Student Charter
Institutional-specific section

September 1st, 2020
Centre for Educational Support
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Introduction

Student Charter
The Student Charter consists of an institutional-specific part and a programme-specific part:
- The institutional-specific section of the Student Charter (the document before us) is university-wide and defines the rights and obligations of all students. Exceptions are appointed, if applicable. It also provides an overview of regulations that aim to protect the rights of students. Institution-specific rules are also included in the Education and Examination Regulations (EER), such as rules on the implementation of education and supporting facilities.
- The programme-specific section, which includes the Education and Examination Regulations, relates to the programme-specific rights and obligations, such as the study load and related exams.

Together, the Education and Examination Regulations, the Student Charter and the Rules of the Examination Board include all the information that students need.

Student Charter – Institutional part
This document before us is the institutional-specific section of the Student Charter and only includes aspects that apply to the university as a whole. The Student Charter describes the rights and obligations of students on the one hand, and those of the University of Twente on the other. Examples are the rights and obligation the student has regarding registration, reimbursement of tuition fees, facilities or financial support. This charter and the procedures and regulations associated with it also explains the way in which we interact with each other at the university. Reference is made to, among other things, the house rules, codes of conduct and regulations. In addition, this charter contains an overview of regulations that aim to protect the rights of students, such as an description of the procedures for handling complaints and conflicts.

Status and availability of the Student Charter
The institution-specific section of the Student Charter is adopted with only a start date by the Executive Board after being approved by the University Council. In the event of major amendments to the charter, the University Council is requested to advise on or to consent with these amendments, if possible, done per section.

The programme-specific section of the Student Charter is subject to approval by the faculty board, following the consent and advice of the Faculty Council and the Programme Committee, to the extend that it is regulated in the WHW.

The programme-specific section is available on the website of the relevant programme. The latest version of the Student Charter is always available on the website of Student Affairs Coaching & Counselling (SACC) of the Centre for Educational Support (CES). Students and staff can consult the Student Charter online. They are expected to familiarize themselves with its contents. A printed copy of the charter is also available in the Vrijhof building at the SACC department. Any amendments made to the charter will be applied to the website as soon as reasonably can be expected, so that the most up-to-date version of the charter is available.

If significant changes are made to the charter during the study, students will be notified by means of a publication on the Student Portal or informed by the relevant educational programme.

Applicability
In these regulations, wherever reference is made of ‘the student’, this includes both students of non-subsidized education and external students, unless explicitly stated otherwise.
Deriving rights
This is an official document, from which students may derive certain rights. If there are issues relating to the charter about which the student would like to have more information, he or she can contact Student Affairs Coaching & Counselling. This includes accessing a copy of the Higher Education and Research Act, which includes all the original legal provisions.

This document is available in both Dutch and English. In the event of any discrepancies between linguistic versions or a disagreement about the content or interpretation of linguistic versions, the Dutch version prevails.

Entry into force
These regulations are adopted by the Executive Board on 18 May 2020. These regulations enter into force on September 1st, 2020 and replace the regulations dated September 1st, 2017.
Definition of terms

**Academic year/study year:** The period of time that starts on 1 September and ends on 31 August of the subsequent calendar year.

**Awb:** Dutch Administrative Law Act (Algemene wet bestuursrecht - Awb).

**CPO:** The Committee Personal Circumstances (CPO) is the body responsible for reviewing the personal circumstances of individual students as part of the Binding Recommendation Rule, the Modern Migration policy and financial assistance for students in relation to the Profile Fund of the WHW.

**Extraneus:** Any person enrolled at the University of Twente who is only entitled to sit exams or interim exams.

**Educational institution / University:** University of Twente (UT).

**Educational programme:** The programme of study as defined in article 4 of the Executive and Management Regulations (BBR), to which the programme-specific section of the EER applies.

**Education and Examination Regulations (EER):** The regulations defined in article 7.13 of the WHW, which are adopted for each educational programme or group of educational programmes by the board of the relevant faculty.

**Executive Board:** The institutional Board (EB) of the University of Twente.

**Executive and Management Regulation:** The regulations (BBR) are drawn up by the Executive Board to regulate the management, administration and organization of the University, as described in article 9.4 WHW.

**Faculty:** Management Unit as defined in article 3 of the BBR.

**Higher Education:** University Education (Wetenschappelijk Onderwijs) and Higher Vocational Education (Hoger Beroepsonderwijs).

**SACC:** The Student Affairs, Coaching & Counselling department (SACC) offers various forms of counselling and advice to students and staff.

**Student:** Any person enrolled in an educational programme, as described in articles 7.34 and 7.37 of the WHW.

**Student Charter:** These regulations, the purpose of which is to explain the rights and obligations of students and which was adopted by the Executive Board after approval by the University Council (article 7.59 of the WHW), and as subsequently amended.

**Student of non-subsidized education:** Any person enrolled at the University of Twente as a participant in an educational programme provided by the University of Twente, but who is not enrolled as a student or external student at the University of Twente on the basis of article 7:32, paragraph 1 of the WHW. Students of non-subsidized education are either enrolled for a number of courses or enrolled in a non-subsidized educational programme.
Student Services Contact Centre: The counter where all students with all of their questions can go to or can contact otherwise.

Student Union: The Student Union Foundation (SU) of the University of Twente, an umbrella organization for student activities at the University of Twente which is responsible for, among other things, the academic development of students.

TOM: Twente Educational Model.

University Council: The primary representative body of the University of Twente (UC or URaad).

University Committee Education: The University Committee on Education (UC-E) advises the Executive Board on educational matters.

WHW: The Higher Education and Research Act (Wet op het Hoger onderwijs en Wetenschappelijk onderzoek - WHW).
1. Enrolment and tuition fees

1.1. Enrolment procedure
In order to participate in educational programmes and to make use of the educational facilities, examination facilities or other facilities of the University of Twente, a person must enrol as a student at the university in an educational programme every year. The Enrolment Regulations stipulate the exact conditions for enrolment and tuition fees. For practical information on admission, enrolment and de-enrolment, please refer to the Student Services website.

1.2. Enrolment forms
It is generally assumed that in principle, all rights and facilities are applicable to all students at the University of Twente. Nevertheless, there may be good and valid reasons why this is not always the case. The forms of enrolment for students and external students are regulated in the WHW, with the associated rights that are defined in articles 7.34 and 7.36, respectively.

