, residence permit & insurance
- 28 Accommodation

IN ENSCHEDE!

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- 35 Stores
- 36 Canteens, restaurants and bars



ADMISSION DOCUMENTS

CAMPUS STUDENTS

After you are admitted to a University of Twente (UT) study programme, you will receive emails from the UT with the steps to take towards registration. In order to complete your enrolment, the university requires the hardcopy documents listed below (if you haven't provided them yet):

- Certified hardcopy* of your original degree certificate of previous education;
- Certified hardcopy* of your original final transcript of records;
- Official translations in English or Dutch (if applicable);
- Official English test report (if applicable);
- Offer of Admission (Master/Bachelor students only);
- For Master Business Administration or Industrial Engineering Management applicants only: Certified copy* of your GMAT/GRE score report;
- Learning agreement (Exchange students only). You will receive this by email;
- Copy of your international passport.

When you have sent in your Offer of Admission (Bachelor/Master) or when you have provided all required documents (Exchange), you will be contacted by email about visa procedures (if applicable), housing possibilities (if applicable), insurance, bank account, and other formalities. You will also be invited to participate in the (mandatory) introduction days for international students.

Please send in your hardcopy documents before you arrive in the Netherlands.

EEA students can arrange the payment of their tuition fee in Studielink. Non-EEA students will have paid their tuition fee during the visa application process and can be enrolled as soon as the UT receives the hardcopies of the required documents and their entry visa/residence permit has been arranged. When you arrive at the University of Twente, you will need to finalise your enrolment (**page 31**).

Please note that your enrolment will not be finalised until you have submitted all requested documents and your payment has been received by the UT.



ADMISSION PROCEDURE

Bachelor
E: studentservices@utwente.nl
W: www.utwente.nl/go/ish/application/bachelor

Master
E: studentservices@utwente.nl
W: www.utwente.nl/go/ish/application/master

INFORMATION FOR INTERNATIONAL STUDENTS
W: www.utwente.nl/go/ish/internationalstudents
Twitter: @UTInternational

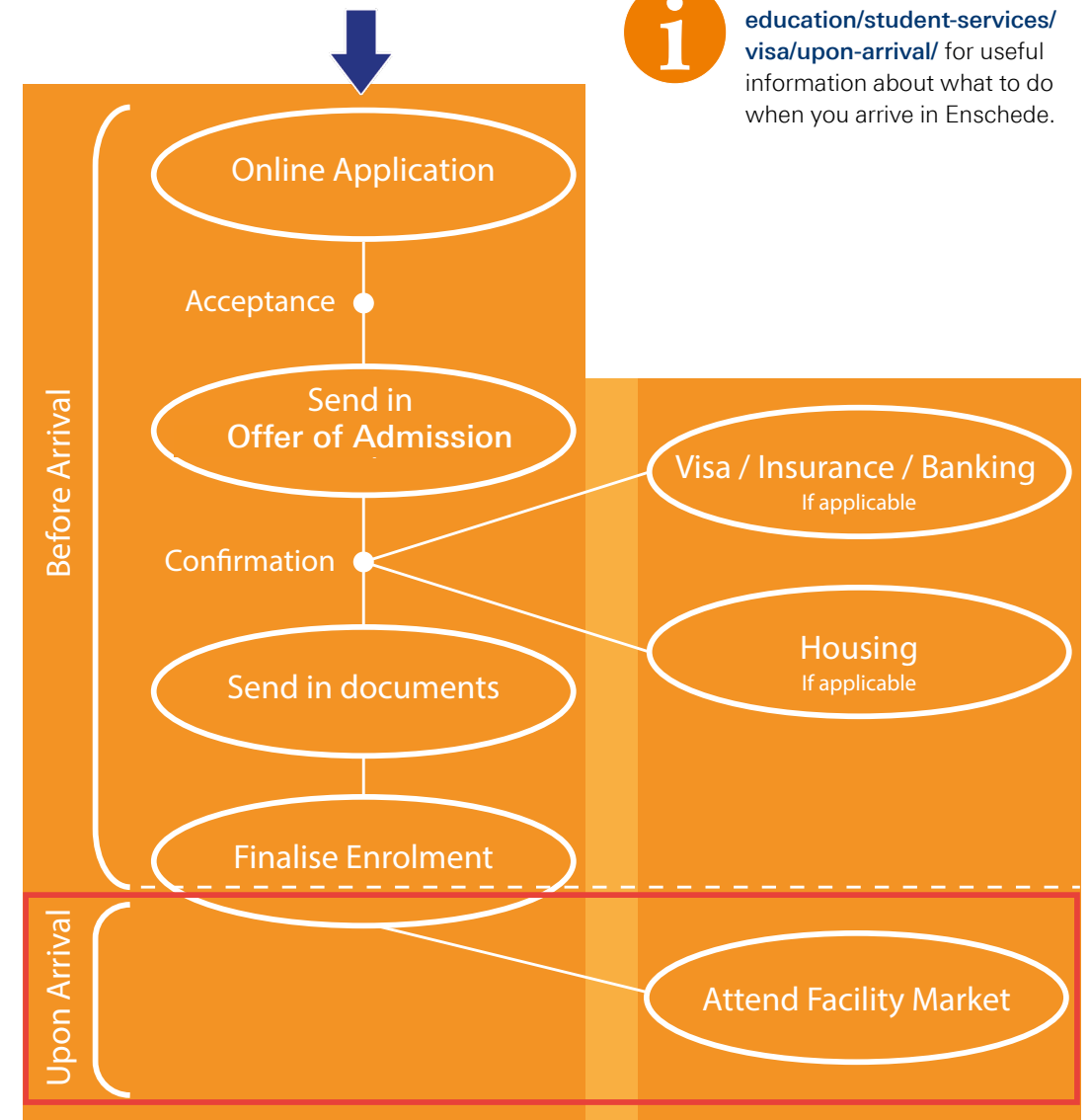
* A certified copy is a copy with an official stamp and signature on each page (and, if applicable, also on the reverse side) to verify that it is a copy of the original document requested. This official stamp and signature may be from a notary or your school/university. Photocopies or scans of the documents mentioned above are not legal proof and, therefore, cannot be accepted for enrolment.

BACHELOR & MASTER STUDENTS

ADMISSION AND ENROLMENT



Visit www.utwente.nl/en/education/student-services/visa/upon-arrival/ for useful information about what to do when you arrive in Enschede.



EXCHANGE STUDENTS

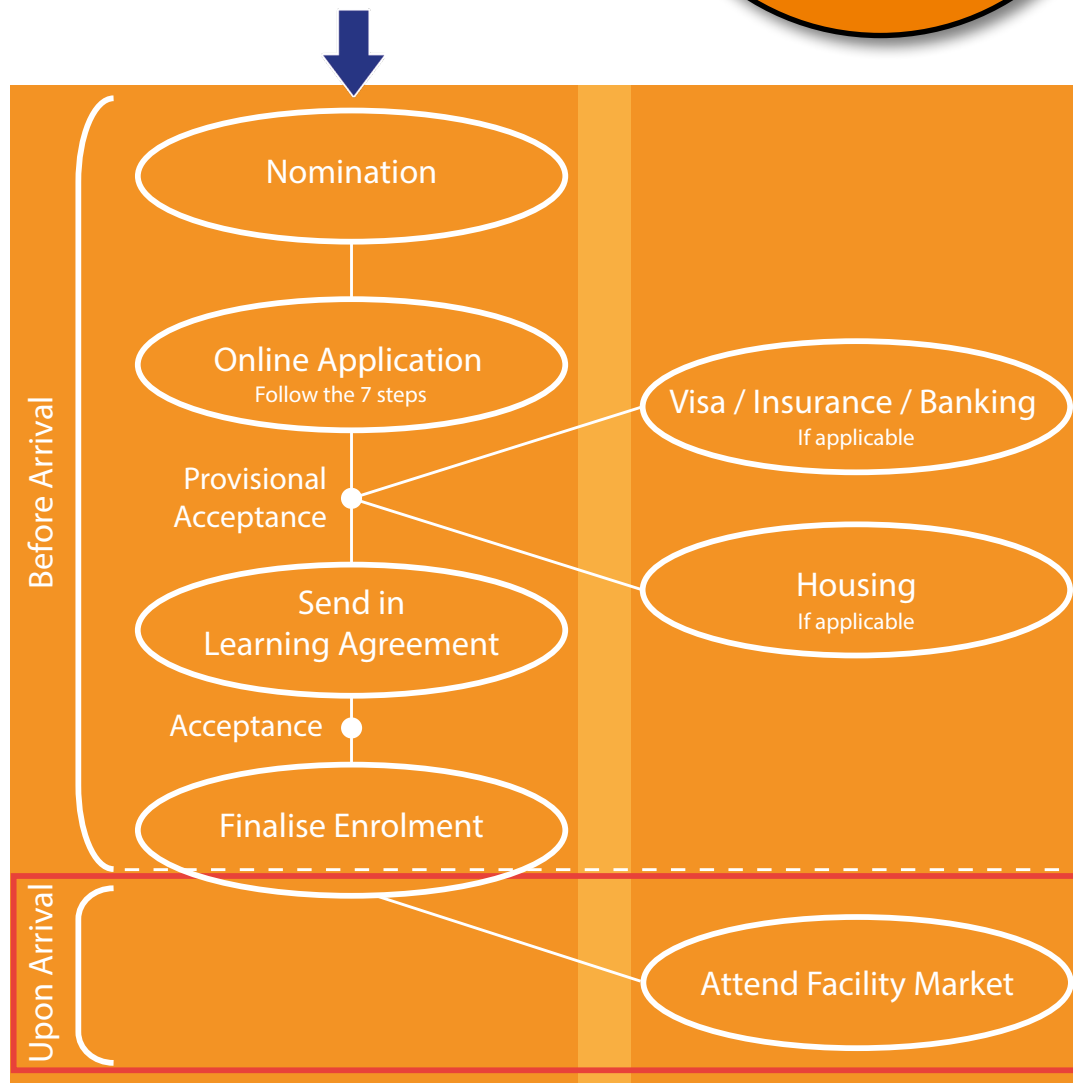
ADMISSION AND ENROLMENT

Application deadlines:

BSc: www.utwente.nl/go/ish/deadlines/bachelor

MSc: www.utwente.nl/go/ish/deadlines/master

Exchange: www.utwente.nl/en/education/exchange-students/application-deadlines/



VISA, RESIDENCE PERMIT & INSURANCE



General information about visas, residence permits and insurance can be found in Chapter 1.

ENTRY VISA

STEP 1: CONFIRM OFFER

To start your entry visa/residence permit application procedure, confirm your offer from the University of Twente by returning your completed Offer of Admission. Exchange students do not have to complete this form; they will be contacted by the University of Twente.

STEP 2: PROOF OF FINANCIAL MEANS

Dutch law requires non-EU students staying in the Netherlands for more than 90 days to apply for a visa and residence permit. The university applies for both at the same time on your behalf. The visa is a sticker in your passport to enter the Netherlands and is valid for 90 days; the residence permit is a card you will receive after you have arrived and will be valid during your stay.

Non-EU students are required to provide proof of sufficient financial means of € 12.000. Please contact our visa department for further information regarding a valid bank statement.

STEP 3: ADDITIONAL PROCEDURES BY EMAIL

The University of Twente will guide you through the next steps of the entry visa/residence permit procedure. Please follow the instructions outlined in the emails you receive.

RESIDENCE PERMIT

Campus students and ITC International Hotel students who require a residence permit will be guided through all formalities before arrival.

If your residence permit is due to expire during the current academic year, contact the UT Immigration Officers directly for more information about extending it. The fee for extending your residence permit is € 207.

INSURANCE

NON EU/EEA STUDENTS

Non-EU/EEA students are required to arrange health insurance. You will be guided in arranging health and liability insurance before arrival.

EU/EEA STUDENTS

See information in Chapter 1, page 11.



ARRANGING ACCOMMODATION

FURNISHED ACCOMMODATION FOR CAMPUS STUDENTS

The UT is the linking pin between local housing providers and admitted UT students, exchange students, staff members and guests: we coordinate supply and demand through the regional housing portal Roomspot (www.roomspot.nl/en). There are also a number of external parties that offer housing in the region and the UT works in collaboration with several of these housing providers.

ON-CAMPUS: DE VESTE

De Veste is the on-campus housing provider. De Veste offers fully furnished accommodation for non-EEA students, and unfurnished accommodation for EEA students. All UT campus rooms are private, while bathroom and kitchen facilities are often shared with other students.

ON-CAMPUS: PLAZA RESIDENT SERVICES

Plaza Resident Services offers fully furnished studio apartments with a kitchen and bathroom. The property itself features various facilities such as: game rooms, a lounge room, a cinema, and study rooms. There is also a roof terrace which has a great view of Enschede.

OFF-CAMPUS: ITC INTERNATIONAL HOTEL

The modern ITC International Hotel is located in the vibrant city centre of Enschede, approximately 20 minutes by bike or public transport from the UT campus. The shops, market and railway station are within walking distance. The fully-furnished rooms with balcony have private bathroom facilities and shared kitchen facilities.

OFF-CAMPUS: PERSAN VASTGOED

Persan Vastgoed is an off-campus housing provider in the city centre of Hengelo, located close to the UT campus and within walking distance from the train station. The fully renovated houses give space to three to five students and offer a shared living room, kitchen and bathroom.

OFF-CAMPUS: XIOR

Xior Student Housing NV offers student housing in the city of Enschede. The individual units are located in a renovated former hospital at the Ariënsplein. The complex is within walking distance to the train station and the city centre. The campus can be reached by bike in just fifteen minutes.



ROOMSPOT

If you would like us to assist you with finding accommodation on campus or in the vicinity of our university, please create an account at Roomspot (www.roomspot.nl/en). There you can find the current housing offers in Enschede and Hengelo, and apply for the accommodations you are interested in. You can make an account on Roomspot and respond to housing offers at any time, regardless of your application status.

NON-EEA STUDENTS

If you require an entry visa and/or residence permit as a non-EEA or exchange student, staff member or guest, the UT offers you additional assistance in your search for housing for a period of up to 1 year. Therefore, you will be shown extra housing offers in Roomspot that are exclusively available for non-EEA students (including exchange students), staff members and guests. These are available to view as soon as we have received and registered the payments of your entry visa and tuition fee (if applicable), as well as the bank statement.

It is important to complete the payments and bank statement as soon as possible, so that there will be several extra appropriate and affordable housing options available to you. For exchange students we only need the entry visa fee and bank statement. PhDs and employees will see this accommodation once we receive their name via Human Resources.

For more information about housing, please visit our webpage: www.utwente.nl/en/campus/facilities/housing/.



Please note that housing for students at **University College Twente (ATLAS)** is guaranteed for the first two years of the programme. For more information visit: <https://www.utwente.nl/en/education/bachelor/programmes/university-college-twente/life-at-uct/housing/>

SHARED STUDENT HOUSE

One of the alternative accommodation options is to live with a group in a shared student house. For most students this is not only a partnership of convenience, but a crucial aspect of daily life. Many groups eat and cook together, play games in the evenings, go clubbing or do other things as a group. In short: they spend a lot, perhaps even the major part, of their free time together. A good fit is important and therefore students select their own housemates. Placement is very uncommon. The selection procedure, known as co-optation (Dutch: *coöptatie*), aims to ensure a good fit. This process is not organised by the UT, but by the students in each household.

In most cases, the group will invite you (or even a couple of interested students at once) to a meeting in order to get to know you. After that, they decide as a group and let you know whether you can move in or not. Don't be afraid to reject the room yourself if you cannot picture yourself living with a particular group and don't feel down if a group rejects you. Most students visit several houses before they find what they are looking for. If it's not possible for you to visit the group beforehand, ask the flat for a meeting via Skype/videochat. More information is available at su.utwente.nl/en/rooms

When you speak to a student who studies in the Netherlands, they often refer to their flatmates of their living group as their "house". For example, they can say that they eat with their house or go to a party with their house.

INTRODUCTION DAYS



KICK-IN INTRODUCTION DAYS

Every year students from the UT organise an introduction period for new Bachelor, Master, and Exchange students called the 'Kick-In'. During the Kick-In you will meet your fellow students, get to know Enschede, the UT and the campus together with your (do-)group, guided by senior students from your studies. With your (do-)group you will experience an amazing week to start your time in Enschede!

Your (do-)group will consist of fellow students from your study or faculty and your guides will be present to answer all your questions about the university and student life in Enschede. By joining the Kick-In you will be able to make friends and meet people from the UT even before you start studying!

The Kick-In consists of a general programme and a study-related programme. We strongly advise you to be present in Enschede for the Kick-In week if possible, as the activities will mainly take place physically. The general programme is about your student life at the University of Twente and will introduce you to all great aspects of the campus and the city of Enschede. During the study-related programme you will receive general information about your study programme, you will meet the teaching staff and have an awesome time with your fellow students.

PLEASE NOTE:

Attending the **Facility Market** during the Kick-In introduction days is highly recommended for all international students from EU and non-EU countries. In addition, it is essential that you attend your **formality appointments** to prevent delays to the completion of the formalities required to properly start your studies.

At the **Facility Market**, you'll have the chance to find out about the various facilities, services and associations the UT has to offer. Also during the introduction period, the UT will help you to arrange formalities such as the first steps towards registration with the municipality of Enschede.

The Kick-In is the biggest event organised by the UT every year. It is the ultimate opportunity to get to know all of the associations the UT has to offer, get introduced to the university and its surroundings, make new friends and have the best possible start to your student life. If you have been (provisionally) admitted to a UT study programme, you will be personally invited to the Kick-In activities for international students. For more information, please visit the Kick-In website: www.kick-in.nl/en



FINALISE YOUR ENROLMENT IMPORTANT!



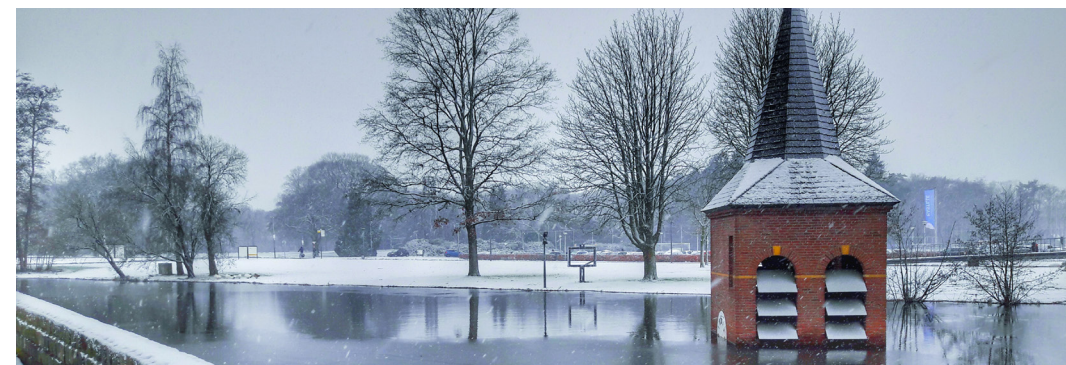
Before you are fully enrolled at the University of Twente, you need to finalise your enrolment.

BACHELOR AND MASTER STUDENTS

The University of Twente will provide you with additional information before your arrival. It is crucial for you to follow the steps as outlined in the emails.

EXCHANGE STUDENTS

Exchange students should follow the guidelines provided. Instructions regarding the Student Card (**page 33**) should be followed as well.



INTERNET ACCESS

WIRELESS INTERNET: EDUROAM

For wireless internet connections, the UT uses eduroam: a secure, worldwide roaming service allowing wireless internet access across the UT campus. You can connect to eduroam in the education buildings, on-campus accommodation and most other areas on campus. Please visit the the ICT manuals website for step-by-step instructions on how to install eduroam on your wireless device: www.utwente.nl/eduroam

INTERNET ACCESS

Campus Bachelor, Master, and Exchange students will receive their student number and password either prior to or during the Kick-In introduction days. If you did not attend the introduction days, you can request your student number and password at the Servicedesk ICT (LISA) in the Citadel building.



