



MANUAL MATCHING APPLICATION FOR MATCHING ADVISORS

Version 2025-05

CES-IM



UNIVERSITY OF TWENTE.

Introduction

This manual describes functionalities for matching advisors concerning the matching application. The matching advisor is responsible for giving matching advices to prospective students and mailing them about the advice.

For matching admins there is a separate manual. Both manuals are published on the service portal: <https://www.utwente.nl/en/service-portal/educational-support/about-ut-education/matching>

Version management

Compared to the previous version (February 2025), the whole manual has been modified:

- new layout
- new functionalities incorporated

Contact

If you have any questions, you can send an email to matching-ces@utwente.nl. Please mention the programme it involves and whether it concerns an issue, proposed change in a questionnaire or a possible request for a new functionality.

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1. DASHBOARD

As matching advisor, you have access to the menus [IN PROGRESS], [ADVISED] and [ALL] of the programme(s) you are assigned to:

DASHBOARD

Program

Bachelor Biomedische Technologie 2025 - 2026

40
IN PROGRESS

0
ADVISED

157
ALL

CONFIG

B-BMT questionnaire 2025

Open

 Completed All

Open

1 to 20 of 41

S-number	First name	Inflixes	Last name	Application date	Date send	Status
12345678	Anna		Grasman	11-08-2025	11-08-2025 09:10	Open
98765432	Anna	van	Mooijman	11-08-2025	11-08-2025 07:00	Open

The [CONFIG] menu is for matching admins.

2. MENU IN PROGRESS

In the [IN PROGRESS] menu the prospective students are shown who have not yet submitted their matching form for the selected programme, or who have but have not yet given an advice.

The screenshot shows a dashboard for the 'Bachelor Biomedische Technologie 2025 - 2026' program. It features four main metrics: 51 IN PROGRESS, 0 ADVISED, 170 ALL, and a CONFIG button. Below these are tabs for 'B-BMT questionnaire 2025' and 'Open', 'Completed', 'All'. A table lists prospects with columns: S-number, First name, Infixes, Last name, Application date, Date send, and Status. The table shows 5 rows of data, all with a status of 'Sent'.

S-number	First name	Infixes	Last name	Application date	Date send	Status
40000001	Arno		Overduin	23-04-2025	24-04-2025 09:18	Sent
40000002	Arno		Overduin	23-04-2025	24-04-2025 09:18	Sent
40000003	Arno		Overduin	23-04-2025	24-04-2025 09:18	Sent
40000004	Arno		Overduin	23-04-2025	24-04-2025 09:18	Sent
40000005	Arno		Overduin	23-04-2025	24-04-2025 09:18	Sent

- a. The number on the menu button indicates how many prospective students have not yet submitted their matching form.
- b. There is a tab for each matching form. In general there will be one matching form, but in case a second matching form has been created, both are shown. Thus you can view the prospects in each step of the process.
- c. Open: for these prospects the matching form has been opened, they have received the mail about it, but have not yet submitted their matching form.
Completed: the prospects have submitted their matching form.
All: Open + Completed together.
- d. Application date: the date on which the application in Osiris has been started, i.e. the date on which the applicant applied for a programme at UT via Studielink.
Date send (should be 'sent'): the date on which the matching form has been opened for the prospective student and the mail about this has been sent.

Via the button [Open] or by double-clicking the prospect you can view the details of the prospect (see chapter 5).

2.1 Sending a follow-up

Sending a follow-up can only be done in case a second, 'follow-up' matching form is has been created, including the corresponding email template with the deeplink to the matching form.

A follow-up be used for example in case the dates of the matching event are not yet known when the first matching form is published. If so, the question about the matching event can be published in a follow-up matching form.

You can send a follow-up not only in the menu 'IN PROGRESS' but also in 'ALL' (see chapter 4). Please note that in both menu's the follow-up can be sent to *all* prospects, i.e. also to prospects who have not yet submitted their first matching form.

