



UNIVERSITY OF TWENTE.

Student Charter

Institutional-specific section

September 1st, 2022
Centre for Educational Support

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Introduction

Student Charter

The Student Charter is the regulation which purpose is to explain the rights and obligations of students.

The Student Charter consists of an institutional-specific part and a programme-specific part:

- The institutional-specific section (the document before us) is university-wide and defines the **rights and obligations** of students on the one hand, and those of the University of Twente on the other. Exceptions are mentioned, if applicable. 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. It also provides an overview of regulations that aim to protect the rights of students, such as a description of the procedures for handling complaints and conflicts.
- The programme-specific section includes the Education and Examination Regulations (EER). Included in the EER are the programme-specific rights and obligations, such as the study load and related exams and institution specific rules about the implementation of education and supporting facilities.

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

Not all situations can be foreseen in advance. A (crisis) situation may arise in which (additional) regulations must be drawn up during the current academic year, which could not (yet) be included in this charter.

Status and availability of the Student Charter

The institution-specific section of the Student Charter is adopted the Executive Board after being approved by the University Council (Article 7.59 WHW). The Student Charter has only a start date. In the event of major amendments to the charter, advice or approval of the amendments, if possible per section, is requested from the University Council.

The programme-specific section of the Student Charter, the Education and Examination Regulation (EER) including the programme specific appendices, is subject to approval by the Faculty Board, following the consent and advice of the Faculty Council and the Programme Committee, to the extent that it is regulated in the WHW.

The programme-specific section (EER) 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 Student Charter during the study period, students will be notified by means of a publication.

Applicability

In these regulations, wherever reference is made to 'the student', this includes both students of non-subsidised 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, they can contact Student Affairs Coaching & Counselling.

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 May 23, 2022. These regulations enter into force on September 1st, 2022 and replace the regulations dated September 1st, 2021.

Definition of terms

- Academic year/study year:**.....The period of time that starts on September 1st and ends on August 31 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 as stated in Article 7.51 Higher Education and Research Act (WHW). **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 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.
- Extraneus:**.....Any person enrolled at the University of Twente who is only entitled to sit in exams or interim exams.
- Faculty:**.....Management Unit as defined in Article 3 of the BBR.
- Higher Education:**.....University Education (*wetenschappelijk onderwijs*) and Higher Vocational Education (*hoger beroepsonderwijs*).
- Online proctoring**Surveillance of student(s) using special proctoring software.
- Online surveillance**Camera surveillance of student(s) during a test or exam without recording.
- 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 WHW.
- 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 7:32.1 WHW. Students of non-subsidized education are either enrolled for a number of courses or enrolled in a non-subsidised educational programme.
- Student Services Contact Centre:**The counter where all students can go to or which they can contact with all of their questions.

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- Student Union:**.....The Student Union Foundation (*SU*) of the University of Twente, an umbrella organisation for student activities at the University of Twente which is responsible for, among other things, the academic development of students.
- TOM:**Twente Educational Model. All bachelorprogrammes are designed according the TOM-model which is characterised by programmes that consist of modules of 15 credits, which consist of one or more study units.
- 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*

The general principle is that all rights and facilities are applicable to all students at the University of Twente. Nevertheless, there may be valid reasons as to 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, such as the services of the student counsellor
- 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 because they cannot yet be admitted to the master's programme on the basis of the bachelor's degree they already hold. They pay tuition fees per EC (studypoint).

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 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-subsidised 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 7:32.1 WHW. Students of non-subsidised education are either enrolled for a number of courses or enrolled in a non-subsidised educational programme (see Chapter 2 of this charter). For more information on students of non-subsidized education, please see Article 3 of the [Enrolment Regulations](#).

1.3. *Payment of tuition fees*

The tuition fees due are set out in the [Enrolment Regulations](#), under Article 2. Information about tariffs and payment deadlines of [tuition fee](#) are published on the Student Services Contact Centre website. The conditions of enrolment and the [tuition fees for the ITC Faculty](#) of non-subsidized education can be found on their website.

