UT STUDENT AFFAIRS & SERVICES

PRESENTER: ANGELIQUE HOLTKAMP
IMMIGRATION OFFICER & CONTACT PERSON REFUGEES

Centre for Educational Support (CES)
BEAUTIFULLY LOCATED IN THE NETHERLANDS, GATEWAY TO EUROPE
IN THIS PRESENTATION

We will inform you about:

- Student Services Contact Centre
- Visa process
- Enrolment
- Housing
- Student card
- Upon arrival
- Medical services
- Facility Market
- Formality appointments
- Insurance
- Transport
- International Student Handbook
STUDENT SERVICES CONTACT CENTRE

LOCATION: BOERDERIJ

OPEN: MONDAY TO FRIDAY 12:30 – 16:00

For questions about:
• Admissions & applications process
• Enrolment & de-enrolment
• Student card
• Tuition fees
• General info on visa, housing, scholarships
• How to (de)register for courses & modules

https://www.utwente.nl/students
VISA PROCESS

INFO FOR NON-EU STUDENTS

✓ Paid in full? Accepted your visa documents?
✓ We apply for your visa & residence permit digitally.
✓ Length of the process: approx. 3-4 weeks
✓ After the visa is approved: “good news” visa email!

For any Visa-related questions please visit the 
Visa Q&A at the Contact Centre

From September: every Thursday between 
12:30 – 13:30
ENROLMENT

WHEN AM I OFFICIALLY ENROLLED?

You are "enrolled" instead of "registered" after submitting your certified documents & payments.

Your status in Studielink changes to "enrolled".

Certified copies: A certified photocopy is a regular photocopy of the original document that has an original stamp of the institution, handwritten original signature of an authorised employee, and date of signing (all repeated on every page.) By stamping and signing the certified photocopy, the authority confirms that it has seen and approved the primary document. UT requests certified photocopies to counter fraud. Do not send your original diploma! View the video
HOUSING

You are invited to make an online account on www.roomspot.nl for student accommodation.

ITC students and non-EU exchange students stay at the ITC International Hotel. These students don’t need to create an account in Roomspot (except for Spatial Engineering Master’s students with EU nationality.)
When your tuition fees are paid, the Housing Office will be notified. Non-EEA students will then be given access to the **SPECIAL OFFER UT** in Roomspot.

Make sure you click on this button!

Important: you will receive **ONE offer** of accommodation, please consider it carefully. We cannot guarantee a new offer if you reject it. The deadline to respond is **31 July 2024**.

Furnished rooms both on and off campus are offered.
HOUSING

PROVIDERS OF HOUSING:

Enschede area:
• Veste Wonen (on campus)
• Plaza Residences
• ITC International Hotel
www.utwente.nl/housing

VU Bachelor students (Amsterdam):
https://vu.nl/en/student/accommodation

M-EEM students (Leeuwarden):
https://www.rug.nl/cf/studeren-bij-cf/studentenhuisvesting
These websites are updated with rooms in Enschede and Hengelo regularly and you can filter on price, location, room size and much more. Please be aware that we are not direct partners of these national platforms and we cannot guarantee the quality and reliability of the rooms.
HOUSING

TIPS & TRICKS

UT website:
https://www.utwente.nl/housing/

Student Union:

Student Union Kamersite:
https://su.utwente.nl/en/rooms/
WHEN WILL MY STUDENT CARD BE READY?

After 1 August, you will receive your student card by post when you meet the following conditions:

**Bachelor, Pre-Master & Master students**
- You have received the confirmation e-mail of your enrolment
- **and** you have uploaded your digital passport photo to Osiris student
- **and** you have a correspondence address in the Netherlands, Germany, Belgium or Luxembourg.

**Exchange students**
- Your registration as an exchange student has been completed
- **and** you have uploaded your digital passport photo to Osiris student.
- **and** you have provided us with your Dutch address.
STUDENT CARD

FURTHER QUESTIONS?

More information
https://www.utwente.nl/en/education/student-services/upcoming-students/studentcard/

Contact studentservices@utwente.nl
UPON ARRIVAL

HOW DO I GET TO ENSCHEDE?

From Schiphol Airport you can catch a direct train to Enschede.