You can send a follow-up as follows:

1. On the tab 'Completed' of one of the matching form tabs, click the button [Send follow up]. It does not matter which of the matching forms you choose, the functionality and selection for the follow up is the same.
2. Check if the correct matching form is selected.
3. Select the accounts of the prospects to whom you want to send the mail about the follow up form, if required using the buttons [Select all] or [Deselect all].
4. Click the button [Send follow up]

DASHBOARD

Program: Bachelor Creative Technology 2024-2025

12 IN PROGRESS | 0 ADVISED | 14 ALL | CONFIG

B-CREA questionnaire | B-CREA 2024 - matching event

Open | **Completed** | All

Open | **Send follow up**

SEND FOLLOW UP

Form: B-CREA 2024 - matching event

Select to which prospect the follow up will be send

☒ Select all | ☐ Deselect all | **Send follow up** | 1 to 14 of 14

S number	Full name	Email
12345678	Marlene Hout	marlene.hout@vsnwente.nl
12345679	Marlene Hout	marlene.hout@vsnwente.nl
12345680	David Leno	david.leno@vsnwente.nl
12345681	Ellen Karsman	ellen.karsman@vsnwente.nl

Close

In case you selected one or more prospects to whom the follow-up has been sent before, the following warning will be shown, with the names of the prospects concerned:

×

WARNING

The following prospects already got this form. If you proceed they will only get the associated email. The rest will get the form and the email.
Esther de Haan
Alexandra Miedt
David Lamm

✓ Proceed

✕ Cancel

When the follow-up has been sent, the follow-up matching form is available to the prospect next to the first one on the matching page of the programme:

B-CREA MATCHING

Below you will find the matching forms of the Bachelor's in Creative Technology.

When you have completed and submitted the matching form, the status will change to 'Completed'. After submitting it will not be possible to modify your answers.

Via the pdf button (mouse over) you can download the matching form with your answers.

MATCHING FORMS

Form nr	Form name	Program	Last changed	Status
250058	B-CREA 2024 - matching event	Bachelor Creative Technology	07-05-2025 12:07	Open
250057	B-CREA questionnaire	Bachelor Creative Technology	07-05-2025 14:12	Completed

3. MENU ADVISED

In the [ADVISED] menu the prospective students are shown who have been given an advice.

The screenshot shows a dashboard with a purple header labeled 'DASHBOARD'. Below the header, there is a 'Program' dropdown menu set to 'Bachelor Technical Computer Science 2025 - 2026'. The dashboard features four main cards: '235 IN PROGRESS', '171 ADVISED' (highlighted with a red box and labeled 'a'), '568 ALL', and a 'CONFIG' button with a gear icon. Below these cards, there is a tab bar with five tabs: 'Positive (P)', 'Doubts (T)', 'Negative (N)', 'Exemption (V)', and 'Not participated (ND)'. The 'Positive (P)' tab is selected and highlighted with a red box and labeled 'b'. Below the tabs, there are two buttons: 'Open' and 'Send email'. To the right of these buttons, there is a pagination indicator '1 to 20 of 153' and a search icon. Below the buttons, there is a table with the following columns: 'S-number', 'First name', 'Infixes', 'Last name', 'Application date', and 'Email sent'. The table contains five rows of data.

S-number	First name	Infixes	Last name	Application date	Email sent
63320893	Ushin		Bouliney-Ushin	08-12-2024	27-03-2025 11:42
63310884	Oliver Hassan		Hassan	04-12-2024	27-03-2025 11:42
63300906	Floris		Bouliney	13-04-2025	27-03-2025 11:42
63291104	Wim		Wim	08-12-2024	27-03-2025 11:42
63282070	Salman		Salman	10-12-2024	27-03-2025 11:42

- The number on the menu button indicates how many prospective students have been given an advice.
- There is a tab for each type of advice. After the matching admin has imported the advices, each tab displays the list of prospects with the corresponding advice:
 - Positive (P= *Positief*): the match between prospect and programme has been rated as positive.
 - Doubts (T= *Twijfel*): there are doubts, but the prospect may come.
 - Negative (N= *Negatief*): the match between prospect and programme has been rated as negative.
 - Exemption (V= *Vrijstelling*): the prospects have been given an exemption.
 - Not participated (ND= *Niet deelgenomen*): the prospects did not attend the matching activities.

Via the button [Open] or by double-clicking the prospect you can view the details of the prospect (see chapter 5).

3.1 Sending emails about the advice

After the matching admin has imported the advices, you can mail the prospects about the advice given. Be aware that the email templates must be linked to the corresponding advice items. This is done by the matching admin.

You can send emails about the advice as follows:

1. Select one of the advice tabs
2. Click the button [Send email]

The email about the advice will automatically be sent to all prospects in the list to whom the email has not been sent yet.

