

UNIVERSITY OF TWENTE.

# Programme Guide 2020-2021

## Master of Science in Business Administration

(Faculty of Behavioural, Management and Social Sciences)

[www.utwente.nl/ba/master](http://www.utwente.nl/ba/master)

For all relevant study information: make sure you are enrolled in the 'Canvas courses' applicable for you:

- "Pre-master BA programme information"
- "MSc BA programme information"

*Please mind that measures taken for Covid-19 might not be fully reflected in this guide. The measures as known per July 2020 certainly affect the location of education and study guidance, as well as the lecture hours.*

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*This handbook is produced for your guidance only. Nothing in this handbook shall replace rules and regulations of the Faculty of BMS / University of Twente.*

## 1. Introduction

Welcome to University of Twente! This study guide provides referrals and information to the current students of the Master of Science (MSc) Programme in Business Administration at the University of Twente (UT). The information provided in this handbook is accurate as of August 1, 2020 and therefore may change as time progresses. Students are therefore requested to regularly consult appropriate university websites for up- to-date information. Please also note that nothing in this Handbook shall replace official rules and regulations of the Faculty of BMS/ University of Twente.

## 2. Programme administration

[www.utwente.nl/en/ba/organization-en-contact/](http://www.utwente.nl/en/ba/organization-en-contact/)

The Programme is administered by a team of individuals. Although many colleagues and professional staff work in the background and contribute towards the success of the Programme, the exhibit below provides information of those with whom you will have the most interactions.

Programme Director	<i>Responsible for the quality and content of the Programme.</i>	dr. Michel Ehrenhard <a href="mailto:m.l.ehrenhard@utwente.nl">m.l.ehrenhard@utwente.nl</a>
Programme coordinator	<i>Supports Programme Director and coordinates processes (organization/ implementation/ evaluation) regarding the content, structure and organization of the Programme.</i>	dr.ir. André Veenendaal <a href="mailto:a.a.r.veenendaal@utwente.nl">a.a.r.veenendaal@utwente.nl</a> RA 3117
Study Advisor	<i>Supports students concerning their study programme and studying in general, regulations and solutions for personal problems</i>	Charlotte Röring <a href="mailto:c.g.m.roring@utwente.nl">c.g.m.roring@utwente.nl</a> RA 3254 To make an appointment use the following link: <a href="http://bms.planner.utwente.nl">bms.planner.utwente.nl</a>
Coordinator internationalization	<i>Contact for internationalization in the faculty of BMS. Informs students on international affairs.</i>	drs. Inge van Haare <a href="mailto:i.vanhaare@utwente.nl">i.vanhaare@utwente.nl</a> RA 3276
BOZ	<i>Focuses on study progress registers, including mark registers, schedules, timetables, exam schedules and supporting examination boards and course committees</i>	Uzi Wandt <a href="mailto:BOZ-BA-CES@utwente.nl">BOZ-BA-CES@utwente.nl</a> Citadel H438
Examination Board	<i>Committee of experts which determines whether a student meets the required conditions concerning the knowledge, comprehension and skills required to obtain a degree</i>	<a href="http://www.utwente.nl/bms/examboard">www.utwente.nl/bms/examboard</a>
Programme Committee	<i>Committee of teachers and students which advises the Programme Director on the quality of the Programme</i>	<a href="#">Website Programme Committee</a>

Table 1: Contact information

Contact information for all academic and supporting staff is available on the web pages of different departments (see tab 'research' on the following internet page):

[www.utwente.nl/en/bms/organization](http://www.utwente.nl/en/bms/organization).

Please also check:

<https://people.utwente.nl/>

## 3. University of Twente

[www.utwente.nl/en](http://www.utwente.nl/en)

The University of Twente aims to produce outstanding graduates who excel by combining expertise from a range of fields as they design solutions that meet the demands of the future. A future defined by ambition, innovation and entrepreneurship. The UT alumni are well-rounded individuals with a thorough knowledge of their discipline. They are uniquely capable of taking a smart and relevant approach to applying their expertise. This approach is informed by their keen awareness of the interdependence between technology, the individual and society, this is reflected by the UT slogan 'High Tech Human Touch' (HTHT). The core values of the University of Twente (UT) is what makes the UT unique: focused on society, driven by synergy, entrepreneurial, and international. The UT seeks to develop a wide range of personal skills in the three areas of researching, designing and organizing.

