

**WWW.UTWENTE.NL/PSY**

# **MASTER'S PROGRAMME PSYCHOLOGY**

**PROGRAMME GUIDE  
NEW (PRE-)MASTER STUDENTS  
2019/2020**



**UNIVERSITY OF TWENTE.**



# CONTENTS

<b>PREFACE</b>	<b>4</b>
<b>PART A: THE MASTER'S PROGRAMME IN PSYCHOLOGY AT THE UNIVERSITY OF TWENTE</b>	<b>5</b>
<b>1. PSYCHOLOGY</b>	<b>7</b>
1.1 PSYCHOLOGY AT THE UNIVERSITY OF TWENTE	7
1.2 WHERE TO FIND MORE INFORMATION ABOUT THE PROGRAMME	15
1.3 CHARACTERISTICS OF THE UNIVERSITY OF TWENTE	17
<b>PART B: GENERAL INFORMATION</b>	<b>19</b>
<b>2. PRACTICAL ISSUES</b>	<b>21</b>
2.1 FINDING YOUR WAY AT THE UNIVERSITY OF TWENTE	21
2.2 FACULTY INTRODUCTION	21
2.3 PURCHASING STUDY MATERIALS	21
2.4 STUDENT CARD	22
2.5 COMMUNICATION AND INFORMATION	23
2.6 ROSTERS/TIMETABLES	24
2.7 LECTURES	25
2.8 ENROLLING IN COURSES	26
2.9 EXAMINATIONS (INCLUDING – FINAL – PAPERS)	27
2.10 STUDENT CHARTER	31
2.11 COMPUTER FACILITIES	31
<b>3. STUDENT SUPPORT AND COUNSELING SERVICES</b>	<b>33</b>
3.1 STUDY GUIDANCE	33
3.2 ADDITIONAL UT STUDENT SUPPORT	35
<b>4. QUALITY ASSURANCE</b>	<b>37</b>
4.1 INTERNAL QUALITY ASSURANCE	37
4.2 CONSULTATIVE COMMITTEES	38

# 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 programme guide for new (pre-)master students 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 coordinator Psychology  
Joleen de Jong, study adviser (pre-)master Psychology



*This programme guide was compiled using information at the time of publication. This guide has been compiled with utmost care, however, if applicable, the formal rules as stated in the Education and Examination Regulations (to be found via [www.utwente.nl/psy](http://www.utwente.nl/psy)) shall prevail. Therefore no rights can be derived from the content of this programme guide.*

**PART A:  
THE MASTER'S PROGRAMME IN PSYCHOLOGY AT THE  
UNIVERSITY OF TWENTE**



# 1. PSYCHOLOGY

## 1.1 PSYCHOLOGY AT THE UNIVERSITY OF TWENTE

At the University of Twente, we believe that to understand human behaviour means to understand the world. In tackling today's challenges, from new technologies and global conflicts to health crises and changing perceptions of identity, psychologists must go beyond academic theory, and become practical problem-solvers. In this Master's programme, you will receive not only the specialist knowledge necessary to become an expert, but also the hands-on skills to apply your expertise in helping people, communities and organizations.

By combining classical and theoretical psychology with a technologically informed and applied approach, you will be ready to tackle complex present-day problems.

You will learn to be both a designer and a researcher, either in a research context or in designing effective interventions to influence human behavior.

With our emphasis on contemporary technology, you will gain valuable insight into our 21st-century society, gaining the skills needed to help bolster any modern organization

By specializing in five one-of-a-kind fields, you can shape your Master's degree to your own interests, preparing yourself for the career path of your choice. These are the specializations we offer:

- Human Factors & Engineering Psychology;
- Conflict, Risk & Safety;
- Learning Sciences;
- Health Psychology & Technology;
- Positive Psychology & Technology

### **About Human Factors and Engineering Psychology**

In a world of constant technological innovation, we need individuals who understand how people interact with technology. How can we ensure that smartphones, cars, or robots are user-friendly and safe? How does the environment influence the individual? What makes systems intelligent? How can we account for people's cognitive, motivational, sensory, and physical limitations?

