

UNIVERSITY
OF TWENTE.



COMMUNICATION SCIENCE

INFORMATION BOOKLET FOR COM STUDENTS AND STAFF ACADEMIC YEAR 2023-2024

www.utwente.nl/com



123-124

Bachelor, Premaster and Master COM

Information about all our programmes

Who is who?

Bios and contact information COM teachers

Nice to know, need to know

Organization, study guidance counseling, relevant links

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For more information about the bachelor, premaster, and master COM go to our website www.utwente.nl/com. Here you will find detailed information about:

- (1) the contents of the programmes;
- (2) internship and graduation;
- (3) student guidance;
- (4) International affairs;
- (5) general rules and regulations (Education and Examination Regulations and the Student's Charter);
- (6) UT quicklinks;
- (7) organization and contact.

UNIVERSITY
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COMMUNICATION SCIENCE

BACHELOR COM

'23-'24



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Croho code	56615
Orientation and level	WO, Bachelor of Science
Number of credits	180 EC
Specializations	No
Location(s)	Enschede
Variant	Full-time
Joint programme	No
Instruction language	English



CONTENTS OF THE BACHELOR PROGRAMME COM

How can organizations connect to relevant audiences in our heavily digitized society? How to design an app that meets the gratifications of its user? And how can new technologies ensure that everybody participates in our global society and flourishes?

Technology and human life are intertwined in contemporary society and this merger is likely to strengthen in the years to come. Every invention or innovation is based on the premise that technology can stretch the limits of our capabilities and open up new opportunities. Indeed, emerging technologies affect everything from the way humans interact (e.g., by means of digitized communication like social media), access news and information, develop opinions and make decisions (e.g., based on algorithms), 'work' (e.g., robots as colleagues), 'play' (e.g., VR and AR), 'learn' (e.g., serious gaming), and develop lifestyles in general (social influencers and online communities).

All these developments stress the importance of communication science which studies how rich and ever more pervasive interactions generate meaning and transform daily life. In this ongoing process, the primary role of communication professionals is to connect people and technology so as to live up to the promise of new and future tech innovations while minimizing the negative second order effects of human-technology interactions. With our focus on sense making and generation of meaning in this process, and in line with the vision of this university, we explicitly put people-first.

MISSION AND VISION

In a rapidly changing world, there is need for communication professionals with strong problem-solving skills. The University of Twente (UT) offers a modern Communication Science (COM) programme which firmly places communication in the context of how people and organizations interact with tech and what this means for society. It equips students with all the required 21st century skills to become the communication engineer of tomorrow: the linking pin between people, organizations and the innovations of tomorrow.

OUR VISION: Technology is everywhere; we are constantly connected. This results in new ways of communication between people and between people and machines. We study the impact of technology, how to improve technology and how technology can support and strengthen interactions.

OUR MISSION: Empowering humans and organizations in our high-tech digital society. We focus on research and education that connects people through technology and people with technology in order to bring forth a resilient, sustainable and inclusive society.

APPROACH: Societal issues are the starting point for our education. The role of tech and tech solutions are key.

Students in our programme engage with human-technology interactions from different perspectives that reflect relevant challenges for the communication professionals of the future. We streamline these perspectives in the following 3 tech themes: Digital society, Changing organizations, and Persuasive tech.

The **Digital society** theme addresses important technological developments and what they mean for society. Tech innovations may bring along second order effects which are less desirable for society, including for example polarization, social isolation, filter bubbles, fake news, online privacy violation and digital inequality. Students learn about the extent to which our society has become dependent on technology. But also, what does it take to align technology with people's values and needs, so that we can ensure a resilient, sustainable and inclusive society for all?

The **Changing organizations** theme takes the perspective of organization-technology interaction. Communication Science students need to appreciate the unpredictable organizational landscape of tomorrow. Organizational forms and employment relationships are changing and becoming more flexible, innovations are disrupting companies and markets, and social media are forcing organizations to increase their transparency as participants in growing international, intercultural networks. Students learn all about how new technologies affect organizational communication, both within the organization (e.g., new ways of working) and outside the organization (e.g., online reputation and crisis management).

The **Persuasive tech** theme focuses on human-technology interaction. How do we affect technology and how does technology affect us? Students become well-versed in visual communication and the interplay of the senses, supported by new technological advancements such as virtual and augmented reality, serious gaming, and nudging.

Next to these 3 tech themes the programme has an overarching theme called the **Communication science 2.0** theme. This theme serves as the academic platform of the programme (in which the 3 tech themes are embedded as well).

PROGRAMME OVERVIEW

In the programme, every tech theme is represented by means of two different modules: one in year 1 and one in year 2. These two modules are clearly connected: The first theme-module establishes the outline and relevant topics of the theme after which the second theme-module provides an in-depth investigation of a current tech development. Further, the Communication Science 2.0 theme is represented by means of four modules in all three years: in the first year (Module 1), second year (Module 8), and third year (Modules 11 and 12). In the Table below it can be seen how all the themes are spread over the bachelor programme.

YEAR 1	Communication science 2.0: MODULE 1 We connect society	Digital society: MODULE 2 Understanding media	Changing organizations: MODULE 3 The innovation journey	Persuasive tech: MODULE 4 Design for UX
YEAR 2	Digital society: MODULE 5 The network society	Changing organizations: MODULE 6 Lead the change	Persuasive tech: MODULE 7 Persuasive design	Communication science 2.0: MODULE 8 The quantified Self
YEAR 3	electives	electives	Communication science 2.0: MODULE 11 COM@work	Communication science 2.0: MODULE 12 Bachelor thesis

On the next pages the modules per theme are explained. For the full contents of all modules, see pages 9-12.

Overarching theme: Communication science 2.0

This theme serves as the academic platform of the programme in which students get acquainted with both the theory and practice of the communication science discipline. Starting with a strong academic base in which an overview and state of the art of the communication discipline is presented, in this theme students gradually work towards a more reflective attitude and identify their own interests when it comes to research and work related to communication science. In line with the vision of our programme, the essential communication theories will be discussed in the light of emerging technologies in order to strongly ensure students come to see and understand how communication processes play a role in the development and diffusion of new innovations. Secondly, regarding the practice of communication we follow an engineering approach in order to broaden the horizon of the students. The communication science professional of the future is not only equipped with a sharp mind and great ideas, he or she is also someone who can engineer and create in order to make things happen.

The Communication science 2.0 theme is represented by means of four modules in the programme (a more elaborate description of all bachelor modules can be found on page 9):

MODULE 1 We connect society The first module of the Communication Science bachelor programme provides an introduction to the field of communication science. It covers the basic theories, models and concepts that explain how and why people connect, which provides a strong academic base for the following modules. Next to this canon of communication theories, students will be introduced to social science research. Furthermore, students will acquire important professional skills, such as writing skills, design skills, and skills to collaborate in an international project group.

MODULE 8 The quantified self The second year of the bachelor ends with a reflection module in which students are to experience and reflect on the meaning of data in our highly digitized society by means of the quantification of their everyday selves. In this social experiment, students use the digital footprints they can collect to design the quantified student, a digital double without an original. Furthermore, students learn how to quantify everyday mundane activities into big data, and how to analyse big data into predictable behaviour. During this social experiment, in which we explore the possibilities and (moral and ethical) boundaries of data and encourage students to take a stand, moral philosophy, philosophy of language, philosophy of technology, and debating and rhetoric are indispensable.

MODULE 11 COM@work We believe it is important that our students orient themselves on their professional lives after graduation. In this module students explore trends, societal developments and dynamics within the professional field, do company visits and interview master COM alumni. Next, students gain insight in their own abilities and skills and finally create a podcast about their views on the professional field of communication science. Module 11 is a so-called "stretch module", which means it is scheduled parallel to the Bachelor thesis (module 12).

MODULE 12 Bachelor thesis The COM programme ends with an individual Bachelor's thesis in which the knowledge and skills obtained in all previous modules need to be integrated to address a societal, organizational and/or technical challenge. The Bachelor's thesis is practice-oriented and should focus on a theme that fits one of the 3 tech themes. The research must show that the student masters relevant theories, can design and conduct adequate research, and translate the findings into well-considered conclusions and recommendations.

Tech theme 1: Digital society

Societies, organizations and individuals have become increasingly interconnected due to the emergence of technologies. The unprecedented potential of these networks and technologies for society and personal wellbeing notwithstanding, several challenges arise. Examples are increasing polarization, loneliness and social isolation, dealing with fake news, privacy issues with shared information on social media, or the increasing dependency on technology. Next to that, too often technologies are introduced into society without a clear understanding of (1) the needs and concerns of its intended users and (2) how the innovation at stake might affect other behaviours as well, so called 'second order' effects. In the Digital society theme, there is much attention for how people live in an emerging tech and digitalized society. Questions around adoption, security, trust, ethics, and autonomy are put central and we investigate how emerging technologies radically transform the ways in which people behave and interact with each other, with companies, with (social) media, with (online) information, with (collaborative) robots, etc, and how these rich and ever more pervasive interactions generate meaning. Communication professionals play to the strengths of technological advancements, aid in their development and maximize their positive influence in the world.

The digital society theme is covered by two modules, one in the first year and one in the second year:

MODULE 2 Understanding media In this module, students dive into the small-scale effects of digitized media on individuals and explore motivations and uses of communicative, social, and entertainment media. While learning about the most important theories in media psychology, they will form groups based around research topics such as social media and happiness, persuasiveness of influencer marketing, and motivations to play games.

MODULE 5 The network society As a follow-up on module 2, in this module, we dive into the role of new media in our society as a whole. Not only do we discuss the characteristics of the networked society and explore how the digital world is shaped by social, economic, and political forces, students also come to understand the effects of the digital media landscape on our society. Students will explore who is in contact with who behind the scenes and with what social, political, economic and epistemological ramifications?

Tech theme 2: Changing organizations

Innovation drives the modern organization. We are entering a new industrial revolution and automation is starting to take over cognitive tasks as well. Therefore, much like in the first industrial revolution, the role of humans is again being rapidly redefined. To stay relevant in today's dynamic marketplace, companies must continually seek ways to innovate and push through new ideas - from concept to implementation - in order to remain competitive. Furthermore, as organizations become more digital, they face a growing imperative to redesign themselves to move faster, adapt more quickly, facilitate rapid learning, and embrace the dynamic career demands of their people. The 'Changing organizations' theme teaches students how organizations (both private and public) can use innovative technologies to interact and connect with their (1) internal and (2) external environments. Regarding the first, our interest goes towards how innovations can change organizations from within (e.g., social robots as colleagues, new ways of working). Regarding the latter, communication towards and between relevant stakeholders is of our interest. This includes how new media technologies can be used to communicate with key audiences (for example during crisis situations) as well as how media technologies play a role in shaping an organization's image in the public's eye. In all these processes, communication professionals and strategic communication are essential as both can facilitate an increase in 'the potential for change' in complex dynamical settings.

The Changing organizations theme tackles practices and questions in two modules, one in the first year and one in the second year:

MODULE 3 The innovation journey Technological innovations are developed faster than ever, but they are often met with resistance and doubts regarding their effectiveness and societal relevance. This is especially because innovators do not take into account the many possible forces that influence the success of their innovation. In this module, students learn about the success and failures of the development and implementation of innovations focusing on the role of stakeholder-, reputation-, and crisis communication.

MODULE 6 Lead the change This module addresses the question of how communication processes can be optimized in organizations and what the organization of the future may look like. In this module, students get acquainted with the influences of technological changes on organizations. They learn a variety of perspectives and processes regarding organizational communication, as these continue to develop and evolve. Furthermore, students offer managers advice on such topics, based on both literature and empirical qualitative data.

Tech theme 3: Persuasive tech

As technology becomes ever more integrated within our daily lives, the products and services surrounding us become smarter as well. For example, embedded in our clothes and environments with sensors and connectivity modules, they are increasingly capable of registering facial expressions, bodily states and expressive behaviours such as movements, intonation and body language. Using these data, they may in turn provide feedback or stimulate specific behaviours. As these examples show, design and multi-sensory elements such as sound and light play an important role when designing for behaviour change. In other words, 'every-thing' communicates and students learn how to take full advantage of this. At the same time, smart technologies increasingly raise ethical questions regarding privacy, freedom and choice. Do we want to live in a world where smart billboards can read our minds by applying ever more advanced algorithms? Is it OK to induce behaviour change when people are not consciously aware of what is happening? And should we protect consumers from technologies which prompt purchases they cannot afford?

The Persuasive theme is represented by means of two modules, one in the first year and one in the second year:

MODULE 4 Design for UX In this final module of the first year, students are challenged to design a prototype of an app that will contribute to solving a societal problem. Theories on the relations between humans and technology, and more specifically on how technology can be used to influence human behaviour, will inspire them to come up with the best design. Further, they are trained to communicate with companies that may be interested in collaborating with their team to further develop the prototype of their persuasive app.

MODULE 7 Persuasive design In this module, students learn about the roles that design can play in 'design for behaviour change' programs and learn about the underlying dynamics and processes (e.g., conscious versus unconscious processes and the role of social influences) involved in nudging. Based on these insights, students come up with a design for a behaviour change intervention in a real setting or test effects of design elements/nudges in a simulated (virtual reality or augmented reality) environment.

ELECTIVES

After two years of coherent modules, in the first semester of the third year students can choose between a 30 EC study abroad, internship or a 30 EC minor or equivalent at the UT.

More information about spending (a part of) a semester abroad can be found on the Faculty BMS study abroad website:

<https://www.utwente.nl/en/bms/education/study-abroad/>.

More information about internships is available via:

<https://www.utwente.nl/en/com/graduation-web/>.

Students who opt to stay at the UT to fill their elective space, can choose from a number of High-Tech Human-Touch minors, the Crossing Borders minor, and a number of "join-in minors" and "in-depth minors".

More information about the minors that are being offered can be found on

<https://www.utwente.nl/en/education/electives/minor/>.

Students that choose to study abroad can select a partner university in or outside Europe. Further, the minor Crossing Borders offers another opportunity to students who are eager to gain international experience.

More information on the minor Crossing Borders, see

<https://www.utwente.nl/en/education/electives/minor/offer/crossing-borders-educative-minor/>.

LABOUR MARKET

For the Communication Science programme at the University of Twente, the connection between our bachelor programme and the professional field is important. We believe that our students should know what is out there once graduated. That they know what to expect when entering the labour market and what are the typical positions communication practitioners perform. But also what part of the professional field is of interest to the student, and how to prepare for a smooth start of a professional career.

The COM@work line in the Communication Science programme is the tool for preparing students for life after study. The eight modules in the first two years of the programme are designed in a way that the eight most important areas of the professional field of communication practitioners are covered as each module is clearly connected to some specific professions. This ranges from online media content manager to marketing analyst and from crisis manager to public relations officer. In the table on the next page some typical professions that are put central per module are presented.

MODULE 1 <ul style="list-style-type: none"> • Campaign manager • Digital marketing manager • Copywriter and SEO marketer 	MODULE 2 <ul style="list-style-type: none"> • Media designer • Social media agent • Media researcher 	MODULE 3 <ul style="list-style-type: none"> • Public relations manager • Innovation manager • Crisis manager /Spokesperson 	MODULE 4 <ul style="list-style-type: none"> • UX (user experience) designer • Content manager • Freelancer
MODULE 5 <ul style="list-style-type: none"> • Online privacy officer • Big data analyst • Network manager 	MODULE 6 <ul style="list-style-type: none"> • Consultant • Issue manager • Change manager 	MODULE 7 <ul style="list-style-type: none"> • Marketing manager • Communication adviser • Sustainability manager 	MODULE 8 <ul style="list-style-type: none"> • Big data, search & conversion marketer • Trend watcher

In addition, several other activities are organized to ensure a clear connection with the labour market. In the first two years, in

modules 1 to 8, theory is always connected to a project that addresses questions from the field, regularly showcased by means of guest lecturers from that field. Often this involves our alumni, who understand the position of being a student and who can tell about their journey of becoming a professional within a particular sub-domain of communication science. Furthermore, site visits are organized and symposia with guests from the labour market take place. In year 3, in the elective space (modules 9 and 10) students can choose to do an internship and in the bachelor thesis (module 12), students perform a research in a domain that suits their interest. Parallel to this bachelor thesis, the COM@work module (module 11) takes place. In this module, students will systematically test what domain of the professional field suits their interest and personality best. Based on this evaluation a job application procedure is offered in which student present themselves to the market in a professional and engaging way. This module aims to help students to make an informed decision on their future career after a master's degree in communication science.