SERVICEDESK ICT (LISA)

Campus location: Citadel (Building 9)
Entrance: O&O Plein
Opening hours: Mon-Fri (08:30 - 17:00)
T: +31 (0)53 489 5577
E: servicedesk-ict@utwente.nl
W: www.utwente.nl/en/lisa

NOTEBOOK SERVICE CENTRE

Campus location: Citadel (Building 9)
Entrance: O&O Plein
Opening hours: Mon-Fri (08:30 - 17:00)
T: +31 (0)53 489 5533
E: nsc@utwente.nl
W: www.utwente.nl/en/lisa/ict/nsc

IT HELP

SERVICEDESK ICT (LISA)

For questions about web applications, UT software, passwords, eduroam, student webapps and other general ICT questions, please contact the Servicedesk ICT (LISA). You also might want to pay a visit to their website for various guidelines, such as how to make use of the printers on campus. Manuals can be found at: www.utwente.nl/en/service-portal/services/lisa/

EDUCATIONAL SYSTEMS

For an overview of our online educational systems, please take a look at www.utwente.nl/en/educational-systems/new_students

CAMPUS MEDICAL FACILITIES

GENERAL PRACTITIONER AND PSYCHOLOGISTS

When you come to study in the Netherlands, it is advisable to register with a general practitioner's practice in your neighbourhood or the practice located on the campus. The campus gp or another local general practitioner can help and advise you with medical questions or symptoms you may have. If necessary, the doctor can make an refer you to specialist medical care, such as the general hospital and/or prescribe medicine. Outside office hours and in the weekend you can make use of the emergency post/general practice centre. It is mandatory to be registered

GENERAL PRACTICE ON CAMPUS

Campus location: Sleutel (Building 58)

Appointments:

T: +31 (0)53 203 0204 (Mon-Fri: 08:00 - 17:00)

E: info@campushuisarts.nl

MEDICAL EMERGENCIES

i In case of a medical emergency outside office hours, please contact HDT-Oost Emergency Post: +31 (0)88 555 1188 Beltstraat 70, 7512AA Enschede There may be costs involved, please check your insurance.

LIBRARY, ICT SERVICES & ARCHIVE (LISA) NOTEBOOK SERVICE CENTRE (NSC)

Visit the NSC website to purchase your notebook computer. You can buy a notebook anywhere, but because of high quality and low prices we recommend the NSC notebooks.

At www.utwente.nl/lisa/newstudents you will find the checklist for first year students. When you have completed the checklist, you have done everything necessary to use the ICT facilities at the UT.

Note: the software that you will need to use for your studies is guaranteed to function on a NSC notebook. We cannot guarantee this for notebooks that have been purchased elsewhere.

with a doctor if you are staying in the Netherlands for more than three months. To register with the campus gp, visit the website below and fill in the online registration form.

Students can also seek guidance from the University itself. Within the department of Student Affairs Coaching and Counselling (SACC), various services are offered free of charge. These include student psychologists, career counselling and a diversity coordinator. To make use of these services you can contact the SACC secretariat. For more long-term or complex psychological counselling you need a referral from the general practitioner. He or she can then refer you to an external treatment practice. It is important to check the conditions of your health insurance to avoid unnecessary surprises.

STUDENT FAIRS COACHING AND COUNSELING (SACC)

University of Twente

Drienerlolaan 5

Vrijhof (Building 47)

Floor 3, room 311

T: +31 (0)53-489 2035 (in case of no reply within office hours: +31 (0)6 142 154 98)

W: www.utwente.nl/en/ces/sacc/

EMERGENCY? CALL 112!

The international European emergency number is **112**. Call this number for urgent assistance in life-threatening situations or if you witness a crime. For example, to report a road accident, a fire or an intruder. You can reach campus security on **053 489 2222**. The non-emergency number for the police is **0900 8844**.

DENTIST AND PHYSIOTHERAPIST

The University of Twente has an on-campus dentist and physiotherapist. Depending on your health insurance policy, you might be able to reclaim the costs of dental treatment or physiotherapy through your insurance company.

i DENTAL EMERGENCIES

If you are not registered, but you do have an immediate dental problem, you should call +31 (0)900 128 2632.

DENTIST BASED AT UT CAMPUS

Campus location: Sleutel (Building 58)

Appointments:

T: +31 (0)53 489 4600 (Mon-Fri: 08:00 - 12:00 and 13:00 - 16:00)

W: www.tandartshuizinga.nl

PHYSICAL THERAPIST BASED AT UT CAMPUS

Campus location: Sports Centre

T: +31 (0)53 7676020

E: info@topvormtwente.nl

W: www.topvormtwente.nl



STUDENT CARD

CAMPUS STUDENTS: STUDENT CARD

Your student card is valid as an ID card for the university. You can use your student card as identification when using UT facilities, such as the library. It also holds your UnionCard, if you have purchased one. The card is valid until you de-enrol from the University of Twente.

After you have been successfully enrolled as a UT student and have uploaded a passport photo to osiris.utwente.nl you will receive an email about picking up your card. If you lose your student card you can buy a new one at the Student Services desk.

PRINTING

Students can make use of the multifunctional student printers, which can be found all over campus. In order to be able to print, students need to activate their student card at the printer. A step-by-step guide on how to activate the student card (also referred to as a college card) can be found on the LISA website: www.utwente.nl/printer-registration. Students can print 125 pages free of charge. After that, they can print at the Xerox Copy Shops located on campus or upload credit to their student card at www.printquota.utwente.nl (only available through UT network).

Xerox Copy Shops

Service Center Carré

Campus Location: Carré (building 15)

T: +31 (0)53 489 2485

E: xeroxcarre@utwente.nl

Service Centre Student Union

Campus Location: Bastille (building 43)

T: +31 (0)53 489 4215

E: unionshop@union.utwente.nl

CAMPUS MAP

To download the campus map, visit www.utwente.nl/download/campusmap.pdf



Visit www.utwente.nl/go/ish/todo/campus-life for information about life on campus.

STORES**COOP SUPERMARKET**

Campus location: Sky, ground floor

Opening hours:

08:00 - 19:00 (Mon - Fri)

08:00 - 17:00 (Saturdays & summer holidays)

**BICYCLE REPAIR SHOP
'DE 2E VERSNELLING'**

Location: Box, ground floor

Opening hours: 08:30 - 16:30 (Mon - Fri)

Closed during summer holidays

IAPC-SHOP

IAPC is a student foundation providing computer/laptop advice to UT students and employees. IAPC also has a shop selling PC equipment.

Campus location: Zilverling E105

Opening hours: 12:45 - 13:30 (Mon - Fri)

(not during holidays and exam periods)

T: +31 (0)53 489 3927

W: www.iapc.utwente.nl

HAIRDRESSER 'DE BARREBOKS'

Campus location: Sky, ground floor

Opening hours: 09:00 - 18:00 (Mon - Fri)

T: +31 (0)53 489 4158

W: www.kapsalondebarreboks.nl/en

UNIONSHOP

Sells readers, UT gifts and clothing, office supplies and postcards.

Campus location: Bastille building, ground floor

Opening hours: 10:00 - 17:00 (Mon - Fri)

T: +31 (0)53 489 4215

E: unionshop@utwente.nl

W: su.utwente.nl/en/unionshop/

NOTEBOOK SERVICE CENTRE

The UT offers all students the opportunity to buy a state-of-the-art laptop computer for a competitive price. The laptop includes a three-year international warranty; insurance is optional. The Notebook Service Centre can also assist you with any software or hardware problem with your laptop computer.

Location: Citadel, opening at O&O square

Opening hours: 8.30 - 17.00 (Mon-Fri)

W: www.utwente.nl/en/lisa/ict/nsc



CANTEENS, RESTAURANTS & BARS

Most UT buildings have canteens where you can get coffee, tea, fresh sandwiches, and candy bars. Opening hours may vary per building, but all canteens are open at least between 12:00 and 13:30. There are also several restaurants and bars on campus. The UT Student Restaurant offers hot meals for reasonable prices.

CAMPUS STUDENT RESTAURANT MENSA

Campus location: Waaier building, first floor
Opening hours: 10:00 - 19:00 (Mon-Thu)
10:00 - 18:00 (Fri)

ITC STUDENT RESTAURANT

Location: ITC building
Opening hours: 12:00 - 13:30 (Mon - Fri)

APPÈL-KANTINES

Found in the Spiegel, Ravelijn, Horst and the Waaier. Opening hours vary, usually at least between 10:00 and 16:00.

SUBWAY

Location: Bastille, Ground Floor
Opening hours: 10:00 - 18:00 (Mon-Fri)
11:00 - 15:00 (Sat & Sun)

VESTINGBAR

The Vestingbar is a student bar on campus. Every Tuesday night at 21:00 they organise a pub quiz.

Location: Bastille building, second floor
Opening hours: 21:00 - 02:00 (Mon - Sat)

THEATERCAFÉ

Location: Vrijhof building, ground floor
Opening hours: 10:00 - 23:00 (Mon & Tue)
10:00 - 00:00 (Wed & Thu)
10:00 - 17:00 (Fri)

SPORTS BAR - KSUT

Location: Sports Centre/Sportcentrum
Opening hours: 09:00 - 01:00 (Mon-Fri)
08:00 - 24:00 (Sat)
09:00 - 19:00 (Sun)

STARBUCKS

Location: Zilverling, Educafé
Opening hours: 08:00 - 18:00 (Mon-Fri)

3. INFORMATION FOR ITC STUDENTS

IMPORTANT: This chapter includes information specifically for ITC students; you also need to read the general information as this is applicable to you too!

GETTING READY!

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ADMISSION, VISA & RESIDENCE PERMIT

ADMISSION

Applications for courses at the Faculty ITC have been dealt with through the course finder on the ITC website. Communication runs through the ITC digital application system OSIRIS of the ITC Admission Office.

When officially admitted to study, you will receive information about the formalities and steps to take via the digital application system OSIRIS. Please follow the instructions carefully.

Once the invoice has been paid and/or a scholarship has been awarded, we will start with the Visa procedure. When you have obtained your MVV, you can book your flight and when you inform us accordingly your travel details through OSIRIS all further services will start to work (such as organizing your insurance) to help ensure that you have a smooth arrival and stay at ITC.



ITC ADMISSION OFFICE

E: education-itc@utwente.nl

W: www.itc.nl/study



ENTRY VISA & RESIDENCE PERMIT

STUDYING LESS THAN 90 DAYS IN NL

Students studying in the Netherlands for less than three months have to apply for a 'multiple-entry Schengen short stay visa' at the Netherlands embassy in their own or neighbouring country. You will be instructed to visit the Netherlands embassy to collect the visa when receiving your ITC letter of admission. Please note that a short stay visa allows you to stay in the Netherlands for a maximum of 90 days in any 180-day period. It is not possible to extend a short stay visa; Dutch authorities make no exceptions to this rule.

STUDYING MORE THAN 90 DAYS IN NL

Students studying for longer than three months must have an authorisation for temporary stay (MVV) upon arrival. After you have arrived in the Netherlands, you will receive your residence permit card.

As soon as you have been awarded a scholarship, or when course fees have been fully paid, ITC Immigration officers will apply for a MVV and the residence permit at the Dutch Immigration Service (IND) in the Netherlands. Our Student Affairs Office assists all students requiring an (entry) visa, residence permit and/or Change of Purpose. If you require an entry visa or residence permit, you will receive an email after your admission outlining all necessary procedures. Keep in mind that, by Dutch law, students cannot apply for a visa themselves.

If you need to extend your residence permit, the extension is handled and monitored by ITC Student Affairs. The fee for extending your residence permit is € 207.

UNIVERSITY
OF TWENTE.



INSURANCE

AON INSURANCE

For all ITC students, a full comprehensive insurance (ICS) is arranged. This insurance includes general costs of healthcare, personal liability, luggage and travel, household contents, emergency assistance, accidental death and dismemberment. Some scholarships do not pay for the full costs of the insurance and extra costs may be involved.

The Insurance Certificate will be sent to you by the insurance company AON by email while still in your home country, because you need proof of insurance in the process of getting a visa or MVV.

Course participants from one of **the countries of the European Union** should be aware of the limitations of their own medical insurance in combination with the European Health Card. **They are strongly advised to arrange a complete insurance for personal liability, luggage, household contents, emergency assistance, accidental death and dismemberment, travel (including fieldwork or internship) which can be arranged by ITC Student Affairs, and when indicated, in combination with the health insurance.**

For ITC students staying longer than three years in the Netherlands (PhD or unpaid international researcher) and older than 30 years, please check with the ITC Student Affairs Office or visit the following website for more information: <https://www.studyinholland.nl/plan-your-stay/insurance>



Sometimes (PhD-) students receive letters from the CAK (a public organisation that checks whether a specific citizen is insured following Dutch Law). Students who receive a letter from CAK (normally in Dutch) should not ignore these letters and will need to call in to see an ITC Student Affairs Officer who can help with filling in the necessary form to prove the individual is insured in accordance with Dutch law. Although it is not obliged by Dutch law, an insurance to cover the costs of repatriation and personal liability is strongly recommended. For more information, visit www.zorgverzekeringlijn.nl/english/



General information about visas, residence permits and insurance can be found in Chapter 1.

ACCOMMODATION

ITC INTERNATIONAL HOTEL

The ITC International Hotel (IIH) provides furnished accommodation to students studying at the ITC faculty. It is located at Boulevard 1945-4, about 1 kilometre from ITC. The IIH has 398 single rooms. There are 29 communal kitchens that can be used by all residents. For ITC students participating in the Post-Initial Master, accommodation is reserved in the IIH for all admitted candidates from the start of the course, with a stay commitment of minimum 12 months. This also applies to first year ITC participants in the Spatial Engineering Master, with an ITC scholarship. For all other students accommodation can be offered as well, but is not compulsory. Students can contact the Admission Office. Once you accept the offer, the reservation has a commitment of a minimum of 12 months. Registered students are required to pay a deposit equal to one month's rent. The 12 month student stay commitment is applicable for courses of 9 months or longer in duration. For courses less than 9 months in duration, students have a stay commitment for the duration of the course.

Upon check-in you will receive an entry card for the front door, the door to your corridor, and the door to your own room. ITC students will receive additional information about their stay at the ITC International Hotel with their admission letter. For more information about the ITC International Hotel, its rates and other facilities visit www.itc.nl/itc-international-hotel.



TUITION FEES

2022-2023

For courses with starting date
1 September 2022 – 31 August 2023

Study Programme*	Tuition fee
Master (for 2 years)	€ 33,000
Postgraduate (12 months)	€ 16,500
Certificate – 5 ECTS credits	€ 1,354
Certificate – 7 ECTS credits	€ 1,896
Certificate – 10 ECTS credits	€ 2,708
Certificate - 15 ECTS credits	€ 4,063
Certificate - 30 ECTS credits	€ 8,125

* For the latest tuition fees for ITC courses; please visit the website: www.itc.nl/education/financial-matters/#tuition-fees-2022-2023

Please note that the tuition fees of the ITC's Master Spatial Engineering follow the fee structure of the regular master's at the UT: www.utwente.nl/en/education/master/costs-of-studying/



The ITC Certificate courses have different minimum living costs requirements and different insurance charges depending on the length of the programme. For the specific costs, please consult: www.itc.nl/education/financial-matters/cost-of-studying/

INTRODUCTION WEEK

ITC organises a mandatory introduction period for new students before the start of the academic year. This introduction period gives you the opportunity to meet your fellow students and get to know Enschede and its surroundings. We also help you sort out official arrangements such as registration with the municipality of Enschede during this period. The ITC introduction week joins some of activities of the Kick-in at the campus.

STUDENT REGISTRATION

Newly arrived students are registered on the official registration morning in the introduction week before the Opening of the Academic Year. Students arriving after the introduction period are requested to apply to one of the student registration officers:

STUDENT REGISTRATION OFFICERS

Ms. Mariëlle Liedenbaum
ITC, room 1-109
Ms. Pien Broenink - van der Valk
ITC, room 1-124
Ms. Tina Tian
ITC, room 1-126
E: education-itc@utwente.nl

PhD students:
Ms. Annelies Klos
ITC, room 1-106
E: research-itc@utwente.nl
W: www.itc.nl/study



DEPARTURE

Approximately six weeks before departure, you will receive information from ITC Student Affairs regarding the 'clearance-procedure':

- Reservations for your return flight;
- Alumni registration;
- Notification of departure at the municipality and the IND;
- Returning your residence permit;
- Diploma legalisation;
- See also Chapter 7, After Your Studies.

ITC/UT STUDENT SMART CARD

On arrival you will receive an ITC/UT student smart card. The card can be used in the ITC building for the following:

- entrance to the parking area and bicycle shed
- printer/scan/photocopy machines
- registration in the library
- payment in the restaurant
- the coffee dispensers in the restaurant and on the second and fourth floors and the confectionery and drinks vending machines in the restaurant and on the third floor.

CREDITING YOUR ITC/UT CARD

You can load credit onto your ITC/UT card via one of the two machines located to the right of the restaurant entrance. One machine is for cash only for a minimum of € 1 and the other is via your bank card.

LOSS OR THEFT

Please note: If you lose your card, you lose your money! On payment of € 10, you can order a new card at the ITC reception/service desk on the ground floor. We advise you not to credit the card with more money than you need for a few days in case you lose it.

ITC BUILDING

OPENING HOURS

7:30 - 19:00 (Mon- Fri)

ROOMS

The lecture rooms, practical rooms and offices have an 'address' composed of floor number and room number. For example: lecture room 3-008. The first number is the floor number. The following number will either be a 1 (east wing) or a 0 (west wing). So 3-008 is on the third floor in the west wing.

Use the 'Who is Who' on the Internet for email addresses and room numbers of ITC staff:

www.itc.nl/whoiswho

ITC RESTAURANT

On the ground floor at ITC, there is a central restaurant where coffee, tea, dairy products, soft drinks, sandwiches, snacks, fruit, cakes and sweets, hot meals and suchlike can be purchased. These meals are to be consumed in the restaurant and may not be taken to your room.

Coffee and tea dispensers are available on the ground floor, 2nd floor and 4th floor. Coffee and tea are free during the coffee/tea breaks.

MONDAY TO FRIDAY:

10:15 - 10:45 Coffee/tea break

12:00 - 13:30 Lunchtime: self-service counter

15:15 - 15:45 Coffee/tea break

LOCKER & MAILBOX

Lockers for storage of personal items during breaks, etc., are available to students who do not have their own office space. The lockers are located on the various floors. Keys for the lockers can be obtained on request at the ITC reception/service desk. Students staying longer than one month will be given a private mailbox located on the ground floor. Your mailbox number should be added to any mail addressed to you.

BUILDING ADDRESS

Faculty of Geo Information Science
and Earth Observation ITC
Hengelosestraat 99
7514 AE Enschede
The Netherlands

MAILING ADDRESS

Faculty of Geo Information Science and
Earth Observation ITC
P.O. Box 217
7500 AA Enschede
The Netherlands

T: +31 53 487 44 44
(ITC reception)

W: www.itc.nl



The car park and bicycle shed is behind the ITC building. Please note that bicycles should be placed in the shed. Access to both the car park and the shed is provided via your UT/ITC Student smart card.

INTERNET ACCESS HEALTHCARE

WIRELESS INTERNET: EDUROAM

For wireless internet connections, the UT uses *eduroam*: a secure, world-wide roaming service allowing wireless internet access across the UT campus. You can connect to eduroam in the education buildings, on-campus accommodation and most other areas on campus. Please visit the the ICT manuals website for step-by-step instructions on how to install eduroam on your wireless device: www.utwente.nl/eduroam

LAPTOP/ NOTEBOOK REQUIREMENTS

ITC students are expected to have a suitable laptop for their study programme (nine months and longer in duration). The laptop can either be purchased from ITC or be brought by the student, as long as it meets minimum requirements as mentioned on the ITC website: www.itc.nl/Pub/study/Prepare-your-stay/Notebook-requirements.html

SERVICEDESK ITC

SERVICE DESK ITC

All students and employees of the UT with questions, problems, requests for information or reports regarding ICT are welcome at the Service Desk ITC.

SERVICE DESK ITC, GENERAL

T: +31 534895577 (Mon-Fri 8:30-17:30)

E: servicedesk-ict@utwente.nl

SERVICE DESK ITC, LOCATION ITC

Hengelosestraat 99
7514AE, Enschede

Monday - Friday
08:30-12:45 & 13:30-17:00

REGISTERING WITH THE DOCTOR

ITC has a special arrangement for international students with the Medical Health Centre Veldpoort. The Medical Health Centre Veldpoort (HC Veldpoort) is ideally located very close to the ITC hotel and the MST hospital. A number of GPs are working in this Medical Centre and are experienced with international students. For further information about their services please see the website: www.veldpoort.uwgezondheidscentrumonline.nl

When you make your first appointment you will be appointed a GP within the HC Veldpoort. This appointed GP will remain your GP for the duration of your study at ITC. This will allow your GP to gain a good impression of your complaints or calls for help, and develop a confidential relationship. A consult with your GP is by appointment only.

