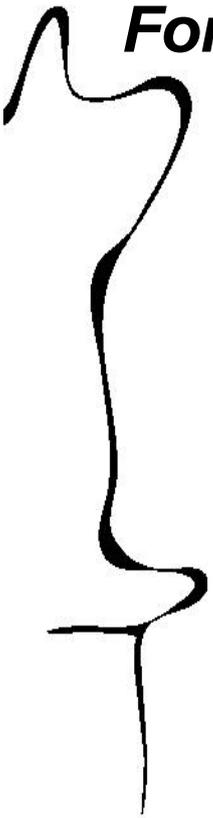


Starters Guide 2017-2018

***For new Pre-master and Master students
(MSc) programme
Psychology***



**Information for current students
See also: www.utwente.nl/psy**

As the information and data in this programme guide had to be published at an early stage, it is based on information then available and takes into account what is expected for the coming academic year. The starters guide has been compiled with utmost care, but the authors are not responsible for any omissions or inaccuracies. The formal rules as stipulated in the Education and Examination Regulations shall prevail. The reader can thus not derive any rights from the contents of this programme guide.

Copyright: Faculty of Behavioural, Management and Social Sciences (BMS), University of Twente
August 2017
Copies: 100

Contents

Preface	4
Part A: The master's programme in Psychology at the University of Twente	5
1.1 Psychology at the University of Twente	6
1.2 Where to find more information about the programme	10
1.3 Characteristics of the University of Twente	11
Part B: General information	13
2. Practical issues	14
2.1 Finding your way at the University of Twente	14
2.2 Faculty introduction	14
2.3 Purchasing study materials	14
2.4 Student Card	15
2.5 Communication and information	16
2.6 Rosters/timetables	18
2.7 Lectures	19
2.8 Enrolling in courses	20
2.9 Examinations (including – final – papers)	21
2.10 Student Charter	25
2.11 Computer facilities	26
3. Student support and counselling services	28
3.1 Study guidance	28
3.2 Additional UT student support	30
4. Quality assurance	32
4.1 Internal quality assurance	32
4.2 Consultative committees	33

Preface

Dear student,

You have chosen the Master's (MSc) degree programme Psychology (MPS) at the University of Twente's Faculty of Behavioural, Management and Social Sciences (BMS), welcome!

This starters guide informs on practical information, such as where you can find information on the website, student guidance, and methods and procedures for testing and quality assurance.

We constantly strive to offer you an interesting curriculum with sufficient challenges and depth. We hope that this programme rouses your curiosity and is gratifying.

We wish you a pleasant time here!

Kind regards,

Marielle Stel, programme director Psychology

Laura Holsbeeke, programme co-ordinator Psychology

Joleen de Jong, study adviser (pre-)master Psychology

Part A: The master's programme in Psychology at the University of Twente

1. Psychology

1.1 *Psychology at the University of Twente*

In the Master's programme Psychology you will examine and understand human behaviour, providing you with insight into current psychological theories. Furthermore, you will learn to design effective and workable interventions to solve social problems to influence human behaviour.

The Master's in Twente is unique due to the applied nature of our specializations, each with its own profile. You choose to study Psychology at UT and will be able to combine traditional psychology with a technical approach, for example by studying eHealth.

The programme offers five one-of-a-kind specializations in the field of psychology:

- Human Factors & Engineering Psychology;
- Conflict, Risk & Safety;
- Learning Sciences;
- Health Psychology & Technology;
- Positive Psychology & Technology (in Dutch, only for Dutch (speaking) students).

About Human Factors and Engineering Psychology

This specialization emphasizes the interaction between people and technology. You will discover how to design or improve technological applications using your knowledge of cognitive psychology.

The specialization Human Factors & Engineering Psychology (HFE) focuses on the requirements and skills of people when it comes to interacting with technology. You learn to look beyond

the individual: how does the environment influence the individual? How can something not simply be a matter of human error? In addition, you learn to translate cognitive processes into intelligent systems: what makes a system intelligent? How can an intelligent system (like a robot vacuum cleaner) think or decide for itself? Furthermore, you will investigate the usability of websites and applications, for example, and how to match user requirements with system operations.