INTERNATIONALIZATION

Knowledge, by its very nature, does not respect borders. Universities operate in an international arena where they compete for talent, resources, funding and a position within promising networks. Furthermore, current and future students will work in a rapidly changing world. Because of globalization, the growing number of international schools, and the increasing mobility of students and teachers all over the globe, internationalization is an important topic for university programmes in the Netherlands. Themes like global citizenship, the global workforce and cross-national interactions have an impact on the attitudes, knowledge and skills of both domestic and international students. Such learning only takes place when there are cross-cultural interactions, which is not a natural consequence of having students from different nationalities in the classroom. Therefore, effective cross-cultural interactions are organized. It will engage students with internationally informed research and cultural and linguistic diversity and develop their international and intercultural perspectives as global professionals and citizens. The bachelor COM is designed in such a way that international, intercultural and/ or global dimensions are incorporated into the curriculum, for example by means of international project groups.

EXCELLENCE PROGRAMMES

For students obtaining excellent results there are two options for doing something extra up and above the standard programme: the Star Programme within the bachelor COM and the UT's Bachelor Honours programme.

The COM Star Programme

Based on their individual exam grades in the previous quarter/module, the top 10% of the students are invited to participate. A Star Programme is offered in five out of the eight core modules of the programme (in module 2, 3, 4, 7 and 8). Participation in a Star Programme implies that the selected students will do an individual assignment that focuses on more in-depth knowledge or skills related to the module's content. If this assignment is finished successfully (to be decided by the module coordinator), the student receives an excellence Star. Successful participation in this programme, including the total number of excellence Stars obtained, will be mentioned on the diploma supplement. Successful participation in the Star programme of at least three modules may result in graduating with distinction.

The UT's Bachelor Honours programme

This programme starts every year in February and is for the top 5% of first year students of each study only. In nearly one and a half year students follow a programme of 30 EC. Three variants are offered, in science, design and mathematics. Students work in interdisciplinary groups and learn about great scientists or designs, learn to ask questions about everyday scientific situations, will learn how to write their own research proposal and make a joint final work.

More information can be found on the website:
<https://www.utwente.nl/en/excellence/>.

TEST SUBJECT ARRANGEMENT

The COM programme finds it important that her bachelor students experience empirical research also in the role of being a test subject. In this way students get acquainted with different types of research and it is an extra way to prepare for students own research activities in the context of their study. The so-called Test Subject (TS) hours are an obligatory and official part of the Bachelor COM. For the complete bachelor programme it comprises 15 hours, of which 10 hours belong to the first academic year. Further information on this arrangement can be found in the Education and Examination Regulations (EER) via our website <https://www.utwente.nl/en/com/bachelor/>.

The 10 TS-hours of the first year do not play any role in determining the Binding Study Recommendation (see below). However, to formally complete the whole first academic year it is necessary to obtain 10 TS-hours in the first year, next to the four first year modules (60 EC).

The test subject arrangement will be organized, as well as administered through the online SONA system. Once this system records 10 TS-hours, then the subject "Subject Hours B1" in your Study Progress Report in OSIRIS, will read "V". After an extra 5 TS-hours during your second or third year, the subject "Subject Hours B2/B3" will also read "V", which will complete the total of 15 hours. Credentials for the Sona-system will be provided to students at their UT-mail address. For more information see the following link: <https://utwente.sona-systems.com/Default.aspx?ReturnUrl=/>

BINDING STUDY RECOMMENDATION

The UT enforces a binding recommendation for all bachelor programmes. At the end of the first, introductory year all students get a binding study recommendation (In Dutch: BSA, Bindend Studie Advies) as to whether or not to proceed with the programme. Students will get a positive recommendation if they have completed at least 45 ECs of the first year's required 60 ECs. For the bachelor COM this can be accomplished by:

1. Completing at least three complete modules (45 EC); OR
2. Completing at least 75% of the first-year study load (300 out of 400 percentage points module component weighting factors, as registered in OSIRIS); provided that students have no more than one insufficient grade in each study unit (the four study units in the first year are: Project, Theory, Research Methodology and Skills).

Not meeting this norm means that the student cannot re-enrol in the programme for the next year, save situations in which personal circumstances played an important role. Specific procedural information on this regulation can be found on: <https://www.utwente.nl/ces/sacc/en/regulations/bsa/>.

THE STUDY UNITS OF A MODULE: PROJECT, THEORY, RESEARCH, AND SKILLS

The education bachelor COM students receive is challenging and project-based education. From the very first year, students will be encouraged to actively, critically, and creatively work with concepts, theories, and methods, and to combine strategic thinking with the development of strong personal communication skills.

Each academic year is made up of four modules. Every module has a duration of 10 weeks and is worth 15 European credits. Further, each module consists of four or 5 study units: **Project (P)**, **Theory (T)**, **Research (R)** and **Academic skills (S)** and/or **Professional Skills (S)**. These study units are clearly connected in a module. The core of each module is the Project which reflects a contemporary challenge. To solve this challenge, students get input from the other study units. This means that they get acquainted with the theoretical underpinnings of the specific issues at stake (Theory), they know how to study the topic at hand and conduct own research (Research) and how to effectively communicate (Academic skills and Professional Skills). In every module students are supervised and coached by a group of enthusiastic counsellors / mentors. Assessment methods vary from individual written tests, individual and group assignments to oral tests and individual and group presentations.

PROJECT A project reflects a contemporary challenge involving the themes Digital society, Changing organizations, Persuasive tech or Communication Science 2.0. For example, students may find themselves performing a Twitter analysis to find out what is being said about a certain topic, assist an organization that deals with a crisis situation, design an app that promotes healthy food choices, or helping a specific group of people to optimally use a new media platform. In each project they work with other students. Our aim is to encourage students to take an active approach to learning, to discover where their own strengths lie and to put them to work.

THEORY In this study unit, students familiarize themselves with the theoretical foundations underlying the specific issues at stake. This means that they learn about various traditional and new theories and models in the discipline of Communication Science and sub disciplines and adjacent areas that are relevant to the various modules. Theories they learn about represent different domains, for example communication technology, corporate communication, public relations, leadership, science communication, marketing communication, visual communication, multisensory design, persuasive communication, ethics, philosophy, and social psychology.

RESEARCH In this study unit, students develop insight in the nature of social-scientific research. They learn how to design, conduct, evaluate, and interpret research. Depending on the module, this may range from qualitative research designs (aimed at gathering in-depth knowledge about communication processes or audiences) to quantitative methods (aimed at reaching quantifiable and statistically supported conclusions). Data collection methods and data analysis are discussed in connection with each other. Research methods for example include big data analytics, social network analysis, media analysis, survey research, interview, and focus groups.

SKILLS In this study unit, students not only learn the skills needed to function as an academic researcher (academic skills including for example: literature and information search, and academic writing and presenting), but also the skills needed to function as a communication professional (professional skills including for example visual identity design, lay out and visuals, mock up app design, infographics, film making, design-based interventions, writing a press release, popularizing and framing, persuasive pitches and presentations, rhetoric and debating, negotiating, workshop design, and podcast production).

In the tables below all study units are presented per module:

THE FIRST YEAR:

		MODULE 1: WE CONNECT SOCIETY	MODULE 2: UNDER- STANDING MEDIA	MODULE 3: THE INNOVATION JOURNEY	MODULE 4: DESIGN FOR USER EXPERIENCE
STUDY UNITS	PROJECT	Popularizing global challenges	Effects of media use	Stakeholder & reputation management	User-centered design
	THEORY	Introduction communication on science	Media psychology	Public relations of innovations	Human-technology interaction
	RESEARCH	Research methods & statistics	Survey analysis	Big data & text mining	Usability testing & interviewing
	ACADEMIC SKILLS	Professional writing	Theoretical framework	Media framing	
	PROFESSIONAL SKILLS	Design skills	Presenting	Crisis response	Business case

THE SECOND YEAR:

		MODULE 5: THE NETWORK SOCIETY	MODULE 6: LEAD THE CHANGE	MODULE 7: PERSUASIVE DESIGN	MODULE 8: THE QUANTIFIED SELF
STUDY UNITS	PROJECT	The media influencers	Changing organizations	Evidence based design	Designing a student algorithm
	THEORY	The digital society	Organizational communication	Social psychology & persuasive tech	Ethics & philosophy
	RESEARCH	Big data & network analysis	In-depth interview	Experimental design & analysis	Deep data & predictive modelling
	ACADEMIC SKILLS	Storytelling	Literature review	Scientific publication	Rhetoric's
	PROFESSIONAL SKILLS	Audio-visual design	Consultancy	Persuasive environment	Debate

THE THIRD YEAR:

		ELECTIVES	ELECTIVES	MODULE 11 COM@ WORK	MODULE 12 BACHELOR THESIS

On the next pages we present the contents of all modules per study unit.

CONTENTS OF ALL MODULES PER STUDY UNIT

Note: The complete and most up-to-date module descriptions can be found in Osiris and on the Canvas site of the module.

MODULE 1: WE CONNECT SOCIETY

1 PROJECT: Popularizing global challenges (202000266)

In the Project study unit of the first bachelor COM module, students take the role of a content strategist and develop a popular content strategy in small project groups. The topic of this content strategy is related to one of the UN global sustainable development goals. Students learn how to manage their own projects, as well as collaborating in intercultural teams. Students will apply the insights they acquired in the Theory study unit by analysing one of the global challenges from different theoretical perspectives, and they will use the communication theories to tackle the challenge and create a group content strategy. This content strategy, next to the skills learned in the Skills study unit, forms the input for the second group assignment: a professional blog that popularises the content strategy.

1 THEORY: Introduction communication science (202000267)

The Theory in the first module develops the students' knowledge and understanding of (1) the basic theories in communication science and (2) leading theories related to the three COM tech themes: digital society, changing organization and persuasive tech. This canon of communication and technology theories covers theories of for example information processing, interactional models of communication, marketing communication, influencer marketing, social media and organizational and corporate communication.

1 RESEARCH: Research methods & statistics 1 (202000268)

In Research, the role of asking and systematically answering empirical research questions is discussed. Students learn how to identify and formulate descriptive and explanatory research questions, for example in the context of design and decision making. Answering empirical questions requires careful conceptualization and operationalization of units and variables in the context of various data collection techniques. It will be explained which role the criteria reliability and validity play in assessing the operationalization of variables. In addition, an introduction to the statistical software 'R' and data visualization and descriptive statistics is given. Finally, we discuss the issue of sampling and the idea of inferential statistics.

1 SKILLS: Professional writing (202300071) & Design skills (202300072)

In Skills, students are introduced to professional writing and design skills. First, students get introduced to information searching skills and develop the competence to critically evaluate scientific and non-scientific materials. Second, these skills will be directly applied in a writing assignment, where students will develop the skill to write a short text. Third, students learn how to effectively communicate through images and visualizations, by means of an infographic.

MODULE 2: UNDERSTANDING MEDIA

2P: Effects of media use (202000271)

In the Project in module 2, students take the role of media researchers working to provide input for a policy debate through a quantitative study. Following a research theme of their interest, students perform each of the basic steps of the scientific process: gathering literature and composing a theoretical framework, designing and performing a (survey) study, analysing the data, and reporting on the study in written and oral forms. The themes for this project are related to the Theory study unit of the module, including different facets of media psychology.

2T: Media psychology (202000272)

In the Theory study unit, students will learn about the development of media psychological theories. These theories describe how individuals choose, use, and react to different kinds of media. This will give students an understanding of how media research has been performed in the past, as well as point to the future of the field. Topics that will be discussed include, among others, how media research has developed, cultivation of beliefs, media choice and selective exposure, media, identity, and the self, social media, and advertising effects.

2R: Survey analysis (202000273)

In Research, students will get familiar with multiple data collection methods, but the focus will be on the survey instrument. To deepen the understanding of this particular method, classical test theory and scale construction will be introduced. Additionally, the construction of data collection protocols and procedures will be discussed. Further, students practice using R. Second, students will be lectured on various statistical techniques related to regression and correlation analyses.

2S: Theoretical framework (202300074) & Presenting (202300075)

Before any data are collected, academic researchers need to know what to study. They do this by reviewing the existing literature on the topic. In this study unit, students learn how to compile a theoretical framework that enables them to identify gaps in the research. After performing their studies, they will present and discuss their findings in a policy-oriented meeting. First, students from several groups with adjacent topics pitch their theoretical framework and study findings. Next, students discuss their research together with an external think-tank party relating to policy.

MODULE 3: THE INNOVATION JOURNEY

3P: Stakeholder & reputation management (202000276)

Preparing students on the possible future role of consultant or public relations officer, in the Project of module 3, students (in a group) will first set up their own communication agency while paying attention to identity management principles including mission, vision, strategy and core values. Then, their agency is competing to be hired by a tech company as their primary PR consultant. By means of a large-scale big data media analysis students investigate the sentiment among relevant stakeholders in the public discourse regarding the tech innovation of the client. This media analysis is then the input for a Public Relations plan.

3T: Public relations of innovations (202000277)

In Theory in module 3 students gain insight into the relevant theories in the fields of corporate communication and innovation systems as insights from both fields are required by communication professionals to facilitate technological innovations. Corporate communication topics that will be addressed include identity, image and reputation management; stakeholder management; and corporate social responsibility. The technological innovation system perspective covers the key processes of innovation, including knowledge development, resource mobilization, legitimization, entrepreneurial experimentation, market formation, the influence of the direction of search and the development of positive externalities.

3R: Big data & text mining (202000278)

A wealth of information is available from websites, forums, and social media. Big data media analyses and text mining analyses are increasingly being applied to combine data from various sources, to represent the outcomes graphically, and to generate new knowledge about individuals based on information that is publicly available. Students will be introduced to the field of big

data analytics. They will study the methods and the software that are available for analysing online information. Examples of the use of big data analytics will be studied and the strengths and weaknesses of the methods used will be discussed.

3S: Media framing & crisis response (202000279)

Dealing with the news media is an important task for public relations professionals. An organization can proactively approach the news, for instance to inform about an innovation or certain recent developments, or it can be unwantedly subject to news coverage because of a crisis. As a crisis can seriously impact the organization's performance, effective crisis communication and damage control are essential. This study unit introduces the basic academic and professional skills for a public relations professional. Students will be asked to take the lead in a crisis situation, by means of writing a press release; an interview with a professional journalist in a talk show setting in which the students act as a spokesperson; and a reflection on the student's own media performance.

MODULE 4: UX DESIGN

4P: User-centred design (202000281)

To prepare students for the possible future role of being involved in a design team as a communication expert, students are asked to design a prototype of an app that aims to positively change the target group's behaviour. First, students elicit and analyse user requirements by applying appropriate research methods. Based on this, and on theoretical insights from the fields of social psychology and human-technology interaction learned in the Theory study unit, students design a mock-up of a persuasive app. This app is subject of a formative evaluation with prospective users as students test the prototype against the formulated requirements with the goal to detect possible improvements for the design of the app.

4T: Human-technology interaction (202000282)

In Theory, the focus will be on general theories and models on the relations between humans and technology, and more specifically on how technology can be used to influence human behaviour. Topics that will be discussed include persuasion by communication, social psychological solutions for problems, communication goals and modalities, information processing and information design, usability and user experience, technology acceptance, adoption, appropriation and domestication, and accessibility of technology.