Enrolment as a student (article 7.34 WHW)
Those enrolled as a student are entitled to the following:
- To participate in education in the relevant educational programme
- To participate in final degree audits and examinations within and from the relevant educational programme
- To access the facilities of the university, such as the library, etc.
- To use student facilities
- To receive study advice/counselling
- To stand for election in and to vote in elections to university bodies.

Pre-Master’s students are enrolled as students at the University of Twente. These students are required to follow a deficiency programme (article 7.57i WHW) because they cannot yet be admitted to the Master’s programme on the basis of the Bachelor’s degree that they already hold. They pay tuition fees per ECTS credit.

Enrolment as an external student (article 7.36 WHW)
Those enrolled as external students are entitled to the following:
- To participate in final degree audits and examinations within and from the relevant educational programme
- To access the facilities of the university, such as the library, etc.

Enrolment of students of non-subsidized education
Students of non-subsidized education are those who are enrolled at the UT as participants in an educational programme provided by the UT, but who are not enrolled as a student or external student at the UT on the basis of article 7:32, paragraph 1 of the WHW. Students of non-subsidized education are either enrolled for a number of courses or enrolled in a non-subsidized educational programme (see Chapter 2 of this charter). For more information on students who are not fully enrolled, please see Chapter 3 of the Enrolment Regulations.

1.3. Payment of tuition fees
The tuition fees due are set out in the Enrolment Regulations, under Chapter 2. Information about tariffs and payment deadlines of tuition fee are published on the Student Services website. The conditions of enrolment and the tuition fee at the ITC Faculty can be found on their website.

1.4. Reimbursement of tuition fees in the event of termination of enrolment
Article 7.48 WHW determines the reimbursement of tuition fees. The student is entitled to reimbursement for a portion of the tuition fees in the event that his or her enrolment is terminated during the academic year, with the exception of de-enrolment during the months of July or August. Pre-Master’s students are not entitled to reimbursement.
All matters concerning de-enrolment and reimbursements are set out in the Enrolment Regulations. Practical guidance on de-enrolment and reimbursements can be found on the Student Services website.

It is possible to submit a formal appeal regarding decisions related to enrolment and tuition fees if the student believes that an incorrect decision has been made. For further details, please refer to Chapter 5 of this charter on legal protection.

Information about (de-)enrolment or reimbursement of tuition fees at the ITC faculty are included in the Admission & Enrollment Policy of ITC.
2. Education and teaching

The University of Twente offers a wide range of Bachelor's and Master's degree programmes (including one university college, ATLAS). The Bachelor's programmes all lead to a BSc degree and the title of Bachelor of Science. The Master's programmes lead to an MSc degree and the title Master of Science. All programmes are included in the university's Executive and Management Regulations, article 4 (Dutch only).

The University of Twente offers students the opportunity to pursue Excellence and Honours programmes in addition to their educational programme. This allows the university to offer an additional challenge to outstanding students - those who are talented, motivated and enterprising, who wish to explore their own boundaries, look beyond the boundaries of their own disciplines, and look for ways to ensure that their ideas make an impact in wider society. These programmes combine technology with social sciences and encourage an entrepreneurial attitude with respect for society and nature.

The education associated with every NVAO-accredited educational programme at the University of Twente is provided in accordance with the EER for that programme. The EER for each educational programme can be found on the website for that particular programme.

2.1. Bachelor's programmes

All Bachelor's programmes at the University of Twente start on 1 September, have a study load of 180 credits and are three years in length.

Since 2013, Bachelor's programmes have been designed according to the Twente Educational Model (TOM). This model has been revised as from September 2020: modifications are part of continuous development of our education and are made in order to enhance flexibility of students' learning process. The TOM is characterized in that all programmes consist of modules of 15 credits, which consist of one or more study units. In these modules disciplinary knowledge, skills and attitude are developed and assessed in an integrated and/or coherent way as possible. Integrated education consists of different interdependents parts. These parts are assessed in an integrated manner and registered with one grade. Coherent education consists of different parts which are related. These parts are assessed separately and have their own grades. Bachelor programmes decide for themselves which modules are integrated and which are coherent. More information is available in the Education and Examination Regulations of the relevant programme.

One module covers one quartile. In addition to a core programme of 120 credits, the Bachelor's programme contains a minor of at least 30 credits and a graduation phase with a total size of 15 credits. Students generally complete their minor courses in the first semester of their third year of study. In this semester, students can choose modules that either broaden or deepen their knowledge, but they can also choose, for example, to spend time in another country. Students also work on their final project, mainly in the last semester of their final year. This semester also consists of two modules, often one module that prepares them to work on their final project and one module during which they complete this final project.

2.2. Master's programmes

The University of Twente offers Master's programmes from 60, 120 and 180 credits. Programmes offer students the possibility to enrol on September 1st. Some programmes offer students the possibility to enrol on February 1st also. Students who have completed a Bachelor's programme at the UT, may be able to participate in the Master's programme on deviating moments. Consult the website for the relevant programme or contact your Study Adviser for more details. In cases where a student wishes to start during the academic year, it must be examined with the Study Adviser whether there is a feasible educational programme. The Master's programmes enable students to continue to deepen their knowledge and specialize in a particular field.
2.3. **Pre-Master’s programme**

If a student holds a degree from a university of applied sciences or a Bachelor’s degree that does not provide immediate access to the Master’s programme in which he or she wishes to participate, it is possible in some cases to follow a **pre-Master’s programme** in order to ensure that their knowledge is brought to the required level. In such cases, the student pays tuition fees per ECTS credit. The precise scope and content of the pre-Master’s programme depends on the prior education already completed by the student and the Master’s programme they wish to join. Requirements relating to academic progress may also be applicable. When the student has successfully completed the pre-Master’s programme, he or she will be admitted to the relevant Master’s programme. No Master’s courses may be started before the pre-Master’s programme has been completed. The pre-Master’s programme does not result in a diploma.

2.4. **Degree certificate and diploma supplement**

All educational programmes (Bachelor’s and Master’s) will be concluded with a final examination. If the programme has been successfully completed, the Examination Board will present the student with a certificate with an accompanying diploma supplement. The diploma supplement (which is EU approved) can demonstrate the qualifications of the graduate on international level in order to be assessed correctly. See the EER of the relevant educational programme for more details.

