Dear Student,

Welcome to the University of Twente!
You have left home, friends and family, and have committed to furthering your education at our University of Twente. We have committed ourselves to giving you the best possible study experience. We are proud to welcome you.

While studying abroad is an eye-opening experience, and a great opportunity for personal development, it also means adapting to new surroundings. Additionally, it is a great chance to making new friends from around the world! With more than 500 students from over 70 countries and staff originating from more than 25 countries, you will enter a truly international environment.

This handbook will assist you in adapting to the Netherlands, and its climate, the Twente region, the city of Enschede, and people, customs and culture. In addition, it contains information on the necessary formalities, before, upon and after your arrival.

We wish you the very best in your study endeavors. May your stay be enjoyable and successful. We look forward to seeing you at the University of Twente!

Warm regards,

Miranda Bönhke
Teamleader Scholarship Office & International Relations Centre for Educational Services

This handbook contains practical information for UT Bachelor, Master, and Exchange students.

Some information for PhD candidates can be found in Chapter 7. For specific information PhD candidates are advised to visit www.utwente.nl/tgs.

Specific information for campus students can be found in Chapter 2 and for ITC students in Chapter 3. The general chapters also include information that is relevant and important for both campus and ITC students.

Join the International UT Community: www.facebook.com/groups/UTInternational
1. GENERAL INFORMATION

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ENTRY VISA

As determined by Dutch law, students cannot apply for a visa themselves. All applications and extensions for (entry) visas and residence permits are coordinated by the University of Twente (Bachelor/Master/Exchange students), and ITC faculty (ITC students). If you require an entry visa or residence permit you will be contacted by e-mail outlining all necessary procedures. Provided you supply all necessary documents in time, application procedures at the Dutch Immigration Service (IND) will take about 4 - 6 weeks. Applicants with nationalities from the following countries: Bangladesh, Nepal and Pakistan, have to take into account that the application may take up to 3 months.

ADMINISTRATION FEE

By Dutch law, the Immigration Service (IND) charges a € 192 administration fee for entry visa/residence permit procedures.

- Most recipients of scholarship programmes must transfer the fee to the UT bank account. Some scholarship providers will reimburse this fee to you and a small number pay it for you;
- Non-scholarship students do need to pay the visa administration fee in advance;
- ITC students requiring an entry visa/residence permit will receive an invoice from Student Finance Administration.

A multiple-entry Schengen visa allows travel and study-related trips to Schengen countries. For an overview of all Schengen countries visit: www.schengenvisainfo.com/schengen-visa-countries-list

DO I NEED AN ENTRY VISA AND/OR RESIDENCE PERMIT?

<table>
<thead>
<tr>
<th>Nationality</th>
<th>Entry visa required?</th>
<th>Residence permit required?</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU/EEA, Switzerland</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Australia, Canada, Japan, Monaco, New Zealand, South Korea or USA</td>
<td>No</td>
<td>Yes, for stays of 90 days or more</td>
</tr>
<tr>
<td>All others</td>
<td>Yes</td>
<td>Yes, for stays of 90 days or more</td>
</tr>
</tbody>
</table>
RESIDENCE PERMIT

The Dutch law states several rules and obligations for receiving and maintaining your residence permit for study purposes in the Netherlands. We urge you to take note of these rules and obligations below.

STUDY PROGRESS
There are study progress requirements for students from outside the EU/EER with a residence permit for study purposes. The Dutch ‘Modern Migration Policy Act’ (Modern Migratiebeleid) states that students should obtain a minimum of 50% of the needed ECTS per Academic year. Your study advisor will have meetings with you during the academic year to check if your study results are sufficient for keeping your residence permit. In case you do not obtain 50% of the ECTS without a justified reason, the University must report this to the IND and your residence permit can be cancelled. After this, you will need to leave the Netherlands.

In case of justifiable study delay, students can request the Committee Personal Circumstances (CPO) to assess their circumstances. The ruling of the CPO will be taken into account when evaluating your academic progress. For further information about justifiable study delay visit: www.utwente.nl/en/ces/sacc/regulations/momi

Students enrolled at the University College Twente for the programme Technology and Liberal Arts & Sciences (ATLAS) need to obtain 60 ECTS yearly.

IDENTIFICATION
In the Netherlands, you are obliged to carry valid identification with you at all times. Alongside your identification, as an international student you are also obliged to carry your residence permit card with you. For your own reference, keep a copy of your residence permit card in your personal file.