4R: Usability testing & interviewing (202000283)

In a user-centred design process of a new technology, several research methods must be applied. Prospective users and other stakeholders need to be consulted and observed at several moments to provide the designers with information about how to proceed in order to design an app that meets the expectations, and that results in good user experience. In Research, students get acquainted with a variety of qualitative data collection methods that are used in user-centred design processes, such as interviewing, observation and usability testing. Strengths and weaknesses of the methods will be discussed, so students can make informed decisions about which methods to use at which moment in a design process.

4S: Business case proposition (202000284)

In this unit, students are trained to communicate with investors that may be interested in collaborating with the student team to further develop the prototype of the persuasive app they designed in the Project. Students learn how to inform and convince potentially interested companies to invest in new technologies in general and in their business proposal in particular. At the beginning of the module, students define the goals of the app; for which behavioural change do they aim? After students have done this, they analyse different aspects of the context of use from a business point of view to be able to formulate a value proposition. At the end of the module, they will present their proposition in a Shark Tank presentation to investors that may be interested in collaboration.

MODULE 5: THE NETWORK SOCIETY

5P: The media influencers (202100029)

In the Project of module 5, students are trained as media influencers by creating a transmedia story by using several social media technologies to present their research results, based on input stemming from both the Theory and Research study units. Students learn to analyse (big) data through social network analysis and may, for example, investigate the relations and interactions between the groups behind a social phenomenon such as the coronavirus issue or the manipulation of national elections: who is in contact with who and about what? For this purpose, students will work together in small groups to produce a transmedia story (a combination of e.g., vlog, podcast, Instagram stories, live-stream and social network analysis) which is aimed at directly or indirectly influencing the target audience's awareness, knowledge, attitude and/or behaviour with regards to the selected theme.

5T: The digital society (202100030)

Theory will be about the development of the digitalized society, as well as the implications of new media on society and its individuals. The theories describe the forces that drive the development of the digital environment, social networks and technologies, and how the digital environment, social networks and technologies affect our society on a group, as well as on an individual level. Topics that will be discussed include, among others, the economy and politics as drivers of the digital society, effects of the digital society on the way we process information, and how the digital society influences individual privacy and autonomy.

5R: Big data & network analysis (202100031)

Social networks are one of the most important sources of big data. Processing this amount of data yields valuable knowledge for businesses, governments and society. For analysing social network data, we need to use specific approaches for processing networks. Students will first get acquainted with the basic concepts of social networks and understand how these networks evolve. Then they will learn a variety of methods for analysing these networks, such as computing the importance of nodes and paths, identifying communities, and predicting the future states of the network. Also, attention is given to introducing different information diffusion models on social networks and the approaches of finding influential users. They will use R to conduct various social network analyses, and they will get familiar with multiple network visualization techniques.

5S: Storytelling & audio-visual design (202100031)

The focus of this unit is on obtaining the necessary storytelling techniques and audio-visual design skills so as to produce short digital videos (or, social media content). Here, these are a form of 'non-fiction filmmaking' that has proliferated in recent years due to the ubiquity of palm-sized and mobile phone cameras and the rise of web-based platforms, such as YouTube, Instagram, and Tik Tok. Students individually build up a portfolio and assess their peers in creating a series of short videos meant to engage audiences in a topic, introduce them to new ideas, and/or persuade them.

MODULE 6: LEAD THE CHANGE

6P: Changing organizations (202100035)

In the Project, students learn how to provide consultation by means of a consultancy report and management summary. The overall focus is on how the world of work is changing by technology and what this means for managers and employees. First of all, based on the interviews that are conducted in the Research study unit, the first Project assignment concerns a consultancy report in which students demonstrate how a practical question arising from an unexplained organizational communication phenomenon can deepen our understanding of the changing work environment. Subsequently, each project group writes a management summary together with research highlights to show the essence of their project. Both the consultancy report

and the management summary form the input for a professional workshop that is part of the Skills study unit.

6T: Organizational communication (202100036)

Theory is about how new technologies fundamentally change the businesses of organizations and their ways of organizing. Students study how both managers and employees make sense of technological changes, how they talk about these changes, and how they organize their responses (e.g., resistance to technological change or appropriation of technologies). Weick's organizing theory and structuration theory are two important theories in this sense. Next to that, students are introduced to how technology plays a pivotal role in several organizational processes like leadership, identification, decision-making, and change management.

6R: In-depth interview (202100037)

Students learn how to perform in-depth interviews, as well as how to analyse the qualitative data using the software package Atlas-ti and report the outcomes of these interviews in a professional manner. In the first weeks of the module, each project group creates one combined interview guide or topic list, as well as a sampling strategy. Subsequently, students perform in-depth interviews and analyse the outcomes.

6S: Literature review (202300088) & Consultancy (202300089)

In the Skills study unit, students learn how to write an academic literature review. A literature review is an objective and thorough overview of relevant and current research literature on a topic being studied. The literature that is discussed in the Theory study unit serves as relevant input for this writing assignment. Secondly, students will learn how to setup and give an engaging workshop to a particular audience. Here the question is how to translate academic findings into practical do's and don'ts for managers. The findings of the Project are interactively presented and participants (teachers and fellow students) practice with knowledge and skills regarding the topic of the research.

MODULE 7: PERSUASIVE DESIGN

7P: Evidence based design (202100041)

The Project in module 7 prepares students for a job after study as for example a digital marketer or designer. The core of the project is testing the effects of a self-designed virtual reality (VR) intervention aimed at promoting a more sustainable and healthier lifestyle and social connectedness. Following the different stages in this process, the project consists of several parts. First, based on insights from literature, students will develop a persuasive design intervention in VR to enhance physical or mental health. VR offers a useful tool for creating immersive, multisensory environments. What motivates (and de-motivates) people to be more active and exercise better? And which mental states are important for realizing behaviour change? In other words, how can we create a virtual (immersive) environment that enhances physical activity and mental health. Second, students, based on the skills gained in the Research unit, will test the effectiveness of their intervention in an experimental design. To finalize the project, students report their findings in an academic journal article following all the steps of academic reporting, and present their work in poster-format at a scientific conference.

7T: Social psychology & persuasive tech (202100042)

By studying the theories as provided in this unit, students gain insight into the relevant theories in the fields of multisensory design, interactive marketing and social psychology with a focus on the following topics: healing environments/ restorative environments, design for behaviour change, persuasive technology, human-technology interaction, consumer and environmental psychology, and visual communication.

7R: Experimental design & analysis (202100043)

Following up on the Research skills learned in especially module 2, in module 7 students will become acquainted with the different types of statistical tests for multi-group comparisons (including ANOVA and regression analyses). These are quantitative

experimental research tools which allow comparison between two or more groups. For instance, students may compare behaviours in a group of participants who are exposed to their design intervention with behaviours in a control group (in which no design intervention was present). Furthermore, students will learn how to control for variables not part of the research set-up. For instance, how to control for weather conditions when conducting research outside?

7S: Persuasive environment (202100044)

In this study unit students will configure a virtual environment (virtual supermarket or a natural park) with Unity. Students will apply design and project management skills to configure a persuasive virtual environment. In the project, the persuasive design intervention will be developed and tested based on evidence from literature. In the skills component, the VR environment will be configured and the design quality of the persuasive virtual environment will be assessed.

MODULE 8: THE QUANTIFIED SELF

8P: Designing a student algorithm (202100047)

Digital innovation is reshaping the way many industries, organizations and individuals are functioning today. Robotics, augmented/virtual reality sensor technology, and internet of things facilitate data collection and analysis, which forms the base of future service offerings and business models. With that, big data has become the new gold. But how is (big) data being generated? And how do people live with the quantification of themselves? In this study unit, students are to experience and reflect on the meaning of data in our highly digitized society by means of the quantification of their everyday selves and becoming entangled in big data. More specifically, students will determine what digital data from student behaviour would go into an algorithm that could predict a 'student grade'. In this social experiment, students use the digital footprints they can collect to design the quantified student, a digital double without an original.

8T: Ethics & philosophy (202100048)

In the Project study unit, students are going to experience ethical concerns first-hand as well as the impact of the digital trace we leave behind. During this social experiment, in which we explore the possibilities and (moral) boundaries of data and encourage students to take a stand, moral philosophy, philosophy of language, philosophy of technology are indispensable. Therefore, in the Theory study unit, students will receive the theoretical tools for structured reflections with a focus on philosophical schools of thinking about social reality, technology and ethics. Doing so, students will develop a reflective view on the role of communication and technology in today's society.

8R: Deep data & predictive modelling (202100049)

Big data from a personal perspective is something that requires care as personal big data is a lively thing, that grows, changes, becomes broken, and needs to be repaired. Yet, much care is taken over by corporations and regulations, and seems inaccessible by the individual self. As more and more of everyday mundane activities become digitized, in the Research study unit, during two weeks of so-called data clinics, students are going to approach the mundane as a generative site of big data. The aim of this study unit is to make broken big data coherent when combining separate sources with the ultimate goal to predict future behaviours: If we combine different data sets, can we make sense of the data and use it to predict how one might behave?

8S: Rhetoric and debate (202100050)

In this study unit, students will learn how to present a standpoint about a societal issue related to the 'quantified self' in a convincing way, using sound arguments and appropriate rhetorical instruments. Students will learn about reasoning schemes and different types of argumentation that may be used to explain and defend a standpoint, and about classic rhetorical theory and modern persuasion techniques.

MODULES 9 AND 10

Elective space, see page 6.

MODULE 11: COM@WORK

As a communication science student at the UT, you study human behaviour and human interaction in the context of our high-tech, digital society. Why are people doing what they are doing and how does their behaviour relate to communication and interactions? And what is the role of new technologies in this respect? As such, students are educated to be a resourceful connector in our high-tech, rapidly changing world that needs flexible problem solvers with the ability and drive to identify risks and opportunities, to connect and persuade. Sounds nice... But what does that mean in practice? To give students more insight in their own skills and interests, the professional field of communication science, and typical jobs communication science students perform, this module was set up. The module starts with an exploration of trends, societal developments and dynamics within the professional field (=phase 1 of the module). In phase 2 organizational life in practice is being investigated by means of company visits and interviews with master COM alumni. In phase 3 students gain insight in their own abilities and skills using focus groups and the Q-sort technique. These three parts add-up towards the final product of this module: a podcast about their view on the professional field of communication science (=phase 4).

MODULE 12: COM BACHELOR THESIS

After two years of doing several bachelor modules and a half year doing electives, in the second semester of the 3rd year it is time to finish off the Bachelor COM programme with a thesis. During this module students independently carry out a research on a relevant topic of their own interest. Once they successfully finish this module, they will receive a Bachelor's diploma and can officially call themselves Bachelor of Science (BSc)! In this half-year students get to apply all the knowledge and skills they have acquired throughout the programme. The COM bachelor thesis is practice-oriented and should focus on a topic that fits one of the three COM tech themes (Digital society, Changing organizations, Persuasive tech) and/or Communication science in a broader sense (human interactions and/or human-tech interactions). The research must show that a student can select and process relevant theories, can design and conduct adequate, valid and reliable research (for example a survey, interview study, media analysis, focus groups, usability test, or another method), and translate the findings into well-considered conclusions and recommendations. First, the students will analyze the situation at hand and the relevant scientific literature, in order to formulate relevant research questions or hypotheses. Subsequently the student will choose and justify the most suitable research design (method, sample, instruments), after which the student will conduct the research and analyze the data. Finally, the student will report the study findings, draw conclusions and formulate recommendations in (1) a research report, (2) a more popular outlet aimed at the general public and (3) a presentation during the COM Bachelor Thesis symposium.

The tables on the next pages give overviews of all Theories, Research, and Skills elements per module. Note: The specific contents may be subject to change.



Overview of Theory and concepts per module:

Theories module 1

- | | | | |
|--|---|--|--|
| <ul style="list-style-type: none"> • Information processing • Interaction models • Theory of Planned Behaviour/ Reasoned Action • Attribution theory • Cognitive Dissonance theory • Elaboration Likelihood Model • Intercultural communication • Adaptive Structuration theory • Computer Mediated Communication • Expectancy Value theory • Agenda-setting theory • Framing • Gatekeeping • Information theories • Communication defined • Contexts of communication • Communication as a lens • Science defined | <ul style="list-style-type: none"> • Empirical cycle vs design cycle • Fundamental vs applied research • Inductive vs deductive theory • Primary vs secondary research • Structure & agency • Functional decision making • Group think • (adaptive) Structuration theory • Social convergence theory • Organizational culture, assimilation & identification • Weick's organizing theory • Diffusion of innovations • Media richness theory • Uses and gratifications theory • Agenda setting theory & framing • Cultivation theory | <ul style="list-style-type: none"> • Social cognitive theory • Encoding/decoding theory • Inoculation theory • Narrative paradigm • Technology Acceptance Model • Unified Theory of Acceptance and Use of Technology (UTAUT) • Model of Technology Appropriation • Usability and user experience • Culture as defined by Hofstede and Hall • Hofstede's cultural dimensions • Emic vs Epic approaches in research & dynamic vs static views on culture • Hall's three cultural factors • Trompenaars & Hampden-Turner Politeness theory | <ul style="list-style-type: none"> • Emotional intelligence = empathy + perspective taking • Empathy defined • Transactional vs transformational leadership • Intercultural competences • Inclusiveness • Communication accommodation theory • Anxiety/uncertainty management theory • Face negotiation theory • Marketing defined (AMA) + 4 P's • Purpose marketing defined + examples • Brand identity vs brand image • Different levels of purpose activity • Customer based brand equity frameworks • 3 degrees of purposefulness & 3 pitfalls |
|--|---|--|--|

Theories module 2

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|--|---|--|---|
| <ul style="list-style-type: none"> • Advertising effects • Behaviourism • Cognitivism • Agenda-setting theory • Cultivation theory (first- and second-order effects) • Narrative realism • (media) content analysis • Engagement • Eudaimonia, enjoyment and emotions • Excitation transfer theory • Limited capacity model of motivated mediated message processing • Fear appeals • Para-social relationships | <ul style="list-style-type: none"> • Media effects paradigms (i.e. Hypodermic needle theory) • Reinforcing spiral theories of media effects • Mere exposure effects • Social networking sites • Affordances • Participatory cultures • Social compensation / enhancement hypotheses • Social capital • Self-disclosure and privacy management • Spiral of Silence • Identification | <ul style="list-style-type: none"> • Temporarily expanded boundaries of the self • Self-perception • (Media) priming and accessibility • Proteus effect • Media choice and selective exposure • Mood management and mood adjustment • Selective Exposure of Self- and Affect-Management • Two-step flow theory • Uses and gratifications approach | <ul style="list-style-type: none"> • Elaboration likelihood model • Persuasion and attitudes • Social learning theory • Social cognitive theory • Objectification • Entertainment-education • Third-person effects • Desensitization • General Aggression Model • Differential Susceptibility to Media Effects Model • Operationalizing media effects • Meta-analyses |
|--|---|--|---|

Theories module 3

- | | | | |
|---|--|---|---|
| <ul style="list-style-type: none"> • Attribution theory • Corporate communication • Social identity theory • Organizational identity • Corporate identity • Central, enduring, distinctive identity • Mission, vision, culture • Corporate identity mix: behaviour, symbolism, communication • Organizational brand strategy • Image and reputation • Intended and construed image | <ul style="list-style-type: none"> • Analogue versus differentiated schools of thought regarding image • Reputation measurement scales including AMAC, RQ, Reprak, CBR scale • Public relations • Public affairs • Lobbying • Issue management • Arena analysis • Stakeholder theory • Stakeholder salience theory • Primary vs secondary stakeholders | <ul style="list-style-type: none"> • Instrumental vs normative stakeholder analysis • System Theory • Innovation system model • Legitimacy of technology • Technology Innovation System • Social shaping of technology • Co-creation and public engagement • Innovation journeys • Diffusion of Innovations Theory | <ul style="list-style-type: none"> • Responsible innovation and research • Corporate social responsibility • Corporate citizenship • Self-promoters' paradox • Greenwashing • Agenda-Setting theory • Framing theory • Gatekeeping • Situational crisis communication theory • Image repair theory • Radical versus incremental change |
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Theories module 4

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|---|--|--|--|
| <ul style="list-style-type: none"> • Self-awareness • Self-regulation • Self-concept • Self-esteem • Self-presentation • Social categorization • Self-determination theory • Heuristic-Systematic model | <ul style="list-style-type: none"> • Elaboration Likelihood model • Social judgment theory • Theory of Planned Behaviour • Model of goal-directed behaviour • Cognitive dissonance • Reactance • Social Influence theory • Mindspace model | <ul style="list-style-type: none"> • Intervention mapping • Social ecological model • Behaviour change wheel • COM-B model • Usability • User experience • Accessibility/Inclusive design • Diffusion of Innovations | <ul style="list-style-type: none"> • Technology Acceptance Model • Unified Theory of Acceptance and Use of Technology • Model of Technology Appropriation • Domestication theory • Cognitive load theory • Dual coding theory • Cognitive theory of multimedia learning |
|---|--|--|--|

Theories module 5

- Network theories (nodes, dynamics, small world, theory of happenings, horizontal/vertical, virality...)
- Network society (social networks, communication in networks, power/counterpower, mass/self-communication, diversity...)