2.5. **Timetabling, other information on education and communication**

All education is timetabled on a quarterly basis in accordance with the university’s annual circle (the annual timetable which consists of four teaching periods). The **Course catalogue** can provide more information. Timetables are available via the ‘**MyTimetable**’ application. More background information on **timetabling, planning and the annual cycle** can be found on the website. **Timetables for the Faculty of ITC** are available on the website of the ITC.

Educational information is provided, amongst others, via Canvas and the student e-mail address. It is important that students consult these systems regularly to read notifications and e-mails, to ensure that the information, that is intended for them, reaches them in a timely manner.

2.6. **Relevant regulations and procedures**

2.6.1. **Education and Examination Regulations (EER)**

The education associated with every NVAO-accredited educational programme at the University of Twente is provided in accordance with the EER for that programme. The EER provides a lot of information about the education and how students are assessed within that programme, for example:

- the content and structure of the programme;
- the entry requirements for the programme and for particular study units;
- the method(s) of assessment used;
- the right to inspection;
- resits;
- the period within which tests and examinations must be graded or assessed;
- the period of validity of examination results;
- the language in which the programme is taught;
- study guidance.

The Executive Board determines a ‘Guideline and Model EER’ that details the rules that are to apply to all Bachelor’s programmes (with the exception of **UCT ATLAS**). The EER therefore includes a general section that applies equally to all Bachelor’s programmes (with the exception of UCT ATLAS), as well as a programme-specific section. For Master’s programmes, the generally applicable section is not the same for all programmes. The EER can be found via the website for the educational programme.

2.6.2. **Linguistic code of conduct**

The **linguistic code of conduct** applies to all educational programmes. Since January 2020, the official language of the UT as an organization is English, but the EER states the language in which education
for the programme will be provided. The course catalogue provides further information for each study unit.

2.6.3. The (binding) recommendation on continuation of studies
Students of all Bachelor’s programmes receive a written recommendation on the continuation of their studies at the end of their first year of enrolment in the relevant programme based on their study results. This regulation is also called the BSA, Section 6 of the EER for Bachelor’s programmes elaborates on this. Individual programmes may also impose further additional requirements. It is therefore important to review the EER of your Bachelor’s programme to see which specific requirements apply.

The first year of the Bachelor’s programme is structured in a way that enables this evaluation to take place and allows students to acquire a better understanding of the content of the programme. At the end of this phase, there is the possibility of referral and selection (article 7.8 WHW, paragraph 5). The standards and procedures for UCT ATLAS differ from the information above. ATLAS students should contact their Study Adviser if they have any questions.

2.6.4. Modern Migration Policy (MoMi)
According to the MoMi law, international students who are not citizens of an EU/EEA country or Switzerland and hold a residence permit for study purposes in the Netherlands must achieve sufficient study progress every academic year. This means that these students must have obtained at least 50% of the nominally required academic progress at the end of every academic year. If they do not comply with this requirement, without any justifiable reason, they will be deregistered with the Immigration and Naturalisation Service (IND). The IND may then decide to withdraw their residence permit.

It is possible to waive this notification to the IND if there is a recognized personal circumstance that lead to insufficient study progress, but any given circumstance may only apply once during the whole of a student’s stay in the Netherlands. The Personal Circumstances Committee (CPO) will decide whether a personal circumstance will be recognized as a valid and acceptable reason for such a waiver (see below).

2.6.5. Personal Circumstances Committee (CPO)
The CPO is a body that issues advice to the Executive Board. It is also responsible for implementing various financial programmes at the University of Twente, such as the FOBOS scheme (Financial Support for Students with Special Circumstances), that consists of:
- a Force Majeure Compensation, including arrangements for international students;
- activity grants;
- a support scheme for Top-Level Athletes and Top-Level Arts performers.

The committee is also responsible for advising on the assessment of personal circumstances in the context of the:
- (binding) recommendation on continuation of studies (BSA);
- Modern Migration Policy (MoMi).

In the event of a student being subject to special circumstances, the student can apply to the CPO for an assessment of these circumstances. The CPO determines whether the circumstances are to be recognized and issues an advice or a decision.

2.6.6. The Bachelor’s-before-Master’s rule
A student may only be enrolled in a Master’s programme if he or she has completed the full Bachelor’s degree programme or pre-master’s programme. Subjects from the Master’s programme are only listed on the degree if they were passed during the enrolment in the Master’s. This is known as ‘the Bachelor’s-before-Master’s rule’. The WHW provides for no exceptions to this rule.

2.6.7. Rules of Examination Boards
Each programme or group of programmes has its own Examination Board. The Examination Board determines whether the student has achieved the intended learning outcomes and issues a degree certificate. Additionally, the Examination Board may issue exemptions, take action in the event of
academic misconduct or cheating and take action in the event of particular requests or complaints in relation to exams.

The Examination Board draws up rules to this end. These are published on the website of the relevant educational programme, often in combination with the EER. These rules include information about the following:

- examiners;
- steps taken in the event of academic misconduct and cheating;
- quality monitoring in relation to tests and examinations;
- conditions for determining whether the final degree audit has been successfully completed even if some exams have not been successfully completed;
- certificates and registration;
- indications of excellence on the certificate;
- general rules concerning requests;
- approval of elective courses;
- the issuing of exemptions;
- extensions to the period of validity of examination results;
- alternative methods of participating in examinations in individual cases;
- exceptions to the holding of oral examinations in public;
- the postponement of certificates;
- the issuing of written statements;
- derogations from the provisions of EER on the grounds of unreasonableness and unfairness.
3. Student facilities

In addition to educational activities, the UT provides a range of student services and facilities. Specific information about the various facilities can be found at the students desks of:

- Student Services Contact Centre;
- Student Affairs, Coaching & Counselling (SACC);
- Student Union.

Also, the Service-ACB and the Handbook for International Students can offer a practical guide.

3.1. Student Services Contact Centre

The Student Services of Centre for Educational Support (CES) is the counter where all students with all of their questions can go to or can contact otherwise. For example when it comes to admission, application, enrolment, going abroad for study, money matters, visa, housing accomodation or a complaint.

3.2. Student Affairs, Coaching & Counselling (SACC)

The Student Affairs, Coaching & Counselling (SACC) department of the Centre for Educational Support (CES) includes Student Counsellors, Student Psychologists, Career Counsellors and PhD Counsellors.

