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1. Introduction

Contents of Charter

This Charter and the underlying regulations govern your rights as a student and the way we treat each other at the University of Twente.

The Students' Charter contains a description of the **rights and obligations** of students on the one hand and the University of Twente on the other. The Charter consists of two sections: the institutional section, which contains the rights and obligations that apply to the majority of students (i.e. this document);

- the programme section which, in combination with the Education and Examination Regulations (OER), includes the rights and obligations specific to each study programme. The programme section is available from your programme's Office of Educational Affairs.

This particular Students' Charter document only covers the institutional section.

If important changes are made to the Students' Charter during your studies, you will be informed either by a notification published in the UT News or directly by your programme.

This is an official document, on the basis of which students can claim rights. If you would like to obtain more information on topics covered in the Students' Charter, you can contact Student Affairs Coaching and Counselling. The same applies if you wish to consult the original legal wording of the Higher Education and Research Act (WHW).

Adoption and availability of the Students' Charter

The institutional section of the Students' Charter is formally adopted by the Executive Board after obtaining the approval of the University Council. The University Council is also consulted for approval or advice if major changes are to be made to the Charter. Such changes often affect specific parts of the Charter.

The part of the Students' Charter which contains the student's rights and obligations as they specifically apply to the programme for which the student is enrolled (the specific programme section), is adopted by the dean after receiving approval and advice from the Faculty Council and the Programme Committee, insofar as this has been provided for in the Faculty Regulations.

When combined, the programme-specific section, institutional section and the Rules and Regulations of the Examination Board contain the information you are expected to be familiar with as a student. Students, teaching staff and other staff can consult the Charter online. They are all expected to be familiar with the contents of the Charter.

The latest version of the Students' Charter can always be found on the University of Twente's website: <http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/charter/>

Any changes made to the Charter are immediately implemented in the online version so that the latest updates are available. A printed version of the Charter is available on request and can be collected from the Centre for Educational Support (CES) in the Vrijhof Building (Student Counselling Service).

Coming into force

This students' charter will come into force on the 1st of September 2015 and will replace the students' charter from 2014.

2. Definitions

WHW (Act):	The Higher Education and Scientific Research Act (WHW), in the Dutch Bulletin of Acts, Orders and Decrees, number 593, and as amended since.
Students' Charter:	These regulations which state the rights and obligations of students and which are formally adopted by the Executive Board after obtaining the approval of the University Council (Art. 7.59 WHW) and as subsequently amended.
Institution:	The University of Twente (UT).
Faculty:	Administrative unit as defined in Article 3 of the Executive and Management Regulations (BBR).
Programme:	The programme as described in the specific programme appendix to the Education and Examination Regulations.
Academic year:	The period that starts on 1 September and ends on 31 August of the following year.
Student:	Anyone enrolled as such in a programme in accordance with Article 7.34 and 7.37 of the WHW.
Student Union	The "Stichting Student Union University Twente", the umbrella organisation for students active in associations at the University of Twente, responsible for e.g. academic education
External student:	Anyone registered as an external student at the University of Twente and who has paid the statutory examination fee (as specified in Article 7.36 of the WHW).
Education and Examination Regulations (OER):	A set of regulations as described in art. 7.13. WHW, which has been drawn up by the dean for each programme or group of programmes.
Executive Board:	The Executive Board of the University of Twente.
University Council:	The central employee participation council at the University of Twente.
Higher Education:	University education (WO) and higher professional education (HBO).
General Administrative Law Act:	The General Administrative Law Act (Dutch Bulletin of Acts, Orders and Decrees 1992, 315).
CPO:	Commissie Persoonlijke Omstandigheden (Committee Personal Circumstances), responsible for monitoring personal circumstances in context of the Binding Study Advice (BSA), the MoMi and Financial Support Special Circumstances Students (FOBOS) in context of the Profiling Fund.

In cases where the personal pronouns "he", "him" and "his" are used in relation to "the student", they should also be read as referring to female students (i.e. as "she" and "her").

All references to "the student" should be read as references to both degree students and external students unless otherwise specified.

3. Enrolment and tuition fees

Enrolment

In order to participate in the study programmes and to make use of the university's facilities, you are required to enrol on an annual basis as a student at the university and with the faculty and/or study programme of your choice. The Enrolment Regulations decides on the exact conditions for enrolment and tuition fees.

Also see: full University of Twente the Enrolment Regulations.

Practical information on enrolment can be found on the website of Student Services:

<http://www.utwente.nl/ces/studentervices/en/enrolment/voorbeeld%20in-herinschrijven%20eng/>

Types of enrolment

The general availability of all facilities and applicability of all rights to all UT students forms a guiding principle of intent. However, there may be good and valid reasons for derogating from this guiding principle.