In this specialization, you will start answering these questions, and after that, start developing solutions. At the UT, we believe that technical systems must always serve people, not vice versa. To this end, you will learn how to design or improve technology using theories from cognitive psychology, with an emphasis on applying your knowledge to real-world problems. You might analyze how a factory can be optimized, taking into account human limitations; or systems in which humans are crucial, like commercial websites and traffic. This track will give you vital insight into technology and its integration in society, making you a valuable asset for any forward-thinking company.

*HFE programme, September 2019 enrolment*

This specialization consists of four obligatory courses (20EC) and one elective course (5EC). The track will be completed with a Master's thesis and Internship (35EC). The Internship (10EC) is optional. When an Internship is possible the student conducts a master's thesis of 25EC. When a student does not go on an Internship a master's thesis of 35EC is conducted.

Semester 1		Semester 2	
Quartile 1A	Quartile 1B	Quartile 2A	Quartile 2B
<b>5EC</b> Resilience Engineering <b>201300034</b>	<b>5EC</b> Advanced Research Methods for HFE <b>201600162</b>	<b>5EC</b> Human Computer Interaction <b>201100126</b>	
<b>5EC</b> Cognition and Technical Systems <sup>1</sup> <b>201900040</b>	<b>Master's thesis and (if applicable) Internship (35EC)</b>		
<b>5EC</b> Elective Course <sup>2</sup> 1 out of 3:			

<sup>1</sup> This course is offered twice a year, in Quartile 1A and Quartile 2A.

<sup>2</sup> Students choose one of the courses: Learning and Instruction<sup>1</sup>; Risk and Leadership in Societal and Technological Contexts<sup>1</sup>; or Design of Persuasive Health Technology<sup>1</sup>.

### About Conflict, Risk and Safety

Questions of conflict, risk, and safety are everywhere in the modern world. Why do people display criminal behaviour, like cybercrime? Why do civilians fail to accurately estimate the risk of flooding, fire, or disease? How can we effectively resolve workplace conflicts?

This specialization focuses on threats to citizens' physical, psychological, and social safety. Combining theoretical knowledge with practical application, with an emphasis on new technologies, the programme is organized around three key themes: conflict and crisis management, risk perception and communication, and explaining and dealing with risky, antisocial, and criminal behaviour. You will develop a solid foundation in social psychology, while also embracing clinical, cognitive, and organizational psychologies. You will also learn how to design hands-on, contemporary interventions and advise agencies on assessing risks within their companies. All in all, this specialization will teach you all you need to know about managing conflict, risk, and safety in the 21st-century.

#### *CRS programme, September 2019 enrolment*

This specialization consists of four obligatory courses (20EC) and one elective course (5EC). The track will be completed with a Master's thesis and Internship (35EC). The Internship (10EC) is optional. When an Internship is possible the student conducts a master's thesis of 25EC. When a student does not go on an Internship a master's thesis of 35EC is conducted.

Semester 1		Semester 2	
Quartile 1A	Quartile 1B	Quartile 2A	Quartile 2B
<b>5EC</b> Group Dynamics and Interventions <b>201100014</b>	<b>5EC</b> Advanced Research Methods for CRS <b>201600161</b>	<b>5EC</b> Psychology and Crime <b>201400580</b>	<b>Master's thesis and (if applicable) Internship (35EC)</b>
<b>5EC</b> Risk and Leadership in Societal and Technological Contexts <sup>1</sup> <b>201400581</b>			
<b>5EC</b> Elective Course <sup>2</sup> 1 out of 3:			

- <sup>1</sup> This course is offered twice a year, in Quartile 1A and Quartile 2A.
- <sup>2</sup> Students choose one of the courses: Learning and Instruction<sup>1</sup>; Cognition and Technical Systems<sup>1</sup>; or Design of Persuasive Health Technology<sup>1</sup>.