- Informationalism (incl. information economy)
- Political economy
- Structural transformation and social theory
- Infrastructure theory
- Ecosystem theory
- Affordances
- Assemblage theory
- New materialism
- Digital capitalism (incl. gig economy,

- platformisation, affective labour, business model innovation...)
- Justice (design, social, responsible innovation, value-based approach..)
- Representation theory
- Politics of regulation
- (social) order, hierarchies
- Relational well-being (inc. connecting, disconnecting)
- Performance theory

- Digital culture (incl. participatory, convergence, cancel, cyberwars..)
- Posthuman / more than human
- Network-thinking and sociotechnical imaginaries (incl. crypto, digital ledger tech, AI..)

Theories module 6

- Change management
- Conflict management
- Decision-making and team processes
- Functional group decision-making theory
- Symbolic convergence theory)
- Diversity
- Emotions and well-being
- Employee communication

- Innovation theories (e.g. diffusion, implementation, appropriation, legitimacy, resistance)
- Leadership and management communication
- Contingency theory
- Style theory
- Trait theory)
- Organizational communication approaches:

- Classical approaches
- Human Relations and Human Resources approaches
- Systems and Cultural approaches
- Constitutive approaches
- Critical and Feminist approaches.
- Organizational communication models
- Transmission model
- Constitutive model

- Socialization (e.g. leader-member exchange theory)
- Technology as new ways of working
- Channel expansion theory
- Media synchronicity theory

Theories module 7

- Dual process models, nudging, priming, self-regulation
- Prospect theory and framing
- Design for behaviour change models

- Health Belief Model, TPB, ELM, etc.
- Normative influences, norm activation model
- Motivation theories, intrinsic and extrinsic motivation

- Restorative environments & Attention Restoration theory
- Multisensory design & visual communication
- Embodiment

- Human-technology interaction
- Media & Technology richness models
- Immersion and presence theories
- Construal Level theory
- Evaluative conditioning

Theories module 8

- Big data and ethics
- The self, personality and identity
- Consumer psychology and impression formation
- Human-media dynamics
- People-technology relations
- Societal discourse and critical reflection
- Classical Rhetoric

- Argumentation Theory
- Scientific paradigms (post positivism; interpretivism; critical)
- Scientific assumptions (ontology; epistemology)
- Craig's 7 traditions
- Philosophy of language (Reference-based theories of meaning (RTM)

- Use-based theories of meaning (UTM))
- Communication Toolbox (i.e. all theories learned in B1/2), including
- Interactional Framing theory
- Multimodality
- Populism
- Cancel culture
- Filter bubbles / Echo chambers

- Sense making, sense breaking and sense giving
- Organizational communication
- Gatekeeping



Overview of Research contents per module:

Research module 1	Research questions Research designs	Reliability and validity Intro to R	Data visualization Descriptive statistics	Sampling
Research module 2	Classical test theory	Regression	Correlation	Linear modelling
Research module 3	Media analysis	Text mining	Big data analytics	
Research module 4	Interviewing	Usability testing	User centred design process	Observation techniques
Research module 5	Social network analysis Growth models of social networks	Network and centrality measures	Influential nodes in a network	Network visualization
Research module 6	In-depth interview	Qualitative data analysis	Atlas-ti	
Research module 7	ANOVA analyses	Regression analyses	Experimental design	
Research module 8	Machine learning	Big data analytics		
Research module 11	Focus groups	Q-sort technique		

Overview of Academic and Professional Skills contents per module:

Skills module 1	Professional writing Design skills	Information searching skills Critically evaluate (non-)scientific materials	Paragraph writing Infographic Project management	Intercultural competences Design thinking
Skills module 2	Theoretical framework	Presentation techniques	Discussion techniques	
Skills module 3	Spokesman ship Press release	Q&A list Talks show interview	Crisis communication	Media framing
Skills module 4	Value proposition	App design	Shark tank pitch	Negotiating
Skills module 5	Transmedia storytelling	Short digital content production (audio-visual design)	Storytelling techniques	Transmedia portfolio
Skills module 6	Academic literature review	Workshop	Consultancy	
Skills module 7	Scientific report	Research symposium	Animation design	
Skills module 8	Rhetoric's	Debating techniques		

INTENDED LEARNING OUTCOMES BACHELOR COM

The goals of the programme are related to the following academic competencies and skills:

1. Theoretical knowledge and understanding.
 2. Research competencies.
 3. Problem solving competencies.
 4. Professional skills.
 5. Academic skills.
 6. Personal development.
1. **Theoretical knowledge and understanding.** Graduates from the BSc Communication Science programme are able to demonstrate their knowledge and understanding of theories and core concepts in:
 - 1.1. Communication Science: interaction processes, message effectiveness, information processing, models of persuasion, intercultural communication, communication ethics and philosophy, science communication;
 - 1.2. Digital society related sub disciplines: media psychology, digital media, network society, social networks, serious gaming, media use and effects;
 - 1.3. Changing organizations related sub disciplines: corporate communication, public relations, organizational communication, leadership, identity and reputation, stakeholder communication, crisis communication, change management;
 - 1.4. Persuasive technology related sub disciplines: human-technology interaction, user experience, technology communication, marketing communication, visual communication, multisensory design, social psychology, behavioural change.
 2. **Research competencies.** Graduates from the BSc Communication Science programme are at a basic level (beginner's level for Master's degree, beginning academically educated practitioner) able to:
 - 2.1. Understand the fundamental principles of social-scientific research including the empirical cycle, research questions and hypotheses, validity and reliability, research paradigms, and formative and summative evaluation;
 - 2.2. Analyse communication-related phenomena and relate them to a theoretical framework, in such a way that it results in researchable and relevant questions;
 - 2.3. Design a research about communication related phenomena in a systematic, transparent and scientifically responsible manner, and execute this through the substantiated selection and correct application of basic, accepted quantitative (survey, experiment, content analysis, network analysis) and qualitative (interview, focus group, observation, text mining, usability testing) communication research methods and techniques and big data analytics (including statistical learning and machine learning);
 - 2.4. Analyse research outcomes in a systematic manner using (statistical) software including R and Atlas.ti;
 - 2.5. Interpret and discuss the outcomes of research activities in the context of the stated research question;
 - 2.6. Effectively report and present research according to scientific conventions to specialist and non-specialist audiences.
 3. **Problem solving competencies.** Graduates from the BSc Communication Science programme are at a basic level (beginner's level for Master's degree, beginning academically educated practitioner) able to:
 - 3.1 Analyse technological, societal and organizational challenges from a communication perspective;
 - 3.2 Use scientific theories and core concepts, applied communication research methods, and practical knowledge (professional literature) to diagnose technical, societal and organizational challenges or to optimize solutions;
 - 3.3 Use creative thinking skills to solve technical, societal and organizational challenges from a communication perspective;
 - 3.4 Systematically compare possible solutions to a stated problem;
 - 3.5 Evaluate the quality of communicative solutions formative and summative evaluation) as well as the process of developing and implementing them (process evaluation);
 - 3.6 Effectively report and present a communication solution to a specific target audience.
 4. **Professional skills.** Graduates from the BSc Communication Science programme are at a basic level (beginner's level for Master's degree, beginning academically educated practitioner) able to:
 - 4.1 Communicate effectively with different stakeholders (by means of press release, spokesman ship, rhetoric and debate, popularizing and framing, persuasive pitches and presentations, negotiating, app design, and workshop design);
 - 4.2 Understand the dynamics of organizations and the role of communication;
 - 4.3 Understand the effects and opportunities of technological innovations;
 - 4.4 Design and visualize ideas and solutions using contemporary audio visual materials (e.g. film making, corporate visual identity design, data visualization, animation) by means of software packages (e.g. Photoshop, Axure, InDesign, Illustrator, Unity, Canva);
 - 4.5 Communicate effectively and appropriately (demonstrating cultural self-awareness, openness, empathy and the ability to deal with uncertainty, differences and 'conflicts') with individuals from distinct cultural backgrounds;
 - 4.6 Plan, organize and manage their work effectively and quality oriented, both individually and when working in a(n) (international) team;
 - 4.7 Reflect on individual work (process and results) and, when working in a team, on the team's work process, intercultural competences and results as well as their own and others' contribution to the team work;
 - 4.8 Provide and use feedback in an adequate way;
 - 4.9 Reflect on their own competencies and professional actions.
 5. **Academic skills.** Graduates from the BSc Communication Science programme are at a basic level (beginner's level for Master's degree, beginning academically educated practitioner) are able to:
 - 5.1 Critically reflect on and judge the significance and value of scientific knowledge and exchange and justify arguments in a critical, open and constructive way, both with specialists and non-specialists;
 - 5.2 Gather and interpret relevant data and information to make judgements that include reflection on relevant societal, scientific or ethical issues;
 - 5.3 Understand the ethical implications involved in academic work.
 6. **Personal development.** Graduates from the BSc Communication Science programme are able to:
 - 6.1 Act sensitive to scientific, societal, and technological developments;
 - 6.2 Operate from an intercultural mind-set;
 - 6.3 Position themselves as a communication professional in the labour market;
 - 6.4 Initiate and shape their own learning and working process, and bear responsibility for their own professional development;
 - 6.5 Make use of a broad perspective and knowledge base, when working on communication problems and solutions.

UNIVERSITY
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COMMUNICATION SCIENCE

PREMASTER

'23-'24



www.utwente.nl/com

Croho code	56615
Orientation and level	WO, premaster
Number of credits	30 EC
Specializations	No
Location(s)	Enschede
Variant	Full-time
Joint programme	No
Instruction language	English



CONTENTS OF THE PREMASTER PROGRAMME COM

For students that want to start the master COM, but whose previous education does not fully meet the master COM entry requirements, we offer a premaster program. The premaster COM is a bridging and selection programme to bring students' knowledge and skills to the required level.

The half-year (30 EC) English taught premaster COM is arranged for studying on a full-time basis. There are two moments of enrolment in the premaster. Students can start in the first semester of the academic year (September) or in the second semester (February) with this programme. Admission to the subsequent master's programme Communication Science is also possible in September or February.

Each semester is divided into two blocks. Each block consists of ten lecture weeks. The examinations are planned throughout these weeks. The full pre-master's programme consists of 30 EC (European Credits, 1 EC corresponds with 28 hours of study load). A nominal study load is 15 EC in a block.

PROGRAMME OVERVIEW

The programme comprises of three programme specific courses (Communication science; Qualitative research; and Academic research project; total 20 EC) and two generic research methodology courses (Research methodology and descriptive statistics and Inferential statistics; total 10 EC). In the programme-specific courses students will gain the specific communication science knowledge as well as hands on research skills to prepare them for the master's programme Communication Science. The two generic research methodology courses introduce the basic principles of empirical research in the social sciences and will be jointly offered to Communication Science students and students from the other pre-master's programmes Educational Science and Technology, Business Administration, Public Administration, European Studies and Psychology.

Table: Courses of the Premaster COM programme

Semester 1 (September-January)		Semester 2 (February-June)	
Block 1A	Block 1B	Block 2A	Block 2B
5 EC Research methodology and descriptive statistics 202001402	5 EC Inferential statistics 202001403	5 EC Research methodology and descriptive Statistics 202001402	5 EC Inferential statistics 202001403
4 EC Communication science premaster COM 202100147	13 EC Academic research project Premaster COM	4 EC Communication science premaster COM 202100147	13 EC Academic research project premaster COM
3 EC Qualitative research premaster COM 202100146		3 EC Qualitative research premaster COM 202100146	
202100148		202100148	

COURSE DESCRIPTIONS

COMMUNICATION SCIENCE PREMASTER COM (202100147)

This course develops the students' knowledge and understanding of the basics of communication science related to the three main themes of the Bachelor and Master COM: Changing organizations, Digital society, and Persuasive tech. The core communication science theories will be presented and discussed in this course, and students will also study the role of communication in the context of global challenges. Specifically, this course covers theories of intercultural communication, organizational communication, and media and persuasive communication. The acquired theoretical knowledge and insights can be applied in the Academic research project course (see below) and is tested through an individual written, open-ended exam.

QUALITATIVE RESEARCH PREMASTER COM (202100146)

In this course, students will be introduced to the process of conducting qualitative research in general, as well as the application of and rationale behind several qualitative methods, such as focus groups, interviews, content analysis and observation techniques. Besides the basic principles of conducting qualitative research and applying specific methods, the course will also pay attention to the analysis process of qualitative data, introducing Atlas.ti. This course will be assessed based on a written exam with MC and open questions to test and apply the gained knowledge.

ACADEMIC RESEARCH PROJECT PREMASTER COM (202100148)

The course first provides students with the necessary skills for the preparation of academic research articles and manuscripts in English. In the first part of the course students will be taught the techniques of effective information searching, the ways to work with scientific articles and evaluate them, and the conventions used in literature citation and referencing. This part of the course will be assessed with a literature review based on, at least, 10 scientific articles. After a successful completion of this part, students are expected to be proficient in writing academic papers (e.g. literature reviews, conceptual papers, research proposals, theses). The subsequent second part of the course will elaborate further on the literature review in terms of the actual design, and implementation of a quantitative (experimental or correlational) study resulting in an individual written research report. Looking at the various stages of the empirical research cycle, students will: a) conceptualize their research in a literature review, b) design the research methods and instruments in order to collect data; c) perform statistical data analysis to provide the research findings; and d) reflect on the research findings and research design in the discussion section. During the project course students will work in groups to conceptualize and operationalize the research, but assessment is based on individual written deliverables. Based on an inventory of preferences concerning various research themes, students will be divided in groups and linked to a supervisor. During the course, supporting (on-campus, online or pre-recorded) lectures will be provided, as well as group meetings with the supervisor to guide students when working on their research. The course will be assessed by means of a literature review (25%), a written report (70%) and active participation (5%).

RESEARCH METHODOLOGY AND DESCRIPTIVE STATISTICS (202001402)

This course introduces the basic principles of empirical research in the social sciences. The role of research in the context of the empirical cycle (i.e. testing theories) and research in the context of problem solving and design will be discussed. Students will

learn to formulate clear and answerable empirical research questions. They will also learn to select from various correlational and experimental research designs and different data collection methods to answer these research questions. During the course, students will develop a first understanding of the concepts of validity and reliability, and will comprehend factors that may undermine (measurement / internal / external) validity of research. Finally, they will get a basic understanding of descriptive and inferential data analysis. This course will be assessed with two partial written examinations and an assignment.