The availability of facilities and applicability of rights may be limited to a particular category of students (e.g., regular bachelor's and master's students, international students, etc.) by a scheme, for instance. Or a general provision may apply that some rights do not apply to all facilities.

The WHW arranges the types of enrolment such as student and external student, with the corresponding rights defined in Article 7.34 resp. 7.36. At the UT this means one of the following types of enrolment;

Bachelor- and Master students:

Students registered with the UT, who are following an accredited bachelor's or master's programme;

External student:

Person registered with the UT, who is only allowed to take exams.

Pre-master's students (WHW 7.57i):

Students registered with the UT, who are following a deficiency programme as their bachelor's degree does not yet make them eligible to pursue their desired master's programme. These students pay a fee for each EC to be obtained.

In addition, the University of Twente recognizes several other types of enrolment.

1. Subsidiary subject students (including Kies Op Maat (KOM) students):

a. Those who are enrolled at another Dutch institute for higher education that want to follow one or more of parts of education (courses, internship, transfer minor or final thesis project) at the UT, need to submit a request at the Central Student Administration (CSA).

b. the request must be accompanied by;

- i) a statement of the Dutch institute for higher education that there is no objection to the registration as subsidiary subject student;
- ii) a valid ID;
- iii) a proof of paid tuition fees (of the concerning academic year) of the institution of first registration.

Subsidiary subject registration for a programme at the UT can be refused on grounds of capacity and/or insufficient knowledge of the student. Requests can be made during the entire academic year, except for student who wants to participate in a transfer minor. These students must register at www.kiesopmaat.nl and must stick to the stated deadlines. If the programme approves, the

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student will be registered by the first of the month. Both students who pay the statutory rate to the first institution as well as students who pay the institutional fee, can be registered as a subsidiary subject student.

2. Exchange students:

These students are enrolled as students at their home institution abroad and participate in some courses, internships or final thesis project at the UT. They do not pay the UT any tuition or course fees

3. Course participants:

Students, including students following the post-initial Master of Environmental Energy Management and Master of Risk Management programmes, who are following programme courses or a post-initial programme at the UT without being enrolled at another Dutch institute for higher education. These students register with the programme administration, which determines the tuition or course fees to be paid;

4. ITC students:

Students who are following a programme or course at the Faculty of Geo-Information Science and Earth Observation (ITC). They register with and pay their tuition or course fees to ITC. The ITC enrolment regulation can be found in chapter 5.

All further conditions to the above types of enrolment and registration are detailed in the Enrolment Regulation. For further information, refer to the University of Twente Enrolment Regulation. Practical information may be retrieved from the Student Services website at:

<http://www.utwente.nl/ces/studentsservices/en/enrolment/voorblad%20in-herinschrijven%20eng/>

Tuition fees

The tuition fees / examination fees are regulated in the Enrolment Regulations, Chapter 3, article 12. Information on fees and terms of instalment will be published on the website of Student Services: http://www.utwente.nl/ces/studentsservices/en/money_matters/tuition_fee/

The ITC Faculty has its own separate fees and conditions.

De-enrolment and refunding tuition fees

The regulation about de-enrolment and refunding tuition fees is formalised in the Enrolment Regulation, article 11. Practical information about de-enrolment and refunding can be found on the website of Student Services:

<http://www.utwente.nl/ces/studentsservices/en/enrolment/voorblad%20in-herinschrijven%20eng/>

The information for ITC students is inserted in the ITC Enrolment Regulation, see appendix 8, article 6, of the Enrolment Regulation of the University of Twente.

If you disagree with decisions taken with regard to enrolment and tuition fees, you can lodge an official objection. See for more information Chapter 7 Complaints Desk of this Students' Charter.

4. Education

The Bachelor of Science (BSc) and Master of Science (MSc) degree programmes at the University of Twente are governed by the Executive and Management Regulations, article 4:

http://www.utwente.nl/bestuur/publicaties/bbr_2014.pdf (in Dutch only)

This also applies to the higher professional education (HBO) Master's degree programme in Geo-Information Science and Earth Observation.

The educational activities in every accredited programme at the University of Twente are carried out in compliance with the Education and Examination Regulations (OER). The programme-specific section from the Education and Examination Regulations (OER) and the Rules and Regulations Examination Board will be published on the websites of your programme.