The Student Counsellor may be consulted by students who need information about student finance, study delays, financial issues, switching programmes or personal problems. Student Counsellors provide information and guidance in relation to study delays, participating in top-level sports and cultural activities, the FOBOS scheme, studying with a (mental) disability, dyslexia or a chronic illness, multicultural issues and the legal status of students. They are confidential advisers for students and can assist students who wish to make an official complaint.

All students may make an appointment with a student psychologist free of charge if they are in need of psychological support - because, for example, they are experiencing problems relating to their studies or their relationship with their parents, partner or classmates or themselves.

Any information disclosed will be handled in the strictest confidence. The Method of Working of SACC gives more information on this.

Students with a disability or a chronic illness may be eligible for specific facilities if they are encountering difficulties. There are more details about this in section 7 of the EER for Bachelor's programmes, and on the website Studying with personal circumstances.

It is important that the student reports to the Study Adviser, Student Counsellor or completes the notification form on the abovementioned website in a timely manner, in order to explore possible solutions for the problem that they are experiencing.

If a disability or other personal circumstance occurs while the student is studying, the student should report this to the Study Adviser or Student Counsellor of SACC as soon as possible. This also applies if no study delay has occurred (yet).

The Career Counsellors of Career Services can assist students in their study career and support them in thinking about their future career.

3.3. Other student facilities

There are also general student facilities that the student can make use of which are not necessarily linked to the studies.

The University Library and ITC Library ensure the availability of scientific information for staff members and students and provide assistance with locating and using this information. The majority of the library’s collection is available in digital form through the digital library. You can find a link to the
digital library on the B&A website. This website is accessible across the whole campus via the wireless network. The library’s collection of printed works, which includes materials for almost all educational programmes, is located in the Studyscape student resource centre in the Vrijhof building.

**Studium Generale** organizes lectures and discussion programmes that are often free of charge. Scientists and experts are invited to speak about current themes relating to the world in which we live. Excursions and quizzes also form part of the programme.

The **Sports Centre** provides an extensive range of sports activities for students who hold a UnionCard. There are sports associations ranging from athletics to swimming, fitness, group lessons, and so on.

The **Vrijhof Cultural Centre** hosts the university’s cultural activities, including exhibitions, creative courses, shows and performances and several cultural associations. There are also cultural spaces such as music studios available for students.

**Religion**
In the Vrijhof there is a mosque (room 301), a student pastorate of student pastorate Enschede (SPE, room 303) and a quiet room (room 309).
4. Management and participation

4.1. The management of the UT

The management structure of the UT is set out in the Executive and Management Regulations (BBR, Dutch only). There are several levels of administration: university level, and below that, the level of the individual faculties, service departments and research institutes. The University of Twente is directed by the Executive Board. The University of Twente sides with all other Dutch universities in support of the compliance with VSNU codes of conduct such as Good governance and Scientific integrity. The Supervisory Board is responsible for overseeing the administration of the university as a whole. A collegial Faculty Board, including a Dean, is at the head of each faculty, that is responsible for the general management and organisation of the faculty. Each educational programme has a Programme Director, who oversees the running of that particular programme. The Faculty Regulations, that set out the management structure of the faculty, can be found on the website of the faculty. The University Committee on Education (UC-E) advises the Executive Board on educational matters.

4.2. (Decentralized) participation councils and student participation

The University Council, including staff and student representatives, is the university’s central representative body, and as such meets with the Executive Board regularly. Consultation also takes place at lower levels through the Faculty Councils, Programme Committees, Service Councils and Institute Councils, which involves, respectively, the relevant faculty boards, programme directors, service directors and scientific directors. Representative participation within the faculty occurs through the Faculty Council and the Programme Committee.

For more details, please see the regulations of the University Council.

By means of participation, students are able to influence university policy directly in the following ways:

- via the University Council and the UC-E, in relation to course that the Executive Board has set for the institution as a whole
- via the Faculty Councils and Programme Committees, in relation to the policy of a particular faculty or educational programme

The UC-E includes the portfolio holder on education from each faculty and representatives from relevant service departments, as well as two student members who are nominated by the University Council.

In addition, students can also exert their influence via the Student Union (SU). The SU is responsible for policy regarding student facilities. Student sports, cultural and social activities are organized chiefly by student associations, which are in turn indirectly administered by the SU.
5. Legal protection

5.1. Complaints, objections and appeals

The UT complaints regulation details how complaints are processed according to the complaints procedure. Any student or external student (including former students or those who have yet to commence) may submit a formal written complaint, objection or appeal at the University of Twente Complaints Desk via the Student Services Contact Centre.

5.1.1. Complaints Desk via Student Services Contact Centre

Before submitting a complaint via the University of Twente Complaints Desk, the complainant is strongly advised to first seek informal advice from the Student Counsellor or Study Adviser. They can advise on the best approach and provide support during mediation efforts. The deadline by which an objection or appeal must be submitted however remains unchanged.

The Complaints Desk will ensure that the complaint, objection or appeal is forwarded to the appropriate body within the University of Twente for further processing. These bodies are: the Complaints Committee, the Arbitration Committee or the Board of Appeal for Examinations. Complaints Desk: Vrijhof 239B, Postbus 217, 7500 AE Enschede.

5.1.2. Complaints Committee

Approach: complaints may be submitted about the way in which the University of Twente, an employee or (administrative) body has behaved towards you on a particular occasion. It is not possible to file a complaint against a general procedure or regulation. Complaints are reviewed by an independent Complaints Committee.

Inappropriate conduct: For complaints regarding inappropriate conduct, such as bullying or (sexual) harassment, a separate procedure is in place. If you have experienced inappropriate conduct on the part of others, you can seek help and advice from a confidential adviser. The student counsellors of SACC are confidential advisers for students. Please see article 6.3 for further details.

5.1.3. Arbitration Committee

If a (prospective) student disagrees with a decision taken by the Executive Board, it is possible to submit an objection to that decision. For example when it comes to decisions regarding enrolment, tuition fees or financial facilities (FOBOS). The term within which an objection must be submitted is six weeks after the decision. The Arbitration Committee advises the Executive Board on whether the decision should be reversed or upheld.

5.1.4. Board of Appeal for Examinations

If a student disagrees with a written opinion given by an examiner or the Examination Board of his or her programme, that student may submit an appeal to the Board of Appeal for Examinations. For example when it comes to matters in relation to the sequencing, approval, grading or resits for subjects, practical sessions, examinations or written assignments. The term within which an appeal must be submitted is six weeks after the opinion given.