Once you are allocated a GP, you can then contact them directly via the telephone number. On your first visit, the name of the GP will be put by the receptionist of the HC Veldpoort on a small ITC Healthcare Information Card with the phone numbers and the address of the HC Veldpoort. Whenever you need medical support, take along this info-card together with your insurance policy certificate.

DENTAL CARE

You are insured for emergency treatment only! If none of the mentioned dentists are available or during the weekend, evening or night the dental emergency post can be contacted on: +31 53 792 0040.



The Registration form for Gezondheidscentrum Veldpoort, specially for Faculty ITC students can be found in the menu under Faculty ITC Students on www.veldpoort.uwgezondheidscentrumonline.nl

DOCTOR'S APPOINTMENTS

MAKING YOUR FIRST APPOINTMENT

For the first appointment please send an email with the registration form. You'll find this form on their website (www.gcveldpoort.nl) under the tab 'Faculty ITC student' and subtab 'Registration form'. Download and fill in this form and send a completed form by mail to itcstudents@gcveldpoort.nl. Within 48 hours you will receive an email with your GP and an appointment from Health Centre Veldpoort.

Please note you only need to register with a GP once and only if you require the services of a GP. Please be at HC Veldpoort 10 minutes in advance of your appointment to exchange necessary information with the receptionist. Take with you your passport, your insurance policy, BSN number and ITC Healthcare Information Card.

MAKING FURTHER APPOINTMENTS

Second and further appointments can be made (only after first-time registration, see above):

- on workdays between 8:00 - 10:30 by telephone
- 24/7 online on their website (*webagenda* after logging in).

The assistant will ask you the reason for consultation. This is necessary in order to determine the urgency. It is also possible that the assistant will give you medical advice without booking an appointment. Appointments for patients are normally scheduled for 10 minutes. Indicate if you may need more time to explain your medical condition or if you want to discuss more than one health problem.

If you need to cancel an appointment, you must give at least 24 hours notice. If not, you will be charged. You will also be charged if you show up late, or miss your appointment altogether. For other questions or results of laboratory tests and/or X-ray results you can call from 14:00 to 15:00. For urgent matters that cannot wait until the next day, you can call between 15:00 - 17:00.

HEALTH CENTRE VELDPOORT

Cromhoffsbleekweg 2
7513 EW Enschede
Opening hours:
Monday - Friday: 8:00-17:00
E: itcstudents@gcveldpoort.nl
W: www.veldpoort.uwgezondheidscentrumonline.nl

General Practitioners

Dr. Lewis
T: 053 431 65 65
Dr. van Gerwen & Dr. Bonnema
T: 053 432 26 87
Dr. Snijders - Sijes
T: 053-431 57 35

Physiotherapists

Mr. Visser & Mr. de Vrijer
T: 053 767 60 60

Pharmacy

Opening hours:
Monday - Friday: 8:00-17:30
T: 053 434 78 55
E: apotheek@veldpoort.nl

DENTAL CARE

Tandarts Billet
Bisschopstraat 8, Enschede
(entrance at Prinsestraat)
T: +31 53 4324436

Tandarts Huizinga
Campuslaan 99, Enschede
T: +31 53 4894600
www.tandartshuizinga.nl

Tandarts Post Twente
Beltstraat 43D, Enschede
T: +31 53 7920040
tandartsposttwente.nl
(Also available in case of a dental emergency in the evening, night, weekend)

VACCINATION

The Travel Health Clinic (THC) provides: vaccinations, malaria prophylaxis and general health information for travellers.

If you require fieldwork vaccinations they will need to take place a couple of weeks before your fieldwork departure. You will receive an invitation if your fieldwork or internship destination is outside Europe. There is also an opportunity to buy, at your own expense, insect repellent, bed nets and medication against diarrhoea. The THC also retails first aid kits.

The THC can be reached by phone 24 hours a day or email which they react to within 24 hours. They are in contact with hospitals and medical staff abroad. The THC address and phone number will be given by ITC Student Affairs to those whose fieldwork destination is outside Europe.

PREGNANCY

In the case of pregnancy, please contact a midwife in or before week 10 of the pregnancy. For more information about perinatal care, see **page 63**.

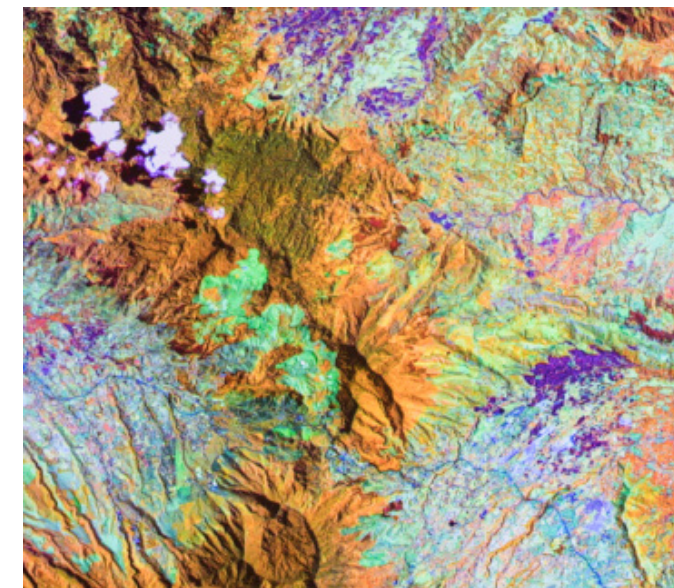
Always take your passport/residence permit, insurance certificate, BSN number and ITC Healthcare Information Card when visiting your GP, a health center or hospital. Make sure the name on the insurance paper is the same as the name in your passport.

UT PSYCHOLOGISTS

The UT psychologists are available for ITC students as well.

Contact information

Drienerlolaan 5
Vrijhof (Building 47)
Floor 3, room 311
T: +31 (0)53-489 2035 (in case of no reply within office hours: +31 (0)6 142 154 98)
E: sacc@utwente.nl
W: www.utwente.nl/en/ces/sacc/coaching-counselling/counselling/student-psychologist/



FINANCES

FINANCIAL ADMINISTRATION

STUDENT FINANCIAL ADMINISTRATION

Regardless of the source of funding, after arrival at ITC, the financial matters for students are handled by the Financial Student Administration.

FINANCIAL STUDENT ADMINISTRATION

For any specific question about financial matters, please contact us.

Room 1-130

Monday - Friday 10:00-12:30

E: fsasecretariat-itc@utwente.nl

Students who will live in the Netherlands for a longer period of time are advised to open a Dutch bank account for the following reasons:

- Scholarships administered by ITC/ UT will only be transferred to a European bank account with IBAN (preferably Dutch);
- With a Dutch debit card you will be able to pay small amounts ("PIN payments"), such as copy services at the university library;
- You can purchase train tickets at the NS vending machines located at the railway station rather than using the office there (which is more expensive and not always open.)



When you leave the Netherlands at the end of your studies, the responsibility lies with you to close your bank account.

BANK ACCOUNT

OPENING A BANK ACCOUNT

To open a bank account in the Netherlands, you first need a BSN number (which you receive once you have registered with the municipality.) Once you have your BSN, you can contact a bank and make an appointment to open a bank account.

If you need any assistance, please do not hesitate to ask fsasecretariat-itc@utwente.nl.

IMPORTANT

- As soon as you receive your bank account number please email it to fsasecretariat-itc@utwente.nl.
- Since many students apply for a bank account in the summer, it can take one or two working days longer than usual.
- Some banks offer insurance products as well, but please ignore these as you will be insured via Aon Insurance (non EEA students.) EEA students will be offered an Aon insurance for non-medical matters such as liability, travel, home contents etc.
- Often you can use a 'student package'. In this case you need to show the bank you are a student in order to be eligible. You can use your student card as proof of enrolment.
- If you receive your allowance through ITC and you are in need of financial assistance, email fsasecretariat-itc@utwente.nl and we will try to help you as soon as possible.

STUDENT ASSISTANCE FUND

ITC STUDENT ASSISTANCE FUND

It may happen that ITC course participants run into financial problems for reasons beyond their control (think of serious illnesses, deaths or theft). Should the insurance or the student's employer not cover the costs of a claim, course participants with serious financial problems may apply for a financial contribution from the ITC Student Assistance Fund. This Fund operates completely independent of ITC and financial problems should first be discussed with an ITC Student Affairs Officer. The board of the Fund decides whether financial assistance will be provided or not and, if so, in what way. The decision will be based on the regulations and statutes of the Fund.

Please note that the financial resources of the Fund are rather limited. Usually, when it has been decided to provide financial assistance, it can only be to cover part of the costs. Written applications for financial support (with motivation and cost specification) should be submitted to the secretary of the Student Assistance Fund.

STUDENT ASSISTANCE FUND

Secretary: Ms Iris van Duren,

E: i.c.vanduren@utwente.nl

More information:

W: www.itc.nl/intranet/education/ITC-student-affairs-and-support/useful-student-information/student-assistance-fund/

FOBOS

For more information about (financial) support on the basis of FOBOS or the application procedure for FOBOS, visit the website of SACC: www.utwente.nl/en/ces/sacc/regulations/fobos/force-majeure/

PRINTING

PHOTOCOPY MACHINES

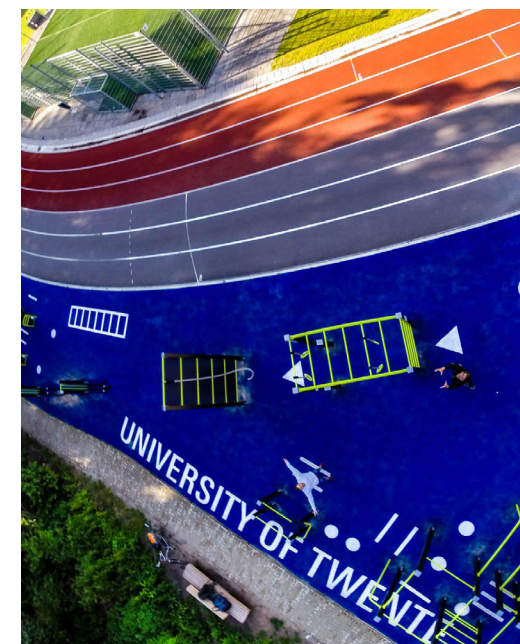
Multifunctional machines are located on every floor in the building with free scanning, printing and photocopy facilities. Your smart card will allow you access to the photocopy machines.

EDUCATIONAL SUPPORT SERVICES (TECHNICAL)

Educational support offers services for printing and fieldwork material. They are located in Room 4-126.

UT SPORTS AND CULTURE FACILITIES

ITC students can make use of the sport facilities both on the University of Twente Campus. For this you need to buy a UnionCard at the Student Union Desk, Bastille kamer 332, Drienerloaan 5. See **page 62** for more details about the UnionCard.



PROGRAMME MANAGEMENT

During the introduction period, you will be informed about the coordination, contents and scheduling of the course that you are following. At the start of your course a mentor will be assigned to you, with whom you will have regular contact about your academic progress and choices you will have to make throughout the academic programme.

The Master's programmes are managed by a Programme Director and a Programme Manager. The Programme Director is responsible for the development and quality of a Master's programme. The Programme Manager is responsible for the planning, organisation and implementation of the Master's programme.

Master Geo-information Science and Earth Observation (M-GEO):

Programme Director: prof.dr. J.I. Blanford (Justine)

Programme Manager: drs. J.J. Verplanke (Jeroen)

Master Spatial Engineering (M-SE)

Programme Director: dr. ir. T.A. Groen (Thomas)

Programme Manager: drs. T.R. Luiten MBA (Tiny)

During your studies you will receive formal letters regarding your study progress and activities on behalf of the programme management. Whenever you have questions about the organisation of your study or your study progress, you can ask your mentor or your Programme Manager.

The contents and practical arrangements of your study programme are recorded in the online study guide. For further practical issues about the courses you can contact the Education Support Office: educationsupport-itc@utwente.nl

The Education and Examination Regulations (EER) stipulate for which formal issues you should contact the programme management. For further information:

<https://www.itc.nl/education/studying-at-itc/study-details/regulations/>

COURSE MANAGEMENT

Education Support Office:

E: educationsupport-itc@utwente.nl

Study guides:

W: <https://studyguide.itc.nl/m-geo>

W: <https://studyguide.itc.nl/m-se>



ASSOCIATION OF ITC STUDENTS

STUDENT ASSOCIATION BOARD (SAB)

The SAB is the representative body for all students at ITC. Our mission is to provide an on-going connection between the student body and ITC management while developing positive goodwill and support to the Institute for Geo-information Science and Earth Observation. We also aim to make the postgraduate experience at ITC as enjoyable and rewarding as possible.

In this regard, we run several academic, social and sports activities in collaboration with ITC student affairs:

- We issue newsletters that bring in latest academic articles and other activities for the welfare of the students.
- We organise the annual Teacher of the year event that aims at recognising the hard work and talent of our dedicated teachers.
- We ensure the students' representation in the Programme Committee.
- We maintain regular contact with the

educational manager about general education-related issues.

- We arrange workshops like stargazing and open days.
- We organise and support the students to participate in the International Sports Day and in the Batavierenrace.
- In addition, we also plan and arrange the International Food Festival, parties, movie nights, and excursions to places like Amsterdam, Keukenhof gardens, creating a conducive environment for the students at ITC.
- We will keep updating you on upcoming activities.



STUDENT ASSOCIATION BOARD

E: sab-itc@utwente.nl

W: www.itc.nl/education/studying-at-itc/student-association-board/



ITC STUDENT AFFAIRS OFFICE

ITC Student Affairs Officers provide ITC students with information, advice, and assistance on social, cultural, and medical issues.

For instance:

- Settling in and studying at ITC and living in Enschede and in the Netherlands;
- Consular affairs, and emergencies at home;
- Advice on social or medical problems affecting study results;
- Residence procedures & issues;
- Coordination of logistical aspects of the MSc Research Activities and Study excursions including visa applications, vaccinations, travel arrangements etc., excursions, including emergency info;
- Dutch health care & specifically healthcare information for ITC students;
- Insurance policies and claim procedures;
- Out-of-office-hours emergency/calamity service;
- Arrange official municipal registration and your BSN number.
- Social and cultural issues.

Occasionally, a student may have a serious problem. Student Affairs officers can help by listening and can advise and guide you on where best to seek assistance. Everything you tell them is treated with strict confidentiality.

ITC STUDENT AFFAIRS OFFICE

- Ms. Theresa van den Boogaard-Burke
Room 1-122
E: t.b.burke@utwente.nl
T: +31 (0) 53 489 2271

- Ms. Marie-Chantal Metz
Room 1-120
E: m.c.f.metz-bekkers@utwente.nl
T: +31 (0) 53 489 2298

- Ms. Jorike Siemerink
Room 1-116
E: j.siemerink@utwente.nl
T: +31 (0) 53 489 5534

Office hours: 10:00 - 13:00 (Mon - Fri)
E: studentaffairs-itc@utwente.nl

Students can always make an appointment with the officers if the office hours conflict with their class schedule.



4. FACILITIES

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INTERNATIONAL STUDENT ASSOCIATIONS

All Dutch universities have their own network of student-run associations that bring students together for academic activities, sports and recreation. There are 13 international student associations at the UT, including La Voz, ISA and the Erasmus Student Network (ESN). These associations will provide you with an intercultural experience and help you to make friends.

The UT's international student associations are dedicated to helping you feel at home, and promote the integration of Dutch and international students. There are a number of international student associations at the UT.

UNITE

UniTe is the umbrella organisation that represents the student associations within the World Sector at UT. UniTe aims to provide a channel in which international associations and UT's institutions can discuss and improve the experience of international students and enrich interaction with Dutch community.

UNITE

E: unite.utwente@gmail.com
 W: www.unite.utwente.nl
 F: www.facebook.com/UNITE.UT
 I: www.instagram.com/unite.utwente



WORLD OFFICE

The World Office is UniTe's office space in the Bastille building. The space is available for all world associations to use for work. As an international student, you are always welcome in the World Office if you need any assistance.

Location: Room 312, Bastille Building
Opening Hours: 8:30 - 23:00

BUDDY PROGRAMME

The Buddy programme matches new incoming students with experienced UT students for a semester. Through a series of fun online and in-person events the Buddy programme helps new students navigate Dutch culture, make friends and find their way around the university and city. For more information about the Buddy programme

visit: www.buddy.utwente.nl



KOREAN ASSOCIATION

E: kcsa.utwente@gmail.com
 I: [instagram.com/kcsa.twente](https://www.instagram.com/kcsa.twente)



EURASIAN STUDENT ORGANISATION (ESO)

E: eso.utwente@gmail.com
 I: [instagram.com/eso.utwente/](https://www.instagram.com/eso.utwente/)
 F: [facebook.com/eso.utwente/](https://www.facebook.com/eso.utwente/)



AEGEE-ENSCHEDÉ

AEGEE-Enschede organise regular pubnights on Tuesdays and Thursdays in Enschede, and also offer the opportunity to travel abroad and visit conferences, parties, and cultural events anywhere in Europe with other AEGEE members.

AIESEC ENSCHEDÉ

AIESEC is the largest student-run organisation in the world. They organise voluntary projects and internships abroad. Also, it's possible to join AIESEC Twente as a full-time or part-time board member.

P-NUT

P-NUT is the official PhD and PDEng association of the University of Twente. P-NUT is responsible for representing the doctoral candidate community at the UT, as well as informing and connecting PhDs by organising lunch meetings and social activities.

IAESTE TWENTE

IAESTE is an independent, non-profit and non-political student exchange organisation. They arrange paid technical internships abroad, and provide numerous activities for active members.

WORLDRIDE

The WorldRide committee organises events on campus to introduce the community to a different country each month, opening the doors to the food, culture, politics and opportunities of another place. This is in collaboration with all kinds of events at the UT. You can follow WorldRide via Facebook: www.facebook.com/WorldRideUT

STUDENT STUDY ASSOCIATIONS

In addition to the international student associations, all study programmes have a study association, organising various activities and trips and providing opportunities to socialise with other Dutch and international students. Through these study associations, students can usually get discounts on study books as well.

AEGEE-ENSCHEDÉ

Location: Oude Markt 24, Enschede

T: +31 (0)53 432 1040

E: board@aegee-enschede.nl

W: www.aegee-enschede.nl/en

**AIESEC ENSCHEDÉ**

Location: Bastille 319C

T: +31 (0)53 489 5689

E: twente@aiesec.nl

W: www.aiesec.nl

**P-NUT**

E: p-nut@utwente.nl

W: www.utwente.nl/p-nut

F: www.facebook.com/groups/383184163680

**IAESTE TWENTE**

E: info@twente.iaeste.nl

W: www.iaeste.nl

F: www.facebook.com/iaestetwente

**ITC STUDENT ASSOCIATION BOARD**

E: sab@itc.nl

W: www.itc.nl/Pub/study/Student-life/Student-Association-Board

F: www.facebook.com/ITC.SAB



GLOBAL LOUNGE

The Global Lounge is the international living room at the University of Twente. It is the place to informally socialise with your friends, or meet new people from all over the world.

The Global Lounge serves two purposes: it acts as an informal meeting point where everyone who is involved with the UT can hang out, and it is the space where internationally orientated events can take place. You can find the Global Lounge in the Bastille, to the left of the reception, right next to the study area. If you have any questions, feel free to ask the employee in the Bastille. With an Xbox, Lonely Planet travel guides, a book exchange and study places, the space accommodates many different uses. You are always welcome to organise your own activity, or join one of the many events organised by others.

**GLOBAL LOUNGE**

Campus location:

Bastille building, ground floor

Opening hours:

Monday-Friday 8:00 – 24:00

Saturday: 12:00 – 18:00

E: globalounge@union.utwente.nl

W: www.su.utwente.nl/en/worldride



ITC SCHERMERHORN LOUNGE

The Schermerhorn Lounge is located in the ITC International Hotel. In the lounge you can find recreational facilities, such as pool tables.

ITC SCHERMERHORN LOUNGE

Location: Boulevard 1945-4

7511 AE Enschede

LANGUAGE CAFÉ

A Language Café opens the door to exciting new experiences! Do you want to practice your language skills and meet like-minded people? UT & ESN Twente present the monthly Language Café! Join us for a fun and informal evening of language exchange from across the globe!