TRAVELLING
With your Dutch Residence Permit card and your passport, you can travel to and from Schengen countries.
LOST RESIDENCE PERMIT

• Make an appointment with the Dutch police to report the theft or loss of your Dutch residence permit by calling 0900 - 8844.

• If applicable, take the police report to your appointment with the Dutch police which you received when reporting the theft in the country where the permit was stolen. The Dutch police will give you a copy of the report they make.

• Make a copy of your passport or, if this has been lost, the travel document which has been issued by your own country, even if it is a temporary document.

• See the campus Immigration Officers or ITC Student Affairs Officers to assist you to apply for a new Residence Permit.

• After your application has been sent to the IND by the campus Immigration Officers or ITC Student Affairs, you must go to the IND in Zwolle to have a passport photo made and to have your fingerprints taken. No appointment is necessary for this.

• The cost of the new residence permit is € 132. You will have to pay directly to the IND after your new residence permit card is ready for collection.

• Take into account that an application for a replacement or renewal takes approximately 6 weeks.

CHANGE OF UNIVERSITY

If you are transferring from another institution within the Netherlands (e.g. another Dutch university or company) to the University of Twente, you will have to extend your residence permit accordingly. Please contact the Immigration Officers or ITC Student Affairs to arrange the extension.

Keep in mind that transferring students need to provide the same documents as other students applying for an entry visa and they also need to transfer the tuition costs and provide proof of living costs via bank statement. The fee for extending your residence permit because you are transferring is € 161. If you have a residence permit for study which is valid for the first year at the UT, the university does not apply for an extension but only informs IND. Remember to request an extension of your residence permit before it expires.

CHANGE OF ADDRESS

It is obligatory to inform the Municipal Office when you change your address to maintain possession of your residence permit. The Dutch Immigration Office (IND) uses the Municipal Personal Records Database to check your details of residence and it is of utmost importance that you notify the municipality of your change of address within 5 days after moving. You can either do this in person at City Hall (Stadskantoor) or by sending an e-mail to publiekszaken@enschede.nl. Make sure you mention your full name, date of birth, BSN (Burgerservicenummer/Dutch Social Security Number), old address, new address, and your date of moving.
REGISTER AT MUNICIPALITY & BSN

REGISTER AT THE ENSCHEDE MUNICIPALITY
All international students staying at the UT for more than four months must register at the municipal civil registry (BasisRegistratie Personen, BRP). Your enrolment at the UT will not be complete until you have successfully registered your address.

During the formality market, campus students are able to meet with the immigration officers who are available for questions regarding the registration at the municipality, appointments at the bank and the TB test (if applicable). ITC students will be guided through registration at the municipality by ITC Student Affairs.

More information about why this is necessary: www.utwente.nl/municipal-registration

HOW TO REGISTER AT ANOTHER DUTCH MUNICIPALITY
If you live in another municipality in the Netherlands, please visit the City Hall of your municipality to register in the BRP. You will receive a certificate of residence.

If you live in Belgium, Luxembourg, North Rhine-Westphalia, Lower Saxony, or Bremen, please obtain a certificate of residence (in German: Meldebescheinigung) from your local municipality.

CITIZEN SERVICE NUMBER
Once registered you will receive a letter from the municipality stating your citizen service number (burgerservicenummer, BSN). The BSN is your unique personal ID for all Dutch authorities. You will need it as identification for study subsidy forms, rental contracts, and bank account forms during your stay in the Netherlands.

Your BSN is required to open a bank account and will often be requested at the doctor or hospital. It is important to make a note of your BSN as it will only be issued once. Please keep this important document in your file!

All scholarship students are required to submit their BSN to the University of Twente.
LIVING COSTS

The following example student budget can help indicate what budget is required when studying at the University of Twente.

PhD candidates are not considered students. Please see Chapter 7 for a PhD budget estimate.