Temporary facility

In urgent cases, a student may request a temporary facility pending a decision on the primary question. The student must be able to demonstrate a direct interest. The student's request must be submitted in writing, along with arguments to support their case, to the chair of the Board of Appeal for Examinations via the UT Complaints Desk. The chair of the board will make a decision on the case after the management, the board and the applicant have been interviewed.

5.1.5. Higher Education Appeals Tribunal

If an objection procedure or a procedure involving the Board of Appeal for Examinations is unsuccessful, an appeal may be submitted to the Higher Education Appeals Tribunal.
5.1.6. Ombuds Officer
A student may submit a complaint to the university's Ombuds Officer. The UT Ombuds Officer serves both staff and students, providing advice on issues and difficult situations related to studying or working at the University of Twente. The Ombuds Officer's primary role is to lend a sympathetic ear, and to provide advice, guidance and mediation services. If necessary, the Ombuds Officer can refer people to the appropriate authority, or the Officer may decide to investigate the matter personally. The Ombuds Officer is impartial and does not report to any other authority.

A student may also submit a complaint to the National Ombudsman. The incident in question may not have taken place any more than one year ago, and the student must first contact the authority about which he or she wishes to complain. As a rule, the National Ombudsman will not accept cases before all other avenues have been explored.

5.2. Protection of Personal Data
The University of Twente is committed to cyber safety of its staff members, students and any other individuals and protecting their personal data that are stored and processed. The University of Twente has included a privacy statement on its website. The privacy policy of the UT consist of among others Privacy Contact Persons within every faculty and service department and a Data Protection Officer.

The university's responsible disclosure policy applies to the reporting of any incidents involving privacy (such as a suspected data breach). Notifications can be submitted to the Computer Emergency Response Team UT via cert-ut@utwente.nl or the IT Service Desk (tel: +31 (0)53 489 5577). After a report has been submitted, a security manager of the LISA service will contact you in order to complete a questionnaire. A decision will then be made on which measures should be taken.

Students may submit a request to the Authority for Personal Data in order to initiate an investigation concerning compliance with the relevant legal requirements. The Authority for Personal Data monitors the correct and prudent use of personal data and compliance with the legal provisions that govern the use of such data, specifically the General Data Protection Regulation (GDPR).

5.3. Student loans and grants
The Education Executive Agency (known as DUO) is the designated authority for any problems with student finance. The Student Counsellors can help you to draft an official letter of complaint.

5.4. International students
The code of conduct for International Students in Higher Education is intended for international students who are completing all or part of their studies at the University of Twente. The code was collectively drawn up by all Dutch institutions of higher education and concerns how international students should be recruited and what kind of educational activities are offered to them.

Students who have a complaint about accuracy of the information that they received in advance of starting their studies or any other matters relating to the education provided must first submit a complaint to the university or institution where they are studying. The same rules apply as for Dutch students. If the complaint cannot be resolved by the institution in question, the student may apply to the National Code of Conduct Commission.

5.5. Equal treatment on the grounds of Disability or Chronic Illness Act
The legal requirements relating to the equal treatment of those living with a disability or chronic illness (WGB h/cz) forbid any form of discrimination on these grounds. If a student feels that he or she has been discriminated against in the field of education, they can apply to the Board for the Protection of Human Rights. This board can investigate whether a situation of unjustified discrimination has arisen and provide a general assessment. If the discrimination results in legal proceedings, this assessment may be brought to the attention of the judge.
6. Rules of conduct
Several Codes of Conduct and regulations apply within the UT.

6.1. House rules
Students must observe generally applicable rules and standards of decency (UT House Rules) when interacting with other members of the university community and using the university's facilities. Each student is expected to participate in educational activities in a manner that is respectful of fellow students, teaching staff and other staff.

Students are required to follow the directions and instructions of teaching staff and staff members responsible for the management and care of university facilities and buildings. Students must treat university property, such as computers, library and lecture halls, with an appropriate level of care. Rules applying to the use of university buildings, grounds and other facilities are set out in article 41 of the Executive and Management Regulations (Dutch).

Any student who causes a disturbance in a university building may be removed on the orders of the building administrator. If necessary, the student may be denied access to university buildings and facilities, in whole or in part, for up to two months. In the event of serious misconduct or repeat offending, this period may be extended to up to one year by the Executive Board. In the event of severe disruption which continues even after a warning, the Executive Board may deny the student in question access to the institution on a permanent basis and/or terminate the student's enrolment (article 7:57 of the WHW).

6.2. Code of Ethics
The University of Twente is subject to a Code of Ethics, which provides behavioural guidelines for everyone who is part of the university community. The code is not binding but provides the opportunity to hold one another to account for our conduct. It includes the basic principles for the conduct of any individual who, as an employee or student, is part of the University of Twente and/or represents the university. The document is an amalgamation of rules and guidelines that had already been established in relation to integrity and courtesy for employees and students.

6.3. Code of conduct (un)acceptable behaviour
The university has a policy on (un)acceptable behaviour to address inappropriate forms of behaviour. This code applies to all (guest) employees, students, employees of third parties and visitors and extends to every building on all terrains of the UT and all activities that take place there. The code provides policy rules with regard to situations that occur in the area of:
- unacceptable behaviour;
- sexual harassment;
- intimidation;
- aggression and violence;
- bullying;
- discrimination;
- irregularities.

Anyone who encounters a form of unacceptable behaviour in the workplace or in an educational setting, can submit a written complain. If the complainant would rather not address the individual perpetrator(s), he or she can contact a confidential adviser. For students, the university's Student Counsellors are confidential advisers of students. The confidential adviser is independent and enjoys protection from their employer. The confidential adviser acts as a sounding board and intermediary. The role of the confidential adviser explicitly excludes acting as an arbitrator and they do not take any decisions themselves. However, the confidential adviser can, with or without the help of third parties, make recommendations or mediate between the parties involved. Anonymity is assured.
6.4. **Reporting code for Domestic violence and Child abuse**

The University of Twente has drawn up a reporting code for students and staff if they suspect that a (fellow) student or child, who participates in an activity organized by the UT, is a victim of domestic violence or child abuse. This not only concerns physical violence, but also psychological or sexual violence and neglect. A step-by-step plan and assessment framework are part of this reporting code. In the event of suspicions, any employee or student can contact the attention officer (Student Counsellor of SACC), with whom an assessment is made of the risks and a possible report to ‘Veilig Thuis’, the advice and reporting point.