### **About Learning Sciences**

People learn throughout their lives: individually, with others, at school or university, at work, and beyond. With new technologies that change all aspects of life, we are constantly looking at how to improve the educational process, pursuing a streamlined 21st-century way of (lifelong) learning.

With this specialization, you will be equipped to optimize and redesign instructional materials for various objectives, diverse audiences, and different contexts. This specialization, offered by our Department of Instructional Technology (IST), is one-of-a-kind in the Netherlands: it is the only programme that connects psychological insights on learning with guidelines for the instructional design of lessons, courses, learning arrangements and environments, while giving technology a central place. This course will teach you to conduct problem analyses, design prototypes, and evaluate designs. After graduating, you will have numerous options open to you as a 21st - century Learning Sciences psychologist.

#### *LS programme, September 2019 enrolment*

This specialization (programme overview on the next page) consists of four obligatory courses (20EC) and one elective course (5EC). The track will be completed with a Master's thesis and Internship (35EC). The Internship (10EC) is optional. When an Internship is possible the student conducts a master's thesis of 25EC. When a student does not go on an Internship a master's thesis of 35EC is conducted.

Semester 1		Semester 2	
Quartile 1A	Quartile 1B	Quartile 2A	Quartile 2B
<b>5EC</b> Learning and Individual Differences: Assessment and Intervention <b>201400582</b>	<b>5EC</b> Adaptivity in Learning and Instruction <b>201600164</b>	<b>5EC</b> Innovative technology-based environments <b>201400002</b>	
<b>5EC</b> Learning and Instruction <sup>1</sup> <b>192914040</b>	<b>Master's thesis and (if applicable) Internship (35EC)</b>		
<b>5EC</b> Elective Course <sup>2</sup> 1 out of 4:			

<sup>1</sup> This course is offered twice a year, in Quartile 1A and Quartile 2A.

<sup>2</sup> Students choose one of the courses: Designing Learning & Performance Support; Risk and Leadership in Societal and Technological Contexts<sup>1</sup>; Learning and Instruction<sup>1</sup>; Cognition and Technical Systems<sup>1</sup>; or Design of Persuasive Health Technology<sup>1</sup>.

### About Health Psychology & Technology

New technologies will inevitably change the ways in which we approach healthcare. Can we develop persuasive coaching and games that will help children avoid, or overcome, diabetes? Can we promote healthier lifestyles through social media? How do technological innovations, like smart monitoring via sensors, influence people's behavior?

By studying how our minds, our health, and technology all interact, you will learn to answer these questions. In this dynamic and relevant field of study, you will use the psychological principles you pick up to develop interventions or policy, or to conduct research that really matters. The UT is at the cutting edge of technological innovations in the health sector, and in the Health Psychology & Technology specialization, you will study creative solutions for persuasive, next-gen eHealth technologies. You will gain the skills you need to be a Health Psychology professional in today's vigorous work environments. With the interdisciplinary abilities and the practical proficiency

you've gained, you will build up a strong portfolio to present to employers when you graduate.

*HPT programme, September 2019 enrolment*

This specialization consists of four obligatory courses (20EC) and one elective course (5EC). The track will be completed with a Master's thesis and Internship (35EC). The Internship (10EC) is optional. When an Internship is possible the student conducts a master's thesis of 25EC. When a student does not go on an Internship a master's thesis of 35EC is conducted.

Semester 1		Semester 2	
Quartile 1A	Quartile 1B	Quartile 2A	Quartile 2B
<p><b>5EC</b></p> <p>Public Health Psychology</p> <p><b>201000136</b></p>	<p><b>5EC</b></p> <p>Advanced Research Methods for Psychology, Health and Technology</p> <p><b>201600163</b></p>	<p><b>5EC</b></p> <p>Behavioural Medicine</p> <p><b>201200121</b></p>	<p><b>Master's thesis and (if applicable) Internship (35EC)</b></p>
<p><b>5EC</b></p> <p>Design of Persuasive Health Technology<sup>1</sup></p> <p><b>201400584</b></p>			
<p><b>5EC</b></p> <p>Elective Course<sup>2</sup> 1 out of 3:</p>			

<sup>1</sup> This course is offered twice a year, in Quartile 1A and Quartile 2A.