No matter if you want to practice Dutch, get to know basic phrases in Spanish, or introduce others to your language - join us for a fun and informal evening of language exchange from across the globe!

Our group of enthusiastic native speakers will provide you with the help you need to keep the conversation going. You can join in at any language level!

If you are interested in joining the language café please join the WhatsApp group via this link: <https://chat.whatsapp.com/H81Z9hKsWSV2JjG6N9RCTy>



SUSTAINABILITY

At UT we highly value sustainability! Now, when you are a part of our community, we would love you to share this attitude with us! In Shaping2030, the mission, vision, strategy and goals of the UT for the coming years are established to ensure that by 2030 the University of Twente becomes a sustainable organisation. The entire campus works towards reaching these goals. To achieve 2030 ambitions, there are numerous green initiatives launched in the university and here are a few of them outlined. Green Hub Twente is the central point where all knowledge and initiatives related to sustainability within the university converge and reinforce each other. It aims at creating a bottom-up movement for sustainability within the UT community. Green Hub acts as a source of inspiration and knowledge accessible to everyone, a channel for a network of (young) sustainability professionals and entrepreneurs. For any help (e.g. to implement your sustainability ideas) contact Green Hub by email (greenhub@utwente.nl) or drop by their office in Bastille 304.

In UT we are extremely cautious about waste separation, which sometimes might be challenging to do properly! For the clarification of the waste separation rules for the campus bins see www.utwente.nl/download/employeeportal/a5-flyer-afvalscheiden-utwente-engels.pdf.

If you would like to become a member of one of the student associations that are highly sustainability-oriented, check out these: Electrical Sper Bike, Green Team Twente, Solar Boat Twente, Solar Team Twente, Sustain, WOT.

There are many more green projects and initiatives running in UT. The general information on sustainability on campus can be found on www.utwente.nl/en/sustainability/sustainability-on-campus/#themes. To keep up a more sustainable life in Enschede more easily, you should check the green Enschede guide and recycling guidelines outside of the campus..



SPORTS FACILITIES



The UT campus offers world-class sports facilities for almost all sports. That is why our facilities rank in the top ten worldwide, according to international benchmark studies. With over 30 sports associations and a wide range of courses and open sessions, you have access to a wide variety of leisure activities.

You can join any sports association for fairly low contributions, provided you have a UnionCard (see **page 62**). Sports associations also organise social activities that provide opportunities to meet Dutch and international students at tournaments and theme nights, as well as at cocktail or karaoke parties.

The UT Sports Centre offers various courses, fitness and group lessons. Courses are offered in different levels. A UnionCard an pre-registration is required for course participation. The Sports Centre offers fitness and group lessons for students with an UnionCard + Fitness and group lessons subscription. A reservation is required for fitness and group lessons. With the UnionCard you can make use of the swimming facilities.

For more information about the UT's sports facilities visit: www.utwente.nl/en/sport

To make a reservation or purchase a course visit: sportsandculture.utwente.nl/pages/login

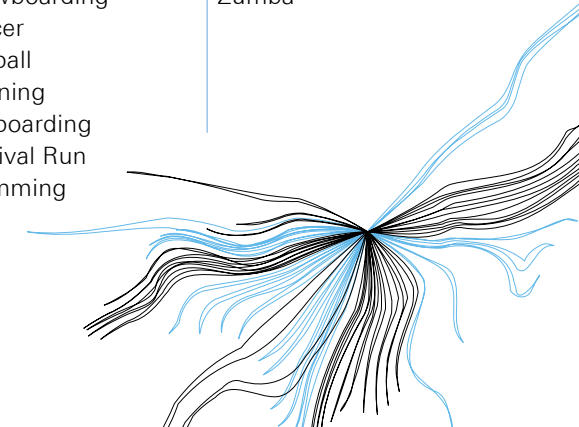
SPORTS AT THE UT

Alpine climbing
Archery
Athletics
Badminton
Baseball
Basketball
Beach volleyball
Billiards
Body Balance
Body Shape
BootCampus
Bouldering
Bounceball (*knotsba*)
BCW (Boxing)
Condition Workout
Boxing
Canoe polo
Canoeing
Chess
Competitive swimming

CrossFit
Cycle racing
Diving
Fitness
Floorball
Gliding
Gritt
Gymnastics (artistic)
(Beach) handball
Hockey
Horseback riding
Ice hockey
Ice skating
Indoor football
Inline skating
Jazzdance
Jiu-jitsu
Judo
Karting
Kitesurfing
Korfball

Meditation
Motor sports
Multi sports
Outdoor fitness
Pilates
Power Yoga
Pukulan
Pump/Power
Road surfing
Rowing
Running
Sailing
Shooting sports
Snooker
Snowboarding
Soccer
Softball
Spinning
Surfboarding
Survival Run
Swimming

Swimming for absolute beginners
Table tennis
Taekwondo
Tai Chi
Tennis
Triathlon
Volleyball
Wakeboarding
Waterpolo
White-water canoeing
Windsurfing
Xcore
Yoga
Zumba



CULTURAL ACTIVITIES

PERFORMING ARTS & EXHIBITIONS

Vrijhof Culture presents activities related to arts and culture. This includes performances, concerts, exhibitions and cultural courses. Vrijhof Culture is located in the Vrijhof building, and also offers dance & music studios, an audio room with good acoustics, and two theatres used for concerts and theatre performances. The Vrijhof building is also the headquarter for cultural student associations. Every evening you can find students here, practicing or performing.

VRIJHOF CULTURE

Vrijhof Culture staff can advise you about everything concerning cultural activities, including the fine art of theatrical technique. All information on performances, concerts, cultural courses, exhibitions and news items can be found on their website.

Language No Problem!

Visit www.utwente.nl/en/campus/culture/agenda.shtml and look for cultural events labeled 'LNP' (these indicate events held in English, or with little to no spoken words).



APOLLO: CULTURAL UMBRELLA

Campus Location: Bastille (Room 316)
T: +31 (0)53 489 4404
E: board@apollo.utwente.nl
W: www.apollo.utwente.nl

VRIJHOF CULTURE

Campus location: Vrijhof (Building 47)
T: +31 (0)53 489 4400
E: vrijhof-cultuur@utwente.nl
W: www.utwente.nl/culture/

VRIJHOF CULTURE
UNIVERSITY OF TWENTE



Vrijhof Culture organises a diverse variety of cultural courses for students who wish to develop or improve their creative skills. For more information contact Vrijhof Culture.

STUDENT CULTURAL ASSOCIATIONS

There are 15 active student cultural associations that fall under the umbrella of Apollo. Most of these associations are located in the Vrijhof building and regularly perform in the Vrijhof theatres. Apollo also organise events such as the Open Stage, Gala and the Apollo Dance Show.

- *Music:* Vocal group, symphony orchestra, wind orchestra, big band, pop bands;
- *Dance:* Contemporary dance, ballroom, salsa, break-dance, hiphop, jazz dance, ballet;
- *Theatre:* General theatre, musicals, improv theatre;
- *Others:* Photography, visual arts, sci-fi/fantasy/ comics library, (board/card/tabletop) gaming.

If you would like to participate, visit the site of Cultural Umbrella Apollo to find all of the associations: www.apollo.utwente.nl

BICYCLES

The preferred way to cover short to medium distances in the Netherlands is by riding a bike. Bicycles are quite convenient in urban areas, are cheap, and you often reach your destination faster than when travelling by car or bus. You can find guarded parking facilities for your bike (*rijwielstalling*) at Enschede central station (paid) and *rijwielstalling de Graaf* (Brammelerstraat; free).

LOCKING YOUR BIKE

Always attach your bike to a tree or other solid object with a decent lock (around € 20). Make sure your bicycle lights and reflectors are working (if not, you risk a € 55 fine) and obey the traffic rules (€ 50 fine or more). You are not allowed to ride your bike in certain areas, especially certain streets in the city centre.

SECOND-HAND BIKE SHOPS IN ENSCHEDE

Snellers Tweewielers BV
Location: Haaksbergerstraat 122
T: +31 (0)53 432 2223

Ten Tusscher Fietswinkel
Location: Oldenzaalsestraat 340
T: +31 (0)53 435 8219

Fietscity Landewé
Location: Broekheurnerweg 62
T: +31 (0)53 431 5952

Budget Bikes Hoeve
Location: Europalaan 23a
T: +31 (0) 6 19522045



Never buy a bike off the streets: if a stranger approaches you and offers to sell you a bicycle, **don't buy it**. It's probably stolen, and you too will be breaking the law if you accept it.

BUYING A BIKE DURING THE INTRODUCTION PERIOD

You can buy a second-hand bike during the introduction days for international students. Alternatively, visit one of the second-hand bike stores in Enschede mentioned here. You can buy a second-hand bike for € 50 to € 150, less than half the price of a new bike. It is best to buy an inexpensive second-hand bike, as a new expensive-looking bicycle may get stolen.

BICYCLE SUBSCRIPTION

For a fixed monthly fee you can hire a Swapfiets bicycle. They will make sure your Swapfiets always works, with service available at home, university or at their store in the centre of Enschede. As a student you pay € 14,90 per month (instead of € 16,90) for a hassle-free bicycle subscription. Keep an eye out for any discount deals you can get through the university or Kick-In. For more information visit: www.swapfiets.com or the store at Haverstraatpassage 90

GENERAL ROAD RULES FOR CYCLISTS

Dutch road rules are consistent with those in most European countries. These are the most important general traffic rules in the Netherlands:

- Drive on the right, overtake on the left;
- Unless indicated otherwise, give priority to traffic approaching from the right;
- As a rule, cars turning across your path are supposed to stop for you, but be careful just in case;
- Motorcycle drivers and passengers must wear crash helmets;
- Cyclists may ride two abreast;
- Pedestrians use pavements or footpaths; cyclists keep to cycle lanes. Cycling through pedestrian areas can result in a € 55 fine;
- Stop for pedestrians on pedestrian crossings;
- Signal with your arm when turning;
- Your bicycle must have working head and tail lights as well as reflectors (€ 55 fine).
- While cycling it is not permitted to hold an electrical device, such as a mobile phone (€ 95 fine).

PUBLIC TRANSPORTATION

BUS

A relatively cheap way to travel in Enschede and the Twente area is by bus. You can buy a paper ticket from the bus driver, but it's cheaper to use an *OV-chipkaart*.

You can reach the University of Twente by bus if you depart from Enschede Central station and take bus number 1 marked *Universiteit*. Bus 1 can have two directions; ask the driver to make sure you are in the right bus. If you want to travel to the centre of the campus, get off at the *UT/Bastille* bus stop. Alternatively, you can take bus number 9 to *Hengelo CS*. Even though this bus reaches the campus faster than bus number 1, it does not enter the campus and you can only get off at the main road (*Kennispark/UT*).

TRAIN

The fastest way to travel between cities is by train. Buy a ticket at the NS Service Desk at central station's ticket desk or at the ticket machine (Dutch bankcard only). A train ticket is valid only on the day you bought it and only in the direction of your destination. As from July 2014, only the *ov-chipkaart* can be used to travel by train in the Netherlands. You can buy a ticket at the machine; however, it will charge you extra for a disposable *ov-chipkaart*. Therefore, it is advisable to purchase an *ov-chipkaart* www.ov-chipkaart.nl for more information.

OFF PEAK DISCOUNT

To receive a 40% off-peak discount on train tickets for you and up to three fellow passengers, apply for '*dal voordeel*'-discount (€ 50 per year). *Dal voordeel*-discount is not valid during peak hours (weekdays between 06:30 - 09:00 and 16:00 - 18:30). Alternatively, you may also receive a 40% off-peak discount when travelling

with someone who has a Student OV Card. Visit www.ns.nl/en or the NS Service Desk at the Enschede central train station for more information.

- Intercity trains only stop at large railway stations; stop trains stop at all railway stations;
- Few trains in the Netherlands run at night. Enschede has no night trains;
- Make sure you have a valid ticket with the right date and destination on it. Fines are € 50 plus the ticket price;
- The website of the Dutch Railways (www.ns.nl/en) is available in English and provides information about timetables, timetable changes, and prices.

DRIVING

If you wish to drive in the Netherlands please be aware that your driving licence, combined with an international driving licence, is only valid for 185 days after your arrival in the Netherlands. In some cases it is possible to exchange a foreign driving licence for a Dutch driving licence, within those 185 days, without having to take a driving test. More information on how to exchange your licence and which licences are eligible for exchange can be found on: www.rdw.nl/over-rdw/information-in-english/private/driving-licence/can-i-exchange-a-foreign-driving-licence



OV-CHIPKAART

The *OV-chipkaart* is the payment method for public transport in the Netherlands. The smart card is the size of a bankcard and contains an invisible chip. With an *OV-chipkaart* you do not need to buy individual tickets. You load the card with credit in euros or with travel products such as single journey or a monthly subscription and you are ready to travel.

HOW TO GET YOUR OV-CHIPKAART

Two types of cards are available: a personal or anonymous *OV-chipkaart*. The personal *OV-chipkaart* provides additional security features and more options for (re)charging. You can buy an anonymous *OV-chipkaart* (€ 7.50) online, at a railway station ticket office, at a railway vending machine or at the Albert Heijn supermarket. You can purchase a personal *OV-chipkaart* (€ 7.50) online if you have a Dutch bank account (www.ov-chipkaart.nl).

CHARGING YOUR OV-CHIPKAART

Charge your *OV-chipkaart* with travel credit using your bank card (Maestro) and PIN number at a railway station vending machine or ticket office. If you have a personal *OV-chipkaart*, you can also select the auto reload option, to ensure you always have sufficient travel credit.



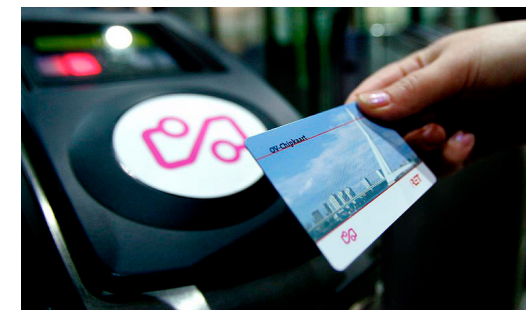
If you have experienced a delay during a train journey with the NS. It is possible to submit a request for a refund for delays of 30 minutes or more. For more information visit the website: www.ns.nl/en/customer-service/refunds/refunds-for-delays-on-a-domestic-route.html

USING YOUR OV-CHIPKAART

To use your *OV-chipkaart*, swipe the card past the card reader marked with the *ov-chipkaart*-logo whenever you get on the bus, tram, metro, or train (checking in). The sound and light signal indicates that your card has been read. When you reach your destination, swipe the card past the card reader again before getting off the bus, tram, metro, or train (checking out).

Make sure you check out and in again when transferring from any one type of transport to another (e.g. from bus to train) or when you are switching train carriers (e.g. from an NS train to an Arriva train).

For all information about the *OV-chipkaart* please visit www.ov-chipkaart.nl



Keep an eye out for *NS dagkaart* (NS day card) tickets: these tickets are between € 15 - € 20, and allow unlimited train travel for one day for one person through the entire country. Be aware of the conditions. Some tickets are valid only during weekdays. The *NS dagkaart* is occasionally sold at Albert Heijn Supermarkets, Blokker stores, Kruidvat, or Hema stores. Also, check out the UT Marketplace Facebook Group for students looking to sell their NS dagkaart www.facebook.com/groups/ut-wentemarktplaace



UNIONCARD

At the UT, student life means more than studying alone. The University of Twente offers students a wide variety of sports and cultural facilities in Enschede with the UnionCard.

BENEFITS

- Access to over 60 different sports and arts associations;
- Use of indoor and outdoor swimming pools;
- Use of tennis courts and squash courts;
- Use of a range of music studios;
- Access to a wide range of sports and cultural courses;
- Up to 50% discount on cultural performances organised by students within the cultural associations;
- Membership of Enschede Public Library with online access to 1,700 newspapers from 92 countries in 48 languages (regular price € 45).



PRICES & UPGRADES

UnionCard - year	€ 50
Union Card - half year	€ 30
UnionCard - month	€ 10
Fitness upgrade - year	€ 115
Fitness upgrade - half year	€ 70

To become a member of a sports, performing arts or world association, a UnionCard is required. Each association may charge a membership fee on top of that.

The fitness upgrade allows unlimited access to the on-campus gym facilities. This upgrade is already included in the employee card of UT employees (i.e. PhD students). For more information and to order your UnionCard, please visit the UnionCard website: su.utwente.nl/en/unioncard

LIBRARIES

UNIVERSITY LIBRARY VRIJHOF

The university library is located in the Vrijhof building. The study facilities and service desk on the second floor of the building are open to students and staff of all faculties of the university. You can use your student card to borrow books. The library also offers project rooms and a computer area.

UNIVERSITY LIBRARY ITC

ITC Faculty Library is a scientific library that contributes to the effectiveness of the education provided by ITC and the research done at ITC.

The library helps:

- staff and students to find relevant information as efficiently as possible
- staff and students to present their expertise in the form of academic publications clearly presented on the ITC library web pages.

UNIVERSITY LIBRARY VRIJHOF

Location: Vrijhof Building, 2nd floor
Open 7 days a week:
www.utwente.nl/libraryopen
T: +31 (0)53 489 2777
E: infoub@utwente.nl
W: www.utwente.nl/library

UNIVERSITY LIBRARY ITC

Location: ITC Building Room 3-036
Open Monday to Friday:
www.utwente.nl/libraryopen
E: library-itc@utwente.nl
W: www.itc.nl/pub/home/library
Twitter: @LibITC

BELLETRIE LIBRARY

Location: Bastille Building, Drakenkelder
Opening hours: 12:45 - 13:30 and
19:00 - 20:00 (Mon - Fri)
E: bestuur@belletrie.utwente.nl
W: www.belletrie.utwente.nl/

CHILDCARE & STUDENT SUPPORT

CAMPUS CHILDCARE CENTRE

The campus childcare centre *De Vlinder* (0-13 years) offers daycare and after-school programmes for children of campus UT employees and for children who live in the area around the campus, Enschede and Hengelo.

The childcare centre includes many outdoor activities, as part of a 'play and move in nature' programme and also has a 'science-programme for and with children'. Facilities include a garden with a little patch of forest. UT facilities such as the open air theatre and sports facilities on campus are also used regularly. Furthermore there are visits to the city library of Enschede and the petting zoo Enschede Noord. But the most important thing for the centre is their belief in the strength of children and helping them grow up!



Smallsteps
kinderopvang

COSTS AND SUBSIDIES

For information about childcare costs and subsidies, please contact *De Vlinder* childcare centre or your UT contact person.

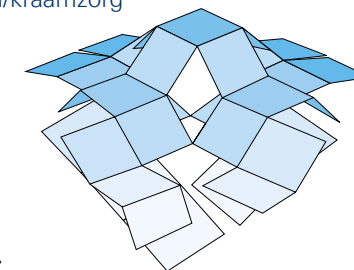
Childcare Centre 'De Vlinder'
Partou Kinderopvang (formerly Smallsteps)
Calslaan 35, Building #60
Opening Times: 07:30 - 18:30
T: +31 (0)53 433 2722
E: vlinder@partou.nl
W: www.partou.nl/kinderopvang/enschede/kin-derdagverblijf-calslaan-35-gebouw-60

PERINATAL CARE

Midwife Practice 'Liberis Libenter'
Location: Van Deinselaan 18, Enschede
T: +31 (0)53 431 8948
W: www.liberislibenter.nl

Midwife Practice 'Vivre'
Location: Gezondheidscentrum Oosterpoort,
Oosterstraat 2-12, 7514 DZ Enschede
T: +31 (0)53 432 4123
W: www.verloskundigenpraktijk-vivre.nl

After Birth Care 'BTK Zorg'
Location: Eikstraat 60, 7513 BG, Hengelo
T: +31 (0)88 238 3737
W: www.btkzorg.nl/kraamzorg



STUDENT SUPPORT

SACC offers a number of services (more information available on pages 88-92).

Individual counselling:

- Student counsellor
- Student psychologist
- Confidential advisor
- Career counsellor
- Diversity coordinator
- PhD counsellor

Group training:

- Personal support group for international students
- Self-management course
- Study encouragement group
- Mindfulness training
- Application skills training
- Workshops on personal development.