DASHBOARD

Program: Bachelor Technical Computer Science 2025 - 2026

235 IN PROGRESS | 171 ADVISED | 568 ALL | CONFIG

Positive (P) Doubts (T) Negative (N) Exemption (V) Not participated (ND) 1

Open Send email 2

S-number	First name	Infixes	Last name	Application date	Email sent
02400010	Joske		Grootenboer, J. J.	08-10-2024	27-03-2025 11:42
02700001	Oliver Huisman		Huisman	24-10-2024	27-03-2025 11:42
02200002	Floris		Buijtenen	12-01-2025	27-03-2025 11:42
02000001	Ben		Steen	03-10-2024	27-03-2025 11:42
02000002	Colson		Timmerman	08-11-2024	27-03-2025 11:42

The column 'Email sent' shows the date and time on which the email has been sent.

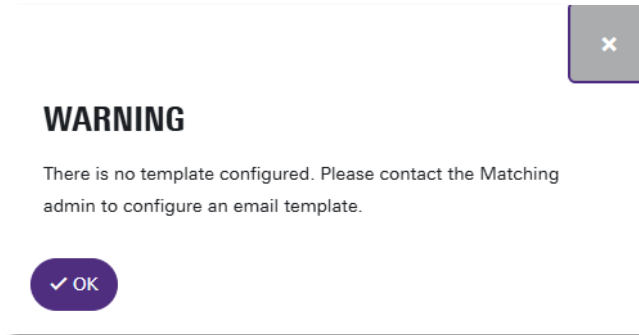
When you click the button [Send email] while all prospects in the list have already been sent an email to, the following information pop-up is shown:

INFORMATION

There are no prospects to send the email to.
If a prospect already had the email, it will not be sent again.

✓ OK

When you click the button [Send email] while there is no email template been configured or the template is not linked to the corresponding advice, the following warning is shown:



4. MENU ALL

In the [ALL] menu all prospective students are shown who have applied for the selected programme and are in the matching process (or have been in case of withdrawal).

DASHBOARD

Program: Bachelor Technical Computer Science 2025 - 2026

207 IN PROGRESS 168 ADVISED **575 ALL** CONFIG

b Applications Withdrawn

Open Send follow up

1 to 20 of 499

S-number	First name	Infexes	Last name	Application date
u2020010	Erin		Goulimay-Lijpe	08-10-2024
u2100001	Emre Hassan		Hassan	24-10-2024
u2100140	Erkan Sogut	den	Guden	08-11-2024
u2100000	Indesheer		Robers	14-11-2024
u2200000	Arde		Smirig	08-12-2024

- a. The number on the menu button indicates how many prospective students are or have been in the matching process.
- b. Applications: all prospects who are in the matching process.
Withdrawn: the prospects of whom the application has been withdrawn in Osiris

Via the button [Open] or by double-clicking the prospect you can view the details of the prospect (see chapter 5).

Via the button [Send follow up] you can send a follow-up to selected prospects; see paragraph 2.1.

5. VIEW PROSPECT

In each menu, in all screens, you can view detailed information about a prospective student via the [Open] button or by double-clicking the prospect.

5.1 Tab 'Summary'

On the tab 'Summary' the following details are shown:

- Personal details of the prospective student, which are imported from Osiris (and Studielink), and any other programmes the prospect has applied for.
- Answers to trigger questions in the matching form(s).
- Possibility to share notes with other matching advisors who have access to this account (i.e. of the same programme) about the prospect, e.g. the reason why a prospect was not able to attend the matching event. Posted notes cannot be deleted.
- The timeslot which the prospect has chosen (only available in case the matching event question was included in the matching form) and the possibility to indicate if the prospect has attended the event or not.

VIEW PROSPECT

ALEX HOLLDER

Bachelor Advanced Technology

SummaryMatching formFilesEmails

DETAILS

Student number

200001110

First name

Alex

Initials

Last name

Hollder

Date of birth

18.08.2003

Email address

alex.holler20@gmail.com

NATIONALITY

Country of birth

(Belgium)

Country of residence

(Belgium)

Language

NL

APPLICATION

Academic year

2024

Application date

27-03-2024

Withdrawn date

Deficient

Also applied for:

- Bachelor Technische Natuurkunde (B-TN)

- Bachelor Mechanical Engineering (B-ME)

TRIGGER QUESTIONS

B-AT QUESTIONNAIRE 2025

3a. Did you enroll for or seriously consider doing any other bachelor's programme for the coming academic year?