<sup>2</sup> Students choose one of the courses: Learning and Instruction<sup>1</sup>; Cognition and Technical Systems<sup>1</sup>; or Risk and Leadership in Societal and Technological Contexts<sup>1</sup>.

### **About Positive Psychology & Technology**

From studies on the effects of social media to rising rates of anxiety and depression, it is clear that the promotion of positive mental health and wellbeing is a vital need in our modern world. In this specialization, you will develop the clinical skills necessary to understand and treat psychological disorders. With an emphasis on the practical, you will learn how to set a clinical diagnosis and write a treatment plan. You will gain proficiency in different conversation techniques, and in the use of Cognitive Behavioural Therapy in treating clients. In this programme, we offer two unique emphases: Positive Psychology and technology. At the UT, we believe that positive mental health will make people more resilient and productive, lowering the risk of psychological disorders. We also understand the centrality of technology in mental healthcare, and the necessity of understanding its advantages and pitfalls, and potential applications in a clinical setting. Overall, you will become a strong 'scientist-practitioner' – a people-oriented, tech-savvy psychologist, able to help many of those in need.

#### *PPT programme, September 2019 enrolment*

This specialization (programme overview on the next page) consists of five obligatory courses (30EC) in the first semester. The second semester of the programme includes a Master's thesis and (if applicable/possible) a (clinical) Internship (30EC in total).

Semester 1		Semester 2	
Quartile 1A	Quartile 1B	Quartile 2A	Quartile 2B
<b>7,5 EC</b> Positive Clinical Psychology <b>201800111</b>	<b>7,5 EC</b> Positive Behavioural Therapy <b>201800110</b>	<b>Internship PPT<sup>1,2</sup></b>	
<b>7,5 EC</b> Compassionate Technology in Mental Health Care <b>201800109</b>	<b>5 EC</b> Advanced Research Methods for PHT <b>201600163</b>		
	<b>2,5 EC</b> Personal Reflection & Development <b>201800112</b>		

All courses are offered twice a year.

<sup>1</sup> The internship in the master is optional. When an Internship is possible the student conducts a Master's thesis of 10EC. When a student does not go on an Internship a Master's thesis of 30EC is conducted.

<sup>2</sup> There are two types of internships PPT: 'clinical internship PPT' & 'research/practice internship PPT'. For both internships the obligatory prerequisites are: at least grade 6 for the course 'Positive Clinical Psychology' and actively participated (participated in lectures and exams) in the course 'Positive Behavioural Therapy'.

## 1.2 WHERE TO FIND (MORE) INFORMATION ABOUT THE PROGRAMME

On the website [www.utwente.nl/psy](http://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 **pre-master's student** then click on the title/menu of 'Pre-master's programme'. 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. Furthermore, you can find this programme guide and slides of the introduction day presentation.

Are you a **master's student** then click on the title/menu of 'Master's Programme'. 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. Furthermore, you can find this programme guide, slides of the introduction day presentation and (links to) detailed information about the Master's thesis and the Internship.



### COURSE DESCRIPTIONS

If you would like to know more about the content of the courses in the master's programme, go to the course catalogue: [www.utwente.nl/coursecatalogue](http://www.utwente.nl/coursecatalogue), where you will find information on the courses (as available at present).



### MASTERTHESIS

All information on procedures and guidelines with regard to the graduation phase (Master's thesis) can be found on the 'graduation web' of the PSY website: <https://www.utwente.nl/psy/graduationweb/master/>  
The information on this website is also available as a (pdf) Graduation guide.