6.5. **Requirements relating to health, safety and well-being**

The Working Conditions Act is applicable to students, who therefore enjoy the protection that results from general Health and Safety Legislation.

Exceptions to this include:

- Those provisions of the Working Conditions Act that relate to well-being, to the extent that these relate to the particular nature of the work being carried out, are not applicable to students
- The provisions of the Working Conditions Act that relate to a Periodical Occupational Health Examination and a mandatory Occupational Health Inspection, are not applicable to students
- Students are excluded from certain rights - namely the hearing (provided for in section 4.1.2 of the General Administrative Law Act) and the request for the application of the law (provided for in Article 40 of the Working Conditions Act)
- Students may not be held criminally liable in the event of non-compliance with employees’ obligations under the Working Conditions Act

Students must observe the applicable internal regulations of HR regarding safety, health and the environment. Information about the Working conditions regulations at the UT is on the website.

Students who have questions relating to health and safety should, in the first instance, contact the Health, Safety and Environment Coordinator (AMC) of their faculty. The homepages of some faculties also provide further information for students regarding safety and health.

On the student portal (in the student affairs section), students can also find specific information regarding health problems that can occur due to with frequent or prolonged computer work (RSI), and the prevention of it.

6.6. **Smoking policy**

The University of Twente is a partner of the Netherlands Smoke-Free Alliance and wants to offer its students and staff a healthy learning and working environment. Therefore, the entire campus of the UT, residential area excluded, will be a smoke-free campus as of March 30th 2020.

6.7. **Guidelines Alcohol**

The guidelines for alcohol consumption apply to association activities that take place in for example drinking rooms (‘borrelruimtes’), where (light) alcoholic drinks are being served.

6.8. **ICT regulations - Use of computer facilities**

In addition to the general rules of conduct, the university has specific codes of conduct relating to the use of ICT, for example the code of conduct for IT and internet facilities for students. This code of conduct relates to the way in which the University of Twente expects ICT and internet facilities to be used. It sets out regulations on the responsible use of ICT and internet facilities and the way in which checks take place. It aims to achieve a balance between the responsible and safe use of ICT and internet facilities and the privacy of the user.

6.9. **CCTV Monitoring Regulations**

The University of Twente CCTV Monitoring Regulations have been applicable since 1 December 2011. These regulations describe the use of CCTV in and around the buildings and grounds of the University.
UNIVERSITY OF TWENTE.

of Twente. They aim to regulate the use of CCTV so that there is an appropriate balance between the safety of those on the premises of the University of Twente and their privacy. It specifies the manner in which camera surveillance is used in and around the University of Twente. This includes a code of conduct regarding the responsible use of CCTV and any personal information that may be collected in this manner. A hardcopy of the regulations can be found at the Security Department.

6.10. Copyright

Students may come into contact with copyright rules, for example because they use publications (journals and streams) that are subject to copyright. The person who holds the copyright is usually indicated on the first page or in the publishing details. In some cases, it is permissible to make photocopies or otherwise copy existing texts and images without permission of the copyright holder. However, certain rules are applicable under the provisions of or pursuant to the Copyright Act. This includes:

- When making photocopies from books, magazines, newspapers and other written materials, only a small section may be copied. Short articles that have been published in daily or weekly newspapers and magazines may be copied in their entirety (Article 16b, paragraph 1 of the Copyright Act);
- It is permissible to cite directly from a publication in your own work, provided the original source and author are included. The maximum permitted size relates to the purpose of making the copy (article 15a of the Copyright Act).

Lectures are copyrighted work. The University of Twente holds the copyright to lectures and may decide whether a student may film them; this also applies to audio recordings. Permission from the member of teaching staff concerned is therefore required before a student may film or record a class or lecture. If the staff member gives his or her permission for a lecture to be recorded, the recording must remain for the personal use of the student; dissemination of the film is not permitted. Privacy legislation means that fellow students may not be filmed when recording a lecture.

6.11. Academic misconduct and fraud

Students of all levels are familiar with the University’s policy on plagiarism, cheating and academic misconduct. PhD students receive instruction in relation to standards of scientific integrity and are expected to apply these standards in their work. Examinations are assessments of the knowledge, insight and/or aptitude of the participating candidates, including an evaluation of the results of that assessment (article 7.10 of the WHW). A test or examination may consist of several parts. Cheating plagiarism and fraud are actions or omissions on the part of a student that preclude an accurate assessment of his or her knowledge, understanding and aptitude.

In any case, cheating involves:

1. the use during a test or examination of (any form of) resource or device (electronic or technological) which, before the start of the study unit and/or examination or test, the examiner has prohibited, or which the student knew or should have known were prohibited;
2. conduct on the part of students which, before the start of the study unit and/or examination or test, the examiner has deemed to be academic misconduct, or which the student knew or should have known to be prohibited. Specifically, this includes (but is not limited to):
   a. procuring copies of a test or examination before that test or examination has taken place;
   b. also cheating, whether or not by:
      • using cheat sheets or crib sheets;
      • copying the work of others during the test or examination;
      • letting others copy your work during the test or examination;
      • sending or receiving (text) messages;
   c. communicating about the content of the exam with any party other than the invigilators during the test or examination while that test or examination is underway (including by means of electronic devices);
   d. claiming to be another person during a test or examination, or having someone else impersonate you.
3. **fraude**, that includes, but is not limited to:
   a. manipulating research data in (group) assignments;
   b. falsifying data (for example, by filling in questionnaires or answering interview questions oneself);
   c. ‘free-riding’; i.e. not contributing equally to a group assignment.

4. **plagiarism** (using someone else’s work or your own work without a proper citation), that includes, but is not limited to:
   a. using (parts of) other people’s work (original terms, ideas, results or conclusions, illustrations, prototypes) and presenting this as one’s own work; if parts of another text (printed or digital) are used without attribution (and even if small changes are made), plagiarism has occurred;
   b. using visual or audio material, test results, designs, software and program codes without attribution and thereby presenting this as one’s own original work;
   c. using verbatim citations without attribution or a clear indication (by, for example, omitting quotation marks, indentation, leaving white space) and thereby creating the false impression that (part of) these citations are one’s own original work;
   d. citing literature that one has not read oneself (for example, using references taken from somebody else’s work);
   e. using texts that have been written in collaboration with others without explicitly mentioning this;
   f. submitting work that has already been published in whole or in part elsewhere (e.g. work from other courses or educational programmes), without reference to the original work.