TUITION FEES 2018/2019

<table>
<thead>
<tr>
<th>Nationality</th>
<th>Level of study</th>
<th>Study Programme</th>
<th>Tuition fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU/EEA</td>
<td>All</td>
<td>All (excl. ATLAS)</td>
<td>€ 2,060</td>
</tr>
<tr>
<td>EU/EEA</td>
<td>Bachelor</td>
<td>ATLAS</td>
<td>€ 4,120</td>
</tr>
<tr>
<td>Non-EU/EEA</td>
<td>Bachelor</td>
<td>Non-technical(1)</td>
<td>€ 7,900</td>
</tr>
<tr>
<td>Non-EU/EEA</td>
<td>Bachelor</td>
<td>Technical(1)</td>
<td>€ 9,000</td>
</tr>
<tr>
<td>Non-EU/EEA</td>
<td>Bachelor</td>
<td>ATLAS</td>
<td>€ 11,060</td>
</tr>
<tr>
<td>Non-EU/EEA</td>
<td>Master</td>
<td>Non-technical(1)</td>
<td>€ 11,500</td>
</tr>
<tr>
<td>Non-EU/EEA</td>
<td>Master</td>
<td>Technical(1)</td>
<td>€ 14,250</td>
</tr>
<tr>
<td>ITC (2)</td>
<td>Master (18 months)</td>
<td></td>
<td>€ 21,000</td>
</tr>
</tbody>
</table>

ANNUAL LIVING COSTS

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>For whom?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>€ 5,000</td>
<td>All students</td>
</tr>
<tr>
<td>Food</td>
<td>€ 2,500</td>
<td>All students</td>
</tr>
<tr>
<td>Other (clothing etc.)</td>
<td>€ 800</td>
<td>All students</td>
</tr>
<tr>
<td>Transportation</td>
<td>€ 600</td>
<td>All students</td>
</tr>
<tr>
<td>Books &amp; supplies</td>
<td>€ 500</td>
<td>All students</td>
</tr>
<tr>
<td>Insurance</td>
<td>€ 480</td>
<td>Optional for EU/EEA students(3)</td>
</tr>
<tr>
<td>Visa</td>
<td>€ 192</td>
<td>Non-EU/EEA students only</td>
</tr>
<tr>
<td>Bicycle</td>
<td>€ 125</td>
<td>All students</td>
</tr>
<tr>
<td>Bank account</td>
<td>€ 50</td>
<td>All students</td>
</tr>
</tbody>
</table>

(1) If you are unsure if your study programme is considered technical or non-technical, please contact the Student Service Desk (see page 85).
(2) For detailed costs of other ITC courses, please see page 39.
(3) Insurance costs for EU/EEA students depend on policies of insurance companies in your home country. EU/EEA students can opt for additional insurance of € 10 - € 25 per month. This insurance covers costs of additional medical care. Visa students can make use of the ICS Complete insurance, which covers basic health care, travel and liability. ICS Complete costs € 40 per month (see pages 11-13).
DUTCH BANK ACCOUNT

HOW TO OPEN A DUTCH BANK ACCOUNT
Students requiring an entry visa will be guided through the bank account application process.

For all other international students a guideline to open a Dutch bank account is provided on the following website: www.utwente.nl/go/ish/todo/upon-arrival/bank.

The guide assists you in opening a bank account at the ABN AMRO. Nevertheless, students are free to open a Dutch bank account at any bank of their choice. Opening a bank account is generally free of charge, with a small monthly service fee.

WHY A DUTCH (STUDENT) BANK ACCOUNT?
- Scholarships will only be transferred to a Dutch bank account.
- Possibility to pay your tuition fee in instalments (Bachelor and Master students).
- Paying cashless with your debit card at any store without extra charges. Particularly useful for paying at the university canteens.
- Buying train tickets at NS vending machines. Otherwise you need a credit card or have to buy tickets at the office window, which is not always open and is more expensive.
- Use of iDEAL (online) payment. See the website for more information: www.ideal.nl/en

The magnetic strip on your (international) bank card cannot be used in the Netherlands. Only bank cards containing a gold coloured chip will be accepted. All bank cards issued by ABN AMRO contain this chip and can be used to pay and withdraw money in the Netherlands.

MOBILE PHONE

Most Dutch students prefer using mobile phones over landline phones. As a result, most student houses do not have a regular phone connection.

SHORT STAY: PRE-PAID CARD
If you already have a mobile phone and you are staying in the Netherlands for less than a year, the best option is to buy a prepaid SIM-card. A prepaid SIM-card costs around € 10. The Erasmus Student Network (ESN) Twente offers prepaid SIM-cards for arriving international students.

LONG STAY: CONTRACT
Contracts with mobile phone providers are usually one or two years in duration and are paid in monthly instalments. There are also several providers offering contracts which are cancellable per month. For more information about these contracts, visit one of the telephone stores in Enschede and ask about their offers. Be careful not to sign a contract right away, but investigate different providers and inquire at different stores. The four largest telephone providers in the Netherlands are KPN, T-Mobile, Telfort, and Vodafone.