RELIGION

In this section you can find an overview of various religious platforms in the region. Due to a vacancy and the present reorganisation of the Student Chaplaincy (*Studenten Pastoraat Enschede, SPE*) most of their activities are not currently taking place.

The campus mosque and meditation room offer a moment of silence for meditation, prayer or personal reflection. Feel free to visit the mosque or meditation room for some quiet time, to recharge batteries or to fulfil your religious obligations.

SPIRITUALITY ON CAMPUS

W: www.utwente.nl/en/education/student-services/step-by-step/religion/

PRAYER/MEDITATION ROOM:

Campus location: Vrijhof building room 309
Opening hours: Mon - Fri: 08:00 - 00:00
Sat - Sun: 09:00-16:30

UT MOSQUE:

Campus location: Vrijhof building room 302
Opening hours: Mon - Fri: 08:00 - 00:00
Sat - Sun: 09:00 - 16:30

ARIËNS CATHOLIC STUDENT ASSOCIATION

E: rksariens@gmail.com
W: ariens.utwente.nl
F: www.facebook.com/rksariens

CHRISTIAN (INTERDENOMINATIONAL)

International Christian Fellowship – Enschede (ICF-E)
Location: Prinseschool, Prinsestraat 10, Enschede
Service in English: every Sunday at 10:30
Various weekly – and regular activities (see website)
E: icf-enschede@solcon.nl
W: www.icf-enschede.nl
T: +31(0)6-19851634

CHRISTIAN (PENTECOSTAL) THE REDEEMED CHRISTIAN CHURCH OF GOD (RCCG)

Location: SDA Building (Philadelphia Main Hall), Haaksbergerstraat 468, Enschede
Service: every Sunday at 10:30
E: amazinggracesanctuary_enschede@hotmail.com
F: www.facebook.com/rccgenschede
T: +31(0)6 2845 5331 (English)

CHRISTIAN (ROMAN CATHOLIC)

H. Jacobus de Meerdere
Location: Oude Markt, Enschede
Service: every Sunday at 09:30
W: www.katholiekenschede.nl/en

ISLAMIC

Islamic Association Enschede
Location: 2e Emmastraat 50, Enschede
T: +31 (0)53 435 1078

JEWISH

Synagogue of Enschede
Location: Prinsestraat 16, Enschede
T: +31 (0)53 432 3479
W: www.synagogeenschede.nl
F: www.facebook.com/SynagogeEnschede

PROTESTANTSE GEMEENTE ENSCHEDE

Location: Varvingsingel 139, Enschede
T: +31 (0)53 431 4464
E: info@pgenschede.nl
W: www.pgenschede.nl

SHOPPING

CITY CENTRE

The *centrum* of Enschede is an attractive place to shop. Various small and large store chains are located in Enschede. Make sure you have a delicious ice cream at the award-winning ice cream parlour, called 'van der Poel'.

OPENING HOURS STORES CITY CENTRE

Monday	11.00 – 17.00
Tuesday	09.30 – 18.00
Wednesday	09.30 – 18.00
Thursday	09.30 – 21.00
Friday	09.30 – 18.00
Saturday	09.30 – 18.00
Sunday	12:00 – 17:00

SUPERMARKETS AND OTHER STORES

Shopping Centre *Twekkelerveld* is close to Campus (Zonstraat, Enschede). There you find the discount supermarket 'Lidl', the traditional Dutch 'Albert Heijn' (AH) and the Ana Market. Also, drugstores, household goods, a postal service point, and other useful shops are located there.

Mon - Fri:	09.00 – 18.00/21.00
Saturday:	08.00 – 18.00/20.00
Sunday:	12:00 – 18:00/20.00 (Albert Heijn and Lidl)

In the city centre, you can find a broader variety of all kinds of shops. To find your way, the supermarket Albert Heijn is located at Van Heekplein 63, and the Jumbo supermarket at Noorderhagen 75.

SALES AND DISCOUNT

The terms *uitverkoop* (sale), *actie* (deal) or *korting* (discount) mean there are special offers and price reductions available on various items. Bargaining is not customary in the Netherlands: you are expected to pay the marked price.

OPEN AIR MARKET

The Enschede open air market (every Tuesday and Saturday between 08:00 and 17:00 at the Van Heekplein) offers fresh fruits, vegetables, and more. Bargaining is not possible when prices are displayed. The best prices can be obtained at the end of the day when traders try to sell the last of their stock. Bear in mind that you can't choose the fruit or vegetables; the trader does this. You should check that the quality is acceptable before paying. The best way to find the best prices is simply to shop-around. Apart from the approved market area, it is not customary to sell things in the street in the Netherlands.

SPECIALTY SHOPS

Other national chains specialise in particular sectors. Prices in chain stores tend to be lower than those of their local competitors.

- Household goods: Blokker, Xenos
- Drugstores: Kruidvat, Etos
(these stores sell cosmetics, toiletries, and health-care products);
- Electronics: Mediamarkt
- Bicycles: Halfords, Profile

SHOPPING BAGS AND TROLLEY

When shopping, remember to bring a shopping bag. In supermarkets you must pack your own groceries. The supermarket provides plastic shopping bags, but they are not free. Also remember to use the shopping trolley or basket provided in the supermarket. You must pay a deposit on the trolley (€ 0.50 - € 1), which is returned when you return the trolley.

If you do not use a trolley or basket, shop assistants and cashiers are entitled to check your bag for shoplifting. You are not allowed to take a shopping trolley or basket home.

TAX-FREE

Look for 'tax-free for tourists' logo on shop fronts. When you purchase goods during your stay in Holland, you are entitled to reclaim the value-added-tax (VAT, BTW in Dutch) of that item if you export the product within three months of the purchase date. Ask the store for the appropriate form and have it stamped by the Dutch customs upon leaving the Netherlands.

Take the cost of transport into account when buying things to take back to your home country. This could mean either postage, shipping costs, or excess weight charges at the airport.

POST & MAIL

Dutch postal services are integrated into shops all over the country. For stamps, sending parcels and other postal services, please visit one of the following stores in Enschede:

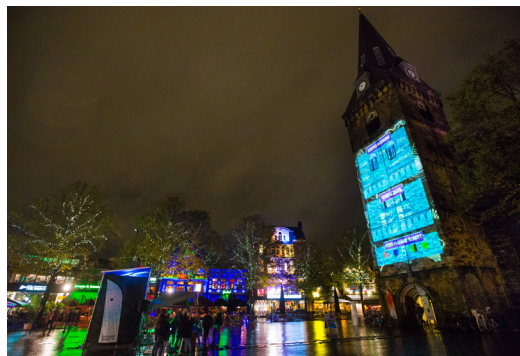
- Jumbo supermarket Noorderhagen 75
- Albert Heijn supermarket Van Heekplein 63
- Ako Stationsplein 33

FREE TIME**ICE SKATING RINK**

Enschede has an ice skating rink, which is opened from 1 October until 31 March. Ice skating is a favourite pastime of the Dutch; give it a try! You'll get a discount on the entry fee with your UnionCard (see **page 62**). The rink is located near the UT Campus, close to the football stadium (*de Grolsch Veste*).

CINEMA

You can watch the latest popular movie at the Kinopolis theatre, the largest cinema in the region, or at the Cineast in the Enschede city centre. Alternative movies are played at cinema club Concordia, located at the Oude Markt square. For schedules and reservations, please see their websites.

**PUB QUIZ**

Every Monday night, Irish Pub Molly Malone (Oude Markt Square) organises a Pub Quiz in English.

Cineast: <https://kinopolis.nl/bioscopen/cineast/info>
 Concordia: www.concordia.nl/film
 Kinopolis: kinopolis.nl/bioscopen/kinopolis-enschede

5. ABOUT THE NETHERLANDS

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ABOUT THE NETHERLANDS

A SMALL FLAT COUNTRY

On a world map, the Netherlands looks very small. You can drive the greatest distance, from north to south, in around four hours. The country's formal name, *the Netherlands*, refers to the fact that most of its land is at or below sea level. *Holland* is the name of the western part of the country, the two most heavily populated of the twelve provinces. While some insist that the only proper name of the country is *the Netherlands*, the name *Holland* is used in many (international) situations.

LANDSCAPE

On arrival you will be struck by certain features of the landscape. To start with, the Netherlands is very flat. There are a few hills in the south-eastern corner of the country, but they disturb the flat horizon only slightly.

Another thing you will notice is the abundance of water: lakes, rivers, canals, and ditches of all sizes, ranging from large transport canals to the narrow streams crossing pastures where our five million cows graze. Around seventeen million people live in an area less than 40,000 km². With an average population density of 420 people per km², land is a precious commodity in the Netherlands. Much of it had to be painstakingly reclaimed from the sea, or converted from swamp. The Dutch are world leaders when it comes to controlling water, and the struggle to tame the forces of water forms a large part of their history.

POLITICS

The Netherlands has a constitutional monarchy, with a democratic parliamentary system composed of the Upper House (Eerste Kamer) and the Lower House (Tweede Kamer), together forming the Dutch Parliament. The Head of State is King Willem-Alexander, and the seat of government is The Hague (Den Haag) although Amsterdam is the capital of the country.

PEOPLE

Dutch society is multicultural, and it is expected that the employment market will be predominantly multi-ethnic in the next era. In larger cities and towns multi-ethnic make up is most notable, whereas in small town and villages it is not so much as the forefront. The Dutch have a colonial past. Caribbean, Indonesian and Surinam ethnicities make up part of the Dutch population. Moreover, in the 1950s and 1960s, the Netherlands attracted workers from Italy, Spain, Morocco, and Turkey to meet the expanding growth of the Dutch industry as they recovered from the second world war.

CLIMATE

The Netherlands has a temperate climate with gentle winters, cool summers, and rainfall in every season. With the North Sea on its doorstep, Dutch weather can be quite unpredictable. In wintertime (December to March) there are some days of frost and you will probably see some snow. However, the wet and windy winter cold can be penetrating. If you spend a winter in the Netherlands, by about March you will understand why Dutch people talk so much about the glorious sunshine of countries in the south, and why, the minute that spring arrives, they run out and turn their faces to the sun every chance they get.

In summer (June to September) there usually are a few fairly hot days. In the months between, the temperature will vary from about 5° to 15° C (40° to 60° F) in the course of the day.

DAYLIGHT SAVINGS TIME

Daylight savings time starts on the last Sunday in March (clocks are set forward one hour) and ends on the last Sunday in October (clocks are set back one hour).

RULES OF BEHAVIOUR

Every culture has unspoken rules about how to behave and treat others. A multicultural environment as found at the UT is unique, but can also be very complex. Subtle cultural differences may be difficult to grasp and can contribute to culture shock. Social behaviour may confuse, surprise or even offend you. The Dutch are often characterized as not being around the bush (on topic and direct), keeping to themselves and their own social circles, very punctual, formal in some cases, and less formal in others. They always seem to be in a hurry, love to complain about the weather (too wet, too hot, too cold, too dry) amongst other things, but are generally happy people.

NEW ENVIRONMENT

Leaving home to live and study abroad is a challenging experience that, although very exciting, is not without its stressful elements. It may be something you planned and prepared for: the effects these changes have on you might take you by surprise. You might find it helpful to know that experiencing culture shock is quite normal. In the end, most international students have a good time and take away valuable life lessons from the difficult times. It is important to stress that experiencing culture shock is entirely normal, usually unavoidable, and certainly not a sign you have made a mistake or you won't be able to manage. The experience may have a significant learning curve, making you more aware of your own personality, your own culture and the cultures you come into contact with. It will give you valuable skills for your academic and personal life.

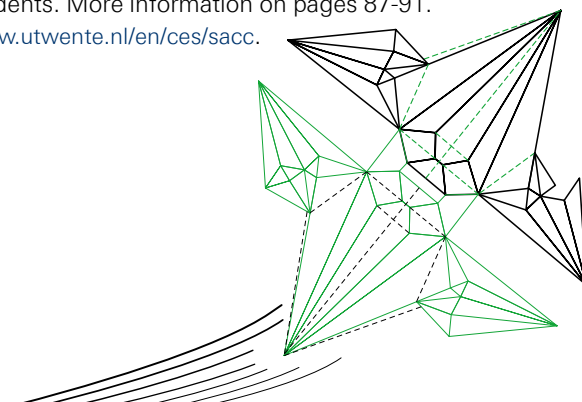
HOW TO COPE WITH CULTURE SHOCK

- Realise that having difficulty in coping with a new situation is a normal experience;
- Stay in touch with home;
- Wear clothes suitable for the weather, buy an umbrella, and do not wear coats indoors;
- Find a supplier of familiar food;
- Eat a healthy balanced diet;
- Share meals with others and take turns in preparing the meals;
- Don't hesitate to ask people to explain what they mean or whether they can repeat the sentence slowly if you don't understand;
- Make friends with fellow students: they will understand what you are going through (even if they're not from the same culture, they will have similar experiences);
- Join sports activities (**page 56**): a good opportunity to meet other people and excellent for your physical and mental health;
- Join cultural classes and activities (**page 57**);
- Take frequent short breaks to relax;
- Above all, don't isolate yourself but find someone to talk to who will listen sympathetically;
- Use the available counselling services if you need them, there is no shame associated with counselling, it is quite normal in the Netherlands.

NEED HELP ADAPTING TO LIFE IN THE NETHERLANDS?

Make sure to register for the Buddy programme (**page 52**). You can also contact Student Affairs, Coaching & Counselling, for example to join the personal support group for international students. More information on pages 87-91.

www.utwente.nl/en/ces/sacc.



CORE VALUES OF DUTCH SOCIETY

DEMOCRACY & CONSTITUTIONAL STATE

The Netherlands is a democracy where residents help decide the government of the country. The Netherlands is a constitutional state. This means that everyone has the same rights and that everyone must abide by the same rules.

FAITH

In the Netherlands you may choose the beliefs you have. People with different religions can all live in our country safely. Nobody may be threatened or feel unsafe as a result of their beliefs.

OPINIONS

The Netherlands is home to various people from various cultures. Everyone is entitled to their own opinion. In the Netherlands, you may think, say and write what you like. Some international students tend to experience this as direct or sometimes even rude.

LIFESTYLE

People in the Netherlands may express their beliefs and choose their own lifestyles.

SELF DETERMINATION

In the Netherlands, you may decide for yourself which choices you make in your life. This is referred to as the right to self-determination. You may thus choose whether or not to have a faith. You may choose your own lifestyle. You may decide who you wish to marry and whether or not you reveal your sexuality. The right to self-determination encompasses many freedoms to which citizens are entitled.

EQUAL TREATMENT

In the Netherlands, people in the same situations are treated equally. This is known as the right to equal treatment. Whether you are a man or woman, gay or straight, young or old or born in the Netherlands or elsewhere.

BAN ON DISCRIMINATION

Discrimination is never acceptable in the Netherlands. You may not face discrimination on the grounds of your beliefs, origins or lifestyle. You may also not discriminate against others on the basis of their beliefs, origins or lifestyle. Gay and straight people must be treated equally. Gay people have the same rights as everyone to their own lifestyles and to their own associations; same-sex marriages are permitted in the Netherlands. The Netherlands was the first country in the world to permit this. The UT's student LGBTQ+ association is called J.S.V. Exaltio: www.exaltio.nl/



Sourced from:

'Core values of Dutch society'

by Ministry of Social Affairs and Employment

20 February 2014

www.prodemos.nl/wp-content/uploads/2016/04/KERNWAARDEN-ENGELS-S73-623800.pdf

DIFFERENCES IN CULTURE AND EDUCATION

Many things in the Netherlands will be different from your home country, such as the climate, traffic, food, clothes, and religion. Dutch culture may also be different from your own. For example, Dutch people find it very important to be on time, and will offer you coffee and cookies when visiting but do not expect you to stay for dinner (unless you are explicitly invited). Several other common cultural differences are discussed here.

INDEPENDENCE

Because you are seen as an independent student, teachers will inform you of the material to learn while leaving the specific planning up to you. Assignments might come with few instructions and will leave space to choose your own approach.

YOUR OWN OPINIONS

'Having your own opinion' and 'being critical' are important values for Dutch people. Students do not need to master all existing knowledge before formulating their own opinion. When writing a paper, summarising information from other authors will not be sufficient. You will have to make your own selection of available sources, develop your own line of thinking and include your own conclusions and/or recommendations.

RELATIVE LACK OF COMPETITION

Competition hardly plays a role in Dutch educational culture: students are seldom graded against each other. The teacher sets a minimum score and passes all students that meet this criterion.

Dutch students are usually not very interested in how they rank in class; they are mainly concerned with passing the course. Students striving to be the best will not talk about it as it is not done in the Netherlands to be too competitive or work too hard.

BRUTAL HONESTY

Honesty is highly valued in the Dutch communication style: avoiding losing face plays a less important role. As Dutch society is quite individualistic, Dutch students prefer to show the class how critical they are, rather than strive to be loyal classmates.

The Dutch eagerness for group discussions and strong opinions might make your first presentation a difficult experience. Keep in mind that if a professor or fellow student 'burns' your ideas in public, it's nothing personal. Likewise, you are expected to have a critical mindset, so questioning your fellow students, professors, and people in senior positions on study-related issues is encouraged.

RULES ARE RULES

Dutch society runs on rules: individual exceptions are rare. Persuading teachers to give you a higher mark or an additional re-exam is rarely done. The same rules apply to all and aim to guarantee fair and equal treatment of everyone.



Based on:

'Educational style in the Netherlands - an introduction for incoming students' by G.T.M. (Ineke) ten Dam, 2011.

Faculty ITC, University of Twente

ABOUT THE UT ACADEMIC CULTURE

The academic culture at the University of Twente is quite distinct when compared to other countries. There is little hierarchy and professors tend to be easily approachable. Students usually receive feedback only when the work they deliver is unsatisfactory. Not getting feedback on work done is usually a good sign and receiving compliments is uncommon. Professors expect students to work independently, also during project work. Your best teachers are often your fellow students.

EDUCATIONAL PROCESS

If a professor asks a question, you are expected to come up with a reasonable solution, not 'the right and perfect one'. The process of finding a solution, dealing with new information and creativity are paramount. The quality of the actual solution is often less important.

INTERACTION IN CLASS

Dutch people in general and academics in particular tend to be very opinionated: they enjoy a good discussion, attacking each other's ideas relentlessly and with great passion. Teachers appreciate these critical and passionate discussions in class, as they are usually seen as marks of highly involved and interested students. Asking questions is seen as being interested in the topic, not as being disrespectful towards the lecturer. You are expected to think about the presented knowledge, develop and express your own opinion and look for possible weaknesses in what was presented. For the Dutch it is nothing personal and does not lead to losing face - it is all about the content and optimal learning.

SELF-RELIANCE

If something is troubling you, you are expected to take the initiative in finding a solution. You must make the first step and contact a study adviser or someone else to help you. Waiting to be 'saved' will get you nowhere.

ACTIVE LEARNING

The Dutch believe that learning actively is the best way to learn. The essence of active learning is asking yourself questions that you try to answer by studying. What am I going to learn? What do I know already about this question? Does what I read answer my question? Do I agree? What am I missing? Are alternative solutions possible? What are the consequences? Memorising and understanding are considered valuable but only as first steps in learning. There is more emphasis on the development of academic and/or professional skills.

DISCUSS ISSUES OPENLY

At every university, things go wrong. Sometimes a lecture is disappointing, there might be strange twists in the curriculum or unreasonable exams. If you encounter such a problem you are expected to confront the professor first (as scary as that may seem) to see if you can find a solution. If that doesn't work, you can always contact the course committee (OLC), the people dealing with education at your study association (Dutch: *studievereniging*), the study adviser, course director, or faculty internationalisation coordinator.

INTERCULTURAL DIFFERENCES

Because of these cultural differences, international students might see Dutch students as noisy in class, disrespectful to teachers and classmates, show-offs, lazy, and negative. Dutch students might think of international students as passive, easily offended students who only memorise and reproduce study material while not saying what they really think. It is a challenge for everyone in the international classroom to overcome these prejudices and learn from each other.

MORE THAN A DEGREE

At the University of Twente, you do not only study. Did you know that all of our sports, cultural, study, students and international associations are led completely by students? Student activism is highly valued at the University of Twente. It helps to develop yourself and improves your organisational, networking and collaboration skills. Being active as a student is not just fun, but benefits your career as well. You can use it to distinguish yourself from your fellow students who did the same study: you will get more than a degree.