INFERENCE STATISTICS (202001403)

In the course Inferential Statistics the basic notions of data analysis are introduced that would allow to make inferences about populations. The course uses the regression (or 'linear') model as the basic skeleton and in this context introduces confidence intervals and tests. In addition, it familiarizes students with the logic and implementation of some non-parametric statistical methods. These are methods that do not use a concepts like 'the mean' and 'variance'. Usage of all statistical methods is illustrated using research examples. The software used in both teaching and in the assessment is R. At the end of the module, students will be able to: (1) correctly select from a set of the most important univariate, bivariate and multivariate inferential statistical methods to describe and test characteristics of variables and relationships between variables; (2) carry out the most important univariate, bivariate and multivariate inferential statistical analyses using R; (3) correctly interpret and report about output of these univariate, bivariate and multivariate inferential statistical analyses. The assessment of this course consists of two parts: test 1 and test 2. Both tests consist of open and closed questions. Using R is required in parts of the test.

RULES IN THE PREMASTER PROGRAMME

The premaster COM is designed not only to address any deficiencies in students' prior knowledge, but it is also an efficient way to find out whether studying at a research university in the field of Communication Science is right for the student. To this end, a couple of rules apply in the premaster programme. We ask students to fulfil the requirements of the premaster programme within 1 year. So the maximum registration period for completing the premaster programme is one (1) year for all students. During this period a student may sit maximal two (2) times for an (interim) exam. If a student fails to pass the second time for one or more (interim) exams the student will receive a negative and binding study advice. The student consequently will be excluded from the premaster COM. This means students need to take the premaster programme seriously. Students cannot expect to be successful in the premaster programme if the approach is half-heartedly; it is meant as a half year (1 semester) of full-time study. That said, in practice motivated students complete the programme in the allowed time and will start in the master programme Communication Science after they have finished the (full) pre-master programme.

BACHELOR-BEFORE-MASTER-RULE ('HARDE KNIP')

The 'Bachelor-before-Master' rule (referred to as 'harde knip' in Dutch) has become effective on 1 September 2012. This rule implies that a bachelor programme or a premaster programme must be fully completed before being allowed to start in a master programme. The Bachelor-before-Master-rule applies to all premaster's and bachelor's students. Students are not allowed to participate in a master course as long as they have not completed the bachelor or premaster programme.



UNIVERSITY
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COMMUNICATION SCIENCE

MASTER

'23-'24



www.utwente.nl/com

Croho code	60713
Orientation and level	WO, Master of Science
Number of credits	60 EC
Specializations	No, focus areas instead
Location(s)	Enschede
Variant	Full-time
Joint programme	No
Instruction language	English

CONTENTS OF THE MASTER PROGRAMME COM

In our highly digitized and networked society, effective communication is getting more and more important. The University of Twente (UT) offers a master Communication Science programme which studies how people and organisations interact with tech and what this means for society. It combines academic rigour with practical relevance in order to train students to be an expert in how people and organizations interact with, and by means of, the newest innovations. Topics in the programme include for example identity and reputation, corporate social responsibility, crisis communication, VR and AR, AI, filter bubbles, fake news and conspiracy theories; always in the context of a grand societal challenge, such as polarization, sustainability and safety. Once graduated, students are highly educated communication professionals who can combine in-depth knowledge of communication theories with research skills, and a creative mindset. Our graduates for example have jobs as a communication advisor, PR consultant, UX designer, online marketer, or media designer.

This one-year (full-time) master's programme is an internationally oriented programme, which is entirely taught in English. It leads to a Master of Science (MSc) degree. Students can start in September or February.

COMMUNICATION SCIENCE ON A MASTER'S LEVEL

Many of our bachelor COM students, after graduation, continue with the master COM. They are accompanied by applied university students that finished the premaster COM or students with a bachelor degree in communication science from other universities. A master degree is different from a bachelor degree in many ways. It is shorter than a bachelor's degree but tighter in focus. Also, the level of courses is different as it is more deepening the student's knowledge of the subjects at hand. Further, in general, a master programme offers more flexibility. For example, in the master COM we encourage our master students to pursue their own interests and offer many opportunities to do so. Next to some mandatory elements there are ample opportunities to customize the programme in a way that students choose and follow courses of own interest. Students can also decide to follow one of the three focus areas of the master COM programme: Organisational Communication & Reputation; Technology & Communication; or Digital Marketing Communication & Design.

All societal challenges and organisational issues are related to communication. The master COM focuses on the way people interact, share information, persuade each other, collaborate, and build lasting relationships. It involves sense-making and storytelling, connecting, bonding and bridging, perspective-taking and empathy. Furthermore, it's about identity and image management and the need to be authentic in times of an increasing need for transparency.

Master COM students learn to consider the trending ways in which people connect to the world (e.g., social media & connectedness / social interaction), how they develop new skills (e.g., digital learning & mastery), how to have a voice (e.g., YouTube channels & agency), or how they manage their health and wellbeing (e.g., health apps & empowerment, autonomy). They will learn all there is to know about the rise and fall of new media opportunities, and about the best ways of using them. Students will know how to use communication strategies to influence or facilitate the behaviour of individuals and organisations. They will understand the role of

communication as a binding force between people, both in and between organisations, and throughout society. Hence, master COM students will have the ability to look at issues from different perspectives, to translate complex matter into meaningful information, and by doing so, contribute to a society in which everybody can participate.

THE COMMUNICATION PROFESSIONAL OF THE FUTURE

The master COM at the University of Twente aims at educating the communication professional of the future. Our programme therefore has five fundamental guiding principles:

- Modern communication is closely connected to the fields of organisation, technology, and design. All professional communication is situated in organisational contexts. Also, there is a reciprocal relationship between communication and technology: Technological developments have profound effects on how we communicate, and effective communication is a precondition for any technological innovation. Further, the possibilities of design have long been underestimated in the field of Communication Science, but in our times of information overload, design can make a difference in the communication practice.
- Modern communication is closely related to subject matter and context. Communication Science is not an isolated set of theories that can be applied to every issue; it is an essential perspective, a lens through which we see reality. All societal challenges and all organisational issues require a clear communication perspective.
- Modern communication professionals recognise the strategic impact of communication. They are able to think in strategic, analytical, and holistic ways, to make the translation of strategical considerations into specific messages or dialogues. Communication professionals are not waiting at the end of the chain to communicate about products, policies or events, but are involved from the very beginning.
- Modern communication professionals need a combination of academic thinking and a down-to-earth practical orientation. There is no future for ivory-tower scholars, or for practitioners who merely apply handbook knowledge. Communication professionals must have the knowledge, attitude and skills to develop tailor-made solutions for complex organisational, technological and design problems and/or challenges.
- To help our students develop themselves into communication professionals of the future, our programme pays attention to personal development and career perspectives. Our programme involves active participation and student-driven learning. We expect our students to take initiative and deepen their understanding of complex topics through hands-on cases. Curiosity, creativity and critical, as well as cross-cultural thinking are highly valued. Throughout the programme, students will collaborate in small groups with teaching staff and fellow students. We offer a welcoming, informal atmosphere that is beneficial for active learning.

PROGRAMME OVERVIEW

The master COM consists of 60 EC (European Credits; 1 EC corresponds with 28 hours of study load). The academic year is divided into two semesters, each consisting of two blocks. Each block consists of eight teaching weeks and two weeks in which examinations are planned. A nominal study load is 15 EC (three 5 EC courses) per block, but it is allowed to take more or fewer courses in a block, depending on the student's study plan. The exact range of courses and the blocks in which courses are offered may vary per academic year.

The study programme consists of the following elements:

1. Three mandatory core courses: Essentials in Communication Science (5 EC), Societal Challenges (5 EC) and Research Topics (5 EC) (these courses will be offered twice a year);
2. Elective courses (20 EC): Choose your courses and specialise;
3. A master's thesis (25 EC) or a master's thesis (25 EC) combined with an internship (5 EC).

1. THE THREE CORE COURSES (15 EC)

The three core courses give an overview of the leading theories, contemporary research methodologies and day-to-day practice of the communication science discipline. Essentials in Communication Science teaches the core theoretical concepts, both in general communications and its fields of specialisation, giving students a strong academic base to build your practical skills upon. The relationship between societal issues and communications is crucial in the 21st century, and the Societal Challenges course will let students explore the dynamics between communication theories and societal issues, giving them the insight they will need to impact societal issues. The programme aims to educate students as both a communication expert as well as an all-round researcher. The latter will be addressed during the Research Topics course. It allows students to develop a research proposal which will help them prepare for the master's thesis research.

2. ELECTIVE COURSES (20 EC)

Within the 20 EC elective space students can compose their own combination of COM courses. In the Table on the right an overview is given of all elective courses. It is also possible to follow 5 EC outside the Communication Science programme, for example by doing courses from other related UT master programmes such as Psychology, Business Administration or Public Administration. This has to be approved beforehand by the admission committee. Further, it is always possible to take more or extra courses.

3. MASTER THESIS (25 EC)

Students will finish the Communication Science master's programme with a master thesis project. This means carrying out independent research on theoretical subject. They will conduct literature research and collect empirical data, using the outcomes to contribute to both the academic and practical field. We encourage students to collaborate with organisations or institutes, both inside or outside the university. When doing so, it is also possible to combine your master thesis with an internship (5 EC). During the internship students will then be able to reflect on practical competencies at a master level, while simultaneously working on their thesis project at - or in conjunction with - an organisation or institute.

SEMESTER 1 (SEPT-JAN)		SEMESTER 2 (FEB-JUL)	
BLOCK 1A	BLOCK 1B	BLOCK 2A	BLOCK 2B
Essentials in communication science	Research topics	Essentials in communication science	Research topics
Societal challenges	The public discourse, media and movements	Societal challenges	Vision, strategy and leadership
Positive organizing	Trust and risk	Game studies in social sciences	Reputation management
Work and technology	User centred design of new media	User support	Social implications of the internet
Social marketing and behavior change	Design and service experience	Advertising and consumer psychology	Design and behavior change
		Behaviour & technology: an interdisciplinary approach	

Figure: Overview of COM master courses. Note: The range of courses and the block in which the courses are offered may vary from one academic year to the next. No rights may be derived from the table above.

Regarding the elective course, instead of making their own combination of courses, students can also decide to follow one of the three focus areas of the master COM programme: Organisational Communication & Reputation; Technology & Communication; or Digital Marketing Communication & Design. Each focus area has its own set of courses.

Focus area 1: Organisational communication and reputation

Organisations need strong communication channels to perform at their best. Today, organisational structures are rapidly changing, influenced by the growing use of new technologies, such as artificial intelligence, robotics, and data science. At the same time, the reputation of an organisation has never been so important: in an era of unprecedented transparency, with an ever-evolving media landscape, actively managing the reputation of an organisation is of key importance to keeping stakeholders happy and maintaining the right image. In this focus area, students will learn how to understand and boost organisations from a communication perspective. They will develop the skills needed for managing organisations in our uncertain times, becoming confident enough to guide them through complex challenges. Think, for example, of the introduction of cutting-edge technology, or the process of a merger. This focus area will equip students with the tools they need to understand and make an impact on all areas of communication within and outside an organisation. It will make them a valuable asset to any 21st-century organisation.

Courses belonging to this focus area:

- Positive organising
- The public discourse, media and movements
- Trust and risk
- Work and technology
- Vision, strategy and leadership
- Reputation management

Focus area 2: Technology and communication

The 21st century has brought unprecedented technological development. New and often disruptive products are appearing in all areas of life, while smartphones, the Internet, and social media have become indispensable. Technology has changed the way we communicate while creating new privacy threats. In society, there is growing optimism about the possibilities technology offers, yet it is marred by an uneasiness regarding the implications of new technologies. This focus area will give students a deeper understanding of the inseparability of communication and technology. They will be able to contribute to the debate about the interaction between technology and communication, such as the effects of a digital society on interpersonal communication, or the impact of smartphones on daily life. Students will learn how to translate complex issues into simpler explanations. Whether by contributing to a certain technology's success, or improving public tech-consciousness, they can become a knowledgeable

contributor to the technological development of our society. Students may also play an important role in the design process of new technologies by acting as the linking pin between designers and the end-users of a product. They will be the one who can translate users' needs and wishes into design requirements, thereby contributing to a better User Experience or UX.

Courses belonging to this focus area:

- Games studies in social sciences
- Trust and risk
- User-centred design of new media
- Behaviour & technology: an interdisciplinary approach
- Work and technology
- User support
- Social implications of the Internet

Focus area 3: Digital marketing communication and design

The marketing landscape has changed drastically in the last few decades, with the rise of the Internet, smartphones, social and digital media, and big data all destabilising the more traditional means of advertising. These new possibilities offer unprecedented potential for market exposure. Yet there are also growing concerns about privacy risks, ethical questions, and a potential decline of social media through over-saturation. In our highly competitive world, companies are always fighting for the favour of consumers, with branding, positioning, and advertising among the tools of the trade. Furthermore, design has become a very powerful card in this game. Product and packaging design, corporate or brand logos, and even architecture all have an impact on how we, as humans and as consumers, see, interpret, and evaluate the world around us. In this focus area, students will learn to understand consumer patterns and the role of big data, digitisation, gamification, visual design and multisensory design. They will learn about the fundamentals of researching marketing communication and consumer behaviour. With these skill sets on board, they will become a uniquely skilled communications professional, understanding both unconscious consumer processes and visual and multisensory design to create the perfect impact in a particular market.

Courses belonging to this focus area:

- Advertising and consumer psychology
- Social marketing and behaviour change
- Game studies in social sciences
- User-centred design of new media
- Design and service experience
- Design and behaviour change

COURSE DESCRIPTIONS

If you would like to know more about the current forms in which a course is taught and which literature is used, please check OSIRIS course catalogue. Osiris is the University of Twente's electronic course information system for all bachelor and master programmes.

COURSE DESCRIPTIONS CORE COURSES:

ESSENTIALS IN COMMUNICATION SCIENCE (201800090)

In this course, we will make an inventory of relevant theories and key concepts within communication science. The first part of the course focuses on the general communication theories; the second part addresses a selection of theories that are relevant for specific topics. Students are expected to actively work with theories and key concepts. To do so, they will describe and explain theories and key concepts, compare and relate them to each

other, and reflect on their merits and limitations. Based on these activities, they formulate their own vision on the discipline. They are encouraged to explore their personal fascinations.

SOCIETAL CHALLENGES (201800092)

Major concerns shared by people often involve communication, as their cause, the possible solution, or both. A challenge-based approach on science calls for students to understand, study and engage with societal challenges in domains such as health, demographic change, security, efficient energy, governance, sustainability, inclusion, and freedom. In this course, students will practice setting their footprint by exploring a societal challenge from a communication perspective. Working in groups, students will focus on one societal challenge using a combination of fieldwork and literature research. Students analyse the societal challenge and to collectively write an advice report on the role of communication.

RESEARCH TOPICS (201800091)

In this course, students gain experience with identifying a relevant research problem and writing a research proposal. To do so, they conduct a literature study, write a literature review, formulate relevant research questions, and select a suitable research approach. Students work individually on their research proposal, supervised by a senior teaching staff member and supported by a small group of peers. They are instructed about effectively writing and presenting research proposals. The course ends with a pitch, in which the proposal is convincingly presented. Students also practice judging research proposals and presentations. The research proposal may serve as the start of the master's thesis.

COURSE DESCRIPTIONS ELECTIVE COURSES:

ADVERTISING AND CONSUMER PSYCHOLOGY (201800101)

Having a great product with a well-balanced price, effective distribution and a company with vision and passion behind it to satisfy the desires of consumers are some of the fundamental prerequisites for business success. Effective marketing communications in a digital world is another critical element. In this course we will discuss relevant psychological theories behind advertising, branding, design, media, in-store promotions, word-of-mouth, virality, influencer marketing, native advertising, content marketing, social media, etc. During the lectures students will be stimulated to discuss various marketing communication cases. The focus of this course will be on the effective use of psychological theories towards the application of on and offline advertising and other marketing communications activities to achieve business success.