In your research for your Master's thesis, you might study how people wish to receive feedback about their energy use through a system, for instance. Or how processes in a factory can be optimized, taking into account the cognitive limitations (such as mental workload) of its employees.

About Conflict, Risk and Safety

This specialization focuses on threats to the physical or social safety of groups or individuals, and on designing interventions that improve security, with an emphasis on new technologies.

The specialization in Conflict, Risk & Safety (CRS) is a unique programme that emphasizes the threats to citizens' physical and social security. Theoretical knowledge is combined with practical application (in the form of interventions). This means there is an emphasis on new technology. Social psychology is the main theoretical foundation, but the programme also incorporates elements like clinical psychology, cognitive psychology and occupational and organizational psychology. The curriculum is now intertwined with our research programme and is organized around three themes:

1. Conflict and crisis management: Learn to deal with conflicts and incidents that pose a threat to individual and societal safety.
2. Risk perception and communication
Gain insight into the psychology of risks (e.g. why do

civilians sometimes fail to accurately estimate risk, either exaggerating the actual risk, or neglecting it altogether?).

3. Explaining and dealing with risky, antisocial and criminal behaviour

Explore why people display risky, antisocial and criminal behaviour (e.g. cybercrime) and how you can effectively intervene when it occurs.

About Learning Sciences

People learn throughout their lives: individually, with others, at school or university, at work and beyond. This specialization will teach you to describe, explain and stimulate learning processes.

The specialization in Learning Sciences (LS) focuses on educational psychology. You will learn to analyze pupils' individual differences and use this information to create 'tailored education', for example, programmes for children with learning disabilities, homework help for students with poor study skills, or adaptive support for educational software. You will also learn about the design models you can use to develop these interventions, or learning arrangements, and how to explore their effectiveness.

For your Master's thesis, you will carry out this kind of research yourself. You will choose a subject or theme related to your field of study (for example, giftedness, team work, inquiry-based learning or test development) and, together with your advisor, think about how you will carry out your research. One possibility is to do it at an external institution; then you can also do a short internship to prepare for it. If you choose an internal assignment, you will also come into contact with teaching practices, of course: every project involves students and pupils.

About Health Psychology & Technology

This specialization focuses on promoting healthy behaviour, adapting to illness, and improving care. Our aim is to help you use psychological insights to create innovative technological solutions (eHealth).

The specialization in Health Psychology & Technology (HPT) focuses on the interaction between the psyche and health. Examples of target groups are: high risk adolescents, elderly people, people with chronic conditions – along with their families and healthcare professionals.

In this Master's specialization, you will study potential avenues and creative solutions for persuasive, next-generation eHealth technologies aimed at promoting healthy behaviour and improving the quality of life of those who are ill or who suffer from a chronic condition. You will learn to do this using self-monitoring and coaching by means of 'persuasive technologies', for instance. You will study theories about the relationship between mind and body. You will also learn to use psychological theories for designing technological interventions aimed at preventing illness or advancing recovery, and to develop methods that will assist patients in self-managing their medical condition.

For your Master's thesis, you could, for instance, join our research on eHealth and study issues such as: How can persuasive coaching technology and 'serious games' help to prevent obesity? How does online access to medical records influence the doctor-patient relationship? Many of our students conduct their Master's research project at external institutions, such as the National Institute for Public Health and the Environment (RIVM), the Netherlands Nutrition Centre, Municipal Public Health services and hospitals.

About Positive Psychology & Technology (in Dutch!)

In deze specialisatie doe je klinische basiskennis en – vaardigheden op gericht op het begrijpen en behandelen van psychische stoornissen, met een unieke nadruk op positieve psychologie en technologie.

Binnen deze unieke specialisatie ontwikkel je je tot een ‘scientist-practitioner’ (praktijkwetenschapper), die zowel klachtgericht als persoonsgericht kan werken in een zorgcontext.

Een belangrijke pijler van deze masterspecialisatie is *positieve* geestelijke gezondheid. De geestelijke gezondheidszorg richt zich namelijk al enige tijd niet alleen op de behandeling van psychische stoornissen, maar ook op de bevordering van positieve geestelijke gezondheid of welbevinden. Er is toenemend bewijs dat welbevinden mensen veerkrachtiger en productiever maakt, en beschermt tegen de ontwikkeling van psychische stoornissen.