The Examination Board of each educational programme drafts its own rules on academic misconduct, which may include additional provisions. It will also set out what action will be taken in cases of (suspected) academic misconduct. In all cases, the Examination Board will decide whether academic misconduct has occurred.
7. Financial assistance for students

Under certain circumstances, it is possible to receive additional or replacement financial assistance alongside the regular financial assistance for students. The following section describes the circumstances under which a student is eligible for special financial assistance.

7.1. Specific Financial Arrangements

The Executive Board makes arrangements for financial support for specific groups of students. The terms and conditions set out in the regulations mentioned below determine whether a student is entitled to financial assistance:

- Financial Support for Students in Special Circumstances (known as FOBOS) for students who have a study delay as a result of recognized exceptional circumstances. Recognizable circumstances that caused a student to study less than usual or not at all for a temporary period of time, are described in the WHW. These circumstances include illness, physical or mental impairment, exceptional family circumstances, carrying out administrative functions and the insufficient feasibility of (part of) an educational programme. Students who combine their studies at the university with participation in top-level sports or cultural activities may also be eligible for FOBOS. Further terms and conditions apply to FOBOS.
- A Notebook Loan: The University of Twente offers the possibility of an interest-free loan in order to purchase a notebook provided by the Notebook Service Centre. Further terms and conditions apply.

7.2. Emergency Funds

In addition to the above financial arrangements, there are a number of other schemes that are more general in nature. The Medical-Social Emergency Fund and the Financial Emergency Fund are funds on which specific groups of students may make a claim if they are in financial difficulty. Further terms and conditions apply. To be considered for this form of assistance, students need to contact SACC.

- Financial Emergency Fund: For students who are experiencing acute financial problems, a short-term interest-free loan may be provided to tide them over. This emergency fund is managed by the Student Counsellors.
- Medical-Social Emergency Fund: There is a Medical-Social Emergency Fund from which sums can be provided to help with expenses that cannot be covered and for which insurance is not available. This emergency fund is managed by the Student Counsellors.

7.3. University Fund

The University Fund is not an emergency fund, but provides funding to help the student organize events when this would not be possible without such assistance, including conferences, symposia or lectures as well as sports or cultural events. Applications should be addressed to the Director of the University Fund.

7.4. Scholarships and Grants

The University of Twente offers scholarship opportunities for outstanding students. These scholarships range from government subsidies to funding by organizations or individuals. Furthermore, the faculties and the University of Twente Scholarship Foundation also offer a limited number of scholarships for outstanding students.
8. Appendices

A. Overview of websites and regulations mentioned in the Student Charter

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## STUDENT CHARTER AS FROM SEPTEMBER 1ST, 2020

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<td><a href="http://www.utwente.nl/en/cfm/services-abc/product/p150180/rsicans-information-for-students">www.utwente.nl/en/cfm/services-abc/product/p150180/rsicans-information-for-students</a></td>
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<tr>
<td>Smoking Policy</td>
<td><a href="http://www.utwente.nl/uc/f1720ee970102dbbb4a001c21f901541-b53d0367af681400/Smoking%20policy%20UT.pdf">www.utwente.nl/uc/f1720ee970102dbbb4a001c21f901541-b53d0367af681400/Smoking%20policy%20UT.pdf</a></td>
</tr>
<tr>
<td>Codes of conduct IT</td>
<td><a href="http://www.utwente.nl/en/cyber-safety/cybersafety/legislation/">www.utwente.nl/en/cyber-safety/cybersafety/legislation/</a></td>
</tr>
<tr>
<td>Copyright</td>
<td><a href="http://www.utwente.nl/en/cfm/services-abc/product/p885003/copyright">www.utwente.nl/en/cfm/services-abc/product/p885003/copyright</a></td>
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### 7. Financial assistance

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<tr>
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<tr>
<td>FOBOS</td>
<td><a href="http://www.utwente.nl/en/ces/sacc/regulations/fobos/">www.utwente.nl/en/ces/sacc/regulations/fobos/</a></td>
</tr>
<tr>
<td>Notebook lone</td>
<td><a href="http://www.utwente.nl/en/ces/sacc/regulations/notebook/">www.utwente.nl/en/ces/sacc/regulations/notebook/</a></td>
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<tr>
<td>University fund</td>
<td><a href="http://www.utwente.nl/en/universityfoundation/">www.utwente.nl/en/universityfoundation/</a></td>
</tr>
<tr>
<td>Scholarships</td>
<td><a href="http://www.utwente.nl/en/education/scholarship-finder/?country=NL">www.utwente.nl/en/education/scholarship-finder/?country=NL</a></td>
</tr>
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</table>
**B. Addresses and contact information**

<table>
<thead>
<tr>
<th><strong>Student Services Contact Centre</strong></th>
<th><strong>Student Affairs, Coaching &amp; Counselling (SACC)</strong></th>
</tr>
</thead>
</table>
| Student Desk, Vrijhof Building, Second floor  
Tel: +31 53 489 2124  
e-mail: StudentServices@utwente.nl  
www.utwente.nl/en/student-services/ | **Student Counsellors / Student psychologists**  
Vrijhof Building, Third floor, Room 311  
Tel. +31 53 489 2035  
E-mail: sacc@utwente.nl  

<table>
<thead>
<tr>
<th><strong>Confidential Adviser</strong></th>
<th><strong>Committee Personal Circumstances (CPO)</strong></th>
</tr>
</thead>
</table>
| Student Counsellors via Student Affairs, Coaching & Counselling  
Tel. +31 53 489 2035  
E-mail: sacc@utwente.nl  
www.utwente.nl/en/ces/sacc/coaching-counselling/counsellors/student-counsellor/ | **Via Student Affairs, Coaching & Counselling**  
Tel. +31 53 489 2035  
E-mail: cpo@utwente.nl  
www.utwente.nl/en/ces/sacc/regulations/fobos/cpo/ |

<table>
<thead>
<tr>
<th><strong>Study Advisers</strong></th>
<th><strong>University of Twente</strong></th>
</tr>
</thead>
</table>
| www.utwente.nl/en/ces/sacc/coaching-counselling/study-coaching/study-advisers/ | **Address:** Drienerlolaan 5,  
7522NB Enschede  
**Post address:** Postbus 217, 7500 AE Enschede |