Please keep in mind that your mobile phone has to be unlocked in order to use a Dutch SIM-card. For information about tariffs, please visit www.justlanded.com and go to: Netherlands > Telephone & Internet > Tariffs
INSURANCE

All residents of the Netherlands are obliged by Dutch law to have health insurance. Additional insurance to cover the costs of repatriation and personal liability is strongly recommended. The University of Twente uses the services of the AON insurance company.

EU/EEA STUDENTS

If you are insured under the national health insurance scheme of an EU/EEA member state or Switzerland, your insurance company can provide you with a European Health Insurance Card (EHIC). As long as you do not have paid work/internship in the Netherlands, additional insurance is not required. Please be aware that an EHIC is valid for a limited time only, and does not cover luggage, liability, or legal aid. Contact the UT to arrange additional insurance.

WHAT INSURANCE DO YOU NEED?

AON INSURANCE PACKAGES

AON ICS COMPLETE INSURANCE
ICS Complete covers all your medical costs and liability in the Netherlands. You are covered for emergency dental care, doctor visits, physiotherapy, acupuncture, medicines, psychotherapies, and medical transport. ICS Complete Insurance also covers personal liability, luggage, household contents, accidents, legal aid, and repatriation. You are covered during internships and international travel (holiday). Medical costs related to pre-existing conditions or non-essential procedures will not be covered (e.g. regular asthma medication). Be aware that costs of treatment of pre-existing illnesses before the start of the insurance will not be covered (this includes pregnancies that exist at arrival in the Netherlands. The costs related to childbirth will therefore not be covered by AON).

AON BASIC HEALTH INSURANCE
If you are not eligible for ICS Complete cover you must arrange basic health insurance. AON Basic Health Insurance covers health insurance but not liability insurance. For more information please see: www.aonstudentinsurance.com/legal/serviceinformation
ADDITIONAL INFORMATION

WHAT EXACTLY IS COVERED?
Most insurance companies have their own conditions and limitations. Please check the eligibility requirements, terms and conditions carefully. The insurance companies are very strict in the implementation of their policy; see, for example, the AON policy, Chapter 4 ‘Extra cost insurance’. Be aware that costs of treatment of pre-existing illnesses before the start of the insurance will not be covered (this includes pregnancies that exist at arrival in the Netherlands. The costs related to childbirth will therefore not be covered by AON).

Please note that the University of Twente and/or Faculty ITC are not responsible for any costs that fall outside your insurance policy.

HOSPITALISATION
Always inform AON in case of admittance to a hospital, and inform the hospital of your AON insurance information. This allows your invoices to be forwarded directly to AON without the need for advance payment. In case of an emergency and if informing in advance is not possible, inform the insurance company as soon as possible by sending an e-mail to claims@aonstudentinsurance.com mentioning your insurance policy number.

CLAIMS
A fully completed claim form, together with scanned original bills and (medical) certificates, should be sent digitally to the AON. Health insurance claim forms can be downloaded from the AON website. Always make copies of claims for your own records. The AON website provides information about when and how to file a claim. If you provide your insurance information to the pharmacy and the hospital ‘Medisch Spectrum Twente’ (MST) they will send their bills directly to AON.

EXTENDING YOUR INSURANCE
If your study period at the University of Twente is extended, your insurance needs to be extended as well. For more information contact the Immigration Officers or ITC Student Affairs.

AON insurance packages start on the departure day from your home country and continue until the day of return in your home country. Make sure you inform the Immigration Officers / ITC Student Affairs Officers of your exact travel dates!

E: internationaloffice-visa@utwente.nl
E: studentaffairs-itc@utwente.nl
PROOF OF INSURANCE
Keep your proof of insurance on file, as you will need it when visiting your doctor or dentist. AON will also provide a brochure listing the insurance conditions and all covered (medical) procedures.

VISITING GUESTS AND FRIENDS
Relatives and guests of students/employees are also obliged to have a health insurance policy during their stay in the Netherlands. Extra insurances are strongly recommended, especially the personal liability and the emergency assistance insurance (flight to home-country in case of a life threatening situation or death of a family member). A deposit is paid in advance, based on the duration of the family/guest stay. Please contact the Immigration Officers or ITC Student Affairs for more information.

AON Hewitt
PO Box 1005
3000 BA Rotterdam
T: +31 (0)10 448 8270
E: students@aon.nl
E: claims@aonstudentinsurance.com
W: www.students-insurance.eu/students/en/

If you hold ICS complete Insurance you are not allowed to apply for the Dutch Healthcare Allowance, called ‘zorgtoeslag’.