1.4. *Reimbursement of tuition fees in the event of termination of enrolment*

Article 7.48 of the WHW determines the reimbursement of tuition fees. The student is entitled to reimbursement for a portion of the tuition fees in the event that enrolment is terminated during the academic year, with the exception of de-enrolment as of July or August. Pre-Master's students are not entitled to reimbursement.

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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 Contact Centre 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 Legal Protection of this charter on legal protection.

Information about (de-)enrolment or reimbursement of tuition fees at the ITC faculty are included in the [Admission & Enrolment 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 (UCT), [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 also offers students the opportunity to pursue [Excellence and Honours programmes](#) in addition to their educational programme.

The education associated with every accredited (NVAO and EAPAA) 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 last three years.

Since 2013, bachelor's programmes have been designed according to the [Twente Educational Model \(TOM\)](#). This model has been revised from September 2020 and is called TOM 2.0: modifications are part of continuous development of our education and are made in order to enhance the flexibility of students' learning process. The TOM is characterised by programmes that consist of modules of 15 credits, which consist in turn of one or more study units. In these modules disciplinary knowledge, skills and attitude are developed and assessed in an integrated and/or a coherent way as possible. Integrated education consists of different interdependent parts. These parts are assessed in an integrated manner and registered with one grade. Coherent education consists of different parts (study unit) 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 30 credits and a graduation phase with a minimum size of 15 credits. Exceptions are the Advanced Technology and Technical Medicine programmes, which have electives instead of minors, or have no minors, but do have a core programme of more than 120 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](#) ranging from 60 to 120 or 180 credits. The master's programmes enable students to continue to deepen their knowledge and specialize in a particular field. Programmes offer students the possibility to enrol on September 1st. Some programmes also offer students the possibility to enrol on February 1st. Students who have completed a bachelor's programme at the UT, may be able to participate in the master's programme at deviating moments. Consult the website for the relevant programme or contact the Study Adviser for more details. In cases where a student wishes to start during the academic year, whether there is a feasible educational programme must be assessed together with the Study Adviser.

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 they wish to participate, it is possible in some cases to follow a [pre-master's programme](#) 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, they 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 degree 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 an international level in order to be assessed correctly. See the EER of the relevant degree 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 [Course catalogue](#) can provide more information about the content of the study units. Timetables are available via the 'MyTimetable' application. More background information on [timetabling, planning and the annual cycle](#) can be found on the website.

Educational information is provided, amongst others, via Canvas, the student e-mail address and the website of the study programme. 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 or EAPAA-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 (whether or not online with online surveillance and online proctoring);
- 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 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 organisation 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 \(B\)SA-regulation](#). Section 6 of the EER for bachelor's programmes elaborates on this. Individual programmes may also impose further additional requirements. These programme specific requirements can be found in the EER of the Bachelor's programme.

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 7.8.5 WHW).

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 hold a residence permit for study purposes in the Netherlands and are not citizens of an EU/EEA country or Switzerland 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 [recognised 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 recognised as a valid and acceptable reason for such a waiver.

2.6.5. Committee Personal Circumstances (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

According to Article 7.30b WHW, a student may only be enrolled in a master's programme if they have completed the full bachelor's programme or pre-master's programme and is registered as graduated. 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 no exceptions to this rule. Information about enrolment and admissions can be found in the [enrolment regulation](#) (see also chapter 1 Student Charter).

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.

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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 about successfully passed exams (Article 7.11.5 WHW);
- derogations from the provisions of the EER on the grounds of unreasonableness and unfairness.
- possible rules regarding online proctoring and online surveillance in case a test or exam is held online

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 [International Student Handbook](#) can offer a practical guide.

3.1. Student Services Contact Centre

The [Student Services](#) of the Centre for Educational Support ([CES](#)) is the counter where all students can go or which they can contact with all of their questions. For example in matters related to admission, application, enrolment, going abroad for study, money matters, visa, housing accommodation or a complaint.

3.2. Student Affairs, Coaching & Counselling (SACC)

If a personal circumstance arises or has arisen during the study which may influence the study progress of the student, it is important that the student reports firstly to the [Study Adviser](#) of the programme and subsequently, if necessary, to the [Student Counsellor](#) of SACC. This also explicitly applies if no study delay has occurred (yet). It is important that the student reports in a timely manner, in order to explore possible solutions for the problem that they are experiencing, such as a application for assessment by the CPO (see also paragraph 2.6.5).