The school of Behavioural, Management & Social Sciences (BMS) is embedded in UT's high tech environment, which provides ample opportunities for smart innovations. BMS graduates are educated on the interface between the technological and the social domain. The research focus is on how technology interacts with people and society. The school of BMS thus brings the human touch in the 'High Tech Human Touch'. The school has a strong basis of disciplinary knowledge from the behavioural management and social sciences domains and collaborates in multidisciplinary teams in research and education, within and across the school. Where social science researchers at other universities often stop after having described the social challenges and analyzed them to provide an explanation of the phenomena at hand, at the University of Twente we take two additional steps:

1. We seek to design a solution (intervention) that may help to solve the problem identified, and
2. We seek out how best to implement these interventions, and we evaluate the success or failure of the intervention.

*(Source: University of Twente Vision 2020/Tech4people)*

#### **4. Programme objectives**

We are committed to educate pioneering and curious graduates with an inclusive mind-set, who can research, design and organize both independently and through projects, with a profound social and economic impact, and are well-prepared to work in a specialised junior management (advisory) role in an international context or further specialise in a PhD or PDEng programme.

##### Core values

- *Pioneering*: we aim to be at the forefront of social and technological innovation
- *Curious*: we are open to varied experiences and embrace ambiguity
- *Inclusive*: we collaborate, we look after each other and demonstrate neighbourship
- *Proud*: we are proud of what we do, and act with integrity and responsibility

##### Mission

The University of Twente prides itself for being entrepreneurial since 1986. Social and economic impact are core to the mission of the university and the master program in business administration fulfils an important role for both the university, the region, and beyond by interacting with businesses and delivering graduates with an entrepreneurial attitude – which is far broader than the starting of a company.

For this purpose, our Programme rests on the pillars of 'research-design-organize' professional roles, student driven learning to encourage flexibility and an entrepreneurial attitude, and project-based work. In line with the university's motto of High-Tech, Human Touch (HTHT), we acknowledge that technology is an inherent part of modern society and that human aspects are an integral part to any engineering challenge. For this purpose, we educate interdisciplinary T-shaped professionals that combine in-depth knowledge in their domain, with broad knowledge in associated domains.

Our Programme focuses on designing social and/or technological innovations and bringing them to the market, while considering their wider social context and associated ethical implications. Our classroom is international and inclusive and group work forms a key part of the learning experience. Our graduates are global citizens as we provide explicit attention to intercultural skills and an open mind-set with opportunities for obtaining additional international experience– skills, mind-sets and experiences that are shared by our teachers.

## 5. Learning outcomes

The intended learning outcomes of the Programme covers three distinct elements: business research, business design and organizational competences. These are chosen to meet high academic standards that correspond with national and international requirements, in context of UT's focus and expertise.

***Table 2: Intended learning outcomes (ILO) of the MSc programme in Business Administration***

<p><b>1. RESEARCH:</b> The UT MSc BA graduate is competent in business research, as the graduate is able to deal with research issues based on an analytical and conceptual approach to contribute to the existing body of knowledge and to create new knowledge in High Tech Human Touch (HTHT) (international) business contexts, given a defined set of sub-disciplines.</p> <p><i>The graduate is able to, independently:</i></p> <ol style="list-style-type: none"> <li>1.1 formulate problem statements to develop relevant and rigorous research questions with a track-specific international HTHT context</li> <li>1.2 critically reflect on business concepts, models and theories to build a rigorous theoretical framework and an appropriate research design, within a track-specific international HTHT context</li> <li>1.3 collect and analyse qualitative and quantitative data and interpret findings related to the research question</li> <li>1.4 critically evaluate findings to formulate contributions to theory, and recommendations for future research and practice, within a track-specific international HTHT context</li> </ol>
<p><b>2. DESIGN:</b> The UT MSc BA graduate is competent in business design, as the graduate is able to independently apply a design cycle to create innovative and research-based solutions to business problems in (international) HTHT business contexts.</p> <p><i>The graduate is able to, independently:</i></p> <ol style="list-style-type: none"> <li>2.1 analyse a business problem in its international context using theories to identify criteria and constraints for the solution space</li> <li>2.2 design rigorous solutions for global business problems, demonstrating entrepreneurial competences in theory-based practice</li> <li>2.3 critically evaluate alternative solutions and their implementation</li> <li>2.4 advise on and design an implementation plan</li> </ol>
<p><b>3. ORGANIZE:</b> The UT MSc BA graduate is competent in organizing, managing and taking a leading role in change processes in global HTHT business contexts, using entrepreneurial business skills.</p> <p><i>The graduate is able to, independently:</i></p> <ol style="list-style-type: none"> <li>3.1 organize and manage in an international HTHT business context, using academic and professional skills (e.g. communication, project management, teamwork, self-management, organizational sensitivity skills)</li> <li>3.3 create value for business based on academic competences</li> <li>3.3 critically reflect on organizational performance including responsible, sustainable and ethical aspects of business</li> <li>3.4 Identify and develop new competences for life-long professional development towards senior management (advisory) or research positions</li> </ol>