Yes, namely...
Applied Physics

3b. If so, please explain why that programme appeals to you.

This programme appeals to me, because of the combination of hands on projects and the mix of different interesting topics.

4. Do you currently follow a university bachelor's programme or have you previously been in another university education?

No

7. Mathematics and Physics are subjects I really enjoy.

Totally agree

8. I like working on practical assignments (e.g. lab work, projects).

Totally agree

Due to AVG/privacy guidelines we do not inquire about personal circumstances in this questionnaire. However, we are always looking for ways to aid our students in their studies and an important aspect of that is knowing about possible impediments before the start of the study programme. If there are any personal circumstances that might influence your studies (e.g. psychological issues, physical disabilities, financial issues, cognitive disabilities).

INTERNAL CHAT

Press CTRL + Enter to send

MATCHING EVENTS

Event

Matching event for Advanced Technology on campus

25-04-2025 13:00 - 16:30

Attended

✓

✗

X Close

5.2 Tab 'Matching forms'

On the tab 'Matching forms' the following details are shown:

- The matching form(s) and the status.
- The complete matching form with all questions and – if completed by the prospect – the answers given.
- Possibility to share notes with other matching advisors who have access to this account (i.e. of the same programme) about the prospect, e.g. the reason why a prospect was not able to attend the matching event. Posted notes cannot be deleted.
- The timeslot which the prospect has chosen (only available in case the matching event question was included in the matching form) and the possibility to indicate if the prospect has attended the event or not.

VIEW PROSPECT

B-AT questionnaire 2025 Completed

Date sent: 29-03-2025 08:10
Date submitted: 30-03-2025 15:27

VIEW QUESTIONNAIRE B-AT QUESTIONNAIRE 2025

WELCOME

Choosing the right study programme is a big deal, and it should match your interests and skills. Matching helps you see if your final choice is a good fit. By doing these matching activities on this page, both you and the study programme can see if it is the right match.

Here is what you need to know:

- your admission to the programme does not depend on your answers.
- your answers are never 'right' or 'wrong'. Your answers will help you and us understand if you are a good fit for the programme.
- only the study adviser sees your questionnaire results.
- you can pause the questionnaire anytime, and your progress will be saved so you can finish it later.

ORIENTATION

1. How did you form an opinion about this programme? (more than one answer is possible)

- ☒ Websites of one or more educational institutions
- ☒ Attendance at Open Days
- ☒ Student Fair/Day programme
- ☒ Conversations with friends or family members
- ☒ Conversations with a (former/current) counsellor at my current institution
- ☒ Conversations with a (former/current) counsellor at the University of Twente
- ☒ Information in the media
- ☒ Other, namely: ...

2. What were the main reasons for selecting this programme? (more than one answer is possible)

- ☒ The content of the programme appeals to me
- ☒ The quality of the programme
- ☒ The programme offers good career prospects and the chance to earn a high salary
- ☒ On the recommendation of a family member, friend or acquaintance
- ☒ On the recommendation of a student counsellor
- ☒ The (dis)advantages between this programme and the University of Twente