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 or physical) 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, for example if they are experiencing problems related to their studies, their choice of programme, problems with their relationship, with their parents, partner or classmates or other personal problems.

The Career Counsellors of [Career Services](#) can assist students in their study career and support them in thinking about their future career.

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 paragraph 6 of the EER for bachelor's programmes, and on the website [Studying with personal circumstances](#).

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

3.3. Other student facilities

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

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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. A link to the digital library can be found on the LISA (Library, ICT Services & Archive) website. This website is accessible across the whole campus via the wireless network and with one of the [options provided by the University Library](#) accessible outside the campus. 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](#) organises 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.

Multiple study- and sportassociations are active at the Univeristy of Twente. Students can join one of the many sport associations. Study associations organise activities and events for students.

Religion

In the Vrijhof there is a mosque (room 301), the student pastorate Enschede (SPE, room 303) and a quiet room (room 309). In the ITC building there is a mosque in room 3031.

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, along with all other Dutch universities, is in support of the compliance with UNL (Universiteiten van Nederland) codes of conduct such as [Good governance](#) and [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 and are 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. 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.

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 the 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

Also, student assessors are members of the Faculty Boards. 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 organised 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](#) prescribes 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 a student 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 a student has experienced inappropriate conduct on the part of others, they 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 objection must be submitted within 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 their 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 decision is annulled when the Board of Appeal for Examinations considers the appeal is founded. The Board of Appeal for Examinations does not make a new decision, but can decide that the examiner or the Examination Board must take a new decision and can impose conditions or a deadline. The appeal must be submitted within six weeks after the written opinion is given.

Provisional ruling

In urgent cases, when a ruling is required in the short-term, a student may request provisional ruling pending a decision on the primary question. In this case, the student must be able to demonstrate a direct interest in requesting provisional ruling. 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. A provisional ruling expires when a decision is made in the main case.

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](#). No appeal can be submitted after a ruling of the Higher Education Appeals Tribunal.

5.1.6. Ombuds Officer

A student may file a report to the university's [Ombuds Officer](#). The UT Ombuds Officer serves both the staff and students by 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 file a report 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 they wish 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 the [cyber safety](#) of its staff members, students and any other individuals and to protecting their [personal data](#) that is stored and processed. The University of Twente has included a [privacy statement](#) on its website. The privacy policy of the UT consists of Privacy Contact Persons within every faculty, a service department and a Data Protection Officer, among other things.

Security incidents/data breaches can be reported to the Computer Emergency Response Team via cert@utwente.nl or questions via tel: +31 53 489 1313. More information about reporting a data breach can be found in the [University of Twente Data Breach procedure](#). The university's [responsible disclosure policy](#) applies to the reporting of vulnerabilities. Responsible disclosure can be reported via responsible-disclosure@utwente.nl.

Students may submit a request to the [Authority for Personal Data](#) in order to initiate an investigation concerning compliance with the relevant legal requirements regarding privacy. 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).

Rules regarding personal data and the retention period of personal data regarding online testing must comply with the GDPR and the Data Protection Impact Assessment. The use of online proctoring is regulated in the [General guidelines for online proctored examinations with online proctoring systems](#).

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 with drafting 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.

The [International Student Handbook](#) of the UT is specifically meant for international students. It includes (practical) information about rules and guidelines, studying in the Netherlands and the University of Twente.

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 they have 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. 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. 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 code is not binding but provides the opportunity to hold one another to account for our conduct. The document is an amalgamation of rules and guidelines that had already been established in relation to integrity and courtesy for employees and students. For students, this code includes information about academic integrity, social attitude and conduct and educational resources.

6.2. 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 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 any form of unacceptable behaviour in the workplace or in an educational setting, can submit a written complaint. If the complainant would rather not (yet) address the individual perpetrator(s), they can contact a confidential adviser. For students, the university's Student Counsellors are [confidential advisers](#) of students. The confidential advisers are independent and are, in this independence, protected by 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 make 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.