During the educational programme the students work with and build knowledge in the programme's Business Administration subdisciplines: Digital Business, Entrepreneurship, Innovation and Strategy, Financial Management, Human Resource Management, International Management, Purchasing and Supply Management, as well as Strategic Marketing.

## 6. Education and Examination Regulations

[www.utwente.nl/en/bms/education/regulations/](http://www.utwente.nl/en/bms/education/regulations/)

The Education and Examination Regulations (EER) 2020-2021 for the MSc BA programme can be found

on the internet page mentioned at the beginning of this section. These regulations consist of a part that is common to all programmes of the faculty of BMS, and an MSc BA programme-specific appendix. These rules and regulations are important for you as a student, to learn about your rights, responsibilities and expectation towards the Programme.

## 7. Academic calendar

[www.utwente.nl/ces/planning-roosters/en/](http://www.utwente.nl/ces/planning-roosters/en/)

The academic calendar of the University determines the beginning of the academic year, the weeks for lectures, written examinations, academic holidays, etc. The academic year runs from the beginning of September to the end of June and is divided into two semesters: September – January; February - June. Each semester is further subdivided into two study blocks, commonly known at UT as Quartiles. In principle, each Quartile is ten weeks long, of which eight are devoted to lectures/tutorials and two to exams. Most courses are completed within the same Quartile. The detailed academic calendar can be seen on the website mentioned at the beginning of this section.

At the beginning of academic year 2020-2021 measures are taken concerning the corona virus, affecting the lecture hours (mainly because of local public transport agreements). We are not sure if the regular lecture hours will be in place this academic year, however we will present them. Certainly the first semester will have deviating lecture hours.

As for the regular lecture hours, they start at a quarter to the hour and end at the half hour. Each academic hour is therefore of 45 minutes duration. There are 15-minute breaks between lecture hours. The first lecture of the day starts at 8.45 am and the last one ends at 5.30 pm.

The time-table of lecture hours is:

	<u>Lecture hours when corona measures applied</u>	<u>Regular lecture hours</u>
1st lecture hour:	09:00 – 09:45	08:45 – 09:30
2nd lecture hour:	10:00 – 10:45	09:45 – 10:30
3rd lecture hour:	11:00 – 11:45	10:45 – 11:30
4th lecture hour:	12:00 – 12:45	11:45 – 12:30
5th lecture hour:	13:00 – 13:30 (lunch break)	12:45 – 13:30 (lunch break)
6th lecture hour:	13:45 – 14:30	13:45 – 14:30
7th lecture hour:	14:45 – 15:30	14:45 – 15:30
8th lecture hour:	15:45 – 16:30	15:45 – 16:30
9th lecture hour:	16:45 – 17:30	16:45 – 17:30

The following hours are defined as lecture hours, however will be scheduled for MSc BA students only if it is not possible to schedule lectures during the hours above. This academic year there will be more activities scheduled during the evening, because of the corona measures.

