STUDENT INTEGRITY GUIDE

The University of Twente expects everyone in the UT community to behave responsibly when it comes to the ethical aspects of their work or studies. But what if you experience, see or hear something which you think is unacceptable? The best thing to do, of course, is to discuss the matter with the people directly involved, or with your study adviser. But sometimes you might not feel safe enough to do this. If this is the case, there are other people you can turn to. This guide makes it easy to find the right person to get in touch with. Please find the integrity guides for employees and PhD’s through the integrity website.

INTEGRITY- AND ETHICAL DILEMMAS

PROBLEMS ABOUT STUDYING
You may have to deal with misunderstandings, agreements that are unintentionally not kept, agreements that are changed or expectations that do not come true or things that are forgotten.

People directly involved
Study adviser
Student Councillor
Ombuds officer

UNACCEPTABLE BEHAVIOR
You may be faced with unacceptable behaviour, such as ignoring, bullying, discrimination, harassment (sexual or otherwise), stalking, aggression or violence, or you may be dealing with a conflict in your study situation that is related to such unacceptable behaviour.

People directly involved
Study adviser
Student Councillor
Ombuds officer

STUDY ORGANISATION-RELATED PROBLEMS
You are dealing with procedures that will cause problems for you or for several students.

People directly involved
Study adviser
Student Councillor
Ombuds officer

PROBLEMS RELATED TO GUIDELINES
You are dealing with procedures and/or processes that will cause problems affecting a number of students.

People directly involved
Study adviser
Student Councillor
Ombuds officer

CYBER SECURITY
You may suspect a breach of IT security as a result of which the availability, integrity or confidentiality of UT data or personal data could be in jeopardy. Such an IT breach could be a hack, a phishing email or a computer virus.

Data breach or security incident
Report through Computer Emergency Response Team (CERT) @utwente.nl
GDPR incidents
Digital code of conduct

WOULD YOU LIKE TO MAKE A FORMAL COMPLAINT?
If you wish to submit a formal complaint, you must go to the Complaints Desk. Please note that formal complaints cannot be made anonymously.

- Report (sympathetic ear, advisory role, problem-solving)
- Report (partial, advisory role, problem-solving)
- Report (impartial, problem-solving, de-escalation)
- Complaint (impartial, assessment, escalation)

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