Bachelor programme

The BSc degree programme is a three-year programme. Who successfully completes the programme is awarded the title BSc (Bachelor of Science). The UT offers talented students the possibility to follow an honours programme in addition to bachelor programme. The programme contains, besides a main programme of maximum 120 EC, a minor with a minimum of 30 EC and a final phase with a total of 30 EC. The minor will take place in the first semester of the third academic year. For a complete list see: <http://www.utwente.nl/en/education/electives/minor/>

The bachelor phase completes with an examination. Successful students are awarded by the Examination Board with a bachelor diploma with an attached diploma supplement stating the grade point average (GPA) and if applicable, an annotation regarding a distinction, completion of the honours programme and/or the advanced teaching qualification. The diploma offers the opportunity to progress to an MSc degree programme or for instance enter the job market. The degree programmes begin on 1 September. See: <http://utwente.nl/onderwijs/bachelor>

Twente Educational Model (TOM)

As from academic year 2013-2014 all bachelor programmes are offered according to the Twente Educational Model (TOM). For students who entered a bachelor programme before academic year 2013-2014 transitional arrangements will be defined by the programme. TOM is characterized by the integration of project education and other forms of teaching methods in thematic full-time study units; the so-called modules.

Projects

Each module centres on a project. By programming the other module components around these projects, an integrated whole is created. Students are guided in their learning needs by the project and can apply that which they have learned in the other module components of the project. In a module, various module components are logically clustered around a connecting theme or subject. This allows various disciplines to come together in a particular theme. This is achieved by giving a group of students an assignment to complete that presupposes knowledge of these disciplines. This knowledge is acquired independently as much as possible by the group, under the supervision of a tutor. Certain knowledge may also be offered through frontal education, but only if there are valid reasons for doing so. For instance, if the "understanding threshold" turns out to be very high, because it is considered as inspirational, or if a wider context needs to be given.

Discovering strengths

UT wants its alumni to have developed themselves within three professional roles (In Dutch, the three O's): that of researcher, designer and organizer. These roles are complementary. In the projects of their bachelor's programmes, students establish an academic basis for each of the three roles. A further specialization in one of the three O's is reserved for the master phase. In

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each project the development of one or more roles is at the forefront. By taking various modules and by taking on various roles within the project groups, students are able to discover their strengths, talents and preferences. For more information you can also refer to:
<http://www.utwente.nl/onderwijs/twents-onderwijsmodel/>

Binding Recommendation (BSA) in the first year

The first year of every bachelor's programme is designed to have each student fully appreciate what their chosen programme entails, such with a view to the binding recommendation at the end of that year. Referral and selection are to be possible by the end of this phase (Section 7.8(5) of the Higher Education and Research Act). The binding recommendation system has become effective for all bachelors' programmes.

This evaluation may result in the issuance of a negative recommendation, disallowing the student to continue in their chosen programme, should the student have failed to obtain 45 EC during the first year of their studies. Any additional requirements have been included in the programme-specific annex. This rejection applies for a period of three academic years. The binding recommendation regulations are included as Article 6.3 and 6.4 of the Education and Examination Regulations, included in the education section of this Charter. For more information, please refer to the website for your programme.

For practical information on the student progress evaluation, refer to:

http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/momi/momi/binding_recommendation_rule_pre.html

Personal circumstances will be taken into account when evaluating the students' progress. The norm and procedures for Technology and Liberal Arts & Sciences (ATLAS) are different. ATLAS students can contact the study advisor for more information. For more information you can also refer to: <http://www.utwente.nl/atlas/>.

Modern Immigration Law (MoMi)

International students that are studying at the UT and are from non-EU / non-EEA-countries or are not from Switzerland, in possession of a residence permit for study, need to pass 50% of the regular study programme. If the student does not meet this requirement, the student will be signed off at the Immigration and Naturalization Service (IND). The IND can then withdraw the residence permit. If there are special circumstances, the student may have them reviewed by the Committee Personal Circumstances (CPO). The CPO shall determine whether there is an excusable reason and will advise the programme director about it. Eventually the programme director will determine if the student's special circumstances are sufficient to account for the lack of study progress. If that is the case, the student will not be signed off by the IND. During the entire period of stay, the personal circumstances for not signing off the student can only be admitted once. For more information you can refer to:

<http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/momi/>

Pre-master

If a student has a college degree or a Bachelor degree that does not provide a barrier-free access to the desired Master programme, it is necessary to bring knowledge and skills to the desired level, using a transfer programme. This pre-Master means an enrolment into a Bachelor's programme. The fee paid for this programme, will be dependent on the size of the pre-Master. The exact size of the pre-Master depends on the previous degree of the student in relation to the intended Master. This applies to both Dutch and international students. When the student completes the pre-Master, he will be admitted to the corresponding Master. The pre-Master will not lead to a diploma. For more information you can refer to the programmes website.

Master's programmes

Programmes culminating in a MSc. degree run for one, two, or, occasionally, three years. These programmes provide more in-depth and specialized knowledge and education within a specific discipline.