Een tweede belangrijke pijler van onze opleiding is technologie.

Technologische ontwikkelingen spelen een steeds grotere rol binnen de geestelijke gezondheidszorg, onder andere in de vorm van het aanbieden van online behandelingen via internet.

1.2 Where to find (more) information about the programme

On the website www.utwente.nl/psy you can find all the important information you need as a student in our (pre-)Master’s programme.

Are you a **master’s student** then click on the title/menu of ‘Master (students) Psychology’. There you will find a list of links to specific information for the master. First, a link to the website (for prospective students) with information about the contents of the master's program. Secondly, you will find the study programme for the master’s, with an overview of all courses. If you want more (detailed) information about a specific course then take a look in

the course catalog www.utwente.nl/onderwijscatalogus for course descriptions.

Furthermore, you can find detailed information about the Master's thesis and the Internship.

Are you a **pre-master's student** then click on the title/menu of 'Pre-Master (students) Psychology'. There you will find a list of links to all relevant information for the pre-master. First, a link to the study programme and secondly, information about the rules that apply in the pre-master.

Besides these specific pages for the pre-master's and master's programme there are a couple of **general pages in the menu**:

- General Information/Links (e.g. academic calendar, registering for courses/exams)
- Rules & Regulations (e.g. Education and Examination Regulations)
- Organization & Support (e.g. study adviser and other staff, committees)
- Education Evaluation & Quality (course evaluation and improvement actions)

1.3 Characteristics of the University of Twente

Irrespective of which programme you will study at the University of Twente, all our Master's degree programmes strive to train entrepreneurial academics that are able to address and solve social issues by conscientiously pinpointing problems, investigating possible solutions or designing and developing new products or applications.

We aim at educating students to become excellent professionals who possess both scientific as well as professional competences.

Therefore, the following characteristics apply

- *Small-scale instruction*
- Next to the more or less traditional lectures, instruction is particularly organised in small group, interactive workshops, seminars and practicals. Students carry out (individual and small-group) assignments where collaborative, evaluative and other social and communication skills play an important role.
- *Strong connection between education and research*
The contribution of faculty members to the Psychology programme is recognised and highly valued. The Master's degree programme is strongly linked to topical research that is conducted in the departments concerned, and lecturers draw many examples from their own research during their lectures. It also occurs that students actively contribute to the lecturers' research, e.g. during their graduation phase/master's thesis. The subjects and assignments of the Master's degree programmes are often linked to current research projects within the research lines of the departments. In this way you will be initiated in the professional and academic field of action.
- *Open and informal atmosphere between lecturers and students*
The programme's atmosphere (educational climate) can be characterised as pleasant. Communication between lecturers and students is quite informal.

Part B: General information

NOTE:

The information provided in this section may be subject to changes. Therefore, please check the websites of university's Centre for Educational Support (Student Services) (www.utwente.nl/en/ces) for the most up-to-date information.

2. Practical issues

2.1 *Finding your way at the University of Twente*

On the website www.utwente.nl/campusmap you can find a map of the University of Twente campus

2.2 *Faculty introduction*

In order for you to prepare yourself adequately for your pre-Master's or Master's degree programme and to meet your fellow students, a one-day faculty introduction is organised in the week preceding the programme's start (i.e. during the last week in August or the last week in January).

During the introduction for pre-master students, timetables (rosters) will be explained, books can be purchased, you will meet the educational support staff, and you will be shown round the faculty building, and register for Dimensie (the PSY/MPS study association).

During the introduction for the master's students the focus will be on the presentation of the master's programme, information on the Master's thesis, Internship and procedural issues.

2.3 *Purchasing study materials*

You will need books and/or lecture notes/readers/syllabuses for almost every course.

Buying books

You can order your text books yourself via any bookstore or online. Up-to-date information on required literature will be available approximately a month before the course starts via www.utwente.nl/onderwijscatalogus You may also consider to place your order with your study association Dimensie www.svdimensie.nl (in that case a discount price applies). Each study programme has its own study association and for Psychology that is Dimensie.