HEALTHCARE IN THE NETHERLANDS
One of the many great things about living in the Netherlands is the excellent standard of Dutch healthcare, rated as one of the best in Europe. The Netherlands topped the list of 34 nations in the 2016 Euro Health Consumer Index (the ‘industry standard’ of modern healthcare) and spends around 11 percent of GDP on health. Plus, almost all doctors speak excellent English, making healthcare in the Netherlands very accessible to expats. But healthcare is very culturally bound. Within this Dutch system you may face situations completely different from those you are used to in your own country.

Especially when feeling unwell and ill, these cultural differences might take you by surprise and frustrate you. But do not worry, you will always find and get the health care you need. It is only organised differently to how you might expect it to be.

In general the Dutch premise is that people are personally responsible for their own health and for their own well-being. People are expected to take their own responsibility to prevent illness, of course within the boundary of what National Healthcare offers.
GENERAL PRACTITIONER
The Dutch health system is organised around the general practitioner (GP) in Dutch: *huisarts* = homedoctor. Everyone is registered with their own *huisarts* and they are the first person you should go to when you have a medical problem (unless it’s an emergency, of course). The *huisarts* is the gatekeeper to all the other types of medical treatment. They can deal with routine health issues, perform standard examinations, and refer you onto other services, including hospitals, specialists, home midwifery and physiotherapy. It is not possible to visit a specialist at the hospital without a GP referral letter. To visit a student counsellor or psychologist you don’t need a referral. Please be aware it is mandatory to be registered with a general practitioner when you are staying in the Netherlands for more than three months. You can only make an appointment if you have been registered at the doctor’s office. See Chapters 2 & 3 for details of Campus and ITC medical facilities.

PHARMACY PROCESS
Procedure for collecting your medication:
1) Go to the pharmacy
2) Hand in your prescription
3) Pharmacy employee informs you about the procedure (verifying coverage with insurance)
4) Checking with insurance coverage takes a maximum of a day, so you can return to the pharmacy within the same day or next day.
If your insurance covers the medication, you can collect your medication without further action; If the medication is not covered by your insurance, you will need to pay for the medication.

REPEAT PRESCRIPTIONS
You can usually request a repeat prescription online: Go to the website of your GP and click *heraalrecepten* (repeat prescriptions). If you order early in the morning you can generally pick up your order at your pharmacy in the afternoon the next day. You can also arrange for prescriptions by calling your GP’s assistant during their contact hours.

DENTIST
Dental care for people over the age of 19 is generally covered by the insurance up to a certain amount and only in the case of an emergency. Please check the insurance policy: [www.aonstudentinsurance.com/students/en/insurances/icscomplete](http://www.aonstudentinsurance.com/students/en/insurances/icscomplete)

If you can’t attend your GP/hospital/specialist/dentist appointment you must cancel at least 24 hours in advance. A no-show will cost you personally around € 20. Neither the insurance company nor the UT will reimburse these expenses.
EMERGENCY INFORMATION

EMERGENCY - 112
Call for help with life threatening situations. There is a penalty for improper use.

EMERGENCY DEPARTMENT
Called spoedpost or spoedeisende hulp in Dutch. Emergency, MST Hospital Enschede Beltstraat 70, 7512 AA Enschede

OUT OF HOURS EMERGENCY DOCTORS
Huisartsenposten in Dutch. Only for URGENT problems that cannot wait until the next day (during weekends, evenings, nights (17:00 - 08:00) or public holidays). Always call first: 088 555 11 88 HDT Oost Beltstraat 70, 7512 AA Enschede

DENTAL EMERGENCY POST
If no dentists are available or during weekends, evenings, nights (17:00 - 08:00) or public holidays call: 0900-128 2632.

TUBERCULOSIS TEST
As an international student, you might be required by Dutch Immigration Law to have an X-ray scan of your lungs performed to check for tuberculosis at a local GGD office (Dutch Public Health Service, Gemeenschappelijke GezondheidsDienst). If tuberculosis is found, a course of treatment will be started, it will not affect your residence permit. However, failure to have this test performed may endanger your immigration status to the Netherlands. The X-ray scan is harmless, even for pregnant women.

DO I NEED TO TAKE A TUBERCULOSIS TEST?
In general, all students from non-EU countries are required to take a tuberculosis test. The Immigration Officers or ITC Student Affairs Officers will inform you whether you must take part in the TBC screening.