Student Union pick-up service (from Enschede train station):
- Saturday 17 August 2024
- Monday 19 August 2024
- Tuesday 20 August 2024

For those who have booked a room via Roomspot:

You can collect your key from Veste Wonen (located on campus) or outside office hours pick up the key from Security in the Spiegel building.

The ITC International hotel is open 24/7.
Register here:
https://www.campushuisarts.nl/en/

You must register first before making an appointment.

ITC students: use the Veldpoort Healthcare Centre
MEDICAL SERVICES

OTHER SERVICES ON CAMPUS

- Dentist
- Dietician
- Psychologist
- Psychotherapy
- Physiotherapist
- Travel doctor


IN CASE OF EMERGENCY

In the event of a life-threatening situation, call 112.

For other medical issues, you contact your GP first. Then you will be referred to the hospital if necessary. Please do not go to the hospital without this referral.
STUDENT INSURANCE

HEALTH INSURANCE IS MANDATORY IN THE NETHERLANDS!

You must have health insurance before you arrive.

Accidents happen, so please make sure you have liability insurance as well.

Aon student insurances cover travel, health, liability and your belongings. UT students are entitled to their Complete + package.
FACILITY MARKET

MARKETPLACE FOR NEW INTERNATIONAL STUDENTS DURING KICK-IN

Wednesday 28 August 2024

Master + Exchange: 13:00 – 15:30
Bachelor: 15:30 – 18:00

Location: Technohal Atrium

https://www.utwente.nl/facility-market/
# Formality Appointments

## When & Where?

<table>
<thead>
<tr>
<th>Appointment</th>
<th>Date</th>
<th>Location</th>
<th>Who</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enschede Municipality</td>
<td>Wednesday 28 August 2024</td>
<td>Technohal Atrium, UT</td>
<td>EU and Non-EU students</td>
</tr>
<tr>
<td></td>
<td>Thursday 5 September 2024</td>
<td>Student Services Contact Centre, UT</td>
<td></td>
</tr>
<tr>
<td>IND (collect residence</td>
<td>Saturday 24 August 2024</td>
<td>Jaarbeurs, Jaarbeursplein 6, Utrecht</td>
<td>Non-EU students only</td>
</tr>
<tr>
<td>permit)</td>
<td>Saturday 14 September 2024</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Saturday 5 October 2024</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuberculosis test</td>
<td>Friday 4 October 2024</td>
<td>GGD Twente, Nijverheidstraat 30, Enschede</td>
<td>Students from certain countries only</td>
</tr>
<tr>
<td></td>
<td>Thursday 10 October 2024</td>
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<tr>
<td></td>
<td>Thursday 24 October 2024</td>
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</table>
# FORMALITY APPOINTMENTS

## WHICH DOCUMENTS DO I NEED?

<table>
<thead>
<tr>
<th>APPOINTMENT</th>
<th>DOCUMENTS</th>
</tr>
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<tbody>
<tr>
<td>Enschede Municipality</td>
<td>Housing contract (signed &amp; printed), passport, registration form. Must be paper copies, not digital! No doubled sided printing!</td>
</tr>
<tr>
<td>IND (residence permit)</td>
<td>Passport, old residence permit (if applicable)</td>
</tr>
<tr>
<td>Tuberculosis test</td>
<td>Passport, TB test form</td>
</tr>
</tbody>
</table>

**Students at ITC Hotel:** you can get a document from the hotel called a ‘statement of stay’ for your municipality appointment.
HOW DO I MAKE AN APPOINTMENT?

Watch out for our emails: we will inform you about registering at the municipality, the group appointment for the IND and GGD **two weeks** ahead of time!

PlanZelf system: choose your own time from the available timeslots.
FINDING YOUR WAY

How to find your way on campus: www.utwente.nl/campusapp

What is it short for? UT abbreviations list: www.utwente.nl/abc
SMOKE FREE CAMPUS

THE WHOLE CAMPUS IS SMOKE FREE

Fines may apply!

What does this noise mean?!

Don't worry, it's just testing the alarm system.
TRANSPORT

HOW TO GET AROUND?

Train / Bus card (“OV-Chipkaart”):
Available at the central railway station

Bicycle
- Swapfiets https://swapfiets.nl/en/
- Makkabikes Hengelo https://makkabikes.nl/
- UT Marketplace Facebook Group
  https://www.facebook.com/groups/utwente_marketplace
FEELING OVERWHELMED?

Visit the checklist for international students:

TOT ZIENS!