Buying lecture notes, readers and syllabuses

The lecture notes, readers and syllabuses are sold from the beginning of each term in the Union Shop. Via the website you can check if they are in stock: www.su.utwente.nl/en/unionshop
In the Union Shop you can also buy UT gifts and clothing, and there is a copy service. Besides copying, the self-service section also has provisions for binding reports, cutting flyers, etc. The Union Shop is located on the ground floor of the Bastille and is open every weekday from 10.00 - 17.00 hrs.

2.4 Student Card

The student card of the University of Twente is a proof of identity for the University of Twente and a proof of enrolment. You have to show the student card on request when using university facilities, like attending lectures, taking exams, visiting the libraries, etc.

When will you get a student card?

As soon as your enrolment is finalised by the Central Student Administration (CSA), and you have uploaded your digital passport photo in *Osiris Student*, you will receive your student card and two declarations of enrolment by post. Make sure that CSA has your correct address.

Uploading digital passport photo in Osiris Student

In *Osiris Student* you can upload your digital passport photo as follows.

1. Go to Osiris Student, and log in with your login name and password
2. Choose the option 'uploaden pas photo'
3. Choose the option 'Browse' in order to select a file
4. Your digital passport photo is uploaded

The student card can be used as

- Proof of enrolment for the academic year 2017-2018 (the declaration of enrolment can be used to prove that you are enrolled (for example at an Insurance company). This certificate states for which programme and for which period you are enrolled.
- Library card.
- So-called Union Card (if you indicated that you want to use the sports and/or culture facilities of Enschede, the card will also function as Union Card. See the website for more information about the Union Card.

For details on how to use the card, what to do in case of loss or theft, transfer to another degree programme, or termination of your studies, please visit the Student Services website (www.utwente.nl/studentervices/en/).

You also may visit their office:

Location	Vrijhof, room 239 B
Opening hours	Monday – Friday from 10:00 – 16:00 hours
Telephone	053 - 489 2124
Mail	studentservices@utwente.nl

2.5 Communication and information

One of the things you will notice when you decide to study at the University of Twente is the multitude of means of communication the university, the faculty and your programme use to communicate with you, be it directly or indirectly. It starts as soon as you pre-enrol for the University of Twente. As an early registrant, you will be given your own UT e-mail address, user name and password that allow you to surf the net via the university. The Internet and e-mail are by far the most important means of communication for both the programme and the faculty.

E-mail

E-mail is used for rapid communication between the programme or an individual lecturer and an individual student or small group of students. Only if absolutely necessary e-mail is used to communicate with large groups of students, for instance if a lecture is suddenly cancelled or in case an examination is postponed. In that case, the Educational Service Centre (in Dutch abbreviated as: OSC = Onderwijs Service Centrum) will not be able to reach all students in time via the usual means of communication, i.e. the educational announcement. *All e-mail sent by the OSC (or study adviser) should be read immediately.*

UT students generally have <studentname>@student.utwente.nl as their e-mail address, e.g. h.j.pieters@student.utwente.nl (exceptions can be made for students with the same initials and last name).

You can find a list of e-mail addresses of UT staff via the home page of the UT <Organization> - <Phone directory>

webapps.utwente.nl/telefoongids/en/telgidsservlet

Student portal

My.utwente.nl is the portal for students. This portal provides students log-in to all systems of the University of Twente:

my.utwente.nl

BlackBoard: the digital learning environment of the UT

BlackBoard is the digital learning environment of the University of Twente and can be found at blackboard.utwente.nl

Osiris: the student information system

In Osiris students can consult a wealth of information: the list of addresses, grades, the teaching catalogue with information on e.g. courses and minors, and information regarding tutors or study advisors.

Last but not least: via Osiris you have to register for courses and exams:

osiris.utwente.nl/student

Programme website

The website of the Faculty of Behavioural, Management and Social Sciences (BMS) is: www.utwente.nl/en/bms

Also each programme has its own website. The website of the PSY/MPS programme is: www.utwente.nl/psy

2.6 Rosters/timetables

Our university operates with a term (semester) system, whereby each academic year is divided into two terms (semesters). Each term consists of two blocks (quartiles) of ten weeks. Most exams are scheduled in the last two weeks. The academic calendar can be found at www.utwente.nl/en/ces/planning-schedules/academic-calendar

For the rosters/timetable: rooster.utwente.nl (and click there on <English> at the top of the page).