	<u>Lecture hours when corona measures applied</u>	<u>Regular lecture hours</u>
10 <sup>th</sup> lecture hour:	17:45 – 18:15 (dinner break)	17:45 – 18:30 (dinner break)
11 <sup>th</sup> lecture hour:	18:30 – 19:15	18:45 – 19:30
12 <sup>th</sup> lecture hour:	19:30 – 20:15	19:45 – 20:30
13 <sup>th</sup> lecture hour:	20:30 – 21:15	20:45 – 21:30
14 <sup>th</sup> lecture hour:	21:30 – 22:00	21:45 – 22:30

## 8. Programme information

Study programme: [www.utwente.nl/ba/master/studyprogramme/](http://www.utwente.nl/ba/master/studyprogramme/)

ILA: [www.utwente.nl/ba/master/studyprogramme/form/](http://www.utwente.nl/ba/master/studyprogramme/form/)

The MSc Business Administration programme is a full-time programme of one year duration. A student can start either in September or in February. The Programme follows the European Credit Transfer System (ECTS), developed by the European Union, thus allowing easy comparison of the study loads of courses within Europe. The Programme has a total study load of 60 European Credits (EC), whereby one EC represents 28 hours of study. Over the course of one year, a student is therefore expected to commit 1680 (= 60 x 28) hours to study. In every Quartile, several courses equivalent to 15 ECs are scheduled. Most courses carry a value of 5 ECs, i.e. 140 hours of study. This includes attendance at lectures,

tutorials, project work, preparing assignments, writing reports, individual study, exams, etc. Of course, the actual time required to successfully complete a course will vary from student to student.

Our Programme offers students an opportunity to specialise in areas that they find interesting and want to learn further, in the format of Specialisation Tracks. The Specialisation Tracks students can choose from in academic year 2020-2021 are related to the research departments and UT's MSc BA foci:

- Digital Business;
- Entrepreneurship, Innovation and Strategy;
- Financial Management;
- Human Resource Management;
- International Management & Consultancy;
- Purchasing and Supply Management;
- Strategic Marketing & Servitisation.

An overview of the MSc programme of 2020-2021 is presented on the internet page mentioned at the beginning of this section. As you can see in the study programme you can choose several electives as well. Also students have the option to follow Double Degree programmes. A double degree programme results in two degrees, one Master of Science degree in Business Administration of the University of Twente and one degree provided by the partner university (which might be University of Twente as well). Students will follow courses for two degree programmes (120EC, with the exception of the new Double Degree programme with MSc Communication Sciences UT programme, which is 90EC), therefore taking an extra year of efforts. Given all opportunities and choices, students are urged to plan wisely. The Programme Board wants to facilitate this. One of the ways this is done is through 'Individual Learning Agreements' (ILA's). Every student is obliged to hand in an ILA within the first week after starting the Programme (using the website form as stated in the beginning of this section), which contains a study planning to which the student and the programme are committed if agreed upon. After the ILA is handed in, the Programme Administration will confirm a correct study programme.

## 9. Education & examination related information

[www.utwente.nl/ces/studentsservices/en/](http://www.utwente.nl/ces/studentsservices/en/)

All educational systems are listed on: [www.utwente.nl/en/educational-systems/](http://www.utwente.nl/en/educational-systems/).

Manual for educational systems: [www.utwente.nl/en/educational-systems/new\\_students/](http://www.utwente.nl/en/educational-systems/new_students/).

The Centre for Educational Support ([www.utwente.nl/en/ces](http://www.utwente.nl/en/ces)) is the central department responsible for support for education. The Bureau of Educational Affairs (BOZ, see Table 1) is the main point of contact for information about the organizational aspects of courses, such as the time-tables, marks and all other educational support arrangements. Most education-related information is available on the website of Student & Education Service Centre, and if you have questions or requests (e.g. transcript of records) please visit the Student Services Desk. There is no need to contact course instructors regarding teaching and exam time-tables as these are not administered by them. The time-table for you is available via: <https://rooster.utwente.nl/>.

### OSIRIS

OSIRIS is the name of the web application that the UT uses to publish all information relevant to students and educational programmes. Via *MyUniversity* you have to log in on OSIRIS using your student number and password. OSIRIS allows you to find course information (use the Education Catalogue to locate the course code) such as course content, name of instructors, required textbooks, etc. You can also use the course code in OSIRIS to access all relevant information about examinations, such as times and locations.