HOW TO TAKE A TUBERCULOSIS TEST
- The Immigration Officers/ITC Student Affairs will make appointments (in September and February for campus students/ITC students) for international students requiring a tuberculosis test at the GGD.
- The GGD will contact you within six months at your Dutch home address and will invite you to a follow-up appointment.
Tick bites carry the risk of Lyme’s disease, which is caused by the *Borrelia burgdorferi* bacteria. Around 20% of the ticks in the Netherlands are infected.

Ticks are black, dark brown or reddish and look like tiny spiders. They live in forests, bushes, trees and grass, including gardens.

To prevent Lyme’s disease:
- Wear protective clothes, long sleeves and long trouser-legs in forested/long grassland areas;
- Use insect repellent, containing DEET;
- Check your body (specifically behind your ears, the groin, arm pits, back of the knee and belly button).

If bitten by a tick:
- Remove directly, there are special tools available from drug stores or pharmacies;
- Don’t use alcohol to remove the tick;
- Clean/disinfect the area on your skin after removing the tick;
- Check if you have removed all parts of the tick.

After removing a tick:
- Keep checking the spot for a few weeks;
- If the skin changes (see picture), take a photo of the spot;
- In case of erythema migrans (occurs after 3 days - 3 weeks), consult your GP.

Symptoms of Lyme’s Disease:
Flu-like: head-ache, fever, muscle-ache, tiredness, stiff neck.
PART-TIME JOBS IN THE NETHERLANDS

As an international student in the Netherlands you might want to take a part-time job, just as Dutch students do. However, your position as a job applicant is somewhat different from that of Dutch students.

**FORMALITIES AND RULES**

As an international student looking for a job you will have to take into account certain practical restrictions. Students with a lack of Dutch fluency often find it hard to find a part-time job. If you are enrolled in an English-taught programme and don’t speak Dutch, certain jobs will not be possible. But even if you do speak some Dutch, some jobs simply require the fluency of a native speaker. Always make sure you know about the relevant requirements and rules when looking for a job.

**DIFFERENCES IN HEALTH INSURANCE**

If you are employed in the Netherlands (i.e. paying income tax) you are not eligible for AON ICS complete insurance or other private insurance packages. This means that, as an employee, you need to change your health insurance policy to a basic health insurance (e.g. AON Basic Health Insurance; see page 11). This rule applies to everyone (including students with an EU Health Insurance Card), regardless of how many hours you work per week. You are advised to take this into consideration when looking for a job, as basic health insurance may be more expensive than your current insurance. If you intend to work part-time on and off, make sure you choose an insurance company that allows you to switch between private and basic health insurance.

**WORK PERMIT AND RESTRICTIONS**

- EU/EEA citizens (except those from Croatia) and Switzerland do not need a work permit. There is no restriction on the number of hours you are allowed to work.
- If required, your employer or employment agency must apply for your work permit: you cannot do this yourself. There is no restriction on the number of hours you are allowed to work, but simplified rules for obtaining a work permit apply for students working either 10 hours a week or full-time during the summer months June, July, and August only. All other students need a work permit. Dutch immigration law restricts the number of hours you may work. You may either do seasonal work full-time (but only in June, July, and August), or you may work part-time throughout the rest of the year (but no more than ten hours a week); you may not do both. Your employer or employment agency must apply for your work permit: you cannot do this yourself.

For more information about part-time jobs, visit [www.studyinholland.nl/practical-matters/working-while-studying](http://www.studyinholland.nl/practical-matters/working-while-studying)
CHANGE OF ADDRESS NOTIFICATIONS

When you change your address you need to inform authorities and service providers. Please follow the steps below to successfully communicate changes in your address.

STEP 1: MUNICIPALITY & IND
If you are moving within Enschede or Hengelo you need to inform the municipality of your change of address. Please send an e-mail to publiekszaken@ enschede.nl and mention your name, your old address and your new address. The municipality will inform the Dutch Immigration Service (IND) of your new address.

STEP 2: ABN AMRO BANK
If you have a bank account at ABN AMRO bank, please inform the bank by visiting their local office (Stationsplein 8, Enschede). Remember to bring your passport and new address information with you. Alternatively, change your address information online at the ABN AMRO internet banking website.