BEHAVIOUR & TECHNOLOGY: AN INTERDISCIPLINARY APPROACH (202200049)

Our daily lives are intertwined with technology, such as laptops, smartphones or smartwatches. These technologies can support us in almost all activities: studying, keeping in touch with family and friends, or tracking your steps per day to remain as active as possible. However, the omnipresence of technology can also have negative impact, such as effects of social media on self-image or sitting behind one's laptop for too long. In other words: there is a complex relationship between our behaviour and technology. In this course, we will dive into this interrelationship and explore how we can explain and change behaviour through technology on a micro, meso and macro level, based on three different, but related, disciplines: communication science, psychology and public administration. Specific types of behaviour will be studied by focusing on real-life challenges through an interdisciplinary, multi-level lens. Students will contribute to each project with their own disciplinary expertise, but also dive into the other disciplines. Students will work on the challenges in interdisciplinary groups of four to five students.

DESIGN AND BEHAVIOUR CHANGE (201700008)

In this course, we explore how design may contribute to behaviour change in the areas of health and wellbeing, pro-social behaviour, and sustainability. Throughout the course, students will work in multi-disciplinary teams together with students from Industrial Design Engineering. In these teams, students will bring together insights from design research and consumer psychology and will actually 'use' these findings to create and test design for a behaviour change intervention. By bridging the gap from theory to practice, students will become aware of individual, social and environmental determinants of behaviour change, and will be able to identify opportunities for using the communicative potential of design. At the end of the course, teams will present their work and lay down their findings in a scientific report.

DESIGN AND SERVICE EXPERIENCE (201800095)

Managing consumer experience and behaviour is very important for service organisations. We explore how environmental design decisions impact the way consumers think, feel and behave. The servicescape consists of a complex interaction of social and environmental elements which are experienced holistically. Within the service environment, customer motivations vary. Dependent on the activity at hand (i.e., are consumers performing a complex or simple task), situational context (i.e., peak or off-peak hours), and the consumer's emotional and motivational state (i.e., are consumers looking for a specific goal, or just enjoying the environment), environmental design of the servicescape impacts consumer experience and behaviour. In this course, key concepts and theories of consumer experience and the service environment will be discussed and students will translate theory into practice. In a group assignment, students will develop and present a conceptual design for a specific service environment.

GAME STUDIES IN SOCIAL SCIENCES (201900083)

This course is focused on ongoing research in (digital) game studies. Students will examine games from a social-scientific perspective. This means games are analysed in terms of their effects, contents, and the cultures they are found in, rather than their design. More specifically, the course discusses media-psychological investigations (player experiences and motivations) and serious games (games that communicate, train, persuade, market, or teach). Drawing on the latest research, students are informed about important methods in game research. Students taking this course do not need to be gamers or have experience playing games. Games are an important object of study for social scientists because they are at the same time an immense cultural phenomenon and a burgeoning medium of communication. As a cultural phenomenon, they are embroiled in multiple social waves of panic about violence, addiction, and sexism. This has led to contentious academic debates which are discussed in this course. Attention is also paid to why people play, and what it means to have 'fun' playing games. Of course, games also have purposes beyond entertainment. Students will take existing knowledge on games and play and develop a serious game concept to tackle a pro-social issue or advertise a product. Upon finishing this course, students will be aware of the field of game studies in social sciences and will be able to apply this thinking in-game concepts and player testing.

POSITIVE ORGANISING (201400185)

The traditional problem-orientation of science runs the risk of missing the unique characteristics of goodness, health and beauty. Peace is more than the absence of war, just as health is more than the absence of illness. The opposite of 'bad' is 'not bad', which is something different than 'good'. So how can one understand the nature of flourishing people, sustainable communication and healthy organisations? This is the research area of positive organising. The awareness that to study meaningfulness, flourishing and strengths in organisations is nothing less than a paradigm shift, in a world where the focus

primarily lies on problems, pathologies and limitations. In this course, we will explore this approach, looking at ways in which a positive take on organisational communication benefits the understanding of organising (without becoming happy-clappy romantics) and is inspiring for research (without slackening on the disciplined rigour of social science)

REPUTATION MANAGEMENT (192403650)

As products and services have become more and more alike, organisations increasingly acknowledge the need to differ based on what makes them unique: their corporate reputation. Organisations with an attractive reputation prove effective in attracting customers, investors and good staff. Also, they can survive corporate crises that may be fatal for other - less reputable - organisations. Therefore both organisations and scholars need to pay systematic attention to issues concerning the process of reputation formation. In this course, we analyse how to manage corporate reputation by relating the concept to the following topics: identity and image; stakeholder management; reputation measurement; corporate social responsibility; crisis communication; and media coverage. Every week another organisation is put central that serves as a case to discuss relevant reputational topics.

SOCIAL IMPLICATIONS OF THE INTERNET (2014001910)

The Internet has been associated with changes in many areas of social life. Debates about the social implications focus on important topics such as digital inequality, economic growth, participation in policy-making, cultural consumption, health, family, and regulation. Discussions of the implications often result in utopian and dystopian effects and are often supported by shallow arguments. In this course, students are encouraged to take a more critical look, resulting in a better understanding of the main perspectives and key findings of the social implications of the Internet. The course will be taught in weekly classes, each consisting of a lecture followed by discussion. The discussion will require familiarity with the provided readings. The goal is to expose students to several insights about which they have to write two short essays (on any two of the topics covered).

SOCIAL MARKETING AND BEHAVIOUR CHANGE (202300043)

The United Nations has established 17 Sustainable Development Goals (SDGs) that includes improving health and education, reducing inequality, promoting economic growth, addressing climate change, and conserving forests and oceans. Achieving these goals requires the help of many people, including employees, citizens, entrepreneurs, and consumers. Understanding the psychology of behavior change is a critical component of this effort. In this course, students will learn how to apply a systems-based approach to design interventions that promote behavior change in the context of social marketing. Students will gain the knowledge and skills necessary to analyze and identify all relevant factors that influence behavior change, including primary drivers and barriers. Students will then design science-based strategies and tactics for communication, marketing, and other interventions to strengthen or mitigate them. This will involve drawing on various fields, such as marketing, social psychology, behavior change theory, intervention mapping, media planning, research methods, communication science, and ethics. Students will present their work as a publishable blog post, video, or other format that makes it accessible to all interested parties.

THE PUBLIC DISCOURSE, MEDIA AND MOVEMENTS (202300042)

In today's world, the ability to effectively communicate and influence the public discourse is critical for success in many fields, including politics, journalism, business, and academia. This course is designed to equip students with the skills and knowledge necessary to become effective communicators who understand and are able to shape the public discourse. Throughout

the course, students will explore various theories and strategies for influencing public discourse, including persuasive communication, framing, agenda-setting, and media relations. They will learn how to identify key stakeholders, engage with media, organizations and social movements, manage societal issues, understand and respond to opposing viewpoints and alternative facts and craft compelling messages that resonate with their target audience. The course will also examine the role of technology and social media in shaping public discourse and explore the ethical implications of influencing public opinion. Through a combination of lectures, case studies, and hands-on exercises, students will develop practical skills in issue management, media relations, and message development. Upon completion of this course, students will have a deep understanding of the mechanisms that drive public discourse and the skills to effectively engage with and influence key stakeholders. They will be well-prepared to navigate complex communication challenges and drive meaningful change.

TRUST AND RISK (201800098)

In this course, we will explore the positive impact of trust on the establishment and the creation of various forms of interactions and exchanges, just as we will discuss the link between risk perception and trust in different contexts. The general discussion of what trust is and the relevant theories on its emergence and evolution will then proceed to an elaborate discussion of the role of trust in enhancing a range of positive organisational outcomes (e.g. commitment, satisfaction, productivity). Subsequently, the importance of trust for the success of organisations in both offline and online environments will be examined. Within this course, we will also focus on diverse strategies used to mitigate the negative consequences of a breach of trust. For the duration of the course, seminal literature on trust from a range of disciplines (psychology, sociology, management science, marketing, human-computer interaction, and communication science) will be used.

USER-CENTRED DESIGN OF NEW MEDIA (201000113)

In this course, we focus on Human-Centred Design (HCD) processes and methods. Starting from an advanced understanding of usability, user experience, and accessibility garnered from recent literature, students will work on designs meant to inform, assist, and communicate with specific target groups. Students will engage with a range of methods throughout the different stages of a human-centred design process, with the end goal of delivering a concept or prototype app for a group of target users. The course has a workshop character, requiring intensive team-based participation. Students will iterate on their concept app with knowledge gained from the literature and their findings researching user groups. Throughout this course, we place the intended user in the middle of the design process to ensure the resulting app will be best suited to their specific needs and abilities.

USER SUPPORT (201400190)

In this course, we explore how organisations nowadays design, implement and update their user documentation. At home and at work, many people want or need to use new and complex technologies. User documentation is needed to support them using these technologies effectively and efficiently. Contemporary user documentation systems allow organisations to design and implement all user documentation efficiently and flexibly. This facilitates the process of tailoring documentation to the target group's specific needs. Students in this course have to advise an organisation about a new user documentation system. This includes advice on the content and structure of documentation, including some examples they have designed themselves, and advice on how to manage all user documentation efficiently.

VISION, STRATEGY AND LEADERSHIP (201500386)

In this course, we explore how professionals and organisations can cope with the current major transitions in societies and markets. Developments in technological, cultural, economic, ecological and behavioural fields fundamentally affect organisations and will change the demands on communication professionals dramatically. This course focuses on these transitions and will give students an overview of contemporary theoretical insights and practical implications for organizing and communicating. We will visit companies that face these challenges. Students will think about and create their portfolio of competences and vision needed for 21st-century professional life.

WORK AND TECHNOLOGY (201800097)

In this course, we explore how technologies change the ways people communicate, act, and organise their social relations in organisational contexts. The interplay between individual experiences and social dynamics surrounding technology use is central in this course. We focus on people's individual experiences when interacting with work-related technologies and how their experiences are related to their particular usage, needs, motivations, skills, expertise, and professional identity. Furthermore, we focus on the social dynamics that emerge when people collectively make sense of technology use in organisations, with special attention to organisational norms, processes, and practices which enable and constrain the adoption and use of new technologies. Students will be introduced to literature at the intersection of organisation theory, organisational communication, and technology studies. We will explore how technology impacts work and organisations through theoretical lenses, like structuration theory, practice theory, affordances, and sociomateriality.

COURSE DESCRIPTIONS MASTER THESIS AND INTERNSHIP:

MASTER THESIS

The master's thesis (201800100) can be seen as the final course of the master's programme. Supervised by a senior faculty member from the programme, you conduct an individual research project on a specific topic. The research results in a thesis (a research report or article) and a colloquium. It is possible (but not required) to conduct the research project within or for an external organisation (for instance a company, communication agency, or a governmental organisation). You will be responsible for finding an organisation and agreeing on the research topic yourself, but you also need approval from the university. It is possible to combine the graduation project with an internship (201800099) within the same organisation. At the start of the graduation process, you can receive support or advice from our graduation coordinator. More information can be found on our graduation page on <https://www.utwente.nl/en/com/>.

INTERNSHIP (201800099)

Students can do an internship combined with their master's thesis within an organisation in the Netherlands or abroad. An internship may be aimed at gaining work experience, orienting on a future career, or confronting acquired knowledge and skills with the practice of academic professionals working in the field. In their internship, students are expected to function as a junior communication professional, to describe their activities, and reflect on their functioning and personal competencies. The programme provides a supervisor from the teaching staff.

CAREER OPPORTUNITIES

Communication Science is a wide-ranging master's programme that offers excellent job prospects. On average, our graduates find a job within two months. The programme has an active LinkedIn community in which many of our graduates stay connected. Here are some typical branches our graduates operate in:

BUSINESS

Most major companies have departments dedicated to internal and external communication, public relations, advertising, marketing communication, sponsoring, media contacts and PR.

ADVICE AND CONSULTANCY

Students could opt for a career as an account manager or communication consultant, advising clients and designing communication strategies.

MEDIA

Broadcasters, media companies and publishers offer plenty of job opportunities in public relations, marketing and research.

GOVERNMENT & NON-PROFIT

Non-profit organisations include government bodies and healthcare institutions. Communication experts advise central, regional and local government on how best to approach various target groups. Students could also develop and implement communication policy plans or act as a media spokesperson. In the healthcare sector, students could be part of public health campaigns designed to encourage people to embrace healthy living and ditch bad habits.

RESEARCH INSTITUTES

If students decide to pursue a career in research, the first step will be to embark on an in-depth study of a fascinating aspect of communication science as a PhD student at a university or research institute.

ADMISSION REQUIREMENTS MASTER COM

DUTCH HBO DEGREE

Students with a bachelor's degree from a university of applied sciences (HBO) do not directly fulfil all the admission requirements. In order to start a master's programme they first need to do a pre-master's programme to bring the knowledge up to the required level. For more information see:

<https://www.utwente.nl/en/education/master/programmes/communication-science/admission/>.

DUTCH UNIVERSITY BACHELOR'S DEGREE

As a student from another Dutch university, direct access to the master's degree programme in Communication Science will depend on the subject a student has taken during the bachelor's programme. Students with a degree in communication science from the University of Amsterdam, VU University Amsterdam, Radboud University or Wageningen University have direct access to the Master's in Communication Science. Students with a degree in Communication and Information Studies awarded by Radboud University Nijmegen, Tilburg University, University of Groningen, Utrecht University, University of Amsterdam or the VU University Amsterdam also have direct access to the Master's in Communication Science. Students with a degree in the humanities or technical sciences typically have to take the full 30-credit version of the pre-master's programme first, as they do not

possess enough background in communication and social-science research methods and techniques. Students with a degree in the social or behavioural sciences do normally have the required knowledge and skills in research methods and techniques and are therefore exempted from the credits of pre-master's courses on these topics. However, they may still be required to take credits of courses specific to the field of communication science.

INTERNATIONAL DEGREE

Students of foreign university programmes should meet the following requirements for enrolling in the Master's programme Communication Science: A bachelor degree in communication sciences and sufficient research competencies, including knowledge of research methodology and qualitative and quantitative data analysis. Also sufficient English language skills are required: Academic IELTS, at least 6.5; TOEFL-iBT at least 90; Cambridge CAE-C (CPE). In addition, Chinese nationals need a Nuffic certificate.

DOUBLE DEGREE PROGRAMME: DIGITAL MARKETING

Students that are interested in combining different scientific approaches can opt for a double degree programme. Upon completion, a student will have gained a double degree. A double degree master programme entails two separate MSc educational programmes, both with a separate degree. After careful comparison of the study programmes, both educational programmes have made agreements about the acknowledgement of courses, joint supervision of the thesis, and practical issues. The benefit for students is that after completing the double degree programme two degrees are earned in less time than completing the two programmes separately as they will be following two different Master programmes simultaneously. To enrol in the double degree programme, students will have to be admitted to both the Master Communication Science, as well as to the partner programme. This means that students interested in a double degree have to apply for the admission procedure of each programme separately.

DOUBLE DEGREE PROGRAMME IN COMMUNICATION SCIENCE

We offer the following double degree programme:

- 'Digital Marketing' (90 EC), together with the Business Administration (BA) master programme from the UT.

For more information about the double degree opportunities and the exact admission criteria contact the master COM study advisor or check:

<https://www.utwente.nl/en/education/master/programmes/communication-science/programme/double%20degree/>.