Each year, 2 separate exam opportunities are offered for a course. A student can only participate in a written exam if s/he has registered for that exam. It is the responsibility of students that this registration is done before a set date. Registering for exams via OSIRIS is compulsory. Moreover, a

separate registration is required for each exam. Otherwise, a student is not entitled to sit the exam in question. Registration can be done up to fourteen days before the exam date. Registrations after this date is not accepted. If a student decides not to participate in an exam for which s/he has registered, the student is obliged to cancel the registration for the exam in question no later than 24 hours before the exam session. If a student fails to appear for an exam for which s/he registered, and for which s/he did not withdraw in time (no later than 24 hours before the exam), it may be recorded as a 'fail'.

### Canvas

<http://canvas.utwente.nl>

The UT digital learning environment is known as Canvas. The information on Canvas is organized by courses. You have to enrol via Osiris for every course you intend to take, in order to gain access to the Canvas course. Detailed information on each course is available on Canvas. It is the most important means by which instructors communicate information with their students. The Canvas website may also include important course-related notices and messages, and the procedure to submit course assignments. One can also use Canvas sites for communicating with fellow students. All in all, it is important that access for each course in Canvas is arranged, which is usually open two weeks before the start of the Quartile.

### Assessment

[www.utwente.nl/en/bms/education/regulations/](http://www.utwente.nl/en/bms/education/regulations/)

Rules and regulations concerning assessments are published in EER 2020-2021 (see internet page mentioned at the beginning of the section). It is therefore important to know what the rules and regulations are. There you can also see what the required prerequisites are for following courses (if any).

### Study advisor

Throughout the study period, students' academic progress are being closely monitored by a study advisor. The study advisor should always be contacted for any query on study planning & progress and graduation. They can also help you if you have any inquiry with regard to education and examination regulations, submitting applications to the Examination Board, and any other question or problem related to study. There is a standard consulting hour on Tuesdays: 12:30-13:30. It is also possible to make an appointment with the study advisor (see table 1).

### Programme Committee

The Dutch Law on Higher Education requires the establishment of a Programme Committee (*OLC* = Opleidingscommissie) for each education programme or groups of programmes. The task of the Programme Committee is to give advice to the Dean and the Programme Director on any matter pertaining to the Programme and the manner in which the Programme is implemented (i.e. education and exam regulations, curriculum). The Programme Committee is made up of academic staff members and students. MSc BA students are thus closely involved in shaping the policy of the Programme.

### Examination Board

[www.utwente.nl/bms/examboard](http://www.utwente.nl/bms/examboard)

The Dutch Law on Higher Education requires the establishment of an Examination Board for each education programme or groups of programmes. The MSc programme in Business Administration has an Examination Board that determines whether a student meets the conditions set under the Education and Examination Regulations (*EER*) concerning the knowledge, skills and attitudes required to obtain a degree. The Board ensures that all exams meet the required quality standards, enforces the rules regarding education and exam(ination)s, and deals with cases of fraud. The Board follows the

Education and Examination Regulations, and if a student needs to deviate from these regulations, s/he must submit a formal application to the Examination Board. Students should contact the study advisor in this regard. You can find additional information on the website mentioned at the beginning of this section.

### Cheating / Fraud / Plagiarism

There is no need to explain why cheating in examinations is wrong. For the university not to treat cheating as an extremely serious offence would be unfair to its students, and would jeopardize the standard of its degrees. Therefore, a student caught in fraud/cheating, or even in an attempt to do it, will be severely punished. Fraud/Cheating includes making use of unfair means in any exam(ination) or test; assisting another student to make use of such unfair means; copying from notes, published sources or electronic devices; and plagiarism (an attempt to gain undeserved credit by presenting the work of another as one's own, and not putting any effort into group assignments while still gaining from the work undertaken by others).

The use of mobile phones and any other electronic devices is strictly prohibited during test or examination hours (thus also during a visit to the toilet) and will result in suspicion of fraud. Electronic dictionaries are also not permitted. Along with mobile/smart phones, these constitute unauthorized material too. Paper English/foreign language dictionaries may be used with prior approval of course coordinator/lecturer, and will be subject to inspection during the exam by invigilators. If approved by the course instructor, students can use a simple financial calculator (that can't store or process textual information). All forms of calculator instruction manual, operating guide or aide memoire are also prohibited in tests and examinations.