STEP 3: AON INSURANCE
Inform AON of a change in address by sending an e-mail to the Immigration Officers or the ITC Student Affairs Office. Your new address information will be passed on to AON.
E: studentservices@utwente.nl
E: studentaffairs-itc@utwente.nl

STEP 4: STUDENT SERVICE DESK & STUDIELINK
Change your address in Studielink. If you need help visit the Student Service desk in the Vrijhof building.
W: www.utwente.studielink.nl

STEP 5: SERVICE PROVIDERS
Remember to give your new contact details to your mobile phone provider, internet service, gas, electricity and water, doctor, dentist, employer, pension provider etc., as appropriate.

GETTING TO THE UT

FROM SCHIPHOL AIRPORT
Upon arriving at Schiphol airport, make your way to Schiphol Plaza, the airports’ main entrance. Locate the NS ticket desk (opened 24/7) and buy a one-way train ticket to Enschede (€ 21 - € 25). A direct intercity train to Enschede leaves Schiphol train station every hour. Alternatively, you could take a train with transfer in Amersfoort. Don’t hesitate to ask railway staff for information on how to get to Enschede train station.

FROM ENSCHEDE TRAIN STATION
From Enschede train station, either take bus #1 (direction Universiteit) or bus #9 (direction Hengelo CS) and alight at bus stop Kennispark/UT (€ 1,50 - € 3). ITC students arriving at Enschede train station and staying at IIH do not need to take the bus. The IIH is located in the centre of Enschede.

AIRPORT PICK UP SERVICE
An airport pick-up service is arranged on selected days in August and February picking up new incoming international students. You will be welcomed at Schiphol airport by student mentors from the Erasmus Student Network (ESN) Twente and guided to the UT campus by train. To register for the airport pick up service please complete the registration for the Kick-In introduction days and indicate you would like to be picked up from Schiphol Airport. Keep in mind that the airport pick up is only available on selected dates.
BY CAR

Use the directions below when coming to the UT by car:

GPS INFORMATION
Coordinates:
Lat: 52.240990, Lon: 6.853752

Campus Address:
Drienerlolaan 5, Enschede

ITC Address:
Hengelosestraat 99, Enschede
ACADEMIC CALENDAR

The academic calendar determines the first and last day of the academic year, which weeks are determined for lectures, written examinations and academic holidays. All scheduled educational activities of all UT study programmes should be fitted into the academic calendar (Dutch: jaarcirkel). For a full overview of the academic calendar 2018/2019, please visit the UT websites listed below.

ACADEMIC YEAR 2018/2019
Start date: Monday 3 September 2018
End date 2018 / 2019: Sunday 25 August 2019

SEPTEMBER / FALL SEMESTER / 1ST SEMESTER
Start date: Monday 3 September 2018
End date: Friday 1 February 2019

FEBRUARY / SPRING SEMESTER / 2ND SEMESTER
Start date: Monday 4 February 2019
End date: Friday 26 July 2019

W: www.utwente.nl/en/ces/planning-schedules/academic-calendar/calendars
W: https://www.itc.nl/education/study-details/course-calendars/
# NATIONAL HOLIDAYS

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# 2. INFORMATION FOR CAMPUS STUDENTS

**IMPORTANT**: This chapter includes information specifically for Campus students, you also need to read the general information as this is applicable to you too!

## GETTING READY!

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ADMISSION DOCUMENTS

CAMPUS STUDENTS
After you are admitted to a University of Twente (UT) study programme, you will receive e-mails from the UT with steps to take towards registration. In order to complete your enrolment, the university requires the hardcopy documents listed below if you haven’t provided them yet:
- Certified hardcopy* of your original degree certificate of previous education;
- Certified hardcopy* of your original final transcript of records;
- Official translations in English or Dutch (if applicable);
- Official English test report (if applicable);
- Offer of Admission (Master/Bachelor students only);
- For Master Business Administration or Industrial Engineering Management applicants only: Certified copy* of your GMAT/GRE score report;
- Learning agreement (Exchange students only). You will receive this by e-mail;
- Copy of your international passport.

When you have sent in your Offer of Admission (Bachelor/Master) or when you have provided all required documents (Exchange), you will be contacted by e-mail about visa procedures (if applicable), housing possibilities (if applicable), insurance, bank account, and other formalities. You will also be invited to participate in the (mandatory) introduction days for international students.

Please send in your hardcopy documents before you arrive in the Netherlands.

EER students can arrange the payment of tuition fee in Studielink. Non-EER students will have paid their tuition fee during the visa application process and can be enrolled as soon as the UT receives the hardcopies of the required documents and their entry visa/residence permit has been arranged. When you arrive at the University of Twente, you will need to finalise your enrolment (page 30).

Please note that your enrolment will not be finalised until you have submitted all requested documents and your payment has been received by the UT.