### INTERNSHIP

All information on procedures and guidelines with regard to the Internship can be found on the internship website: <https://www.utwente.nl/en/psy/master/internship/>

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

- Rules & Regulations (e.g. Education and Examination Regulations)
- Organization & Contact (e.g. study adviser and other staff, committees)
- Links to educational systems and services (e.g. academic calendar, registering for courses/exams, links to relevant websites)
- International students (i.e. specific information for international and exchange students in the BMS faculty)
- Education Evaluation & Quality (e.g. course evaluation & Programme Committee)

### 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



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



## 2. PRACTICAL ISSUES

### 2.1 FINDING YOUR WAY AT THE UNIVERSITY

On the website [www.utwente.nl/campusmap](http://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 (few) month(s) before the course starts via [www.utwente.nl/coursecatalogue](http://www.utwente.nl/coursecatalogue)

You may also consider to place your order with your study association Dimensie [www.svdimensie.nl](http://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](http://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?*

A few weeks after your enrolment is finalised and you have received a confirmation e-mail of enrolment and have uploaded your digital passport photo in Osiris, you will receive your student card by regular post. Make sure that the University of Twente has your correct correspondence 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 'upload passport 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*

- The card is valid as ID card for the university. The card is valid until you de-enrol from the University of Twente.
- 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](http://www.utwente.nl/studentervices)).

## 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> or search directly by name or department on the website: [people.utwente.nl](http://people.utwente.nl)

### *UT homepage for students*

The website [www.utwente.nl/students](http://www.utwente.nl/students) is the UT home page for students. This website offers general UT information related to news and events for students, (quicklinks to all) educational systems used at the UT, other links like IT facilities or student counselling, and contact information and service desks.

*Canvas: the digital learning environment of the UT*

Canvas is the digital learning environment of the University of Twente and can be found at [canvas.utwente.nl](https://canvas.utwente.nl)

*Osiris: the student information system*

In Osiris students can consult a wealth of information: address details, grades, the course catalogue with information on e.g. courses and minors, and information regarding study advisers.

**Last but not least: via Osiris you have to register for courses and exams: [osiris.utwente.nl/student](https://osiris.utwente.nl/student)**

*Programme website*

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

**Also each programme has its own website. The website of the PSY/MPS programme is: [www.utwente.nl/psy](https://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 in the pre-master and master are scheduled in the last two weeks of each quartile.

The academic calendar can be found at [www.utwente.nl/en/ces/planning-schedules/academic-calendar](https://www.utwente.nl/en/ces/planning-schedules/academic-calendar)

For the rosters/timetable: [rooster.utwente.nl](https://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 5<sup>th</sup> period, from 12.45 - 13.30 hrs is the lunch break (when no lectures are scheduled).

1 <sup>st</sup> period:	08:45 - 09:30 hrs.
2 <sup>nd</sup> period:	09:45 - 10:30 hrs.
3 <sup>rd</sup> period:	10:45 - 11:30 hrs.
4 <sup>th</sup> period:	11:45 - 12:30 hrs.
5 <sup>th</sup> period = lunch break:	12:45 - 13:30 hrs.
6 <sup>th</sup> period:	13:45 - 14:30 hrs.
7 <sup>th</sup> period:	14:45 - 15:30 hrs.
8 <sup>th</sup> period:	15:45 - 16:30 hrs.
9 <sup>th</sup> 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 generally 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. tutorials (seminars or workshops, abbreviated WC = in Dutch: werkcolleges), characterised as interactive tutorials in which the students play an active role;
3. colstruction: a combination of a lecture and tutorial (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. Tutorials are usually just as long but are more interactive by nature (students work in groups on assignments that help to digest the subject matter). Practical 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.

### *Classroom etiquette and class participation*

A successful class depends on the active engagement of all students. Students should turn off all cell phones, pagers or other communication devices while in class. Class discussions should be respectful and considerate of others' views and opinions. What happens in class stays in class unless you receive permission from the teacher to share something.

## 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](https://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 Canvas 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 34 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.

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

[www.utwente.nl/en/education/current-students/educational-systems](http://www.utwente.nl/en/education/current-students/educational-systems)



**Please note that if you are registered for a course via Osiris, you are automatically registered for the first (1<sup>st</sup>) attempt of the course's exam! In case you decide NOT to use this 1<sup>st</sup> 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).**

Being registered for an exam 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.