The rosters for a block will be online a couple of weeks prior to the start of the block.

2.7 Lectures

A typical lecture day has 9 periods. The 5th period, from 12.45 - 13.30 hrs. is the lunch break (when no lectures are scheduled).

1 st period:	08:45 - 09:30 hrs.
2 nd period:	09:45 - 10:30 hrs.
3 rd period:	10:45 - 11:30 hrs.
4 th period:	11:45 - 12:30 hrs.
5 th period = lunch break:	12:45 - 13:30 hrs.
6 th period:	13:45 - 14:30 hrs.
7 th period:	14:45 - 15:30 hrs.
8 th period:	15:45 - 16:30 hrs.
9 th period:	16:45 - 17:30 hrs.

The roster indicates how each course is taught. (Note: Officially speaking, we call a course a 'unit of study'. This term is also used in the Dutch Higher Education and Research Act (the so-called WHW)).

Types of lectures

In the roster you can see per course what type(s) of lecture will be offered. There are four different kinds:

1. lectures (abbreviated HC = in Dutch: hoorcollege), whereby the lecturer presents a topic in oral form and the students listen and take notes;
2. seminars or workshops (abbreviated WC = in Dutch: werkcolleges), characterised as interactive tutorials in which the students play an active role);
3. a combination of the two (abbreviated HW – in Dutch hoor-/werkcolleges); and
4. practicals.

During a lecture, a lecturer will clarify/illustrate and/or supplement the subject matter. Usually such lectures last for 90 minutes, with a short break. Seminars/Workshops are usually just as long but are more interactive by nature (students work in groups on assignments that help to digest the subject matter). Practicals usually last an entire morning or afternoon (4 periods), during which students work either in groups or individually on a project or with a specific computer programme.

2.8 *Enrolling in courses*

Enrolment for the courses via Osiris

You must enrol for each unit of study (i.e. course) before the start of the course/quartile on:

- osiris.utwente.nl/student

Each course is listed into Osiris well in advance to allow you to register for it. You will need to register in time (before the start of the course/quartile) to be able seeing the course's details and to read optional announcements from the involved teacher prior to the actual start of the course. So, register in time and don't wait until the very last moment! When you enroll in Osiris for a course this course will become available for you in Blackboard too.

Should you not be able to register for a course yourself, inform your Educational Affairs Office (in Dutch abbreviated as: BOZ = Bureau Onderwijs Zaken, for contact information go to page 29 of this guide) as soon as possible, either by e-mail or by telephone. This will allow them to take action if necessary. Once the registration period has ended, the BOZ staff will not be able to help you.

You will need an account to access the courses. Prior to the start of your studies at the University of Twente, the university's Department for Information Technology (ICTS) will provide you with a username and password.

If you are still having difficulties, contact the ICT Service Centre Helpdesk (ICT-S) (phone: 053 4895577).

2.9 Examinations (including – final – papers)

Compulsory registration for exams (Osiris)

If you want to sit an examination (or part of an examination), you need to register via Osiris. You can consult Osiris from 4 days prior to the date of the exam for the exact location of the exam.

- **Please note that if you are registered for a course via Osiris, you are automatically registered for the first (1st) attempt of the course's exam!**
- **In case you decide NOT to use this 1st attempt, you should de-register from the exam via Osiris! Deregister timely, i.e. till 1 day before the exam date (read: till 24:00h. of the day prior to the exam date).**
- **In case you do not pass the 1st attempt of an exam (or in case you did not use the 1st opportunity (de-registered!), you must register separately for the re-take (which is scheduled in the next block).**

This can be done 40 till 14 days prior to the date of the scheduled re-take. After that date it is no longer possible to register. Being registered means entitlement to participation (on the condition that demands are met regarding your prior knowledge). Students who have registered may be confident that there are sufficient desks and chairs in the exam hall and sufficient copies of the exam.