INTERNAL CHAT

Press CTRL + Enter to send

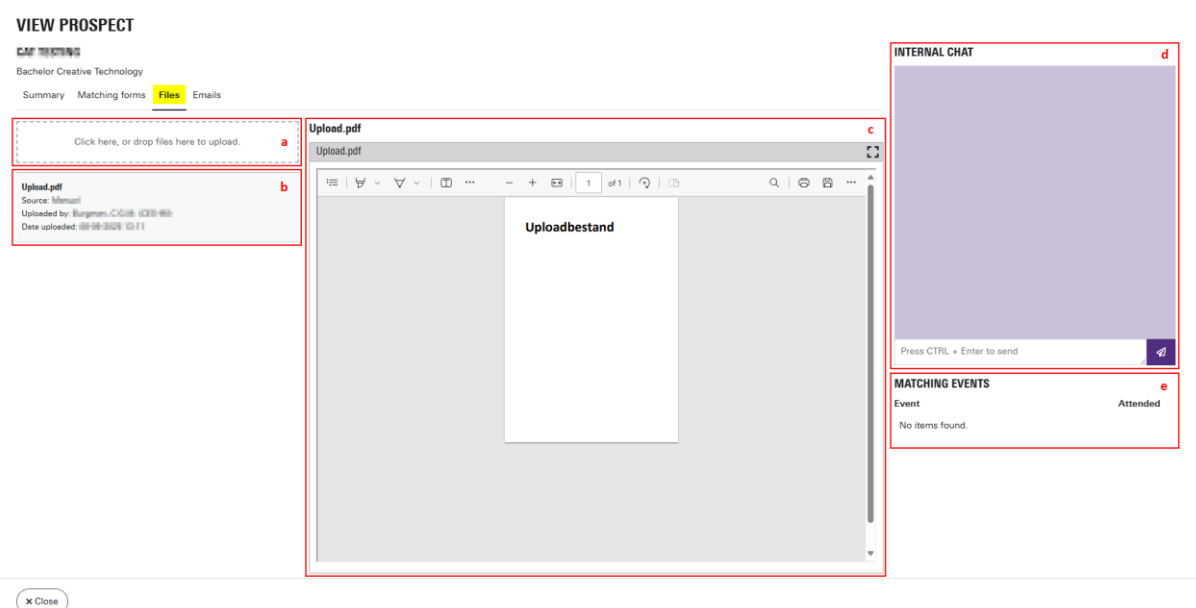
MATCHING EVENTS

Event	Attended
Matching event for Advanced Technology on campus 25-04-2025 13:00 - 16:30	<input checked="" type="checkbox"/>

5.3 Tab 'Files'

On the tab 'Files' the following details are shown:

- Possibility to upload files. Once uploaded, files can not be removed.
- Details of files which have been uploaded.
- Preview of the file and possibility to make some modifications.
- Possibility to share notes with other matching advisors who have access to this account (i.e. of the same programme) about the prospect, e.g. the reason why a prospect was not able to attend the matching event. Posted notes cannot be deleted.
- The timeslot which the prospect has chosen (only available in case the matching event question was included in the matching form) and the possibility to indicate if the prospect has attended the event or not.



The screenshot displays the 'VIEW PROSPECT' interface with the 'Files' tab selected. The interface is divided into several sections:

- Top Bar:** 'VIEW PROSPECT' title, 'Bachelor Creative Technology' programme, and tabs for 'Summary', 'Matching forms', 'Files' (active), and 'Emails'.
- File Upload Area (a):** A dashed box containing the text 'Click here, or drop files here to upload.'
- Uploaded Files List (b):** A box showing details for 'Upload.pdf', including 'Source: Manual', 'Uploaded by: Burgman, C.G.M. (2024-09)', and 'Date uploaded: 2024-09-13 11:11'.
- File Preview (c):** A large central area showing a preview of 'Upload.pdf' with the text 'Uploadbestand'.
- Internal Chat (d):** A purple chat window titled 'INTERNAL CHAT' with a text input field and a 'Send' button.
- Matching Events (e):** A section titled 'MATCHING EVENTS' with a table showing 'Event' and 'Attended' columns, currently displaying 'No items found.'

A 'Close' button is located at the bottom left of the interface.

5.4 Tab 'Emails'

On the tab 'Emails' the following details are shown:

- List of the emails sent to the prospective student. The content of the emails is not shown because of privacy-sensitive information.
- Possibility to share notes with other matching advisors who have access to this account (i.e. of the same programme) about the prospect, e.g. the reason why a prospect was not able to attend the matching event. Posted notes cannot be deleted.
- The timeslot which the prospect has chosen (only available in case the matching event question was included in the matching form) and the possibility to indicate if the prospect has attended the event or not.

VIEW PROSPECT

Bachelor Advanced Technology

Summary

Matching forms

Files

Emails

Subject	To	Sent date
Thank you for applying	prospector20@gmail.com	25-03-2025 06:10
Thank you for completing the questionnaire	prospector20@gmail.com	06-04-2025 16:27
Programme	prospector20@gmail.com	25-03-2025 09:00

INTERNAL CHAT

Press CTRL + Enter to send

MATCHING EVENTS

Event	Attended
Matching event for Advanced Technology on campus 25-04-2025 13:00 - 16:30	<div><input checked="" type="checkbox"/></div> <div><input type="checkbox"/></div>

X Close