6.3. 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 organised 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. This reporting code includes a step-by-step plan (how to act) and assessment framework (what considerations to make). 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.

6.4. Requirements relating to health, safety and well-being

Everyone must be able to work and study safely and healthily. The Working Conditions Act exists to ensure this. The Working Conditions Act ('Arbowet') is applicable to students, who therefore enjoy the protection that results from general Health and Safety Legislation. The university and students are jointly responsible for healthy and safe studying and for the implementation of this law in their own organisation.

Regarding this act, there are exceptions for students. Not applicable to students, are:

- the provisions of the Working Conditions Act that relate to labour well-being;

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- the provisions of the Working Conditions Act that relate to a Periodical Occupational Health Examination and a mandatory Occupational Health Inspection;
- certain rights, such as the hearing (paragraph 4.1.2 of the General Administrative Law Act) and the request for the application of the law ;
- the provisions of the Working Conditions Act about the possibility to 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. The website [Wellbeing](#) gives information and tips regarding the wellbeing of students.

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.

6.5. Copyright

Students may come into contact with [copyright rules](#), for example because they use publications (journals and books) that are subject to copyright. A student may, even without realizing it, infringe the copyright of another's work or transfer their own copyrights. The page above contains more information about what copyright is, how to enforce it and how to protect your own work by copyright.

Lectures are copyrighted work. 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 their 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.

6.6. Fraud and plagiarism

Scientific integrity is one of the key values for academic professionals and students. Violation of this scientific integrity (scientific misconduct) detracts from the contribution of science to society. As a member of the scientific community, students have to embrace and respect these important values. Scientific misconduct includes actions or negligence that detracts from the scientific integrity of the university, but also of the individual student and teacher.

A test or exam is intended to assess the knowledge, insight or skills of students (Article 7.10 WHW).

The Examination Board of each educational programme drafts its own rules on cheating/fraud, which may include additional provisions. In these rules is specified what action will be taken in cases of (suspected) cheating/fraud and that the Examination Board will decide whether cheating/fraud has occurred.

Cheating/fraud refers to any action or negligence on the part of a student that precludes an accurate assessment of the student's knowledge, understanding and skills.

In any event, the following situations are concerned cases of cheating/fraud:

1. During a test or exam, the student uses (any form of) assistance, resources or devices (electronic or technological) other than the ones whose use the examiner or supervisor has permitted prior to the start of the study unit and/or exam or test, or whose use the student knew or ought to have known was not permitted;
2. The student behaves in a manner that before the start of the study unit and/or exam or test was indicated by the examiner or supervisor to be fraudulent, or that the student knew or ought to have known was not permitted. This includes, but is not limited to, situations in which the student:
 - a. procures or receives copies of a test or exam before the test or exam takes place;

- b. cheats, whether or not by:
 - using cheat sheets;
 - copying the work of others during the test or exam;
 - allowing others to copy work during the test or exam;
 - sending or receiving (text) messages or photographs;
 - c. communicates (in person or with the aid of electronic or other devices) with someone other than the examiner or supervisor during the test or exam before the work is handed in
 - d. has sources at their disposal that are not allowed during the test or exam, e.g. a mobile phone or a smartphone, with which access can be gained to unpermitted resources;
 - e. uses writing paper other than that provided by the UT for a test or exam, unless this has been expressly permitted;
 - f. visits the bathroom without permission;
 - g. engages in identity fraud, such as pretending to be someone else or being represented by someone else, or allowing someone else to impersonate them during a test or examination
3. The student engages in other kinds of cheating/fraud, such as:
- 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 or hardly contributing to a group assignment.
4. **Plagiarism** is a particular kind of cheating/fraud, which occurs when the student uses someone else's work or previous work of their own, without correct referencing. This includes, but is not limited to:
- a. copying or using (parts of) other people's work (original terms, ideas, results or conclusions, illustrations, prototypes) and presenting it as one's own work; in addition using parts of another text (printed or digital) without referencing (also if minor changes have been made), is considered to be plagiarism;
 - b. using visual and/or audio materials, test results, designs, software and program codes without referencing, and presenting that as one's own original work;
 - c. using verbatim citations without clear referencing or without a clear indication of quotation (e.g., by omitting quotation marks, indentation, empty lines, etc.) and thereby creating the false impression that (part of) these citations is/are one's own original work;
 - d. referring to literature that one has not read oneself (e.g. using references taken from someone else's work);
 - e. using texts that have been written in collaboration with others without explicitly mentioning this to be the case;
 - f. submitting work that has already been published in whole or in part elsewhere (e.g. work from other courses or educational programmes), without references to the original work.