Plagiarism is also considered as a form of cheating because it involves the reproduction of another's work (ideas, data or expressions; printed, electronic or handwritten; drawn on extensively or in brief) without due acknowledgement. It is most likely to take place when students submit a written work/report including thesis. Students are advised to provide adequate acknowledgement of all source materials. But if there is in any doubt at all about the nature of plagiarism, they should consult course coordinator / lecturer / supervisor. You should remember that mere ignorance is not accepted as a defence for plagiarism. The following website provides some general guidance: <http://en.wikipedia.org/wiki/plagiarism>.

An invigilator observing a student using an unfair means, committing fraud, or any attempt of it, will report this to the Examination Board which will then decide what disciplinary measures are to be taken. Notes, devices or any other unauthorized material found in possession of a student during the exam will be immediately confiscated by the invigilator. As a punishment, the Examination Board can decide to exclude a student from taking all exams for a period of up to one year. In cases of serious fraud, the University may definitively terminate the student's registration in the Programme at the request of the Examination Board. Students are expected to be fully aware of the university regulations regarding conduct during exam. These rules can be found in the rules and guidelines of the Examination Board concerning assessment.

## **10. Interaction with practice**

We recognize the importance of providing an exposure to actual business management practice. Guest lectures are occasionally organized to give students a first-hand impression of how modern businesses operate. The second and fourth quartile of the Programme is especially reserved for writing the graduation thesis. When combined with internship in a company, it offers students the chance to learn from business practice.

## 11. Internationalization

[www.utwente.nl/internationaloffice](http://www.utwente.nl/internationaloffice)

[www.utwente.nl/en/bms/education/study-abroad/](http://www.utwente.nl/en/bms/education/study-abroad/)

We recognize the importance of providing an international exposure to broaden your academic horizon. In several courses, topics are discussed from an international perspective. Our programme has several Double Degree options with partner universities abroad, providing a distinct international exposure. Although options are limited in one-year MSc programme, it is possible to follow optional courses at a partner university abroad as part of the students exchange programme. You can also consider to do a company internship abroad. Student initiatives in finding such places are important.

Since it may take several months to make all necessary preparations for study or internship abroad, you are advised to start planning well ahead of time. Information about the opportunities for international study can be found in the manual on the website mentioned above. For more information on writing your thesis abroad, please see the thesis manual (see section 12).

For (programme) specific information about study abroad opportunities, you can contact the Faculty's Coordinator of Internationalization: Inge van Haare (for contact information: see Table 1).

The International Office also provides information on outgoing grants, important news for international students, registration system for staying abroad, etc.

## 12. Master thesis

[www.utwente.nl/ba/master/thesis-and-graduation/](http://www.utwente.nl/ba/master/thesis-and-graduation/)

The second and fourth quartile of your Master study is reserved for writing a thesis. It enables you to explore a topic that interests you in detail, and to apply some of the academic skills that you have learned at the University. Each student can expect to receive supervision from an academic staff. You can contact the track coordinator to find a supervisor. There can be several possibilities. You can find a company of your choice either in the Netherlands or abroad and work on a graduation project. You can also decide to write your thesis on an internal project offered by UT academic staff. Information manual on writing the Master thesis and the list of available projects is regularly posted on the Canvas site of the Master Thesis course. Therefore, like any other course, you must enrol for the course in Osiris to gain access to the Canvas course in order to see this information. Whenever a company or a UT staff is in search of students for graduation projects, this information is announced on the Canvas page of the most relevant Specialization Track. You can also take your own initiative and arrange a project of your choice. In this case, you should contact an examiner who would be willing to supervise you and approves your plan. Do remember that if you intend to work on a graduation project in a foreign country, you should start preparations quite early.

## 13. Participating academic departments

[www.utwente.nl/en/organization/structure/faculties/bms/research/](http://www.utwente.nl/en/organization/structure/faculties/bms/research/)

Academic staff from the following departments are mostly involved in organizing and teaching the courses of the MSc BA programme. The website provides detailed information is mentioned above.