For more (up to date) information about registration for examination see:

www.utwente.nl/ces/studentservices/en/osiris/osiris

A check will take place on the basis of the Osiris list of participants whether students who have registered are actually eligible/authorised to sit for a specific exam. If a student is on the

list that is not entitled to participate, the examiner(s) will be notified of this. All regulations concerning registration, cancellation and *force majeure* (i.e. circumstances beyond one's control) go via the Educational Affairs Office (BOZ) and **not** via the lecturer responsible for that specific exam.

Rules during the actual examination

Start exam	A written examination has a maximum duration of three hours and begins promptly at the scheduled time.
Arriving late	Students are required to be seated before the start of the examination. Students arriving no more than half an hour late can sit the examination. This period can change in case of an examination lasting only one hour, to be determined by the supervisor.
Aids	Desks may only hold materials that are absolutely necessary for you to complete the examination. So you are not allowed to use your notebook.
Filling in the exam slip	In case exam slips are handed out before the session commences, please fill these in in capital/block letters. In many cases, assessment lists are used instead of exam slips. You will need to fill in your student number, name and initial(s), address, postal code and city/town, subject name, subject code, name(s) of lecturer(s) and the date of the exam. You must also name the programme in which you are registered. If you are registered with two programmes, then fill in the one that manages/is accountable for the result of this subject.
Presence of examination	An examination invigilator – usually a course lecturer – will be present during the examination.

monitor	You must be able to show your student card upon request. All pages of the work handed in must bear your name, initials and student number in legible handwriting.
Going to the toilet	If you need to go to the toilet, you must ask for permission from the invigilator. Only one person may go at a time. During the examination, you may not contact anyone directly or indirectly, either inside or outside the examination room.

After the examination

Period for marking exams	Except in instances of force majeure, examination results are announced within fifteen (15) working days after the examination.
Requesting to see your exam paper	In principle your exam paper remains in the possession of your lecturer.
Inspection of your exam	<p>The student is entitled to a clarification of the results of a test from the examiner, whereby the examiner substantiates the assessment that was given. If no collective discussion of the results is held, the student may submit a request for an individual discussion of the results to the examiner within ten working days of publication of the test results. The discussion must take place at the latest five weeks after the publication of the test results, in the presence of the examiner or an authorized replacement.</p> <p>The student has the right to inspect his or her work for a period of two years after the assessment.</p> <p>The student may not make duplicates or copies of</p>

	the test materials in any way during the inspection of his work, unless specified differently by the responsible examiner.
Period of storage of exams	The examiner sees to it that written examinations are kept for at least two years after the examination date.

Overview of grades

Via Osiris you can get an overview of e.g. all your final marks or grades in a specific academic year. Once an exam has been marked and processed by the Educational Affairs Office (BOZ), the results are made known to you as soon as possible. If you passed a subject but you detect that the mark has not been processed in Osiris, please contact BOZ as soon as possible.

Re-sit exams

The programme offers to sit for an exam (at least) **once** per academic year at the end of the block/quartile during which the course was offered, with one 2nd chance to re-sit the exam in that academic year (in most cases during the exam period of the following block/quartile). For exams in the last (4th) block/quartile of the academic year, the programme offers you a resit opportunity before the end of July (see academic calendar).

Please note that if the quality of an **assignment** is not sufficient (5.49 or less) the student cannot score a higher grade than 6 at the second attempt. This also applies if the student did not hand in an assignment at the first final moment.

Please also note that a re-sit to improve your mark needs to be approved of by the Examination Board and in general forfeits Cum Laude graduation.

Period of validity of test results

In case the final assessment of a course (unit of study) is composed of more than one component, then the grades of these

partial components are valid until the end of the subsequent academic year.

Note: in case divergent conditions of validity apply in a course, then the involved teacher will publish these special conditions prior to the start of the course on the concerned BlackBoard environment.

The periods of validity also apply to assignments or papers.

With regard to the MPS pre-Master's programme additional conditions apply, namely a binding recommendation.

For more information please take a look at www.utwente.nl/psy/premaster_psy

2.10 Student Charter

Just like all higher education institutes, the University of Twente has its own Student Charter. This has its statutory basis in Art. 7.59 of the Higher Education and Research Act (WHW). The charter is law-making, which means that you can invoke the Student Charter in case of problems or conflicts. The Charter's is kept up to date and is available online via the PSY website:

www.utwente.nl/en/psy/regulations

There is mentioned how to get a printed version of the charter.