INTENDED LEARNING OUTCOMES MASTER COM

AIMS OF THE MASTER COM PROGRAMME:

The goals of the programme are related to the following academic competencies and skills:

1. Theoretical knowledge and understanding.
 2. Research competencies.
 3. Problem solving competencies.
 4. Professional skills.
 5. Academic skills.
 6. Personal development.
1. **In-depth theoretical knowledge and understanding.** Graduates from the MSc programme Communication Science:
 - 1.1. Have in-depth knowledge and understanding of theories and core concepts in the discipline of Communication Science;
 - 1.2. Have in-depth knowledge and understanding of theories and core concepts in several sub disciplines of Communication Science;
 - 1.3. Are able to critically analyse and assess theories and core concepts in Communication Science several sub-disciplines;
 - 1.4. Understand the relation between Communication Science and organizations, technology, and design in modern society;
 - 1.5. Understand and reflect on the nature of academic knowledge and communication theories;
 - 1.6. Are able to identify gaps in and contribute to the body of knowledge of communication theories
 2. **Research competencies.** Graduates from the MSc programme Communication Science are at an advanced level (beginner's level for PhD degree, academically educated practitioner) able to:
 - 2.1. Understand the fundamental principles of social-scientific research;
 - 2.2. Analyse complex communication-related phenomena and relate them to a theoretical framework, in such a way that it results in researchable and relevant questions;
 - 2.3. Place a problem statement in a theoretical framework; this implies that relevant scientific literature is located, evaluated, applied, and described;
 - 2.4. Set up communication research in a systematic, transparent and scientifically responsible manner, and execute this through the substantiated selection and correct application of basic, accepted quantitative and qualitative communication research methods and techniques for data collection and analysis;
 - 2.5. Interpret and discuss the outcomes of research activities in the context of the stated research question;
 - 2.6. Critically reflect on the merits and limitations of research in relation to the original problem statement, the theoretical framework, recent research, and, if applicable, social and ethical aspects;
 - 2.7. Effectively report and present research according to scientific conventions to specialist and non-specialist audiences.
 3. **Advanced problem solving competencies.** Graduates from the MSc programme Communication Science are at an advanced level (beginner's level for PhD degree, academically educated practitioner) able to:
 - 3.1. Systematically identify and analyse complex technological, societal and organizational challenges from a communication perspective;
 - 3.2. Use scientific theories and core concepts, applied research methods, and practical knowledge (professional literature) to diagnose complex technical, societal and organizational challenges or to optimize solutions;
 - 3.3. Use creative thinking to solve complex technical, societal and organizational challenges from a communication perspective;
 - 3.4. Systematically compare possible solutions to a stated problem;
 - 3.5. Apply academic concepts, insights, and theories when analysing and resolving complex communication issues.
 - 3.6. Evaluate the quality of communicative solutions (formative and summative evaluation) as well as the process of developing and implementing them (process evaluation);
 - 3.7. Effectively report and present a communicative solution to a specific target audience.
 4. **Advanced professional skills.** Graduates from the MSc programme Communication Science are at an advanced level (beginner's level for PhD degree, academically educated practitioner) able to:
 - 4.1. Write effectively for different stakeholders;
 - 4.2. Persuasively present for different stakeholders;
 - 4.3. Understand the dynamics of organizations and the role of communication;
 - 4.4. Understand the effects and opportunities of technological innovations;
 - 4.5. Design and visualize ideas and solutions;
 - 4.6. Plan, organize and manage their work effectively and quality oriented;
 - 4.7. Reflect on individual work (process and results);
 - 4.8. Provide and use feedback in an adequate way;
 - 4.9. Reflect on their own competencies and professional actions.
 5. **Advanced academic skills.** Graduates from the MSc programme Communication Science are at an advanced level (beginner's level for PhD degree, academically educated practitioner):
 - 5.1. Able to critically reflect on and judge the significance and value of scientific knowledge and exchange and justify arguments in a critical, open and constructive way, both with specialists and non-specialists;
 - 5.2. Able to gather and interpret relevant data and information to inform judgements that include reflection on relevant social, scientific or ethical issues;
 - 5.3. Aware of the ethical implications involved in academic work.
 6. **Personal development.** Graduates from the MSc programme Communication Science are:
 - 6.1. Sensitive to scientific, societal, and technological developments;
 - 6.2. Able to initiate and shape their own learning and working process, and bear responsibility for their own professional development.

COMMUNICATION SCIENCE

ORGANIZATION AND CONTACT



Programme management

Quality assurance

Consultative committees

Relevant links and websites

Contact info and bios COM teachers
and COM secretary

PROGRAMME MANAGEMENT, COMMITTEES, AND RELEVANT LINKS

PROGRAMME MANAGEMENT

Programme director

The programme director is Dr. Jordy Gosselt. He is in charge of all aspects of the programme, including intake numbers, drop-out rates, pass rates, final results, quality of teaching, profile of the programme, the connection with state of the art research, and employability. The Programme Director agrees on improvement plans for courses as proposed by teaching staff, taking the recommendations by the Programme Committee into account. The Programme Director reports annually about programme improvements to the faculty Dean.

Contact info: Dr. Jordy Gosselt, Cubicus Building, Room C215, e-mail: j.f.gosselt@utwente.nl.

Programme coordinator [vacancy]

The programme coordinator provides policy support to the programme director and is responsible for the organizational, procedural and intrinsic coordination and harmonization of the Bachelor's and Master's programmes. If students have a complaint or a practical question about the programme or a certain course, the programme coordinator is the first person to see.

Contact info: [vacancy]

Study advisers

As study advisers, Silvie Pothof and Jeanet Luijterink offer advice on study-related issues and can discuss practical matters concerning the study with students. Students can contact them with any individual problem relating to the programme, studying in general, or personal circumstances. They can also discuss students' experiences with courses, complaints, study choice, planning, delay, graduation support, exemptions, and (course and examination) regulations. If necessary, they can refer students to other professionals within or outside the university for help. Silvie Pothof is the primary study adviser for the bachelor COM, Jeanet Luijterink for the premaster and master COM and the master double degree Digital Marketing.

Contact info Bachelor: Silvie Pothof, Cubicus Building, Room C118, e-mail s.j.pothof@utwente.nl;

Contact info (Pre-)Master: Jeanet Luijterink, Cubicus Building, Room C106, e-mail j.w.m.luijterink@utwente.nl.

Programme officer

Miranda Boshuizen is responsible for the programme administration. She supports the students and teachers in an administrative way. She is among other things responsible for:

- assigning and adjusting of exam programs,
- organization of colloquia,
- applying and preparation for diplomas and certificates,
- placing education-related announcements on the student portal,
- supporting the examination boards and program committee.

Contact info: Miranda Boshuizen, Paviljoen 09, email: boz-com@utwente.nl.

Internship and graduation coordinator

The internship and graduation coordinator is Mark Tempelman. He forms the link between the students and the working field when students are searching for an internship or a graduation project. Students can also contact him with any questions they may have about internships and graduating. He receives requests from organizations that are looking for communication students for research or for an internship.

Contact info: Drs. Mark Tempelman, Cubicus Building, Room C216, email: m.h.tempelman@utwente.nl.

Study association Communiqué

Communiqué is the study association for students in the Bachelor's and Master's programmes of Communication Science at the University of Twente. Communiqué offers a friendly place where everyone is welcome to discuss their ideas over a cup of coffee or tea. In addition, the study association provides various services and organizes many activities for its members. Communiqué organizes field trips, lectures and colloquia, sells textbooks at a discount, and arranges social activities like drinks and parties. Communiqué also organizes an introduction day in August to welcome the new students.

Contact info: Communiqué, Study Association for Communication Science, Cubicus Building, Room B105.

QUALITY ASSURANCE

Quality assurance involves a continuous improvement of our programme. Many stakeholders are involved, each with a specific contribution in the Plan Do Check Act cycle. Below we clarify the involvement of various stakeholders with evaluation and improvement.

Students

Students share their experiences in panel meetings and periodic surveys, such as course evaluation surveys, programme evaluation surveys and the National Student Survey. Students participate in the Programme Committee (PC) and Educational Feedback Committee (EFC) where the student experiences are discussed and the Programme Director is advised about possible improvements.

Teaching staff

Teachers evaluate their teaching experiences based on direct feedback in classes, information from student experience surveys, and panel meetings; they also critically evaluate the examination results. Teachers use the Quality Assurance pages to communicate which improvements they will make in the next edition of their courses. Teachers share their opinions and experiences in regular meetings with the Programme Director. Some teachers are involved in the Programme Committee.

Programme Committee (PC)

The Programme Committee (in Dutch: Opleidingscommissie) is a legal body supporting educational quality enhancement. The Programme Committee has 3-5 teaching staff members and an equal number of students. The Programme Committee discusses educational experiences and results and advises the Programme Director about improvements. The Programme Committee also monitors the realisation of improvements.

NVAO

All educational programmes in the Netherlands are subject to external Quality Assurance for maintaining national accreditation by the NVAO. The NVAO framework overlooks our internal Quality

Assurance cycles every six years. The NVAO assesses in particular the profile of the programme, the final qualifications, graduation rates, quality of staff, and viability of the programme.

RELEVANT LINKS AND WEBSITES

For an overview of relevant UT quicklinks go to:
<https://www.utwente.nl/en/com/links-to-educational-systems-and-services/>

CONSULTATIVE COMMITTEES

COM Educational Feedback Committee (EFC)

The EFC is a student committee that forms part of Communiqué. The EFC collects feedback of students on the programme and on specific modules, and ensures that the feedback is passed on to the relevant people within the programme (module coordinators, teaching staff, Programme Coordinator, or Programme Director). Students can provide their feedback online via the following link: <https://www.sacommunique.nl/home>. The EFC meets once a month and considers complaints, suggestions and feedback submitted by students. When problems occur, a solution is sought in close collaboration with the teaching staff within the programme. The Programme Coordinator also attends the EFC meetings to facilitate direct and open communication between programme and students.

Examination Board Behavioural Sciences (BS)

The examination board is responsible for all aspects of testing the instruction - e.g., the procedures during exams, the quality of the exams, and the regulations with which both students and lecturers must comply. The examination board also assesses requests for exemption from exam components during your studies (exams, practical's etc.). There is one joint examination board for the Bachelor's programmes of Communication Science and Psychology and the Master's programmes of Communication Science, Psychology, and Educational Science and Technology. The examination board consists of five faculty members and is supported by a registrar. The Study Counsellors and the Programme Coordinators are advisors. The Examination Committee meets once a month. For more information see the following link: <https://www.utwente.nl/en/bms/examboard/>.

University Council

The University Council is the central participation body of the UT and discusses regularly with the Executive Board. The University Council contains of 18 members; nine staff members and nine students. The University Council has a say in the policy of the UT at the central level. For more information see this link: <https://www.utwente.nl/uraad/en/>.

Faculty Council BMS

The Faculty Council does the same on Faculty level and discusses regularly with the Faculty Dean. This counsel contains five staff members and five student members.
<https://www.utwente.nl/en/organization/structure/faculties/bms/organization/faculty-council/>



BIOS AND CONTACT INFORMATION TEACHERS AND SECRETARY COM



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UNIVERSITY
OF TWENTE.

COMMUNICATION SCIENCE

ASSESSMENT POLICY AND QUALITY ASSURANCE



Our 10 assessment principles

Quality assurance in the bachelor,
premaster and master COM

Registration of grades

COM ASSESSMENT POLICY AND QUALITY ASSURANCE

In order to safeguard high-quality courses and teaching, as well as making sure our students meet the final Intended Learning Outcomes (ILO's) of our programmes, several practices are put in place. High quality teaching is assured by means of our Quality Assurance Programme and good testing is safeguarded by means of our COM Assessment Principles.

THE COM ASSESSMENT PRINCIPLES

In the BMS faculty "Education and Exam Regulations (EER) 2021-2022" assessment is defined as: "Assessment is a systematic process for fostering, evaluating and certifying student learning. The process includes the design, development and implementation of assessment tasks, and the judgement and reporting of student learning performance and student's achievement of specified learning outcomes."

The purpose of assessment according to this definition is fourfold:

1. Assessment facilitates learning;
2. Assessment it is to certify the achievement of specified learning outcomes (course/module's learning objectives, programme Intended Learning Outcomes);
3. Assessment supports educational quality by giving insight in the effectiveness of the teaching process and consequently facilitates continuous improvement;
4. Assessment information is important in accountability to the University, accrediting bodies, employers and the wider community.

All COM programmes are committed to the provision of a set of assessment tasks and feedback that guide and enhance student learning and provide credible information on a student's achievement. Furthermore, the COM Assessment Policy, the set of all assessments in the programme, is designed to support a coherent, consistent and challenging learning environment which stimulates the development of complex competences and prepare the students for future learning.

OUR 10 ASSESSMENT PRINCIPLES

The following 10 principles (partly based on UNSW) are the base for the COM Assessment Policy:

Principle 1: Assessment should be designed to guide and enhance student learning and student's professional development.

As assessment directs student learning processes, it is important that assessment is clearly aligned with the learning objectives and the teaching and learning activities. Students beforehand get informed about the learning objectives of the course at hand. The test(s) at hand are designed in a way that these learning objectives can be tested. Furthermore, in some cases, the test clearly has a link with practices from the (future) professional field.

Principle 2: Assessment should be of undoubted quality, "fit-for-purpose" and provides all students a truthful opportunity to demonstrate their learning achievements.

Validity ensures that assessment tasks and associated criteria effectively measure student attainment of the intended learning outcomes at the appropriate level. There is a need for assessment to be reliable and this requires clear and consistent processes for the setting, marking, grading and moderation of assignments. As far

as is possible without compromising academic standards, inclusive and equitable assessment should ensure that tasks and procedures do not disadvantage any group or individual. A variety in assessment tasks is important to offer all students opportunities to demonstrate their learning. Assessment is fair, manageable, and efficient. All those involved in the assessment of students must be competent to undertake their roles and responsibilities. Feedback informs students about their current level of achievement and supports future learning and this feedback should accompany assessment tasks in a format suitable for the assessment task.

Principle 3: Assessment should develop students' abilities to evaluate their own and peer's work.

By engagement with the assessment process, by means of peer- and self-assessment for example, students are stimulated and trained to take responsibility for their learning and are able to reflect on own and others' performances.

Principle 4: Students should be provided with feedback on the progress of their learning and development.

Regular feedback informs the students about their current level of achievement and supports and directs future learning.

Principle 5: Assessment should provide credible information on student achievement.

The assessment provides trustworthy information to confidently judge student performance. Processes such as example questions, exam reliability analyses, exam inspections, and answer models (for exam inspections) should assure the security, equity and integrity of assessment and results.

Principle 6: Student learning must be assessed against learning outcomes and expected performance.

Learning, teaching and assessment tasks are organized per study unit (bachelor) or course (premaster or master). The assessment plan shows how the learning objectives all together guarantee the achievement of the programme's intended learning outcomes. Judgements about student learning are made by reference to the learning objectives of the study unit / course.

Principle 7: The COM assessment plan is cohesive and balanced and specifies how learning objectives and assessments in the mandatory part of the curriculum guarantee that each graduate masters the COM ILOs.

To guarantee that in the project-based education (TEM) in the bachelor COM and in group work in the (pre-)master COM all individual students master all intended learning outcomes, individual grading of assignment tasks for each learning goal of units of study should be organized. Besides this, a minimum percentage of individual graded assessment tasks is prescribed per study unit or course. To stimulate the development of related competences and monitoring the progress, the use of multiple-choice questions in tests is kept minimal.

Principle 8: A large part of the final grade of a unit of study /course should be based on individual assessments.

A considerable amount of tests should reflect individual tests. However, especially in the bachelor COM a fair amount of tests represents group tests (in line with the Twente Education Model philosophy). To curb free-riding effects as much as possible and stimulate independence and taking own responsibility (1) group compositions in some modules/courses are to be determined by the teacher in consultation with the study advisor; (2) the number of students per project group diminishes throughout the bachelor programme; (3) group assignments are accompanied by an individual component (that in most cases needs to be sufficient in order to pass the whole test).

Principle 9: Formative assessment is integrated in all study units / courses and at least related to the project and intermediate results of the project.

Students should get ongoing feedback to monitor student learning. The feedback provided and discussed can be used by teachers to improve their teaching and by students to improve their learning.

Principle 10: A variety of assessments methods is used to support inclusiveness.

In all COM programmes students should be tested by means of a wide variety of methods, including open question tests, oral tests, individual assignments, individual presentations, thesis writing, debating, reflection assignments, group assignments, and group presentations.

QUALITY ASSURANCE IN THE BACHELOR, PREMASTER AND MASTER COM

When it comes to quality of assurance, different responsibilities can be identified. We distinguish between the responsibility for organizing and implementing high-quality learning, teaching and assessment on the one hand, and the safeguarding of assessment quality on the other. The Examination Board is responsible for the latter and the COM Programme Management is responsible for organizing high-quality learning, teaching and assessment. The Programme Management sets up rules, regulations and procedures. Parts of these rules are shared by programmes at faculty (BMS) or institutional (UT) level.