Master's programmes are concluded with a final examination. Students passing the examination are awarded a master's diploma, the accompanying diploma supplement stating the grade point average (GPA), and, if and when applicable, a note conferring a honor or distinction and/or full teaching qualifications, by the examination board. These students are granted the title of Master of Science (MSc.). All programmes start on 1 September of any given year. It is possible to enter as per 1 February of the following year, but prospective students will have to consult with their study adviser to determine whether following the programme is still feasible.

The Geo-Information Science and Earth Observation master's programme is a higher professional education programme and runs for one year (twelve months).

Students are to have completed their bachelor and pre-master before being allowed to follow the master's programme. The Higher Education and Scientific Research Act (WHW) offers now exceptions.

For practical information on the bachelor-before-master rules, refer to:

<http://www.utwente.nl/en/education/master/>

Diploma supplement and certificates

If finishing the bachelor or master programmes successfully, the student will receive his diploma. The diploma supplement allows for a correct estimation of graduates' qualifications on the international level. This UT document has been granted an EU -endorsement. It lists the graduate's personal details and a (standard) description of the completed study programmes nature, level, context and substance. In addition, the supplement contains an overview of the results achieved (list of marks) and any special achievements and/or professional qualifications.

A UT certificate is issued on the student's request if the student:

- terminates a programme prematurely and has completed some courses;
- has obtained credits for courses completed as part of an exchange programme;

For further information, refer to: <http://www.utwente.nl/ces/studentervices/en/>

Timetables

In principle, all accredited educational activities are timetabled per semester in accordance with the academic calendar (annual timetable divided into four teaching periods).

Timetables are drawn up for each semester and made available through the application My Timetable: <https://rooster.utwente.nl/>

More background information about time tables, planning and academic calendar can be found on: <http://www.utwente.nl/ces/planning-roosters/en/>

The ITC Faculty timetables can be found here: <http://www.itc.nl/Pub/study/Studydetails/Course-calendars>.

Education and Examination Regulations

The Education and Examination Regulations (OER) contain plenty of information about education and assessment within your study programme. In the regulations, you can find information on matters including:

- the content and structure of your programme;
- admission requirements for the programme and for specific courses;
- methods of assessment;
- right of inspection;
- opportunities to re-sit examinations;
- the period for correcting or marking students' work;
- validity of examinations;
- the language of the programme;
- student guidance.

The Education and Examination Regulations for your programme can be found on the programme website.

Rules and Regulations Examination Boards

Every (group) of programme('s) has its own examination board. The examination board determines objectively and expertly whether the student meets the desired final level and also sees to it that the desired end level itself is of sufficient level. Testing is an important theme. The task of the examination board is two-fold. Besides carrying out regulations and procedures, they also have a coordinating role when it comes to assessment policy and quality assurance. The examination boards do their work according to rules and regulations. These are published on the website of your programme. In the rules and regulations you can find, among other, things about:

- designation of examiners
- actions in case of fraud
- guaranteeing quality of test and exams
- determine whether a student meets the learning outcomes
- conditions when determining that the exam has been passed
- certificates and Registration
- expressions of excellence on the certificate
- general rules regarding requests
- approval of elective programme
- granting exemptions
- extension the validity of exams
- deviating from the method of taking examinations
- deviating from publication of oral examinations
- not proceeding to issue a certificate
- issuing a written declaration
- deviate from the provisions of the OER based on unreasonableness and unfairness

5. Student facilities

In addition to education, a wide range of student facilities are on offer at the University of Twente. Specific information about the various facilities can be found at the following information desks:

- Student Affairs Coaching & Counselling; (<http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/languages/>);
- Student Services (<http://www.utwente.nl/ces/studentservices/en/>);
- Student Union (<http://www.studentunion.utwente.nl/en>).

Student affairs, Coaching & Counselling

Students can go to the student counsellor with questions about financial assistance (e.g. student loans or grants), study delay, financial issues, changing their study programme or with personal problems. Student counsellors provide information and guidance on regulations concerning study delay; top-level sport and top-level cultural activities; the FOBOS-Regulation (Financial Support Special Circumstances Students); studying with a disability, psychological problem, dyslexia or a chronic illness; multicultural issues; and the legal status of students. They also act as a confidential advisor for students and can assist students who have a complaint.

(<http://www.utwente.nl/ces/studentenbegeleiding/en/counselling/counsellor/>)

All students can consult a student psychologist free of charge if they need to talk about something or would like to take a psychological test (in relation to career choice), or if they are having problems with regard to studying, their choice of study programme or in their relationships with parents, friends, boyfriend/girlfriend, fellow students or with themselves. Any information provided is treated in strict confidence.