6.7. Code of Conduct on Language

The university has a code of conduct on language. In the Code of Conduct on Language regulations regarding e.g. the official language and language proficiency are presented. More information about the Code of Conduct on Language can be found in paragraph 2.6.2. of the Student Charter.

6.8. 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, the 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 only).

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Any student who causes a disturbance in an 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 WHW).

6.9. 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, is [a smoke-free campus](#) since March 30th 2020.

6.10. Guidelines Alcohol

The [guidelines for alcohol consumption](#) apply to association activities that take place in for example drinking rooms ('borrelruimtes') of the UT, where (light) alcoholic drinks are being served.

6.11. 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.

6.12. CCTV Monitoring Regulations

The University of Twente [CCTV Monitoring Regulations](#) have been applicable since the 1st of December 2011. These regulations describe the use of CCTV in and around the buildings and grounds of the University 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 includes a code of conduct regarding the responsible use of CCTV and any personal information that may be collected in this manner. A printed version of the regulations can be found at the Security Department.

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 recognised exceptional circumstances. Recognisable 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 for 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 can 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 organise 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 made via the appropriate form on the website.

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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|---|--|
| Latest version Student Charter | www.utwente.nl/en/ces/sacc/regulations/charter2022.pdf |
| Website Student Charter | www.utwente.nl/en/ces/sacc/regulations/charter/ |
| 1. Enrolment and tuition fees | |
| Enrolment Regulations | www.utwente.nl/en/education/student-services/enrolment/enrolment-regulations/ |
| Student services | www.utwente.nl/en/education/student-services/ |
| Admission, (de)enrolment | www.utwente.nl/en/student-services/admission-enrolment/ |
| Tuition fee | www.utwente.nl/en/student-services/money-matters/tuitionfee/ |
| Tuition fee ITC | www.itc.nl/education/application-financial-support/financial-overview/ |
| De-enrolment-reimbursement | www.utwente.nl/en/education/student-services/educational-services-procedures/admission-enrolment/enrolment/de-enrolment/ |
| ITC Admission & Enrollment Policy | www.itc.nl/education/application-financial-support/application/admissions-and-enrollment-policy/ |
| 2. Teaching and education | |
| Executive and Management Regulations (Dutch only) | www.utwente.nl/download/corporate/bbr.pdf |
| Excellence and Honours programmes | www.utwente.nl/en/honours/ |
| Bachelor's programme | www.utwente.nl/en/education/bachelor/ |
| Twente Educational Model | www.utwente.nl/en/tom/ |
| Minor | www.utwente.nl/en/education/electives/minor/ |
| Master's programme | www.utwente.nl/en/education/master/ |
| Pre-master's programme | www.utwente.nl/en/education/master/pre-masters/ |
| Course catalogue | https://osiris.utwente.nl/student/OnderwijsCatalogus.do |
| Timetables – MyTimetable | https://rooster.utwente.nl/ |
| Timetabling, planning, annual cycle | www.utwente.nl/en/ces/planning-schedules/ |
| Timetables – ITC | www.itc.nl/education/studying-at-itc/study-details/academic-calendars/ |
| Linguistic code of conduct | www.utwente.nl/en/ces/language-centre/translation-editing-services/language-policy/ut-language-policy-documents/#language-policy |
| BSA – Binding recommendation | www.utwente.nl/en/ces/sacc/regulations/bsa/ |
| BSA – EER paragraph 6 | www.utwente.nl/en/ces/sacc/regulations/bsa-regulations/ |
| ATLAS | www.utwente.nl/atlas |
| MoMi | www.utwente.nl/en/ces/sacc/regulations/momi |
| CPO | www.utwente.nl/en/ces/sacc/regulations/fobos/cpo/ |
| The BSc-before-MSc rule | www.utwente.nl/en/ces/sacc/regulations/bachelor-master/ |
| 3. Student facilities | |
| Service-ABC | www.utwente.nl/en/service-portal/services/hr/ |
| International Student Handbook | www.utwente.nl/en/education/student-services/int-files/international-student-handbook.pdf |
| CES | www.utwente.nl/en/ces/ |
| Student Services Contact Centre | www.utwente.nl/en/education/student-services/ |
| SACC | www.utwente.nl/en/ces/sacc/ |
| SACC Method of Working | www.utwente.nl/en/ces/sacc/mow-en.pdf |
| Student Union | www.su.utwente.nl/en/ |