QUIZ: ARE YOU READY FOR THE UT?

True or False? *'The most important part of studying at the UT is memorising and understanding my study materials'.*

For questions about dealing with culture shock or problems with adjusting to life in the Netherlands, please contact the department for Student Affairs, Coaching & Counselling or ITC Student Affairs. They can help you manage cultural difficulties and related issues (see page 96).





STUDENT HOUSING ETIQUETTE

CLEANLINESS

The Dutch place high value on cleanliness and neatness. It is strongly recommended that you keep common areas and rooms clean and tidy. In Holland there is a risk of a mice infestation if you don't follow these recommendations:

- Always store food in closed boxes.
- Clean the kitchen immediately after cooking.
- Remove food scraps and breadcrumbs from the floor immediately.
- Don't store waste outside the bins, inside or outside.
- Put pizza boxes straight in the container outside.
- Make sure the containers are emptied on the estimated dates.
- Cigarette butts attract mice so always put them in the ashtray.
- Mice love a warm house so turn off the heaters when you're not home.



FOOD

TRADITIONALLY

Traditionally, Dutch cuisine is fairly modest. Dutch breakfast generally consists of tea and sliced bread, which is eaten with cheese, thinly sliced cold meat, or jam. Lunch is much the same, with the possible addition of soup, salad, or fruit. For dinner, potatoes and other vegetables are customary, usually served together with meat or fish. Vegetables especially are plentiful, of high quality, and quite cheap if you buy those in season. Typical Dutch dishes are *erwtensoep* (pea soup served in winter), *Hollandse Nieuwe* (fresh salted herring) and *stamppot* (steamed dish of potatoes, vegetables, and meat/sausage).



CHANGING TASTES

Dutch tastes have become increasingly international: rice and pasta dishes are now almost standard fare in most Dutch homes. You will find imported tropical food, vegetables, and fruits in many shops. Tropical ingredients can be found in oriental grocery stores called '*toko*'. Some butchers take religious rituals into consideration (Islamic, Hindu or Jewish) and some sell food products from Turkey, Morocco, and Surinam. For the *toko* locations please see the Enschede city map on **page 78**.

Convenience foods are increasingly available. Some of these can be rather unhealthy, but it does save time and it also costs less than eating out. Typical Dutch convenience foods are *friet* or *pataat* (fries), eaten with a meat snack (*kroket* or *frikandel*). Supermarkets sell instant meals of all sorts and sizes.

RESTAURANTS AND TAKEAWAYS

In addition to the popular Chinese-Indonesian and Cantonese restaurants and takeaways, there are many relatively inexpensive grill-rooms, pizzerias and pizza express services, serving Italian pizza, Turkish shoarma (Mediterranean meat sandwich), and various Greek dishes. You might pay € 8 to € 12 for a simple takeaway meal. A simple Dutch main dish in an 'eating pub' (*eetcafé*) or bistro will cost approximately € 20, excluding drinks. Chinese takeaways are less expensive.



GOOD TO KNOW!

i If a Dutch friend invites you for coffee at around 11:00 or after 20:00, it is not common to offer a meal. Likewise, an invitation for tea around 15:00 or 16:00 does not include dinner.

i A phenomenon in the restaurants and cafes in Enschede is the *daghap* (daily menu). This is a main course for a reasonable price starting from € 10.50. The *daghap* changes every day and differs per restaurant. Visit www.hapdedag.nl to see which restaurants offer a *daghap*.



"No offence, but I hate the food here. I mean, just bread with cheese and ham? That's what I eat for breakfast in China." - Chen (MSc Nanotechnology).

Although the UT makes every effort to offer a variety of (international) cuisine, it might be helpful to realise that many international students find it difficult to adjust to the relatively simple Dutch diet.

PREPARE FOR YOUR STAY

To help you prepare for your stay, we have created the UT preparation website. On this website, you can find all the information you need to settle in at the UT comfortably.

PREPARATION VIDEOS

To help you prepare, some of our current students have participated in several videos explaining exactly what it is like to study at the University of Twente. The videos include topics such as the introduction period, the UT academic culture, the grading system as well as the vibrant student life of students in Enschede.

MORE INFORMATION:

www.utwente.nl/go/ish/todo/before-arrival



ENSCHEDÉ

HISTORY

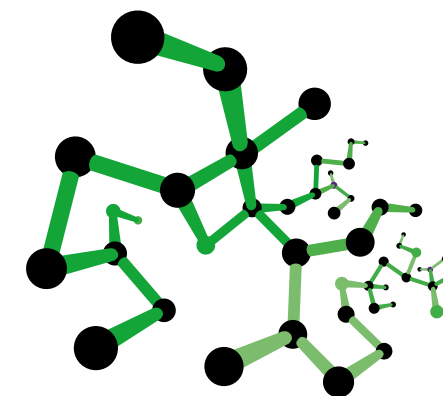
The name 'Enschede' comes from 'An die Schede', old Dutch for 'on the border'. Approximately 40 years ago, Enschede's reliance on its main industry (textile manufacturing) became a problem as the textile industry relocated to Asia. In 1950 the textile industry employed 21,000 people: by 1970 this number had dropped to 8,000, and by the time of the world recession in the early 1980s it had fallen to 2,500. As the noisy, dirty factories disappeared, Enschede was forced to change direction.

With over 158,000 inhabitants, Enschede is the largest city of the eastern Netherlands. Around 36,000 of these are students, either at Saxion Hogeschool Enschede (Saxion University of Professional Education, Enschede), the Academy of Music, the Academy of Art, or the University of Twente.

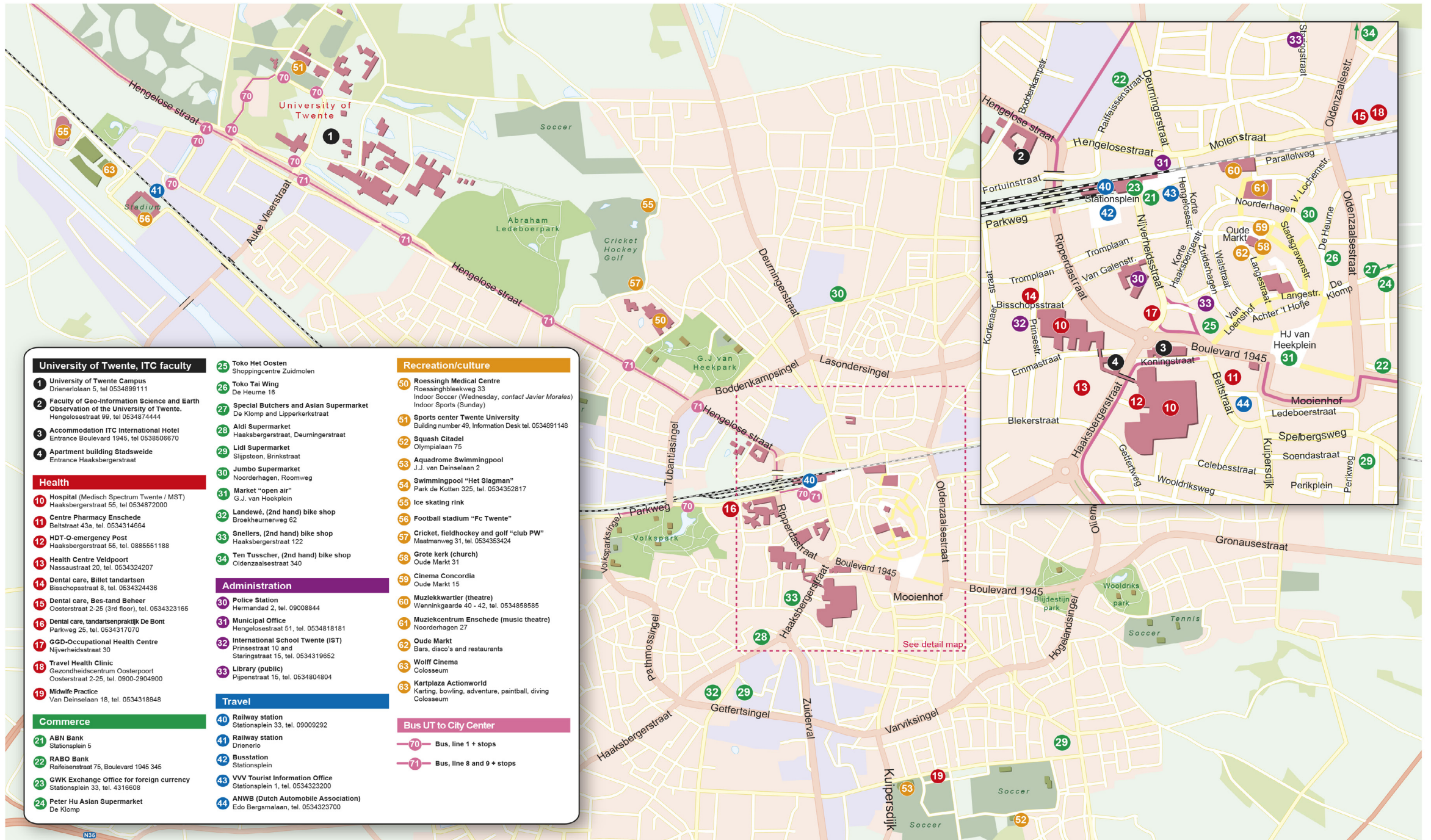
Enschede has a bit of everything; around the Van Heekplein you can find a large number of boutiques, clothing stores and other shops; at the Oude Markt (Old Market) square you will find lots of places to have a coffee or go out for dinner. Enschede is a relatively quiet, safe and pleasant city to live and work in. Modern shopping facilities attract people from both the Dutch and German local region.



i When looking at a map of the Netherlands, it seems that Enschede lies on the outskirts of the country. The city is located centrally within Europe, in between London, Berlin, and Paris. Amsterdam is only two hours away with a train connection every 30 minutes.



i Smoking marijuana or hashish has been decriminalised in the Netherlands, which means that you may purchase and consume small quantities (5 grams) for personal use at certified coffee shops. Please keep in mind though that using, selling, or buying drugs on the streets is punishable by law. Smoking any substance is not allowed in any bar, pub, disco, or restaurant in the Netherlands.



University of Twente, ITC faculty

- 1 University of Twente Campus
Drienerloaan 5, tel. 0534899111
- 2 Faculty of Geo-Information Science and Earth
Observation of the University of Twente,
Hengelosestraat 99, tel. 0534874444
- 3 Accommodation ITC International Hotel
Entrance Boulevard 1945, tel. 0538509670
- 4 Apartment building Stadsweide
Entrance Haaksbergerstraat

Health

- 10 Hospital (Medisch Spectrum Twente / MST)
Haaksbergerstraat 55, tel. 0534872000
- 11 Centre Pharmacy Enschede
Beltstraat 43a, tel. 0534314664
- 12 HDT-O-emergency Post
Haaksbergerstraat 55, tel. 0885551188
- 13 Health Centre Veldpoort
Nassaustraat 20, tel. 0534324207
- 14 Dental care, Billet tandartsen
Bisschopsstraat 8, tel. 0534324436
- 15 Dental care, Bes-tand Beheer
Oosterstraat 2-25 (3rd floor), tel. 0534323165
- 16 Dental care, tandartsenpraktijk De Bont
Parkweg 25, tel. 0534317070
- 17 GGD-Occupational Health Centre
Nijverheidsstraat 30
- 18 Travel Health Clinic
Gezondheidscentrum Oosterpoort
Oosterstraat 2-25, tel. 0900-2904900
- 19 Midwife Practice
Van Deinselaan 18, tel. 0534318948

Commerce

- 21 ABN Bank
Stationsplein 5
- 22 RABO Bank
Raiffeisenstraat 75, Boulevard 1945 345
- 23 GWK Exchange Office for foreign currency
Stationsplein 33, tel. 4316608
- 24 Peter Hu Asian Supermarket
De Klomp

Recreation/culture

- 25 Toko Het Oosten
Shoppingcentre Zuidmolen
- 26 Toko Tai Wing
De Heurne 16
- 27 Special Butchers and Asian Supermarket
De Klomp and Lipperkerkstraat
- 28 Aldi Supermarket
Haaksbergerstraat, Deuringenstraat
- 29 Lidl Supermarket
Slijpsteen, Brinkstraat
- 30 Jumbo Supermarket
Noorderhagen, Roomweg
- 31 Landewé, (2nd hand) bike shop
Broekheumerweg 62
- 32 Snellers, (2nd hand) bike shop
Haaksbergerstraat 122
- 33 Ten Tusscher, (2nd hand) bike shop
Oldenzaalsestraat 340

Administration

- 30 Police Station
Hermandad 2, tel. 09008844
- 31 Municipal Office
Hengelosestraat 51, tel. 0534818181
- 32 International School Twente (IST)
Prinsestraat 10 and
Stanningstraat 15, tel. 0534319652
- 33 Library (public)
Pipenstraat 15, tel. 0534804804

Travel

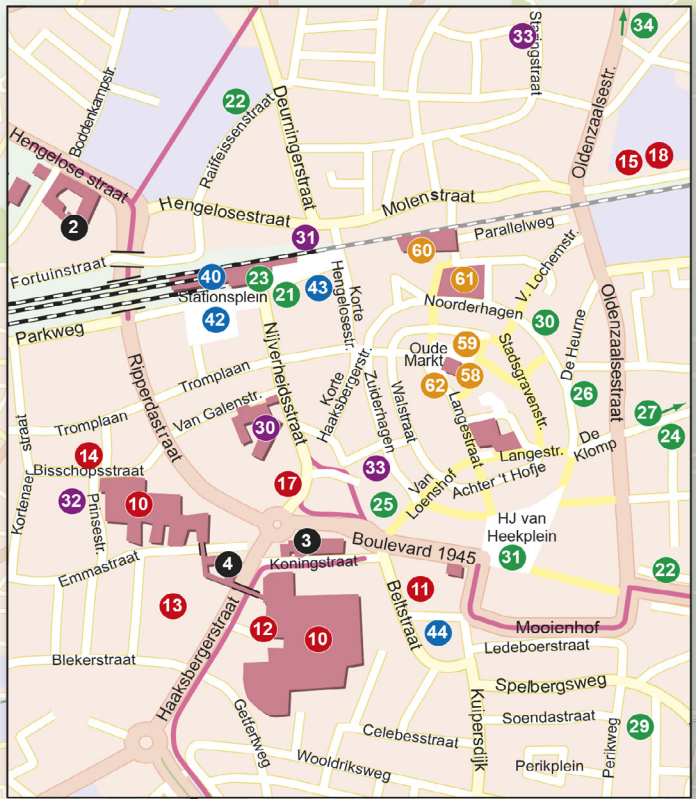
- 40 Railway station
Stationsplein 33, tel. 09009292
- 41 Railway station
Drienerlo
- 42 Busstation
Stationsplein
- 43 VVV Tourist Information Office
Stationsplein 1, tel. 0534323200
- 44 ANWB (Dutch Automobile Association)
Edo Bergsmalaan, tel. 0534323700

Recreation/culture

- 50 Roessingh Medical Centre
Roessinghbleekweg 33
Indoor Soccer (Wednesday, contact Javier Morales)
Indoor Sports (Sunday)
- 51 Sports center Twente University
Building number 49, Information Desk tel. 0534891148
- 52 Squash Citadel
Olympialaan 75
- 53 Aquadrome Swimmingpool
J.J. van Deinselaan 2
- 54 Swimmingpool "Het Slagman"
Park de Kotten 325, tel. 0534352817
- 55 Ice skating rink
- 56 Football stadium "Fc Twente"
- 57 Cricket, fieldhockey and golf "club PW"
Maatmanweg 31, tel. 0534353424
- 58 Grote kerk (church)
Oude Markt 31
- 59 Cinema Concordia
Oude Markt 15
- 60 Muziekkwartier (theatre)
Wenninggaarde 40 - 42, tel. 0534858585
- 61 Muziekcentrum Enschede (music theatre)
Noorderhagen 27
- 62 Oude Markt
Bars, disco's and restaurants
- 63 Wolff Cinema
Colosseum
- 64 Kartplaza Actionworld
Karting, bowling, adventure, paintball, diving
Colosseum

Bus UT to City Center

- 70 Bus, line 1 + stops
- 71 Bus, line 8 and 9 + stops



See detail map.

EXPLORING THE ENSCHEDE AREA

RUTBEEK, ENSCHEDE

This attractive recreation park right outside Enschede is a pleasant place for walking (about five kilometres around the lake), windsurfing, canoeing, or rowing (depending on the weather). You can also rent water-bikes. This park is easily accessible by bike, car, or bus and has a restaurant as well as a playground.

HULSBEEK, OLDENZAAL

Another recreation park, with woods and water. For bus connections to the Hulsbeek and Rutbeek, ask at the information desk at the bus station or the tourist information office.

WAARBEEK, HENGELO

An amusement park for children. You can take the train to Hengelo and then take the bus, which stops in front of the entrance. For more information on the Waarbeek, contact the VVV tourist information office in Enschede located near the station at Stationsplein 1a.

RIJKSMUSEUM TWENTHE, ENSCHEDE

Museum of antiquities and modern art.
W: www.rijksmuseumtwenthe.nl

DE MUSEUM FABRIEK, ENSCHEDE

History of the culture, nature, language and environment of Twente.
W: www.demuseumfabriek.nl

AQUADROME, ENSCHEDE

Sub-tropical indoor swimming centre with two big water slides, waves (at least 10 minutes every hour), and streams. Ask for bus line and travel time at the information desk at the bus station (Bus direction 'Hogeland').

WOOLDRIKSPARK, ENSCHEDE

Public gardens in Enschede, with a petting zoo for children. Accessible by bus.

VOLKSPARK, ENSCHEDE

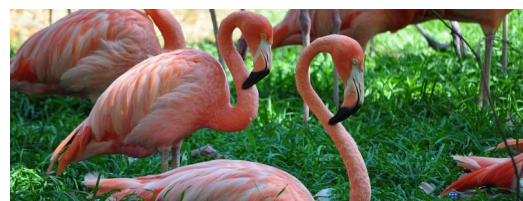
Public gardens, famous for the Easter Fair.

ANCIENT DUTCH WINDMILLS / WATERMILLS

The unique, historical windmill of Usselo grinds today like it did over two centuries ago. You will find the mill just outside Usselo, between Enschede and Haaksbergen. The entrance is behind the mill. Also of interest: the *Korenbloem* windmill and the *Oostendorper* watermill in Haaksbergen; the *Lonneker Molen*, a windmill in the small village of Lonneker; the watermills *Den Haller* and *Singraven* in Denekamp, and the watermills *Bels* and *Frans* in Vasse. All these mills are open to the public and can be reached by public transport or by bike.

WALKING AND CYCLING

Enschede's immediate surroundings are perfect for beautiful walks and bicycle tours. Twente's charming landscape surprises at every bend. You will pass woods and pastures, villas and old Saxon farms. If you are lucky, and keep your eyes open, you might see a kingfisher, tree frog, or green woodpecker shoot off. Several hiking and bicycle routes can be found in the area, and many of the country estates are open to the public. The Dutch Foundation for Nature Monuments has walking routes in *Buurseveen* and *Aamsveen*.



FLAMINGO ROUTE

Just across the border in Germany you can see real flamingos in the wild! For a map of the route visit www.flamingoroute.com

DAY TRIPS IN THE NETHERLANDS

AMSTERDAM

Amsterdam, the official capital, is the social, cultural and tourist centre of the Netherlands. Its theatres, concert halls, museums, and cafés are world-famous. The city's bustling liveliness and its live-and-let-live attitude towards deviant behaviour live up to the international reputation. Do not let Amsterdam's atmosphere fool you into thinking that Dutch society is promiscuous. Although the Dutch are tolerant, most people live moderate, orderly lives. Amsterdam is the extreme rather than the norm.

The Intercity train to Amsterdam leaves from Enschede railway station every hour (see train schedule on www.ns.nl/en). When you arrive at Amsterdam Central (CS), you can get more information at the VVV tourist office right outside the station. An information desk is located in front of Amsterdam Central station for inquiries about public transport.