<http://www.utwente.nl/ces/studentenbegeleiding/en/counselling/psychologist/>

There are special facilities available for disabled students. Students with a physical disability, psychological problem, dyslexia or a chronic illness are entitled to make use of specific facilities in situations where their condition puts them at a disadvantage. It is important that students to whom this applies notify the student counsellor, study advisor or use the registration form so that the University can identify the options open to them in their specific situation.

(<http://www.utwente.nl/ces/studentenbegeleiding/en/counselling/firstyear/register/>)

If your ability to function becomes impaired during your studies, you should report this as soon as possible to the student counsellor or to the study advisor at your faculty, even if this change of circumstances has not yet affected your study progress.

(<http://www.utwente.nl/ces/studentenbegeleiding/en/counselling/counsellor/>)

Other student facilities at the University

The University also provides general facilities which are not directly related to your studies.

The Centre for Educational Support (CES) (<http://www.utwente.nl/ces/en/>) (which includes Student Counselling and Student Services) provides information and advice on matters such as admission and application, enrolment and tuition fees, money matters, financial assistance, the university's own financial regulations, complaints procedures, accommodation and the activities of student organizations.

The International Office (www.utwente.nl/internationaloffice/), which is part of the Student and Centre for Educational Support (CES), provides support for international students (incoming) and helps University of Twente students who want to go abroad to study or to do an internship (outgoing).

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The University Library (www.utwente.nl/ub/en/) ensures the availability of scientific information to staff and students and provides assistance in locating and using this information. The majority of the library's collection is available in digital form through the digital library, a link to which can be found on the Library and Archive Service Centre (B&A) website. You have wireless access to this website throughout the University of Twente Campus. The library's physical (paper-based) collection, which includes materials from almost all study programmes, is located in the 'study landscape' in the Vrijhof Building.

Studium Generale: organizes lectures and discussion programmes that are mostly free of charge. Special scientist and experts passionately tell about current issues in the world we live in. Also, there are fieldtrips and quizzes organised (www.utwente.nl/gw/sg/).

Sports Centre: offers students with a Union-card the opportunity to play sports and exercise. This can be done through an association from athletics to swimming (<http://www.sport.utwente.nl/sports/>).

The cultural activities can be found at the **Vrijhof Culture Centre:** expositions, creative courses, theatre and over 20 cultural associations. There are also rooms available like a music room for students (www.cultuur.utwente.nl/culture/).

6. Management and participation

The management structure at the University of Twente is laid down in the [Executive and Management Regulations](#) (in Dutch only). There are three administrative levels: university level, the level of the faculties and the level of the research institutes. At the first two levels, there are participatory bodies in which students are involved.

At university level, participation is the province of the University Council: for more information on this subject, please see [University Council Regulations](#) (in Dutch only).

The management structure of the faculty is laid down in the Faculty Regulations. Please see the faculty's website for further details. Participation in the faculty is the responsibility of the Faculty Council. In addition to these provisions, the programme committee fulfils an advisory function on educational matters.

More information on this subject can be found under <http://www.utwente.nl/tnw/en/organisation/participation/>.

7. Complaints, objections and appeals

Complaints Desk

This Charter and the regulations governed by it state your rights as a student and how we treat each other at the University of Twente. In spite of our best efforts to apply the regulations correctly and to treat each other properly, there may be times when we fall short of these expectations. This chapter explains what you can do in such circumstances.

Any student (prospective or former student/external candidate) can lodge a formal complaint, appeal or objection. The Complaints Desk is located at Student Services on the 2nd floor of building Vrijhof. Note that the Complaints Desk doesn't handle the case itself but assesses the issue to decide on the follow-up. If necessary the Complaints Desk will send the case to the proper authorities. Your case will only be handled after the intervention of the Complaints Desk.

Maybe you have already discussed the matter without success with the concerning body or person, before you have submitted your complaint at the Complaints Desk. Or perhaps you might find this a difficult step to make your own. Or maybe you have questions about the procedure, or want some help in drafting a complaint. In that case it is well-advised to discuss the matter with a confidential advisor. Students can consult a student counselor:

<http://www.utwente.nl/ces/studentenbegeleiding/en/counselling/counsellor/>

What type of complaint can I lodge at the UT Complaints Desk?

The Complaints Desk deals with education/student-related matters. It does therefore not include issues such as broken coffee machines or access cards, but **for example:**

- complaints on how the University of Twente or its employees or (administrative) bodies have behaved in a specific situation. These complaints will be handled by the Complaints Committee;
- objections to decrees issued by University of Twente administrative bodies (e.g. a decree relating to a decision by the Executive Board to allocate a sum for graduation support with which the student does not agree). These objections will be handled by the Arbitration Committee;
- objections to decrees by or on behalf of the Executive Board taken in the framework of the University of Twente Enrolment Regulation. These objections will also be handled by the Arbitration Committee;
- decisions by the Examination Board and examiners with which the student does not agree. The Board of Appeal for Examinations is responsible for the assessment.