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| Student Counsellor | www.utwente.nl/en/ces/sacc/coaching-counselling/counselling/student-counsellor/ |
| Student Psychologist | www.utwente.nl/en/ces/sacc/coaching-counselling/counselling/student-psychologist/ |
| Career Counsellor | www.utwente.nl/en/ces/sacc/coaching-counselling/counselling/career-counsellor/ |
| Career Services | www.utwente.nl/en/ces/career-services/ |
| PhD Counsellor | www.utwente.nl/nl/ces/sacc/begeleiding-advies/begeleiding/phdcounsellor/ |
| Studying with personal circumstances | www.utwente.nl/en/ces/sacc/personal-circumstances/ |
| Study Advisers | www.utwente.nl/en/ces/sacc/coaching-counselling/counselling/study-adviser/ |
| University Library | www.utwente.nl/en/service-portal/university-library |
| ITC Library | www.itc.nl/library/ |
| Off-campus access to the University Library | www.utwente.nl/en/service-portal/university-library/find-access-literature/off-campus-access |
| Studium Generale | www.utwente.nl/en/sq/ |
| Sports Centre | www.utwente.nl/en/sport/ |
| Vrijhof Cultural Centre | www.utwente.nl/en/culture/ |

4. Management and participation

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| Executive and Management Regulations (Dutch only) | www.utwente.nl/download/corporate/bbr.pdf |
| Good governance | www.utwente.nl/en/organization/structure/management/good-management/ |
| Integrity | www.utwente.nl/en/organisation/about/integrity/ |
| University Council | www.utwente.nl/en/university-council/ |
| University Council Regulations | www.utwente.nl/en/university-council/ |
| Participation | www.utwente.nl/en/participation/ |
| Student Union | www.su.utwente.nl/en/ |

5. Legal protection

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| Complaints regulation UT | www.utwente.nl/en/hr/terms-of-employment/downloads-staffmanual/regulations/complaints-procedure.pdf |
| Complaints procedure | www.utwente.nl/en/hr/terms-of-employment/confidential-advisors/complaints-procedure/complaints-committee-composition/ |
| Complaints Desk | www.utwente.nl/en/education/student-services/contact/complaints-desk/ |
| Confidential adviser | www.utwente.nl/en/ces/sacc/coaching-counselling/counselling/confidential-adviser/ |
| Ombuds Officer UT | www.utwente.nl/en/organization/about/integrity/Ombuds-officer/ |
| National Ombudsman | www.nationaleombudsman.nl/international |
| Higher Education Appeals Tribunal | www.cbho.nl/english |
| Cyber safety | www.utwente.nl/en/cyber-safety/ |
| Protection of personal data | www.utwente.nl/en/cyber-safety/privacy/ |
| Privacy statement website UT | www.utwente.nl/en/about-our-website/ |
| University of Twente Data Breach procedure | www.utwente.nl/en/cyber-safety/reportincident/procedure-for-handling-data-breaches.pdf |
| Responsible disclosure policy | www.utwente.nl/en/cyber-safety/responsible/ |
| Authority for personal data | www.autoriteitpersoonsgegevens.nl/en/ |
| General Data Protection Regulation | www.utwente.nl/en/cyber-safety/privacy/gdpr/ |