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.



**In case you do not use/pass the 1<sup>st</sup> attempt of an exam you must register separately for the re-take (which is probably 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.**

### *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 monitor	An examination invigilator – usually a course lecturer – will be present during the examination. 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 may not make duplicates or copies of the test materials in any way during the inspection of his work, unless specified differently by the responsible examiner.</p>
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 2<sup>nd</sup> 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 (4<sup>th</sup>) 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 (sufficient) 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/test, 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 Canvas 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](http://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/psy/regulations](http://www.utwente.nl/psy/regulations)

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/psy/regulations](http://www.utwente.nl/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](http://www.utwente.nl/lisa/nsc)) for attractive offers.
- What if you do have a notebook? In case you already have a notebook, it is advised that the notebook is no older than 3 years and uses Windows 10.
- 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](http://www.utwente.nl/lisa/nsc)

Various manuals are available on the ICT Service Centre site

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

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

## 3. STUDENT SUPPORT AND COUNSELLING SERVICES

### 3.1 STUDY GUIDANCE

During your (pre-M or M-) Psychology 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*

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 adviser 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 information:**

Joleen de Jong

Cubicus, room C114 (Tuesday, Thursday, Friday)

Tel 053-489 5624

[Stuieadviseur-mps@utwente.nl](mailto:Stuieadviseur-mps@utwente.nl)

[www.planzelf.nl/enterprise/bij/utwente\\_bms/en](http://www.planzelf.nl/enterprise/bij/utwente_bms/en)

### *Programme Coordinator*

The programme coordinator for the department of Psychology is Laura Holsbeeke. She assists the programme director in policy matters and she is responsible for the organisational, procedural and content coordination and alignment of the Psychology programme. If you have any complaints about the education programme or a particular module, or if you feel you have been treated unfairly, the programme coordinator is the first person to turn to.



#### **Contact information:**

[Laura Holsbeeke](#)  
Cubicus, room C112  
Tel 053-489 3999  
[L.Holsbeeke@utwente.nl](mailto:L.Holsbeeke@utwente.nl)

### *Centre for Educational Support: BOZ*

Anneke Laarhuis is the Educational Affairs (BOZ) Officer for the Psychology department. She is responsible for many administrative tasks in regards to the PSY/MPS education programme. The office is open on working days, during office hours.



#### **Contact information:**

[Anneke Laarhuis](#)  
Citadel, room H436  
Tel 053-489 2570  
[BOZ-PSY@utwente.nl](mailto:BOZ-PSY@utwente.nl)

**For International Students we have our own *Office for International Affairs*. You may best contact Ms. Leonie ten Have via:**

**[internationalstudentsupport-bms@utwente.nl](mailto: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 is responsible for matters such as: admissions, registration and deregistration. You will find the Student Services Desk in the Vrijhof, room 239. See also: [www.utwente.nl/ces/studentervices/en](http://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](http://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 3<sup>rd</sup> 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 3<sup>rd</sup> floor).

For training courses offered please take a look at:

[www.utwente.nl/ces/sacc/en/personal-development](http://www.utwente.nl/ces/sacc/en/personal-development)

#### *TCP Language Centre*

The TCP Language Centre offers professional language support to everyone at the University of Twente: students, PhDs, academic staff and support staff.

You can receive individual support and they also offer various workshops:

<https://www.utwente.nl/en/ces/tcp-language-centre/>

## 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 six years, as with all university programmes, the programme is evaluated by an external committee. Hence this is called the educational review or visitation. 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.).