Contact

The Complaints Desk is located at Student Services on the 2nd floor of building Vrijhof.

Visit address: Vrijhof, room 239B

Opening hours: Monday till Friday from 10:00 – 16.00.

Phone: 053 489 2124

Post address: PO Box 217, 7500 AE Enschede.

http://www.utwente.nl/ces/studentervices/en/complaints_desk/

8. Rules of behaviour

House rules and disciplinary measures

Students are required to comply with general standards and rules of decency in their dealings with other members of the university community and in their use of university facilities. Every student is required to participate in their study programme in a manner that shows respect for fellow students, teaching staff and other university employees. Students must follow the instructions and prescriptions given by their teachers and the staff charged with the management and care of the university's facilities and buildings. Smoking is not permitted in any University of Twente building. This ban applies both to public spaces and to staff offices.

Students at the University of Twente:

- behave fairly and respectfully towards each other and towards members of staff;
- achieve their full potential by participating actively in educational and extracurricular activities;
- treat each other's property and the university's facilities with care;
- enable teaching staff and students to teach and learn under the best possible conditions.

A student who causes a disturbance in a university building can be removed from the building on the authority of the building manager. If necessary, the student may be subject to a full or partial ban on entering the University's buildings and/or grounds for a period of up to two months. In the event of serious or repeated misconduct, this period can be extended up to a maximum of one year by the Executive Board. If a student causes serious nuisance and does not stop despite orders to do so, the Executive Board can deny the student access to the institution permanently and/or terminate his enrolment.

In addition to general rules of behaviour, the University has also drawn up specific codes of conduct for ICT and Internet Use for students and staff:

http://www.utwente.nl/sb/en/policy/information_management/

This code of conduct details how ICT and internet should be used at the University of Twente. The code governs the responsible use of ICT facilities and the internet and how this use is monitored. The aim is to achieve a healthy balance between responsible, safe and secure ICT and internet use and the privacy of the user.

Unacceptable behaviour

There is also a university policy to combat unacceptable behaviour. In a healthy and stimulating work and educational climate, collegiality, respect and attention to one another should all be standard practice. Unacceptable behaviour can severely disrupt relationships, preventing employees and students from functioning safely and effectively and from taking pleasure in their work or studies. Anyone who notices any kind of unacceptable behaviour in the work or educational setting and would rather not take this up directly with the person(s) involved can report this unacceptable behaviour to a confidential advisor.

Unacceptable behaviour includes the following:

- Sexual harassment: undesirable sexual advances in the shape of requests for sexual favours or other verbal, non-verbal or physical behaviour (including the unsolicited sending of pornographic images or texts e.g. on the internet or deliberately viewing such material in the sight of others);
- Aggression and violence: bullying, mentally or physically harassing, threatening or attacking others;

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- Discrimination: in any way making statements about, taking actions towards or taking decisions about persons which are insulting to those persons because of their race, religion, gender, personal convictions and/or sexual orientation, or treating people differently on such grounds.

The confidential advisor on unacceptable behaviour is independent and is protected in this regard by the employer. He or she acts as a sounding board and an intermediary. The advisor expressly refrains from acting as an arbitrator and does not take decisions him/herself. He/she can, with or without the help of others, advise or mediate between the parties involved. Anonymity in this process is guaranteed absolutely.

The confidential advisors for students are the student counsellors of the University:

<http://www.utwente.nl/ces/studentenbegeleiding/en/counselling/counsellor/>

Health, safety and Environmental regulations

The Health and Safety Legislation (Working Conditions Act) applies to students and students therefore benefit from the protection resulting from the Health and Safety Legislation.

The exceptions are:

- the provisions in the Health and Safety Legislation concerning the welfare, to the extent that they are related to the substantive working provisions, do not apply to students;
- the provisions in the Health and Safety Legislation concerning the periodic occupational health research and the mandatory occupational health research do not apply to students;
- students are excluded from certain rights, namely hearing (covered in section 4.1.2. of the General Administrative Law Act) and the request for legislation (governed by Article 40 of the Health and Safety Legislation);
- students can't, unlike employee's, be held criminally liable in case of non-compliance with the employee's obligations from the Health and Safety Legislation.

Students have to comply with the internal rules in force regarding safety, health and environment.

In view of the above:

- there needs to be an understanding of the risks to which students are exposed;
- Students should be informed about these risks.

Through a targeted Risk Inventory and Evaluation these risks will be mapped and the specific health and safety issues related to students, will be weighed in to the total number of occupational health and safety issues at the UT.