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| General guidelines for online proctored examinations with online proctoring systems | https://www.utwente.nl/remote-exams/university-of-twente-general-guidelines-for-online-proctored-examinations-with-online-proctoring-final.pdf |
| DUO – appeal | www.duo.nl/particulier/footer-engels/objections-appeals-and-complaints/objections.jsp |
| Code of Conduct for International Students in Higher Education | www.internationalstudy.nl/?lang=en |
| Board for the Protection of Human Rights | www.mensenrechten.nl/nl/netherlands-institute-human-rights |

6. Rules of conduct

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| Codes of conduct | www.utwente.nl/en/organization/about/integrity/codes-conduct/ |
| Regulations | www.utwente.nl/en/service-portal/campus/rules-and-regulations |
| Code of Ethics | www.utwente.nl/en/organisation/about/integrity/codes-of-conduct/code-of-ethics-english.pdf |
| Code of conduct (un)acceptable behaviour | www.utwente.nl/en/organization/about/integrity/codes-of-conduct/code-acceptable-and-unacceptable-behaviour.pdf |
| Confidential adviser | www.utwente.nl/en/ces/sacc/coaching-counselling/counselling/confidential-adviser/ |
| Reporting code Domestic violence and Child abuse | www.utwente.nl/en/ces/sacc/regulations/reporting-code/ |
| Health | www.utwente.nl/en/products-services/product/p917883/health-incl-smoking-policy |
| Working conditions regulations UT | https://www.utwente.nl/en/service-portal/health-safety/organisation-and-information#information |
| Wellbeing | www.utwente.nl/en/ces/sacc/well-being/ |
| RSI | www.utwente.nl/en/cfm/services-abc/product/p150180/rsicans-information-for-students |
| Copyright | www.utwente.nl/en/cfm/services-abc/product/p885003/copyright |
| House of Integrity | www.utwente.nl/en/organisation/about/integrity/#integrated-integrity-programme |
| House rules | www.utwente.nl/en/products-services/product/p1082581/ut-house-rules |
| Smoking Policy | www.utwente.nl/en/campus/buildings-rules/non-smoking-policy/ |
| Alcohol guidelines | www.utwente.nl/en/service-portal/campus/rules-and-regulations/alcohol-guidelines |
| Codes of conduct IT | www.utwente.nl/en/cyber-safety/cybersafety/legislation/ |
| Code of conduct IT- and internet use for students | www.utwente.nl/en/cyber-safety/cybersafety/legislation/student-code-of-conduct-for-IT-and-internet-use.pdf |
| CCTV Monitoring Regulations | www.utwente.nl/en/cyber-safety/cybersafety/legislation/cctv-monitoring-regulations.pdf |

7. Financial assistance

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|-------------------------------|--|
| Financial assistance | www.utwente.nl/en/ces/sacc/financial-matters/ |
| FOBOS | www.utwente.nl/en/ces/sacc/regulations/fobos/ |
| Notebook lone | www.utwente.nl/en/ces/sacc/regulations/notebook/ |
| Medical-social emergency fund | www.utwente.nl/en/ces/sacc/financial-matters/ut-schemes/medical-social-emergency-fund/ |
| Financial emergency fund | www.utwente.nl/en/ces/sacc/financial-matters/ut-schemes/emergency-fund/ |
| University fund | www.utwente.nl/en/universityfoundation/ |
| Scholarships | www.utwente.nl/en/education/scholarship-finder/?country=NL |