The following departments play an important role in the MSc BA programme, for which more information can be found through the page mentioned above:

*Change Management & Organizational Behaviour (CMOB)*

*Finance & Accounting (F&A)*

*Human Resource Management (HRM)*

*Industrial Engineering & Business Information Systems (IEBIS)*

*Centre for Entrepreneurship, Strategy, International business and Marketing (NIKOS)*

*Technology Management and Supply (TMS)*

## 14. Campus

[www.utwente.nl/en/campus](http://www.utwente.nl/en/campus)

UT is the sole campus university in the Netherlands. The campus is quite large, beautiful and green too. There are dozens of buildings located inside the campus. These are used not just for teaching and research, but also for sports, student activities, restaurants, shops, student and staff accommodation. Even business offices, hotels and chalets are present in the campus. The campus has a cultural centre which houses more than 20 student societies and a sports centre which offers a range of 50-60 different sports. Each building in the campus has a name and is commonly indicated by a code. Classes are held in buildings that are spread all over the campus. Many buildings are linked to one another as far as possible by means of footbridges and other walkways. During the initial months of your study at UT, it is useful to keep a copy of the map of the University on hand; see the website for more information.

## 15. Library

[www.utwente.nl/ub/en](http://www.utwente.nl/ub/en)

The central library of the University is located in the Vrijhof building and contains a large collection of books (about 280.000 printed books and 30.000 e-books) and journals (about 400 printed journals and 50.000 e-journals). In addition, the library provides facilities such as reading rooms and working areas. The library's web pages provide a wide range of information about the library and its services (see website mentioned above). The library catalogue, the key to finding books and periodicals in the library, is available online. A large number of scientific journals, newspaper articles, student theses, dictionaries are freely available from the library website. Information on databases is also available here.

## 16. ICT services

[www.utwente.nl/en/lisa](http://www.utwente.nl/en/lisa)

The University offers a wide range of computing facilities, including web-based email and internet access, to all its students. Students can turn to the Service Desk ICT of the 'Library, ICT Services & Archive' department if they have problems or questions in the field of ICT (for example, the use of the ICT account, educational applications, the network or software). The Service Desk is open from Monday to Friday from 8.30 -17.00 and reached at tel. 053 - 489 5577. You can either visit the Service Desk ICT located in the Citadel building, fill out a form on its website, or send an e-mail to: [servicedesk-ict@utwente.nl](mailto:servicedesk-ict@utwente.nl).

Students may bring their own laptops to the university which can be connected to the university network at various points on campus. Wireless network are available throughout the campus. Students are expected to have a notebook as some courses may require the use of notebooks. For more information on IT services, go to the website mentioned at the beginning of this section.

## 17. Study and student associations

[www.stress.utwente.nl](http://www.stress.utwente.nl)

[www.utwente.nl/en/education/international-students/campus-life/](http://www.utwente.nl/en/education/international-students/campus-life/)

Every educational programme has its study association. It not only organizes different sorts of study-related activities, such as guest lectures, excursions and conferences, but also recreational activities such as get-togethers and parties. The study association for Business Administration programme is named *Stress*. It is also the study association for students of Industrial Engineering and Management, and Business Information Technology. The mission of *Stress* is to stimulate academic and personal development of its members by offering them the opportunity to expand, complement and practice their studies, and to stimulate the contact between students, alumni, the staff. It also takes care sale of textbooks at reduced prices (for non-Dutch books the discount is 20% of the recommended retail price, and for Dutch books the discount is 10%).

There are also several student associations specifically for the international students in

Enschede and at the University of Twente. More information is available on the website mentioned at the beginning of this section.

## 18. Alumni association

[www.utwente.nl/bms/bekader](http://www.utwente.nl/bms/bekader)

The association of all business administration alumni is known as *Bekader*. It was established in 1983. The main objective is to bring together all UT business administration graduates and foster underlying relationship between the alumni and the Faculty. We are extremely proud of our alumni, many of which hold top-level positions in companies home and abroad; a large number of alumni have also been successful in creating their own firms. *Bekader* regularly organizes network meetings on specific themes, lectures on interesting topics, company visits and social events. It used to provide an annual best graduation thesis award. Alumni also try to help the Programme and our students in as many ways as they can. Further information can be received from: e-mail: [info@bekader.nl](mailto:info@bekader.nl).