Should a student have any questions with respect to health or safety, they may contact the faculty's Health, Safety and Environment Coordinator.

The [Human Resources \(HR\)](#) website contains various HSE instructions. A number of faculties have published specific HSE information for students on their home pages. In addition, the [student HSE website](#) contains specific information on health complaints, including those related to working with computers for long stretches of time (RSI) and ways to prevent such complaints.

UNIVERSITEIT TWENTE.

CCTV Monitoring Regulations University of Twente

As from December 1st, 2011, the CCTV Monitoring Regulations University of Twente 2011 is applicable. These regulations determine the use of the CCTV monitoring in and around the buildings and on the grounds of the University of Twente. The objective of these regulations is to regulate CCTV monitoring in such a way that it strikes the right balance with the protection of the privacy of persons who are present on the grounds of the University of Twente. It specifies the way in which the use of CCTV monitoring is dealt with within the University of Twente.

This involves rules of conduct with respect to the responsible use of CCTV monitoring and personal data which are collected by means of CCTV monitoring.

The full text of the regulations can be found at the Security department of the University of Twente: <http://www.utwente.nl/hr/en/terms-of-employment/cao-regulations-codes-conduct/ut-regulations/cctv-monitoring-regulations.pdf>

9. Financial support for students

In addition to the standard financial assistance available to students, you may be entitled to extra or alternative financial support in certain circumstances. Below (under the heading *Specific financial regulations*) you can find out when a student is eligible for special financial support. See: <http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/languages/>.

Recognized study delay is described by WHW as circumstances in which a student is temporarily unable to study or to cope with the full study load. In addition to performing administrative functions, these circumstances include illness, impairment, family circumstances and a lack of feasibility in the study programme.

Specific financial regulations:

The institution's administration makes arrangements to provide financial support to specific groups of students. Herewith applies that the conditions determined in the underlying scheme are predominant for the right on support:

- a. **Financial Support Special Circumstances Students (FOBOS)** for students (with a performance-related grant) who fall behind with their studies due to recognised special circumstances or student who combine top sport and top culture with a programme at the UT; See: <http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/support/fobos.doc/>
- b. **Notebook Loan:**
the UT offers the possibility of an interest-free loan for the acquisition of a notebook at the Notebook Service Centrum;
See: <http://www.utwente.nl/ces/studentenbegeleiding/en/regulations/notebook/>.

Emergency Funds

In addition to the specific financial schemes there are some other schemes of a more general nature. The Medical-Social Emergency Fund and the Student Counsellor Emergency Fund are funds on which specific groups of students are eligible

Special groups of student can file a claim on the Medical-Social Emergency Fund and the Student Counsellor Emergency Fund when they incur financial problems.

- a. Student Counsellor Emergency Fund
Short-term interest free loans can be issued to students with acute financial problems. This emergency fund is managed by the Student Counsellors.
See: http://www.utwente.nl/ces/studentenbegeleiding/en/finance/intern/emergency_fund/
- b. Medical-Social Emergency Fund
There is a Medical-Social Emergency Fund from which contributions can be made towards costs that are unforeseen or uninsurable. This emergency fund is managed by the Student Counsellors.
See: http://www.utwente.nl/ces/studentenbegeleiding/en/finance/intern/mse_fund/

University Fund

The University Fund is not an emergency fund, but can provide allowances to help cover the cost whenever you organise something but cannot arrange the financing. This can involve congresses, symposia or lectures, but e.g. also sports or cultural events.

Applications should be addressed to the Director of the University Fund.

See: www.utwente.nl/ufonds/ (in Dutch only).

UNIVERSITEIT TWENTE.

University Twente Scholarships (UTS) & Grants

University Twente offers scholarship opportunities for excellent students. These scholarships range from public subsidies to the financing by organizations or individuals. In addition, faculties and the University of Twente Scholarship Foundation offer a limited number of scholarships for excellent students

For applications and more information see:

<http://www.utwente.nl/internationalstudents/scholarshipsandgrants/>

10. Addresses

Admission Office

Vrijhof, 2nd floor
Tel. +31 53 489 3087

Library

- **University library**

Vrijhof,
Tel. +31 53 489 2777
[E-mail: infoUB@utwente.nl](mailto:infoUB@utwente.nl)
<http://www.utwente.nl/ub/en/>

- **ITC Library**

Hengelosestraat 99
3rd floor, room 3-036
Tel: +31 53 487 4204
E-mail: library-ITC@utwente.nl
<http://www.itc.nl/Pub/Home/library>

College Personal data protection (CBP)

PO Box 93374
2509 AJ Den Haag
Tel: 0900-2001 201
<https://cbpweb.nl/en>

Central Student Administration (CSA)

Vrijhof, floor 2, room 240
Tel. +31 53 489 2124

Executive Board UT

PO Box 217
7500 AE Enschede
Fax +31 53 4879 2191
Tel. 053 489 2016 (secretary from the University)

Board of Appeal for Examinations

See Complaints desk

Higher Education Appeals Tribunal (CBHO)

PO Box 161376
2500 BC Den Haag
Tel. +31 70 426 4800 / +31 6317 49275 / +31 6113 77116
E-mail: info@cbho.nl
<http://www.cbho.nl/english>

UNIVERSITEIT TWENTE.