The programme-specific part of the Student Charter (OSS), which includes the Education and Examination Regulations (In Dutch: Onderwijs en Examenregeling (OER)), comprises a general section applicable to all Behavioural Sciences Master's programmes and a section with appendices drafted for each individual programme. The Education and Examination Regulations can be found via the PSY website:

www.utwente.nl/en/psy/regulations

2.11 Computer facilities

The University of Twente uses the so-called “**Bring your own device**” concept.

This means that you will use your own notebook/laptop to get access to the computer facilities of the university through a terminal server, by logging in using the wireless network Eduroam.

This *Bring your own device* concept does mean that you need to have a notebook/laptop during your studies at the University of Twente.

- What if you do not have a notebook? In that case, you will need to buy a notebook. Please, visit the site of the university’s Notebook Service Centre (www.utwente.nl/lisa/nsc) or attractive offers.
- What if you do have a notebook? In that case it is advised that the notebook is no older than 3 years and that uses Windows 7 or 8. Use of Windows XP is not advised, since Windows XP is not supported by Microsoft.
- What if you have a MacBook (or another type of notebook)? You can very well use a MacBook or another type of notebook, but in some cases you may have to use special MS-Windows software. In many cases, you can use this special MS-Windows software using the terminal server. On your notebook, you use the programme Remote Desktop to contact the terminal server, which provides you access to the Windows programmes. Using your notebook, you do give the input and you are provided with the output of the Windows programmes.

How to download computer programmes on your notebook?

You can download various programmes for Windows, Linux and Mac OS on your personal notebook via the Notebook Service Centre www.utwente.nl/lisa/nsc

Various manuals are available on the ICT Service Centre site www.utwente.nl/lisa/en

For access to the university's library (housed in building Vrijhof), see their website: www.utwente.nl/ub/en

3. Student support and counselling services

3.1 Study guidance

During your (pre-M or M-) PSY/MPS programme you can count on support and monitoring from several staff members. This comprises not only information and counselling concerning the Psychology programme, but also providing information on facilities and regulations at the university and on campus. For all these questions there are several persons you may contact (both on university as well as on programme level).

Study adviser

Joleen de Jong-Veneberg

The study adviser for the Psychology pre-master's and master's programmes is ms. Joleen de Jong. You may consult her on questions regarding the Psychology programme but also with all kinds of study related questions. If needed she can redirect you to other student bodies or relevant persons.

The study counsellor can advise you when you have questions about your personal study plan or when study delay occurs, when you have course related problems, but also in case of personal issues that affect your study progress, and she can give you study advice or tips, etc.

Contact:

Cubicus, Room C114 (Tuesday, Thursday, Friday)

E-mail : studieadviseur-mps@utwente.nl

Phone : 053 489 5624

Programme co-ordinator

Laura Holsbeeke

As programme co-ordinator, Laura Holsbeeke is responsible for the organisational, procedural and intrinsic coordination and harmonisation of the pre-M and PSY/MPS programmes. If you have a complaint or a question about the programme or certain courses, the programme coordinator is the first person to see.

Contact:

Cubicus, Room C112

E-mail: l.holsbeeke@utwente.nl

Phone: 053 489 3999

Educational Affairs Office (BOZ in Dutch)

Anneke Laarhuis

Anneke is your contact at the Educational Affairs Office. She is responsible for providing information to students and all administrative tasks related to the programme.

Contact:

Ravelijn, Room 3284 (Mondays – Fridays)

E-mail: BOZ-PSY-CES@utwente.nl

Phone: 053 489 2570

For International Students we have our own *Office for International Affairs*. You may best contact them via:

internationalstudentsupport-bms@utwente.nl

3.2 Additional UT student support

Various services have been organised for students and they have been combined to form the Centre for Educational Support (CES). Accommodated at the Student Services Desk, the most important services are the following:

Student Services Desk

The Student Services Desk provides all kind of services. You can go there to have your digital passport photograph taken for your student card, to enrol, to register or to cancel enrolment, or to ask for a transcript of your records. You will find the Student Services Desk in the Vrijhof, room 139. See also: www.utwente.nl/ces/studentervices/en