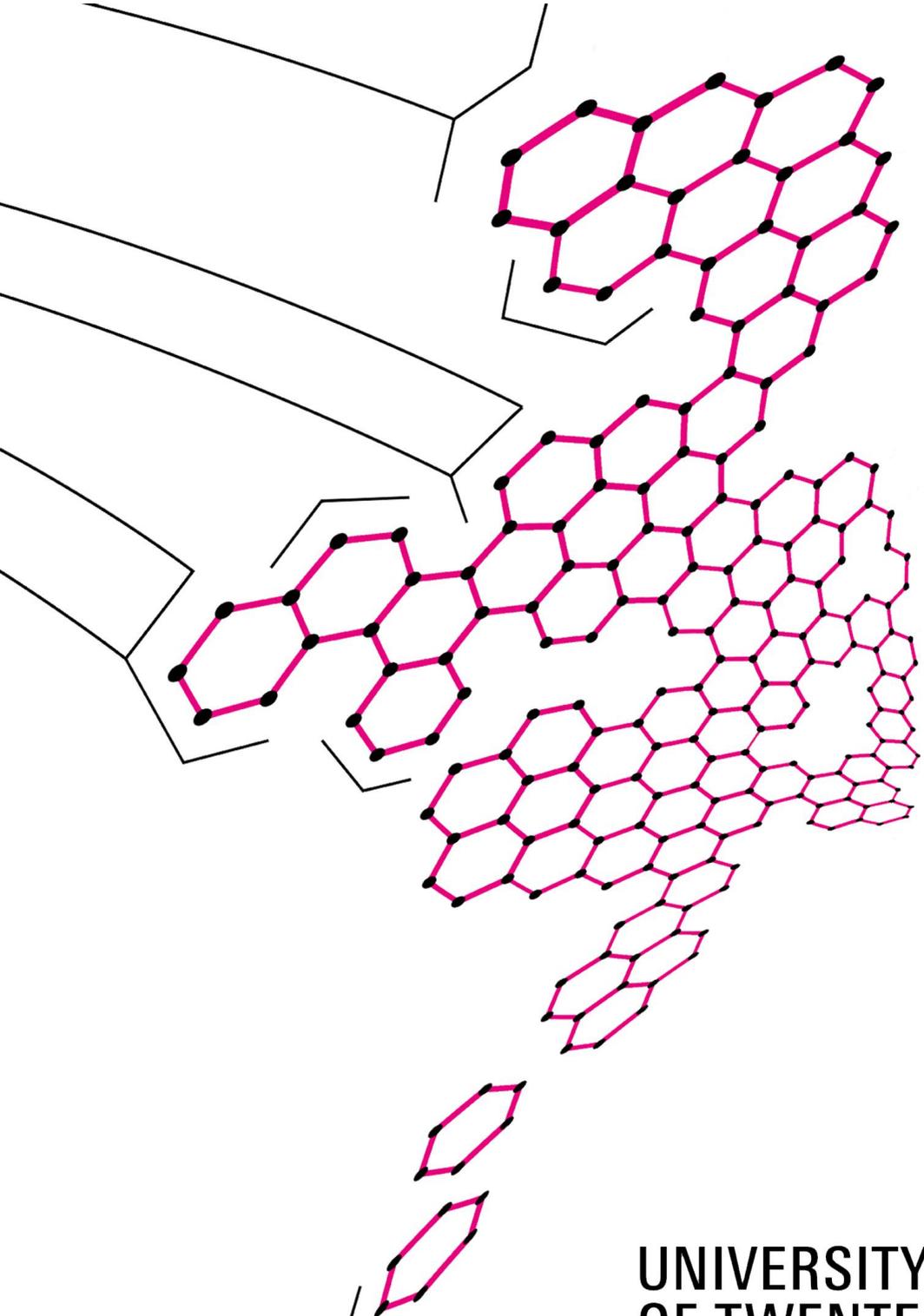
### *Programme Committee*

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).

**MASTER'S PROGRAMME IN PSYCHOLOGY  
UNIVERSITY OF TWENTE.**

**W** [www.utwente.nl/psy](http://www.utwente.nl/psy)

**E** [studieadviseur-mps@utwente.nl](mailto:studieadviseur-mps@utwente.nl)



No rights can be derived from the content of this programme guide. The official regulations can be found in the Education and Examination Regulations [www.utwente.nl/psv](http://www.utwente.nl/psv).

**UNIVERSITY  
OF TWENTE.**