Housing

<http://www.utwente.nl/en/education/international-students/housing/>

Doctor

De Sleutel

Tel: +31 53 203 0204

E-mail: infor@coampushuisarts.nl

<https://www.campushuisarts.nl/>

ICT Servicedesk

Citadel (entrance O&O Square)

Tel. +31 53 489 5577

E-mail: icts.servicedesk@utwente.nl

<http://www.utwente.nl/icts/en/servicedesk/>

ICT Notebook Service Centre

Citadel (entrance O&O square)

Tel. +31 53 489 5533

E-mail: icts.nsc@utwente.nl

<http://www.utwente.nl/icts/en/nsc/>

ITC

Hengelosestraat 99

7514 AE Enschede

Tel +31 53 487 4444

E-Mail: info-itc@utwente.nl

<http://www.itc.nl/>

International Office

Tel: +31 53 489 5424

E-mail: internationaloffice@utwente.nl

<http://www.utwente.nl/ces/internationaloffice/>

Complaints Desk UT

Student Services

Vrijhof, 2nd floor, room 239 N

Tel. 059 489 2035

http://www.utwente.nl/ces/studentsservices/en/complaints_desk/

National Ombudsman

Antwoordnummer 10870

2501 WB Den Haag (freepost, no stamp needed)

Tel. 0800 33 55555

<https://www.nationaleombudsman.nl/english>

Sports Centre

Tel: +31 53 489 8001 (front desk)

Tel: +31 53 489 1148 (secretariat)

<http://www.utwente.nl/sport/en/>

UNIVERSITEIT TWENTE.

Student Affairs Coaching & Counselling

Vrijhof, floor 3, room 311
Tel. 053 489 2035
E-mail: SACC@utwente.nl
<http://www.utwente.nl/ces/studentenbegeleiding/en/>

Study Information Centre

Tel. +31 53 489 5489
E-mail: master@utwente.nl

Student counsellor

Via Student Affairs, Coaching & Counselling
Vrijhof, floor 3, room 311
Tel. 053 489 2035
E-mail: SACC@utwente.nl
(<http://www.utwente.nl/ces/studentenbegeleiding/en/counselling/counsellor/>)

Student chaplaincy (SPE)

Vrijhof, floor 3, room 314
Tel: +31 53 489 2378
E-mail: info@studentenpastoraatschede.nl
<http://www.utwente.nl/en/education/international-students/campus-life/religion/>

Student psychologist

Student Affairs, Coaching & Counselling
Vrijhof, floor 3, room 311
Tel. 053 489 2035
E-mail: SACC@utwente.nl
<http://www.utwente.nl/ces/studentenbegeleiding/en/counselling/psychologist/>

Student Services

Vrijhof, floor 2, room 239 B
Tel: +31 53 489 2124
E-mail: StudentServices@utwente.nl
<http://www.utwente.nl/ces/studentenbegeleiding/en/>

Student Union

Bastille, room 332
Tel: +31 53 489 8006
E-mail: studentunion@union.utwente.nl
<http://www.studentunion.utwente.nl/en>

Study advisors

<http://www.utwente.nl/ces/studentenbegeleiding/platform/studieadviseurs/>

Language coordination point

Vrijhof, floor 5, room 543
Tel: +31 53 489 2040
E-mail: tcp@utwente.nl
<http://www.utwente.nl/ces/tcp/>

UNIVERSITEIT TWENTE.

Confidential advisor

Student counselor, true Student Affairs, Coaching & Counselling

Tel. 053 489 2035

E-mail: SACC@utwente.nl

University Council

Spiegel, room 438

Tel. +31 53 489 2026

E-Mail: info@uraad.utwente.nl

<http://www.utwente.nl/uraad/en>

Vrijhof Culture center

Tel: +31 53 489 4400

E-mail: vrijhof-cultuur@utwente.nl

<http://www.utwente.nl/en/campus/culture/>

Science Shop UT

The Gallery

Antwoordnummer 323

7500 VB Enschede (freepost, no stamp needed)

Tel: +31 53 489 3848

E-mail: e.reimerink@kennispark.nl

<http://www.utwente.nl/az/wewi/en/>