## 19. List of some useful websites

My university (portal): [my.utwente.nl](http://my.utwente.nl)

Master of Science programme in Business Administration: [www.utwente.nl/ba/master](http://www.utwente.nl/ba/master)

Faculty of Behavioural, Management and Social Sciences: [www.utwente.nl/bms](http://www.utwente.nl/bms)

Study information system (OSIRIS): <https://osiris.utwente.nl/student>

Canvas: <https://canvas.utwente.nl>

Library: [www.utwente.nl/ub/en](http://www.utwente.nl/ub/en)

Student services: [www.utwente.nl/studentervices](http://www.utwente.nl/studentervices)

Student & Education Service Centre: [www.utwente.nl/so/en](http://www.utwente.nl/so/en)

Language Centre (TCP): [www.utwente.nl/tcp](http://www.utwente.nl/tcp)

Student union: [www.su.utwente.nl/en](http://www.su.utwente.nl/en)

University of Twente: [www.utwente.nl/en](http://www.utwente.nl/en)

## 20. Frequently Asked Questions

*Where can I find my scheduled lectures?*

You can find all scheduled lectures via: <http://rooster.utwente.nl>. Please login with your student account and select the courses you want to see in the timetable.

*In the schedule I see locations of the lectures, where can I find these lecture locations?*

You can find the full names of the buildings with the abbreviations from the schedule here: [www.utwente.nl/en/campus/about/buildings/](http://www.utwente.nl/en/campus/about/buildings/). The buildings on campus can be found via the map: [www.utwente.nl/campusmap](http://www.utwente.nl/campusmap)

There are so many (ICT) systems at the UT, is there a manual?

Yes, there is, it can be found here: [www.utwente.nl/en/educational-systems/new\\_students/](http://www.utwente.nl/en/educational-systems/new_students/). Please make sure you select the correct version (MSc version for pre-master and MSc BA programmes).

*I will shortly start studying at the UT, how can I know what books to buy?*

Please see all information you need as new student via: [www.utwente.nl/en/bms/kick-in/](http://www.utwente.nl/en/bms/kick-in/).

*Can I work next to my studies (pre-master or) MSc BA?*

If you can work or otherwise be active next to studying fully depends on the work and your ability to plan; it's at your own responsibility and risk to plan your work next to your lectures and exams. Please keep in mind that we do not facilitate a part time study programme:

- lectures will be scheduled on every work day;
- not all lectures are equally planned every week;
- exams are planned by the Programme and cannot be rescheduled;
- the study load to successfully complete the courses is approximately 42 hours a week.

*Can I plan my holiday at every moment?*

The academic calendar of the UT shows which weeks during the year educational activities are (potentially) scheduled. If you plan your holiday during such weeks, this is for your own risk and responsibility, no educational activities will be re-scheduled because of your holiday. There are plenty of weeks available during the year that are allocated for Holidays, feel free to book your holiday in those weeks.

*I am not so sure if my English language skills are good enough, what can I do?*

All students need to meet a requirement on English language skills before being admitted to the Programme, so the Programme administration is confident all students are able to study all materials. However, you can always experience a struggle with English skills, in that case you can contact the 'UT Language Centre' to see what you can do to improve your English language skills ([www.utwente.nl/tcp](http://www.utwente.nl/tcp)).

*After my studies I have the ambition to start a successful career, how can I get a head start?*

During your studies you can already do a lot to prepare your future career, next to studying. Of course, content-wise you can choose the specialisation track of your interest, elective course(s) and the topic of your thesis in such a way that you are connected to up-to-date knowledge as wanted by employers. Furthermore, your set of skills can be trained and developed as best suiting your preferred employer and/or type of job. At the UT a lot of connections with future employers can be made, we advise you to check at an early stage of your studies the opportunities via Stress, Bekader, alumni via LinkedIn, Student Union, Bedrijvendagen, etc. Also please check [www.utwente.nl/careerservices](http://www.utwente.nl/careerservices).

*Is there a difference between MSc in Business Administration programme and MBA programme?*

The principle distinction between the two programmes is that the MSc in BA programme is an academic, research oriented programme and an MBA programme is more practically oriented towards a specific type of job/ profession. The MSc BA programme builds upon a knowledge and academic base of business administration topical fields, whereas an MBA programme will be based on work experiences as well. A candidate with for example a bachelor degree in Physics and managerial experience can opt for an MBA degree to gain business administration knowledge and skills to learn to become a better manager, whereas the same candidate will not be likely to be admitted to an MSc BA programme. MSc BA students will acquire analytical, theoretical, reflection and critical thinking skills and attitudes and are more trained to become a researcher (more in attitude than as profession), MBA students are more trained to become manager. It is advisable to know what type of programme suits you best before enrolling in an educational programme.