Student Affairs, Coaching & Counselling Desk

The Student Affairs, Coaching & Counselling Desk is in charge of individual and collective care for and supervision of UT students at the co-ordinating level, supplementary to the faculties' obligations of supporting their own students in this area. In addition to the student counsellors, the UT Student Affairs, Coaching & Counselling Desk provides such services as a student psychologist, and various training courses (like: 'self-management', graduating, job interviews). For further information, go to: www.utwente.nl/ces/sacc/en

- Student counsellors

You may contact the student counsellors for questions on financial support (in case of study delay due to exceptional circumstances), changing your studies, admission exams, (general) complaints procedures, studying with a handicap, etc.

The UT student counsellors are located in building 'Vrijhof' (Information Desk Student Counselling Service, Vrijhof 317 (the so-called: Red Desk on the 3rd floor)

- Student psychologists

You can go to the student psychologist if you need to talk about a study problem but also personal problems, such as an issue with your parents, friends or fellow students. You do not require a referral to see a student psychologist; you can make the appointment yourself. You can register for a first appointment with a student psychologist by filling out their online application form, after which you will be contacted through your student mail.

The UT student psychologists are also located in building 'Vrijhof' (Information Desk Student Counselling Service, Vrijhof 317 (the so-called: Red Desk on the 3rd floor)

For training courses offered please take a look at:

www.utwente.nl/ces/sacc/en/personal-development

4. Quality assurance

The Faculty of Behavioural, Management and Social Sciences (BMS) sets great store by the quality of its education. Students are generally appreciative of the education provided by the faculty, yet critical of certain specific aspects. The programmes are extremely responsive to this and do their utmost to improve quality.

Quality education requires the firm commitment of lecturers and students as well as proper communication. The core of the internal quality assurance system is formed by the course evaluations, and the annual systematic feedback from students. The quality cycle comprises the following internal quality assurance instruments.

4.1 Internal quality assurance

Evaluation of the courses

When you have completed a course, you are supposed to give your opinion on it by means of an anonymous survey. The lecturer will integrate the results of this survey in preparing for the next cycle of the course and curriculum. Your contribution as a student is essential.

Both the lecturer, the department chair (to which the lecturer is accountable) and the programme director receive the results of the course evaluations, which will also be discussed by the Programme Committee.

National Student Inquiry

Each year the National Student Inquiry (NSI) is conducted on the student's assessment of all kinds of education-related issues. The goal of the NSI is compare all Dutch Universities on their programmes regarding the quality of the programme as well as

its' unique aspects. Ultimately the faculty wishes to score above average on all points. The results of this survey are also discussed by the Programme Committee.

Guaranteeing the quality of the lecturers

The UT follows the rule that both novice and newly appointed lecturers must pass the Basic Qualification in Education within two years. Furthermore, the programme management always discusses the results of the course evaluations with the lecturer(s) concerned so that they are aware of which parts of the instruction according to students can be improved.

Internal and external evaluation

Once every five years, as with all university programmes, the programme is evaluated by an external committee. Hence this is called the educational review. Prior to this, the programme writes an internal evaluation. Items to be evaluated are e.g. the objective of the programme, the curriculum, the deployment of staff, the facilities, the internal quality assurance and the testing policy, and academic achievements of the students.

4.2 Consultative committees

Examination Board

The Examination Board is responsible for all aspects of monitoring and assessing the instruction, e.g. the procedures during exams, the quality of the exams and the regulations with which both students and lecturers must comply. The Examination Board also assesses applications for a personal study trajectory and the evaluation of requests for exemption from exam components during your studies (exams, practicals etc.).

Programme Committee

PSY/MPS has its own Programme Committee. The Programme Committee occupies itself with all issues directly related to the set-up and quality of the instruction, such as advising where necessary to make alterations to the course. The programme chair and the programme coordinator are involved as advisor. In accordance with the law, the Programme Committee consists of students and staff. On PSY/MPS's Programme Committee there are five lecturers and five students. The members of both the Programme Committee and the Examination Board are appointed by the Dean. The Programme Committee advises the programme director and the Dean, the latter particularly with regard to educational affairs that are addressed in the Faculty Council, such as the Teaching and Examination Regulations (in Dutch: the OER).