Places of interest include:

- The Rijksmuseum, housing famous paintings by Dutch painters, located at Stadhouderskade 42: take the tram that stops behind the museum (exit stop: Hobbe-mastraat) from the central railway station.
- Madame Tussaud's Scenerama Wax museum located on the Damrak: a five-minute walk or the first stop by tram from the central railway station.
- Van Gogh Museum is also on the museumplein nearby the Rijksmuseum.
W: www.vangoghmuseum.nl/en
- Anne Frank House situated in the centre of Amsterdam at Prinsengracht 263-267. Trams 13, 14 and 17 and buses 170, 172 and 174 stop nearby, at the 'Westermarkt' stop.
W: www.annefrank.org

BURGERS' ZOO (ARNHEM)

Zoological gardens, indoor bush, desert and safari park, plus an exhibition on the tropical rainforest and an artificial desert environment. Good train and bus connections. Train to Arnhem; at Arnhem railway station take the (electrically powered) trolley-bus that will stop right at the entrance to Burgers' Zoo. If you travel by train, you can buy an all-in-one ticket for the train, trolley-bus, and entrance fee. Please check at the railway station. From Enschede there is also a good bus connection (check the timetable at the bus station).

W: www.burgerszoo.com

WILDLANDS (EMMEN)

Wildlands in Emmen allows you to travel the world in one day! You can visit the jungle, the savannah and the arctic. There are 22 hectares of adventure, nature and culture to explore. It is about a 10-minute walk from Emmen railway station to the zoo.

W: www.wildlands.nl

DEVENTER

A historic Hanseatic town with an impressive waterfront along the river IJssel, Deventer is a lovely city to visit. Connections are excellent and it takes about 45 to 50 minutes to travel from Enschede to Deventer either by car or train. Suggestions: the Toy and Tin Museum; 'De Waag', explaining the history of Deventer; and various interesting exhibitions, for example, of topographic paintings of Deventer.

W: www.deventer.info



TIPS: Especially for Amsterdam attractions, it is advisable to book online to avoid long queues.

Check www.socialdeal.nl for discount on various activities in different cities.

GIETHOORN

Giethoorn is a small village that has canals instead of roads. It has cute thatched houses lining the banks and a wide selection of cafes and restaurants. It is next to a national park where you can glide between the reeds in a 'whisper boat' - a small, easy to drive, electric boat for hire to explore the village and adjacent wetlands.

W: giethoortourism.com

KEUKENHOF (LISSE)

The Keukenhof measures 32 hectares, which makes it the world's largest spring garden. This flower park has welcomed flower lovers from all over the world for the past fifty springs. They come to admire over seven million colourful bulb flowers. Keukenhof's surprising spring programme offers many hours of enjoyment in various flowerbeds, gardens and indoor exhibitions.

W: www.keukenhof.nl

UTRECHT

This surprising and friendly city boasts cultural and historical highlights. The city's ultimate symbol is the beautiful Dom Tower. In addition, Utrecht offers great shopping and pleasant sidewalk cafés. Utrecht railway station is adjacent to a large shopping centre. At the station follow the signs to the tourist information office to get a city map.

W: www.visit-utrecht.com

THE DUTCH ISLANDS

To visit one of the Dutch islands (Texel, Vlieland, Terschelling, Ameland, or Schiermonnikoog), ask for a combined ticket for train, bus, and ferry. Check with the information desk at the railway station and consult the tourist information office.

W: www.wadden.nl

THE HAGUE

The Hague (Den Haag) is the seat of government and diplomacy, and the residence of King Willem-Alexander, the Head of State. Interesting places to visit in The Hague include Madurodam, an open-air museum that shows the Netherlands in miniature, and the Binnenhof, where the *Ridderzaal* and the Dutch Parliament are located.

W: www.thehague.com

ROTTERDAM

Rotterdam is the nation's industrial and commercial centre, its *Europort* is the largest European port with container terminals and bulk transit terminals. The modern city features lively shopping malls and interesting museums such as the *Boymans van Beuningen* gallery, the Architecture Centre, and the *Kunsthal*.

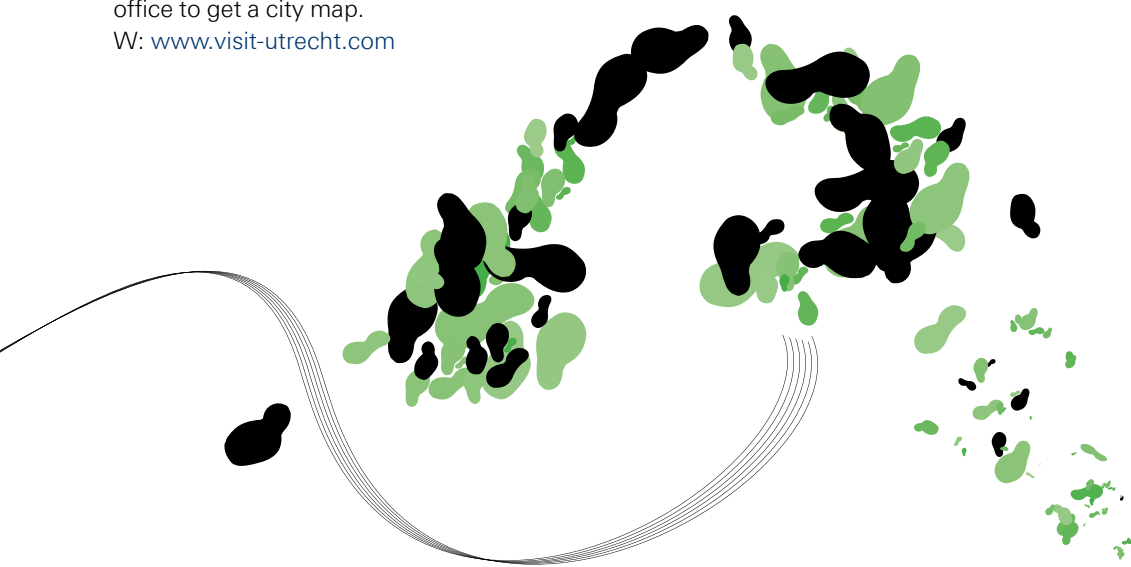
W: www.en.rotterdam.info

GENERAL

W: www.holland.com

6. SUPPORT & CONTACT INFORMATION

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FACULTY INTERNATIONALISATION COORDINATORS & OTHER CONTACTS

Every faculty employs internationalisation coordinators, and some have additional staff who can assist you when you have questions or concerns specifically regarding being an international student at their faculty.

FACULTY OF ELECTRICAL ENGINEERING, MATHEMATICS AND COMPUTER SCIENCE (EEMCS)

Ms. Jitske Rijken
Faculty Exchange Coordinator
E: eemcs-incomingexchange@utwente.nl
T: +31-(0)534891393
Campus Location: Zilverling (Building 11)
Room: ZI 1032

Drs. Jan Schut
Chairman, INTAS Platform
E: j.schut@utwente.nl
T: +31(0)53 489 4350
Campus Location: Zilverling (Building 11)
Room: ZI 1028

Ms. Monique Romarck-Wargers
International Officer
E: master-eemcs@utwente.nl
T: +31(0)53 489 3426
Campus Location: Zilverling (Building 11)
Room: ZI 1032

Ms. Loes Fransen
Academic Admission Officer
E: l.fransen@utwente.nl
T: +31(0)53 489 9088
Campus Location: Zilverling (Building 11)
Room: ZI 1032

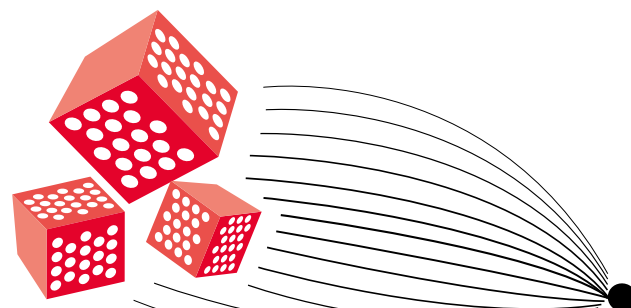
FACULTY OF ENGINEERING TECHNOLOGY (ET)

Ms. Marijke Stehouwer, MA
Faculty Internationalisation Coordinator
E: m.a.stehouwer@utwente.nl
T: +31 (0)53 489 2678
Campus Location: Buitenhorst (Building 29)
Room: BH 220

Ms. Tahnee Smits
Faculty Exchange Coordinator
E: exchange-et@utwente.nl
T: +31(0)53 489 8219
Campus Location: Buitenhorst (Building 29)
Room: BH 220

Ms. Astrid Oppers-van den Berg
International Student Support Officer
E: a.j.vandenberg@utwente.nl
E: isso-et@utwente.nl
T: +31 (0)53 489 4575
Campus Location: Buitenhorst (Building 29)
Room: BH 114

Ms. Elke Vinke-Dinius
International Student Support Officer
E: e.dinius@utwente.nl
E: isso-et@utwente.nl
T: +31 (0)53 489 4120
Campus Location: Buitenhorst (Building 29)
Room: BH 114



FACULTY OF SCIENCE AND TECHNOLOGY (TNW)

Ms. Rita de Wilde-Brink
Faculty Internationalisation Coordinator
Manager Student Mobility Office
E: h.m.dewilde-brink@utwente.nl
T: +31 (0)53 489 6999
Campus Location: Carré (Building 15), 3rd Floor
Room: C 3635

Ms. Sarah Kotter, MA
Faculty Exchange Coordinator
E: exchange-tnw@utwente.nl
T: +31(0)53 489 3970
Campus Location: Carré (Building 15), 3rd Floor
Room: C 3641

FACULTY OF BEHAVIOURAL, MANAGEMENT, AND SOCIAL SCIENCES (BMS)

Ms. Inge van Haare, MSc
Faculty Internationalisation Coordinator
E: i.vanhaare@utwente.nl
T: +31 (0)53 489 2874
Campus Location: Ravelijn (Building 10)
Room: RA 3276

Mr. Jaap Stout, MSc
Faculty Exchange Coordinator
E: incomingexchange-bms@utwente.nl
T: +31(0)53 489 5632
Campus Location: Ravelijn (Building 10)
Room: RA 3276

Ms. Annemieke van der Grijspaarde
International Student Support Officer
E: internationalstudentsupport-bms@utwente.nl
T: +31 (0)53 489 4633
Campus Location: Ravelijn (Building 10)
Room: RA 3276

FACULTY OF GEO-INFORMATION SCIENCE AND EARTH OBSERVATION (ITC)

Drs. Jeroen Verplanke
Faculty Internationalisation Coordinator
E: j.verplanke@utwente.nl
T: +31 (0)53 487 4417
ITC Location: ITC Building (Building 75)
Room: 1-143

ITC students, please see Chapter 3 for more information about contacts at ITC.

UNIVERSITY COLLEGE TWENTE (ATLAS)

Ms. Brigitte Leurink
Faculty Exchange & Internationalisation Officer
E: uctexchange@utwente.nl
T: +31 (0)53 489 1194
Campus Location: Drienerburght (Building 44)
Room: DR 117



STUDENT SERVICES CONTACT CENTRE

The Student Services Contact Centre is a general service desk for all UT students. Their staff can help you with all UT-related questions concerning admission, enrolment, tuition fees, your student card, Studielink, complaints, suggestions, and other matters related to your study at the UT.

If you have any questions, you can either visit their website or stop by the Student Services Contact Centre in the Vrijhof building (room 239b).



STUDENT SERVICES CONTACT CENTRE

Campus location:

Vrijhof building room 239b

Office hours: 10:00 - 16:00 (Mon - Fri)

T: +31 (0)53 489 2124

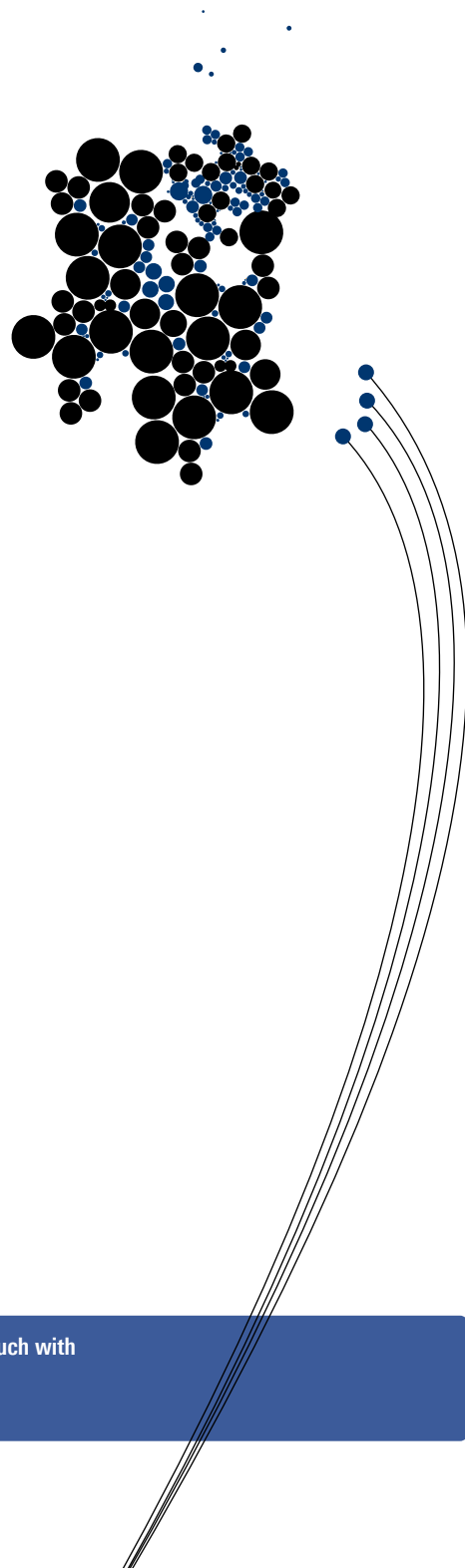
E: studentservices@utwente.nl

W: www.utwente.nl/en/student-services



Join the International UT Community and stay in touch with prospective students, current students, and alumni:

www.facebook.com/groups/UTInternational



ITC CONFIDENTIAL ADVISOR

ITC is a strong, vibrant community that consists of people from all over the world. At ITC we expect all members of our community to respect the diversity of all students and staff, and support an environment free from discrimination and harassment in accordance with Dutch Legislation and the Code of conduct of the University of Twente on (sexual) harassment, intimidation, aggression, violence and discrimination.

The ITC Confidential Advisor plays an essential role in ITC's response to harassment concerns. If you are affected by undesirable behaviour, such as bullying, aggression or unwanted sexual advances, you can turn to the confidential advisor for help, support and advice. The advisor is authorised to receive complaints and will treat information discreetly and privately. The advisor will only act with the student's permission.

STRESS & REFERRAL UT PSYCHOLOGISTS

For study problems and mental or emotional stress you can consult either your GP, study advisor, supervisor, ITC Student Affairs Officers or a UT psychologist. All are, in their field of profession and experience, available to advise students who face study pressure, in combination with adjusting to Enschede and being away from family and out of their comfort zone. They can give tips about planning, time management etc, or are available just to listen to you. Note: A psychiatrist can be consulted only on referral by your GP.





UT PSYCHOLOGISTS

University of Twente
Drienerlolaan 5,
Vrijhof (Building 47)
Floor 3, room 311
T: +31 (0) 53-489 2035 (in case of no reply
within office hours: +31 (0)6 142 154 98)

ITC CONFIDENTIAL ADVISOR

Ms. Annemarie
Arets-Meulman LL.M.
Room 1-164
T: +31 (0) 53 489 2271

Office hours: 9:00 - 13:30 (Mon - Fri)
E: confidentialadvisor-itc@utwente.nl

UT CONFIDENTIAL ADVISOR

Ms. Minke Klomp, Msc and Ms. drs. Lucelle
Dankbaar
Vrijhof, Room 314
E: confidential-advisor-students@utwente.nl
T: +31 (0)53 489 2035

COACHING, COUNSELLING & PSYCHOLOGISTS

Even though studying in a new country can be lots of fun, it's perfectly normal to experience difficulties in adjusting to your new life and environment. The department Student Affairs, Coaching & Counselling (SACC) supports all students.

STUDENT AFFAIRS, COACHING & COUNSELLING (SACC)

Other students have visited SACC for help with:

- Adapting to life in the Netherlands;
- Managing expectations or problems concerning culture or education;
- Managing study delays;
- Problems concentrating on their studies;
- Dealing with (government) administration or complicated regulations;
- Issues involving family matters or personal circumstances;
- Financial support due to exceptional circumstances;
- Questions about additional facilities for students with a disability or a chronic illness;
- Overall feelings of loneliness or discomfort;
- Modern Migration policy act (MoMi).

COUNSELLORS, CONFIDENTIAL ADVISORS AND PSYCHOLOGISTS OF SACC

Students can visit a student counsellor, a confidential advisor or a student psychologist if they are in need of personal contact about their problems. SACC aims to locate the source of the problem and help solve it.

Whether your problem is vague or clear, everyone is welcome to make an appointment with a student counsellor, a confidential advisor or a student psychologist because the services of SACC are available to all students. No referral is needed to make an appointment. Students can visit these services free of charge.

PRIVACY/CONFIDENTIALITY

No one will be told about private issues, nor is there mention on your diploma that you sought out help.

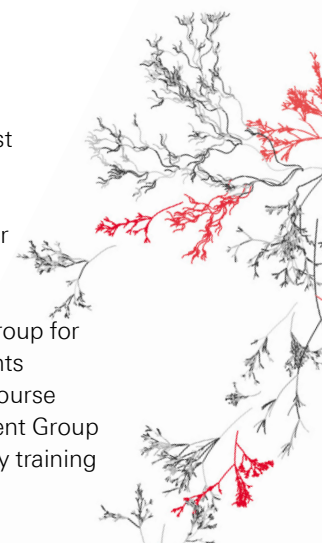
SACC CAN OFFER YOU

Individual counselling by a:

- Student counsellor
- Student psychologist
- Confidential advisor
- Career counsellor
- Diversity coordinator
- PhD counsellor

Group training, for example:

- Outreach support group for international students
- Self-management course
- Study Encouragement Group
- Performance Anxiety training



STUDENT AFFAIRS, COACHING & COUNSELLING

Vrijhof, floor 3, room 311. Office hours:
08.30 - 12.30 / 13.00 - 17.00 (Mon-Thu)
08.30 - 12.30 / 13.00 - 16.00 (Fri)
T: +31 (0)53 489 2035
E: sacc@utwente.nl
W: www.utwente.nl/en/ces/sacc/

UT CONFIDENTIAL ADVISOR

Ms. Minke Klomp, Msc and Ms. drs. Lucelle
Dankbaar
Vrijhof, Room 314
E: confidential-adviso-students@utwente.nl
T: +31 (0)53 489 2035

PERSONAL CIRCUMSTANCES

If you encounter personal circumstances which may result in a study delay, please notify your study advisor as soon as reasonably possible. If your study is delayed, you might be eligible for support, facilities and adjustments to complete your study, like educational adjustments, examination facilities or financial support.

Please consult the student counsellor within three months after the personal circumstances that caused your delay. It's important to consult as soon as possible, for example regarding the requirements of the MOMI (residence permit) or the BSA (binding recommendation). Visit the SACC website to find videos that explain these regulations:

www.utwente.nl/en/ces/sacc/regulations/

AM I ELIGIBLE FOR SUPPORT?

Eligibility for support (also financially) is partly based on the circumstances that affected your study progress:

1. Illness, psychological problems, or pregnancy;
2. Physical, sensory, or other function disorders;
3. Special family circumstances;
4. Recognised board functions: collective fixed support to be requested by societies/ organisations or individual students;
5. Top-level sport (to be recognised by the UT sports council);
6. Top-level arts (to be recognised by the UT arts council);
7. Your study programme has insufficient educational feasibility;
8. Other circumstances not mentioned here, in which not granting financial support would be considered extremely unreasonable.

After this, you may apply for support within three months after the end of the recognised circumstance, on which your support-application is based. For more information about support (also financially) for international students or the application procedure, visit the following website, or contact a student counsellor of SACC:

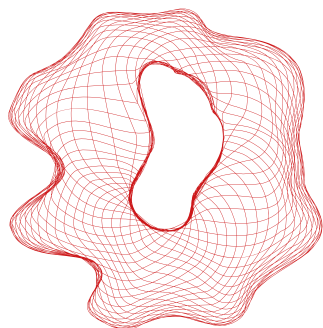
www.utwente.nl/en/ces/sacc/regulations/fobos/force-majeure/

ITC STUDENTS: ITC STUDENT ASSISTANCE FUND

The ITC student assistance fund supports ITC students who face financial problems due to serious illness, death of a family member, or theft. You may apply for a financial contribution if your insurance or employer does not cover the costs of your claim.