<table>
<thead>
<tr>
<th><strong>Career Services</strong></th>
<th><strong>University of Twente Executive Board</strong></th>
</tr>
</thead>
</table>
| Vrijhof, Room 311  
+31 (0)53 489 2036  
careerservices@utwente.nl  
www.utwente.nl/en/ces/career-services/ | **Postbus 217**  
7500 AE Enschede  
Tel. +31 53 489 2016 (University secretary)  
www.utwente.nl/en/eb/ |

<table>
<thead>
<tr>
<th><strong>University Council</strong></th>
<th><strong>ICT Service Desk</strong></th>
</tr>
</thead>
</table>
| Spiegel Building, room 438  
Tel. +31 53 489 2026  
E-Mail: info@uraad.utwente.nl  
www.utwente.nl/en/university-council/ | **Citadel Building (entrance on O&O Plein)**  
Tel. +31 53 489 5577  
E-mail: icts.servicedesk@utwente.nl  
www.utwente.nl/en/lisa/contact/ |

<table>
<thead>
<tr>
<th><strong>Student Union</strong></th>
<th><strong>Library</strong></th>
</tr>
</thead>
</table>
| Bastille Building, room 332  
Tel: +31 53 489 8006  
E-mail: studentunion@union.utwente.nl  
www.su.utwente.nl/en/ | **- University Library**  
The Vrijhof Building  
Tel. +31 53 489 2777 (loans desk)  
E-mail: infoUB@utwente.nl  
www.utwente.nl/en/lisa/library/  
**- ITC Library**  
Hengelosestraat 99  
Third floor, room 3-036  
Tel. +31 53 487 4204  
E-mail: library-ITC@utwente.nl  
www.itc.nl/library |

<table>
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<tr>
<th><strong>Housing</strong></th>
<th><strong>Doctor</strong></th>
</tr>
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</table>
| www.utwente.nl/en/campus/facilities/housing/ | **www.zorgkaartnederland.nl/**  
or: De Sleutel  
Tel: +31 53 203 0204  
E-mail: info@campushuisarts.nl  
www.campushuisarts.nl/en/ |

<table>
<thead>
<tr>
<th><strong>Sports Centre</strong></th>
<th><strong>Student Chaplaincy (SPE)</strong></th>
</tr>
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</table>
| Tel. +31 53 489 8001 (reception)  
Tel: +31 53 489 1148 (secretary’s office)  
www.utwente.nl/en/sport/ | **Vrijhof Building, Third floor, Room 303 / 309**  
Tel. +31 53 489 2378  
E-mail: info@studentenpastoraatenschede.nl  
www.facebook.com/StudentenpastoraatEnschede/  
(Dutch) |
## UNIVERSITY OF TWENTE.

<table>
<thead>
<tr>
<th><strong>ITC</strong></th>
<th><strong>Mosque</strong></th>
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</table>
| Hengelosestraat 99  
7514 AE Enschede  
Tel +31 53 487 4444  
E-Mail: info-itc@utwente.nl  
www.itc.nl/ | Vrijhof Building, Third floor, Room 301  |

<table>
<thead>
<tr>
<th><strong>UT Language Centre</strong></th>
<th><strong>Quiet room</strong></th>
</tr>
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</table>
| Vrijhof Building, Fifth floor, Room 543  
Tel: +31 53 489 2040  
E-mail: tcp@utwente.nl  
www.utwente.nl/en/ces/tcp-language-centre/ | Vrijhof Building, Third floor, Room 309  |

<table>
<thead>
<tr>
<th><strong>University of Twente Science Shop</strong></th>
<th><strong>Vrijhof Cultural Centre</strong></th>
</tr>
</thead>
</table>
| The Gallery  
Antwoordnummer 323  
7500 VB Enschede  
Tel: +31 53 489 3848  
E-mail: adminscienceshop@novelt.com  
www.utwente.nl/en/ga/science-shop/ | Tel: +31 53 489 4444  
E-mail: vrijhof-cultuur@utwente.nl  
www.utwente.nl/en/culture/ |

<table>
<thead>
<tr>
<th><strong>Education Executive Agency (DUO)</strong></th>
<th><strong>University of Twente Complaints Desk / Appeals Board for Examinations</strong></th>
</tr>
</thead>
</table>
| Information line 050 599 77 55  
www.duo.nl/particulier/international-visitor/ | Student Services, Vrijhof Building, Room 239 B  
Tel. +31 59 489 2035  
Postal address: Postbus 217, 7500 AE Enschede  
www.utwente.nl/en/student-services/contact/complaints-desk/ |

<table>
<thead>
<tr>
<th><strong>Privacy Contact Persons</strong></th>
<th><strong>Ombuds Officer UT</strong></th>
</tr>
</thead>
</table>
| www.utwente.nl/en/cyber-safety/contact/#privacy-contact-persons | Mr. dr. H.G. Warmelink  
Citadel building, room H304  
Tel. +31 53 489 9730  
E-mail: h.g.warmelink@utwente.nl  
www.utwente.nl/en/organization/about/integrity/Ombuds-officer/ |

<table>
<thead>
<tr>
<th><strong>Data Protection Officer</strong></th>
<th><strong>National Ombudsman</strong></th>
</tr>
</thead>
</table>
| dpo@utwente.nl | Antwoordnummer 10870  
2501 WB Den Haag (no stamp required)  
Tel. 0800 33 55555  
www.nationaleombudsman.nl/international/ |

<table>
<thead>
<tr>
<th><strong>Computer Emergency Response Team UT</strong></th>
<th><strong>Higher Education Appeals Tribunal</strong></th>
</tr>
</thead>
</table>
| cert@utwente.nl | Postbus 161376  
2500 BC Den Haag  
Tel. +31 70 426 4800 / +31 6317 49275 / +31 6113 77116  
E-mail: info@cbho.nl  
www.cbho.nl/english |

<table>
<thead>
<tr>
<th><strong>Personal Data Authority</strong></th>
<th><strong>Student Charter as from September 1st, 2020</strong></th>
</tr>
</thead>
</table>
| Postbus 93374  
2509 AJ Den Haag  
Phone number: 0900-2001 201  
www.autoriteitpersoonsgegevens.nl/en/ |  
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