B. Addresses and contact information

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| <p>Student Services Contact Centre Student Desk, Vrijhof Building, Second floor Tel: +31 53 489 2124 e-mail: StudentServices@utwente.nl www.utwente.nl/en/student-services/</p> <p>Student Affairs, Coaching & Counselling (SACC) <i>Student Counsellors / Student psychologists</i> Vrijhof Building, Third floor, Room 311 Tel. +31 53 489 2035 E-mail: sacc@utwente.nl www.utwente.nl/en/ces/sacc/coaching-counseling/counsellors/student-counsellor/</p> <p>Confidential Adviser Student Counsellors via Student Affairs, Coaching & Counselling Tel. +31 53 489 2035 E-mail: sacc@utwente.nl www.utwente.nl/en/ces/sacc/coaching-counseling/counseling/confidential-adviser/</p> <p>Committee Personal Circumstances (CPO) Via Student Affairs, Coaching & Counselling Tel. +31 53 489 2035 E-mail: cpo@utwente.nl www.utwente.nl/en/ces/sacc/regulations/fobos/cpo/</p> <p>Study Advisers www.utwente.nl/en/ces/sacc/coaching-counseling/study-coaching/study-advisers/</p> <p>Career Services Vrijhof, Room 311 +31 53 489 2036 careerservices@utwente.nl www.utwente.nl/en/ces/career-services/</p> <p>University Council Spiegel Building, room 438 Tel. +31 53 489 2026 E-Mail: info@uraad.utwente.nl www.utwente.nl/en/university-council/</p> <p>Student Union Bastille Building, room 332 Tel: +31 53 489 8006 E-mail: studentunion@union.utwente.nl www.su.utwente.nl/en/</p> | <p>University of Twente Address: Drienerlolaan 5, 7522 NB Enschede Postal address: Postbus 217, 7500 AE Enschede</p> <p>University of Twente Executive Board Postbus 217 7500 AE Enschede Tel. +31 53 489 2016 (University secretary) www.utwente.nl/en/eb/</p> <p>ICT Service Desk Citadel Building (entrance on O&O Plein) Tel. +31 53 489 5577 E-mail: icts.servicedesk@utwente.nl www.utwente.nl/en/lisa/contact/</p> <p>Library</p> <ul style="list-style-type: none"> - 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 <p>Housing www.utwente.nl/en/campus/facilities/housing/</p> <p>General practitioners General practitioners region Enschede https://twente.lhv.nl/patienteninformatie/open-engesloten-praktijken-2016</p> <p>General practitioner located on campus De Sleutel Tel: +31 53 203 0204 E-mail: info@campushuisarts.nl www.campushuisarts.nl/en/</p> <p>Sports Centre Tel. +31 53 489 8001 (reception) Tel: +31 53 489 1148 (secretary's office) www.utwente.nl/en/sport/</p> |
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UNIVERSITY OF TWENTE.

ITC

Hengelosestraat 99
7514 AE Enschede
Tel +31 53 487 4444
E-mail: info-itc@utwente.nl
www.itc.nl/

UT Language Centre

Vrijhof Building, Fifth floor, Room 543
Tel: +31 53 489 2040
E-mail: tcp@utwente.nl
www.utwente.nl/en/ces/tcp-language-centre/

Novel-T Smart

Hengelosestraat 500
7521 AN Enschede
Tel: +31 53 483 6800
E-mail: contact@novelt.com
www.novelt.com/en/smart/

Education Executive Agency (DUO)

Information line 050 599 77 55
www.duo.nl/particulier/international-visitor/

Privacy Contact Persons

www.utwente.nl/en/cyber-safety/contact/#privacy-contact-persons

Data Protection Officer

dpo@utwente.nl

Computer Emergency Response Team UT

cert@utwente.nl

Personal Data Authority

Postal address 93374
2509 AJ Den Haag
Tel: 0900-2001 201
www.autoriteitpersoonsgegevens.nl/en/

Student Chaplaincy (SPE)

Vrijhof Building, Third floor, Room 303 / 309
Tel. +31 53 489 2378
E-mail: info@studentenpastoraatenschede.nl
www.facebook.com/StudentenpastoraatEnschede/
(Dutch)

Mosque

Vrijhof Building, Third floor, Room 301. ITC, room 3031

Quiet room

Vrijhof Building, Third floor, Room 309

Vrijhof Cultural Centre

Tel: +31 53 489 4400
E-mail: vrijhof-cultuur@utwente.nl
www.utwente.nl/en/culture/

University of Twente Complaints Desk / Appeals Board for Examinations

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/

Ombuds Officer UT

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/

National Ombudsman

Antwoordnummer 10870
2501 WB Den Haag (no stamp required)
Tel. 0800 33 55555
www.nationaleombudsman.nl/international/

Higher Education Appeals Tribunal

Postal address 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