Within the COM programmes we adhere to the following 'quality assurance framework' steps:

1. Plan-Do-Check -Act approach for continuous improvement
2. Quality assurance at:
 - a. Programme level
 - b. Course level
 - c. Test level
3. Quality of assessment organization
4. Assessment competences of examiners

1. THE PLAN-DO-CHECK-ACT (PDCA) APPROACH FOR CONTINUOUS IMPROVEMENT

PDCA at all levels is an important approach in continuous improvement of quality of education and assessment. In the UT framework for the quality of assessment of student learning, the PDCA approaches at the different levels are related and the responsibilities are specified. In the COM programmes a yearly Programme Development Plan (PDP) is set-up which includes all aspects of teaching, learning and assessment. For this, the results of student feedback (including the National Student Inquiry,

student surveys of modules and courses, and discussions with the Educational Feedback Committee and the Programme Committee), discussions with teachers, as well as the information in Module Improvement Plans (MIPs) are used. All bachelor modules (including the four study units) need to set up a Module Improvement Plan every year and deliver it to and discuss it with the programme management. The Programme Development Plan (PDP) is discussed yearly with the Programme Committee together with the results of the student surveys and the module /course improvement plans. In the (pre-)master programme, for courses that score low in student surveys an improvement plan needs to be presented which is discussed with the Programme Committee and the COM programme management.

2A. QUALITY ASSURANCE AT PROGRAMME LEVEL

The programme director is responsible for a curriculum design that guarantees that each graduate masters the programme intended learning objectives (ILOs) at the aimed level. The Assessment Plans for bachelor and master describe how examination and assessment in the B-COM and M-COM programme ensure that graduates satisfy the aims and final attainment targets of the programme. The assessment plans serve two main purposes: (a) provide guidance for all teaching staff, support staff, and students; (b) provide an instrument for accountability towards different (platforms of) stakeholders, such as the Examination Board, Programme Committee, Faculty Board, and NVAO (Dutch higher education accreditation body). The assessment plans provide insight in which way and how the final attainment targets are assessed. For each module/course the following is presented:

- The learning goals for each study unit / course;
- The assessment methods per study unit / course;
- How the learning goals are assessed;
- How the learning goals relate to the final attainment targets of the programme at hand.

In the assessment plans we distinguish between formative and summative assessment as well as between individual and group assessment. Formative assessment is regarded as an important instrument to stimulate student learning (assessment for learning). Summative assessment (assessment of learning) is important in certifying and testing the acquired knowledge and skills.

ASSESSMENT IN THE BACHELOR COM:

At the bachelor level each coherent module has an assessment plan. The assessment plan of a module is determined by the programme management after the module coordinator and/or the examiners of the study units that are part of the module have drawn up the assessment plan. Depending on the specific learning objectives of a study unit, the programme management, in cooperation with the examiner of the study unit, decides which the most appropriate, suitable and efficient assessment / test method(s) and study unit structures are.

Testing in the bachelor COM is based on the following philosophy: (1) not too many tests per module; (2) not too many group assignments per module, and (3) less students per project group throughout the bachelor. More specifically, this means that in the (coherent) COM modules, that all consist of four study units (project, theory, research, skills), most study units are tested by means of multiple but a limited number of tests.

Validity of testing in the bachelor is assured by aligning an extensive variety of test forms (e.g., individual or group assignment, open question exam, multiple choice exam, individual or group presentation) with the module's learning objectives. Bloom's six levels of cognitive behaviour (Knowledge, Comprehension, Application, Analysis, Synthesis and Evaluation) are used as a reference point.

Individual multiple-choice tests are only used in the first module to test specific (Research) knowledge and because of the large number of topics addressed and limited reviewing time available. In almost all modules individual open question tests are used to test knowledge, comprehension, and application, especially for the study units Theory and Research. Individual oral tests are part of some modules to test knowledge, comprehension and application. Group assignments and presentations are used in all Project study units to test application, analysis, synthesis, evaluation and group collaboration. Individual assignments and presentations are used in all study units to test knowledge, comprehension, application, analysis, synthesis and evaluation. Individual and group reflection reports are used in Project and Skills, mostly to test synthesis and evaluation.

So, in most cases both Theory and Research are tested by means of individual tests and Project and Skills by means of a combination of individual and group tests. Further, a considerable amount of this testing is summative in nature, meaning that knowledge and skills are tested after having taught them. In addition, in all modules, students receive feedback from their teachers and peers about their tasks in so-called progress meetings, supervised self-study meetings, and tutorials, mostly taking place in all study units. Doing so, formative assessment is a constant form of testing in all modules. Finally, as students progress in the bachelor programme, the number of students per project group decreases, meaning that the individual contribution to the Project increases.

The examination board advises on the assessment plan (see article 4.4 EER). Each assessment plan describes which tests are included and in which form, and the weight of each test in the exam grade of each study unit of the module. The Examination Board checks whether the modules together cover the final attainment targets of the programme and the quality of the specific tests. Through evaluations and the Educational Feedback Committee, students also provide input on module assessments.

For each coherent module the assessment plan is published in the Electronic Learning Environment (Canvas) before the start of the module in question (see article 4.4. EER).

After all grades are published, the module coordinator meets with the study adviser and the programme coordinator to formalize the grades. Then, the grades are sent to the faculty's Examinations Office. After the module has ended, the module coordinator writes a module improvement plan that includes proposals for the module's assessment in the next academic year. This plan is based on the team's experiences, the feedback from students during the module, input from the Educational feedback Committee and the module's student evaluation questionnaire. This plan is discussed with the Programme Committee and published on the quality assurance web page. Furthermore, this improvement plan is presented to the students in the next module.

ASSESSMENT IN THE PREMASTER AND MASTER COM:

At the (pre-)master level each course has an assessment plan. The assessment plan of a course is determined by the programme management after the course coordinator has drawn up an assessment plan. The examination board advises on the assessment plan (see article 4.4 EER). Each assessment plan describes which tests are included and in which form, and the weight of each test in the exam grade of the course.

In general, each master course consists of a mixture of assessment methods. These may include individual and group assessments, such as written and oral tests and papers and different forms of presentations. The assessment plan is published in the Electronic Learning Environment (Canvas) before the start of the course (see article 4.4. EER). Validity of testing is ensured by aligning the different test forms (e.g., individual or group assignment, open question exam, multiple choice exam, individual or group presentation) with the objectives of the course. The Examination Board checks whether the courses together

cover the final attainment targets of the master programme and the quality of the specific tests. Through evaluations and the Educational Feedback Committee, students also provide input on course assessments.

Also in the premaster and master COM, validity of testing is assured by aligning an extensive variety of test forms (e.g., individual or group assignment, open question exam, multiple choice exam, individual or group presentation) with the module's learning objectives. Also here, Bloom's six levels of cognitive behaviour (Knowledge, Comprehension, Application, Analysis, Synthesis and Evaluation) are used as a reference point.

Individual multiple choice test are not used in the master COM and at a minimum in the premaster COM as we believe that the advanced levels of the courses ask for more elaborate ways of testing. Therefore, in almost all courses individual open question tests are used to test knowledge, comprehension, and application. Group assignments and presentations are used to test application, analysis, synthesis and evaluation and group collaboration. Individual assignments and presentations are used to test knowledge, comprehension, application, analysis, synthesis and evaluation. Individual and group reflection reports are used to test synthesis and evaluation.

In sum, validity of testing is promoted by aligning different test forms (e.g., individual or group assignment, open question exam, individual or group presentation) with the objectives of the course. Group assignments are included but courses are never solely tested with a group assignment. We believe group assignments should be part of the master programme, next to the different individual tests, because of a strong focus on student-driven learning and innovative teaching formats in the programme. One of the positive effects of the stronger focus on project-based learning is more attention for formative assessment and a sense of community.

2B. QUALITY ASSURANCE AT COURSE LEVEL

Learning goals need to be available and formulated based on Blooms taxonomy. The module/course coordinator, who is also appointed as the examiner, is responsible for assessment at the module/course level. The coordinator follows a procedure that comprises the elements of a Plan Do Check Act cycle. The programme coordinator assists the module/course coordinator to take the necessary actions at the right moment. The cycle starts with (re)formulating the learning goals and (re)designing the assessment scheme based on experiences with the module in the previous academic year (i.e., discussions between teachers combined with student input from the course evaluation, Educational Feedback Committee and the COM Programme Committee). The assessment scheme includes descriptions of how module/course units are tested and the weight of each test in the final module/course grade. The assessment schemes are discussed in the opening lecture and made available for students in the electronic learning environment of the module/course (Canvas).

For safeguarding procedures, regular assessment screening for all assessments of a study unit / course are organized. Once a year, three to four COM modules or courses are subject to extensive screening. This screening process is performed by the faculty's educational experts of the Centre of Expertise in Learning and Teaching (CELT). The programme management and the Examination Board (EB) decide by mutual agreement which module or course will be screened. When a module or course is screened, CELT experts check the course/module's learning goals, assessment scheme, test matrices, tests, answer models, division of the grades, etc. Their report is discussed with the programme coordinator and the module / course coordinator and then sent to the programme director and to the Exam Board. The report is then discussed during the regular biannual meeting of the Examination Board with the programme management or, if necessary, directly after the Examination Board has received the report.

Next to this, both the programme management and the EB can ask the educational experts to do ad hoc screenings of module/course units if the students' evaluations ask for this or if the number of students that did not pass the module (unit) is exceptionally high (> 50%) or low (< 10%).

2C. QUALITY ASSURANCE AT TEST LEVEL

At the test level, the examiners of the tests of the study units / course are responsible for assessment, together with the module/course coordinator. The examiner constructs a test with an answer model. For assignments (written assignments, oral presentations, etc.), an assessment form is developed that includes assessment criteria and their weight. Students are explicitly and timely informed about the time when tests are scheduled, about how the tests will be graded, the tests' formats and the learning materials, and a selection of example questions. The assessment scheme of the module/course and the date of the tests are made available in the electronic learning environment before the module/course starts. Before scores of written tests are disclosed to students, a statistical performance and exam analysis is conducted to check whether the test was indeed reliable. If necessary, grades are adjusted based on the results of the analyses. Test results are disclosed to students within 10 working days, after which students are entitled to inspect their test and be debriefed. If students fail for a test, they can retake the test once within a module/course.

BACHELOR THESIS: We have a thorough grading procedure for the final bachelor assignment (thesis). At the end of the process, a second grader is assigned by the thesis and internship coordinator. When students hand in a draft version of their thesis, this draft is formatively assessed by the supervisor and the second grader. They both fill in a grading form, independently from each other, indicating the quality of all parts of the concept and providing the students with advice on how to improve the thesis. Two weeks later, the students submit the final version of the thesis. This final version is graded by the supervisor and the second grader, independently from each other, using a comparable grading form as before. The thesis and internship coordinator checks if both graders agree. If their overall grades differ substantially from each other (more than one point), he asks both graders to compare their opinions and decide upon the thesis grade. If the two graders cannot agree on a final grade, a third grader is asked to independently grade the thesis. Then, the thesis and internship coordinator decides upon the thesis grade. The thesis grade counts for 70% of the final grade. Next to the thesis, the final assignment includes two other tests. Students orally present their study at the final colloquium (20% of the final grade). The presentation is graded by two teachers, who chair the session in which the student presents. The two teachers are involved in the programme as Bachelor's thesis supervisors, but they are not necessarily involved in the studies of the students they assess. Students receive a third grade (10 % of the final grade) from their supervisor, who assesses the process, using a grading form that involves competencies as independency and adequate communicative skills.

MASTER THESIS: The final assessment of the master programme is the Master's thesis of 25 EC. Students individually conduct research, sometimes in collaboration with an organization. The final assignment starts with writing a research proposal. As in the bachelor programme, the thesis and internship coordinator takes care of assigning students to supervisor. Based on the topic of the research proposal, the thesis and internship coordinator assigns a supervisor who has relevant expertise and a second grader to each student. During the process, supervisor and student meet regularly. These meetings are initiated by the student. The second grader joins some of these meetings (usually two or three). So, it is expected that students are able to work independently and that they choose the right moments to ask for advice from their supervisor. The procedure for the final assignment in the master programme differs a bit from the procedure in the bachelor programme, so that it is suitable for this larger, more scientifically oriented assignment. At the end of the process, students hand in a

concept version of the thesis that is formatively assessed by the supervisor and the second grader. At this moment, supervisor and grader decide if the quality of the student's work is of a sufficient level to graduate. Then, in a 'green light meeting' with both the supervisor and the second grader, the student receives feedback for the last time and a graduation date is set. The final version of the thesis is graded by the supervisor and the second grader, using an extensive grading form. The thesis grade counts for 75% of the final grade. Next to the thesis itself, the final assignment includes two other tests. Students have to orally present their study at the final colloquium and they have to defend their thesis by answering a number of questions asked by the public and graduation committee (supervisor and second grader). The supervisor and the second grader decide upon the presentation grade (10% of the final grade), using a grading form. Students receive a third grade from their supervisor, who assesses the process (15% of the final grade), using a grading form that involves competencies as independency, communication with parties involved, motivation towards goals and deadlines, and creativity and inventiveness.

Every year, the Examination Board asks the programme coordinator to organize an annual screening carousel to safeguard the quality of the Master thesis project and for the purpose of calibration between examiners. Of all final theses, 10% is selected by the EB. The selection includes theses with each grade. Each selected thesis is assessed by two independent examiners who were not involved in the original grading. The examiners use the same assessment forms as the original assessors, except for the learning process and presentation part as those cannot be re-assessed. Cases in which assessments by the original assessors and the screeners differ substantially are analysed further and a meeting is organized with the graders to get more insight on why their grades differ. The programme management reports the results of the screening and the formulated action points for improvement to the EB. This report is discussed during the biannual meeting of the EB and the COM programme management.

3. QUALITY OF ASSESSMENT ORGANIZATION

At the UT level a framework for the quality of assessment of student learning is available. This framework includes guidelines for the programme level assessment policies. The University also introduced quality contracts for programmes similar to the "prestatieafspraken" between Dutch universities and the Dutch government. The UT Centre of Excellence in Learning and Teaching (CELT) offers courses for teachers to improve the quality of their teaching and also offers a toolbox for designing, administering and evaluating assessments.

4. ASSESSMENT OF COMPETENCES OF EXAMINERS

The Examination Board Behavioural Sciences is responsible for the safeguarding of assessment in the COM programmes. The examination board is independently appointed by the dean. The examination board exercises oversight on the implementation of the Education and Examination Regulation (EER) of University of Twente and Faculty BMS—including the programme-specific regulations. The examination board also specifies its own Rules & Guidelines (R&G) concerning the organization of assessments.

REGISTRATION OF GRADES

Article 4.1.9 of the EER states that exam results are expressed in half grades from 1.0 up to and including 5.0 and from 6.0 up to and including 10.0 whereby:

1. Grades will only be rounded in the last phase of the assessment of the study unit;
2. The rounding is done in accordance with the following scheme:
 - Grade < 5.00 or > 5.99 :
 - $n.01$ up to and including $n.24 = n.0$
 - $n.25$ up to and including $n.74 = n.5$
 - $n.75$ up to and including $n.99 = (n+1).0$
 - Grade ≥ 5.00 and ≤ 5.99 :
 - 5.00 up to and including $5.49 = 5.0$
 - 5.50 up to and including $5.99 = 6.0$
3. If a written test has been completed (passed with 5.5 or higher) the student may retake the test in the same academic year during a regular, scheduled retake. For all other test types (e.g., assignments or presentations) the following applies that if this test has been completed (passed with 5.5 or higher) this grade is final. If a student likes to upgrade his mark grade (due to exceptional circumstances) s/he must have a written confirmation of the examination board.
4. If the quality of a test (assignment) is not sufficient (5.49 or less) the student cannot score a higher grade than 6 at the second attempt. This also applies if the student did not hand in an assignment at the first deadline.