This fund operates completely independently of ITC and financial problems should first be discussed with an ITC Student Affairs and Support officer. The fund board decides if financial assistance will be provided. Financial assistance will only partly cover costs. For more information contact Corné van Elzakker.

E: c.vanelzakker@utwente.nl



STUDY SWITCH & CAREER COUNSELLING

Do you have doubts about your chosen study path? Want to continue with a Master's degree but don't know which one? Do you have questions about switching studies or other career matters? Career Services will help you to find the answers to your questions.

Do you need a clearer vision of your personal profile to discover your strengths and talents? Would you like to know how to brand yourself on the Dutch labour market or do you want feedback on your cover letter and CV? Visit the following website for more information:

www.utwente.nl/careerservices

Studying involves more than just getting a diploma. Even while studying you will face questions concerning your future career. Which optional subject will you choose, will you study a subject abroad and what are your possibilities generally speaking? Of course you will have your own ideas, but if you have questions, Career Services offers you help and support in thinking about your future, enabling you to start your successful career as soon as you have graduated.

HOW CAN WE HELP YOU?

Career Services gives you an overview of departments and organisations within and outside of the UT that can assist you in your study career. With individual coaching and workshops we support you with orienting yourself on the labour market. Our online career platform JobTeaser can help you to get an overview of companies, job offers, internships, traineeships, Phd positions and more.

We also offer group workshops on personal branding, salary negotiation skills, career stress & mindfulness, cover letter, CV check and LinkedIn.

E: careerservices@utwente.nl

W: www.utwente.nl/en/ces/career-services/student/course-finder/



STUDENT RIGHTS & STUDENT CHARTER

The Student Charter and its regulations govern your rights as a student and the way we treat each other at the University of Twente. It contains a description of the rights and obligations of students on the one hand and the University of Twente on the other. The Student Charter describes rules and regulations regarding enrolment, tuition fees, programme structure, language of instruction, timetables, student facilities such as student counsellors and psychologists, complaints procedures, house rules and financial support.

The Charter consists of (1) an institutional section, which contains the rights and obligations that apply to the majority of students and (2) a programme section which, in combination with the Education and Examination Regulations (EER), includes the rights and obligations specific to each study programme. The latest version of the institutional section of the Charter can be viewed online.

CODE OF CONDUCT & ERASMUS CHARTER

The University of Twente has signed the Code of Conduct for international students in Dutch higher education. This document sets standards for Dutch higher education institutions in their dealings with international students.

The Code of Conduct requires educational institutions to provide timely, reliable, and easily accessible information to international students about their study programmes. By signing the Code of Conduct, the UT offers international students a guarantee of the quality of their programmes, student recruitment, selection and counselling procedures. This includes information such as accreditation status, quality, admission requirements as well as many more important rules and procedures for international students.

The programme section is available from your programme's Office of Educational Affairs: www.utwente.nl/charter

Because the Student Charter is an official document which you may use to claim your rights, most of it is written in formal legal language. If you would like to obtain more information on topics covered in the Students' Charter, please contact the Student Counselling Service. The same applies if you wish to consult the original legal wording of the Higher Education and Research Act (WHW).

Additionally, the UT is subject to a Code of Ethics which encompasses behavioural guidelines for everyone who is part of the university community. If you encounter unacceptable behaviour, you can submit a complaint and/or contact a confidential adviser:

www.utwente.nl/en/organisation/about/integrity/codes-of-conduct/

In addition, the educational institution must make clear what services it provides to international students, such as help with obtaining a visa and a residence permit, housing, introduction sessions, and student counselling. In their information materials, educational institutions must specify clearly what the associated costs for the services are.

The full version of the Code of Conduct can be found on the UT website:

www.utwente.nl/student-regulations

Furthermore the University of Twente has signed the Erasmus Charter for Higher Education:

<https://www.utwente.nl/en/organisation/collaboration/#education-and-research-consortia>

STUDENT UNION

The Student Union promotes academic and extracurricular development as well as the wellbeing of students at the University of Twente. Its goal is to let your student time be both fun and stimulating. It maintains close contacts with numerous parties varying from the smallest student association to the Executive Board of the university. The Student Union creates opportunities for both associations and individual students. They work on improving the wellbeing of students, together with Student Affairs Coaching & Counselling (SACC) and the UT. In addition, the SU supports initiatives to create the ideal environment for international students. The Student Union can also support you if you want to organise an event or start an enterprise; for instance, with finding the right contacts or affordable office space. They also provide various subsidies and have a sponsorship fund for interesting projects.

The Student Union has several committees to make student life even more fun and challenging, such as the largest student think tank Create Tomorrow and TEDxTwenteU. Additionally, the Student Union organises trainings. You can, for instance, participate in the Pub Lectures, which teach you valuable skills and help you to develop yourself outside your normal curriculum. Next to that, the Student Union awards prizes and certificates to active students such as the More than a Degree Award.



STUDENT UNION

Campus location: Bastille room 332

T: +31 (0)53 489 8006

E: studentunion@union.utwente.nl

W: su.utwente.nl/en

UT LANGUAGE CENTRE

LANGUAGES & SKILLS

Even though the Dutch are known for having sufficient conversational English skills, you will find it useful and fun to learn some Dutch yourself. The UT Language Centre offers various Dutch language courses for international students at all levels. In addition to it being useful during daily activities, learning to speak Dutch improves your interaction with Dutch students and your ability to fully interact in class.

Improving your academic English will help you perform better in your studies and prepare your future career. The UT Language Centre offers professional English language support with clearly defined learning objectives.

For help with writing assignments and your thesis, contact our Writing Centre. The Writing Centre offers individual help and various workshops on writing, e.g. how to structure your text or how to handle writer's block.

And how about other academic skills? Apart from studying and accomplishing the curriculum, other skills are becoming more and more important to prepare for your future career. The UT Language Centre helps you to develop these skills in its Skills Lab. Examples of offered workshops and training are: presentation skills, speed reading skills, negotiation skills, business model thinking, visual thinking, conflict handling and cross-cultural competencies.

UT LANGUAGE CENTRE

Campus location: Vrijhof, floor 5

Classrooms: skills lab, Vrijhof, floor 2

T: +31 (0)53 489 2040

E: utlc@utwente.nl

W: www.utwente.nl/nl/ces/language-centre/

Your 1st shopping list:

English:

Bread
Butter
Cheese
Eggs
Milk
Fish
Meat
Coffee
Tea
Wine
Beer
Dishwashing detergent
Laundry detergent
Toilet paper
Toothpaste
Razor
Band-aid
Painkiller

Dutch:

Brood
Boter
Kaas
Eieren
Melk
Vis
Vlees
Koffie
Thee
Wijn
Bier
Afwasmiddel
Wasmiddel
WC papier
Tandpasta
Scheermes
Pleister
Pijnstiller

MORE DUTCH WORDS:

Baker(y)	Bakker
Bar	Bar
Barber	Kapper
Bicycle	Fiets
Bookshop	Boekenwinkel
Breakfast	Ontbijt
Bus	Bus
Bus stop	Bushalte
Butcher	Slager
Cafe/Pub	Cafe
Car	Auto
Church	Kerk
Cinema	Bioscoop
City hall	Stadhuis
Day after tomorrow	Overmorgen
Dentist	Tandarts
Dinner	Avondeten
Doctor	Dokter, (huis)arts
Dutch	Nederlands
English	Engels

Fish shop	Viswinkel
Flower shop	Bloemenwinkel
Good afternoon	Goedemiddag
Good evening	Goedenavond
Good luck	Veel succes
Good morning	Goedemorgen
Greengrocer	Groenteboer
Have a nice trip	Goede reis
Hospital	Ziekenhuis
Information	Informatie
Left (direction)	Links
Library	Bibliotheek
Liquor store	Slijterij
Market	Markt
Mr., sir	Meneer
Ms., Mrs., madam	Mevrouw
Municipality	Gemeente
No	Nee
Nurse	Verpleegster
Pharmacy	Apotheek
Please	Alstublieft
Police station	Politiebureau
Post office	Postkantoor
Right	Rechts
See you later	Tot ziens
Shoe store	Schoenenwinkel
Shop / Store	Winkel
Station (train)	Station
Straight ahead	Rechtdoor
Supermarket	Supermarkt
Thank you	Dank u (wel)
Theatre	Schouwburg, theater
To dance	Dansen
To drink	Drinken
To eat	Eten
To walk	Wandelen, lopen
Today	Vandaag
Tomorrow	Morgen
Tomorrow afternoon	Morgenmiddag
Tomorrow evening	Morgenavond
Tomorrow morning	Morgenochtend
Tonight	Vanavond
Train	Trein
University	Universiteit
Yes	Ja
Yesterday	Gisteren

7. AFTER YOUR STUDIES

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PHD AFTER YOUR MASTER DEGREE?

PHD AND PDEng STATUS

Many PhD researchers in the Netherlands are university employees (employed PhD candidates). Other PhD researchers are not employed by the university, but get support from their own employer (externally financed PhD), receive an international scholarship (scholarship PhD candidate) or are without support (external PhD candidate). All PhD candidates must be accepted by the senior supervisor to conduct their PhD research at the University of Twente. The PhD is responsible for the PhD research, which results in a defendable PhD thesis, usually in four years. Next to the “traditional” PhD, the University of Twente also has the third phase Professional Doctorate in Engineering. The PDEng programmes focus on technological design and take two years to complete.

ACTIVITIES OF A PHD CANDIDATE

The activities of a doctoral candidate consist of (1) research activities in the case of a PhD or technological design in the case of a EngD, (2) attending training courses, (3) attending conferences or workshops (in most cases), and (4) teaching/ supervision activities (in some cases).

Research (or design) activities, the most important of these four, provide the PhD/EngD with the skills and experience of an independent researcher/designer. It is a part of your research to disseminate the knowledge you acquire during your research, for example through publications in academic journals. The progress that a PhD/EngD makes with their research activities will be monitored by the supervisory staff and will be written down in the Training and Supervision Plan (T&SP), the Qualifier report and the Annual Interviews.

The pursuit of courses and training is a method that will help a PhD and EngD to develop their skills to conduct high quality research or technological design. The desired training courses are specified by the candidate and the supervisory team in the TSP.

It is common for PhDs with employee status to conduct teaching activities, i.e. teaching student courses or student supervision during their employment at the University. Teaching activities

may amount to a maximum of 20% employment time a year, as in the T&SP.

SUPERVISION

PhD's and EngD's have the right to good supervision (by at least two persons) which is crucial for an enjoyable and successful project. Usually, the first supervisor is a professor, while the daily supervisor is a senior university lecturer. The availability of the supervisors is mentioned in the T&SP.

MVV AND RESIDENCE PERMIT FOR WORK

For PhD's and EngD's with a NON-EU nationality, a MVV and residence permit for work is necessary. In order to obtain residence permit for work, a range of conditions must be fulfilled. International Service Team HR Department will assist you in arranging the MVV and/or residence permit for work and provide you with some general information about working and living in the Netherlands.

E: ist-hr@utwente.nl

W: <https://utwentecareers.nl/en/ut-as-employer/onboarding/>

TWENTE GRADUATE SCHOOL

Twente Graduate School (TGS) coordinates all doctoral programmes at the University of Twente. Each programme centres on topics closely related to the work taking place at our research institutes and is taught and supervised by expert researchers and designers. The University of Twente offers a wide variety of courses and workshops for personal development, specifically tailored to the needs of PhD and EngD candidates and post-docs. All candidates are expected to attend courses within their field of specialisation, but also to attend more generic courses to broaden their perspective and to support their scientific career. For more information about the Twente Graduate School, visit the TGS website: www.utwente.nl/tgs



TWENTE GRADUATE SCHOOL

E: tgs@utwente.nl

W: www.utwente.nl/tgs



EXAMPLE PHD BUDGET

BASIC LIVING COSTS (PER MONTH)

Category	Amount
Housing*	€ 250
Food	€ 350
Clothing	€ 100
Health Insurance*	€ 40
Liability Insurance	€ 20
Energy & gas	€ 90
Transportation NL	€ 65
Television & internet	€ 50
Mobile phone	€ 25
Taxes municipality	€ 50
Research materials	€ 50
Water taxes	€ 30

*The Dutch government provides financial support to low-income households and individuals who require assistance with costs such as rent or health insurance. For more information about the rent allowance, visit www.belastingdienst.nl/wps/wcm/connect/bldcontentnl/belastingdienst/privetoelagen/huurtoeslag/

This chapter with information for PhD candidates has been created with the help of the UT PhD association P-NUT, TGS, and HR.

PHD NETWORK OF UT (P-NUT)

The PhD-Network University of Twente (P-NUT) is the official PhD and PDEng association of the University of Twente. The association is created and run by doctoral candidates for doctoral candidates. The main goals of P-NUT are to connect, inform, and represent the doctoral candidates of the University of Twente.

P-NUT connects by bringing together PhD's and EngD's, so they can share their experiences and help each other grow and become more efficient in their research and work environment. Furthermore it organises many social events on a regular basis in which doctoral candidates can meet other people in an informal manner.

The P-NUT newsletter is sent out on a regular basis and includes updates on social events for PhD's and EngD's. It also includes updates on workshops aimed to provide useful information on specific topics, for example the Dutch tax system, dealing with mental health issues, etc. In addition, P-NUT informs doctoral candidates about relevant changes in national or local policies, as well as other changes in the scientific landscape, including Open Science.

Finally, P-NUT represents the UT PhD's and EngD's by communicating with different bodies within the University of Twente and beyond. For example the University Board (College van Bestuur, CvB), Twente Graduate School (TGS), Human Resources (HR), Expat Center East-Netherlands and the PhD Network of the Netherlands (PNN).

Considering doing a PhD or EngD at the University of Twente? Don't forget to become a P-NUT member! P-NUT is also always looking for new active board members.

P-NUT.



E: p-nut@utwente.nl

W: www.utwente.nl/p-nut

W: www.facebook.com/groups/utpnut

For details, please subscribe to the P-NUT mailing list by sending an email to p-nut@utwente.nl. Feel free to contact P-NUT with any question or concern.

UPON DEPARTURE

When you have finished your studies at the UT, it is important that you complete the following formalities. See Chapters 2 & 3 for more detailed information about the different procedures for campus and ITC students.

UT DE-ENROLMENT

Upon departure, you must arrange your de-enrolment at the UT (not applicable for Exchange students). How to arrange your de-enrolment can be found at the following website: www.utwente.nl/en/student-services/admission-enrolment/enrolment/de-enrolment/ If your de-enrolment is not arranged in time, you are legally obliged to continue paying tuition fees.

EXPIRATION OF RESIDENCE PERMIT

If you have a residence permit for your stay in the Netherlands, please note its expiration date (as stated on your residence permit card). After this expiration date you are not allowed to stay in the Netherlands. You are obliged to leave the Netherlands.

CLOSE YOUR BANK ACCOUNT

Inform your bank of your departure and close your bank account. When moving to another city in the Netherlands, inform the bank of your new address.

DEREGISTER AT THE MUNICIPALITY (BRP)

If you are leaving the Netherlands (or moving to another Dutch city) you must deregister at the BRP (Municipal Register of Enschede).

CANCEL YOUR HEALTH INSURANCE

Cancel your health insurance by sending an email to AON or contacting the ITC Student Affairs Office with your departure date. Be sure to file your insurance claims with AON before leaving.

RETURN LIBRARY BOOKS

Do not forget to return any books you may have borrowed from the UT/public library.

SERVICE PROVIDERS

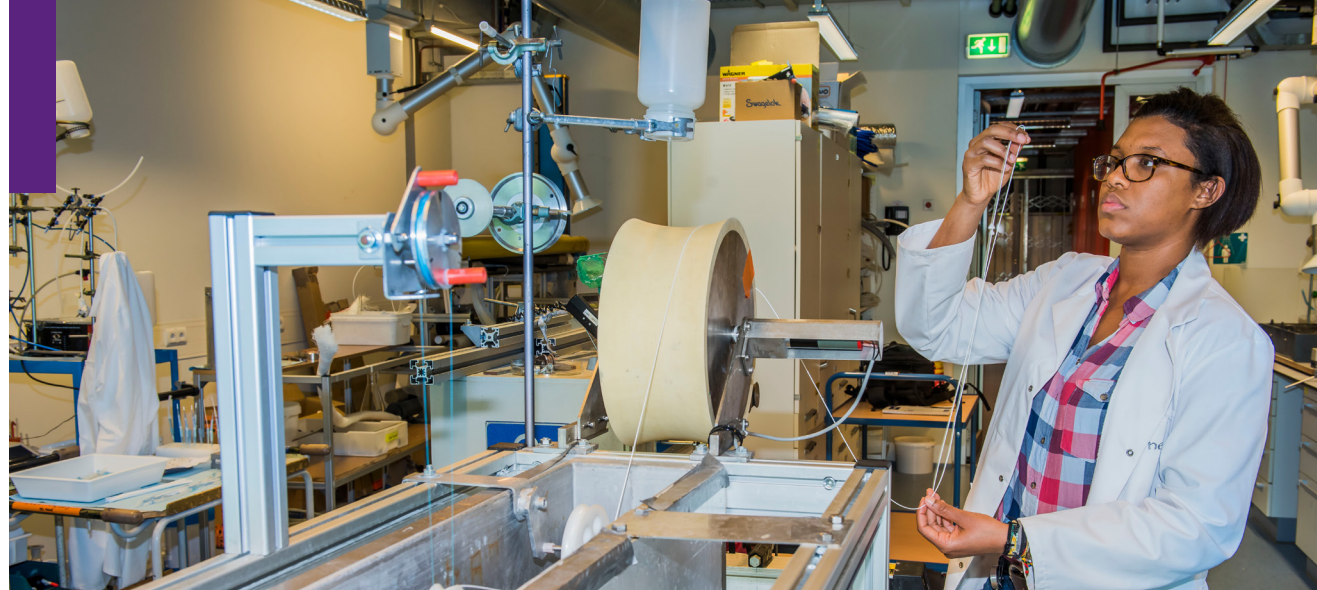
Remember to cancel your mobile phone provider, internet service, gas, electricity and water, doctor, dentist, employer, pension provider etc., as appropriate.

WORKING IN NL AFTER GRADUATION

If, upon completing your studies, you would like to seek employment within the Netherlands, you can extend your residence permit for a maximum duration of one year ('orientation year' or *zoekjaar*). During this time, you have free access to the Dutch labour market to look for a job as a highly skilled migrant (*kennismigrant*). UT Career Services (page 91) can support you with orientating on the labour market.



Please note that the search year might not be available if you are the recipient of a scholarship that requires you to return to your home country upon graduation.



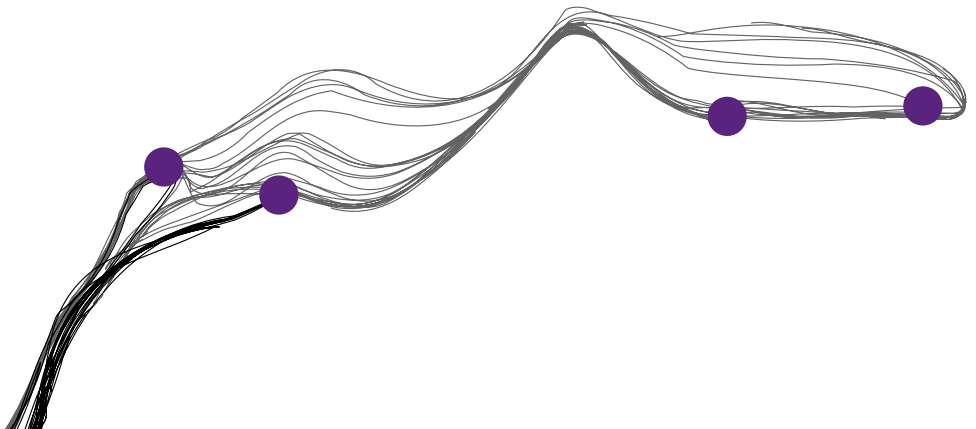


DISCLAIMER

The information in this booklet has been obtained from a number of sources, both UT related and non-UT related. While its contents have been carefully checked, some information in this booklet may change or become outdated. Government rules and regulations, prices, and opening hours are subject to change during the academic year. No rights can be derived from the information presented in this document. For further questions, please contact the Student Services Desk of the University of Twente, the Netherlands.

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www.utwente.nl/en/student-services