ADMISSION PROCEDURE
Bachelor
E: studentservices@utwente.nl
W: www.utwente.nl/go/ish/application/bachelor

Master
E: studentservices@utwente.nl
W: www.utwente.nl/go/ish/application/master

INFORMATION FOR INTERNATIONAL STUDENTS
W: www.utwente.nl/go/ish/internationalstudents
Twitter: @UTInternational

* A certified copy is a copy with an official stamp and signature on each page (and, if applicable, also on the reverse side) to verify that it is a copy of the original document requested. This official stamp and signature may be from a notary or your school/university. Photocopies or scans of the documents mentioned above are not legal proof and, therefore, cannot be accepted for enrolment.
BACHELOR & MASTER STUDENTS

ADMITTANCE AND ENROLMENT

Before Arrival

- Online Application
- Acceptance
- Send in Offer of Admission
- Confirmation
- Send in documents
- Finalise Enrolment

Upon Arrival

- Visa / Insurance / Banking (if applicable)
- Housing (if applicable)
- Attend Formality Market

Visit www.utwente.nl/go/ish/todo/upon-arrival for useful information about what to do when you arrive in Enschede.
EXCHANGE STUDENTS

ADMITTANCE AND ENROLMENT

Application deadlines:

BSc: www.utwente.nl/go/ish/deadlines/bachelor
MSc: www.utwente.nl/go/ish/deadlines/master
Exchange: www.utwente.nl/go/ish/deadlines/exchange

Before Arrival

Nomination

Online Application
Follow the 7 steps

Provisional Acceptance

Send in Learning Agreement

Acceptance

Finalise Enrolment

Upon Arrival

Visa / Insurance / Banking
If applicable

Housing
If applicable

Attend Formality Market
VISA, RESIDENCE PERMIT & INSURANCE

ENTRY VISA
STEP 1: CONFIRM OFFER
To start your entry visa/residence permit application procedure, confirm your offer from the University of Twente by returning your completed Offer of Admission. Exchange students do not have to complete this form; they will be contacted by the University of Twente.

STEP 2: PROOF OF FINANCIAL MEANS
Dutch law requires non-EU students staying in the Netherlands for more than 90 days to apply for a visa and residence permit. The university applies for both at the same time on your behalf. The visa is a sticker in your passport to enter the Netherlands and is valid for 90 days; the residence permit is a card you will receive after you have arrived and will be valid during your stay.

Non-EU students are required to provide proof of sufficient financial means of €11,000. Please contact our visa department for further information regarding a valid bank statement.

STEP 3: ADDITIONAL PROCEDURES BY E-MAIL
The University of Twente will guide you through the next steps of the entry visa/residence permit procedure. Please follow the instructions outlined in the e-mails you will receive.

RESIDENCE PERMIT
Campus students and ITC International Hotel students requiring a residence permit will be guided through all formalities before arrival.

To extend your residence permit expiring during the current academic year, contact the Immigration Officers directly for more information. The fee for extending your residence permit is €161.

INSURANCE
NON EU/EEA STUDENTS
Non-EU/EEA students are required to arrange health insurance through the Immigration Officers. You will be guided in arranging health and liability insurance before arrival. To make sure all formalities can be arranged on time, inform the Immigration Officers of your expected arrival date as soon as possible.

General information about visas, residence permits and insurance can be found in Chapter 1.
ARRANGING ACCOMMODATION

FURNISHED ACCOMMODATION FOR CAMPUS STUDENTS

The UT is the linking pin between local housing providers and admitted international UT (exchange) students, staff-members and guests: we coordinate supply and demand through the regional housing portal Roomspot (www.roomspot.nl). On Roomspot you can find the current housing offer in Enschede and Hengelo and apply for the accommodations you are interested in. Additionally, the UT assists you in finding accommodation by providing you with our overview on which several external parties in the region are listed that offer housing. The University of Twente works together with several housing providers.

ON-CAMPUS: DE VESTE
De Veste is the on-campus housing provider, offering approximately 300 rooms on the UT campus. All UT campus rooms are private, while bathroom and kitchen facilities are often shared with other students.

OFF-CAMPUS: STADSWEIDE
The renovated and modern Stadsweide apartments are located in the bustling city centre of Enschede - about 20 minutes by bike or public transport from the UT campus. The shops, market, post-office, and railway station are within walking distance. The unique Stadsweide apartments feature spacious, fully-furnished, apartments with private bedrooms and a private or shared kitchen, bathroom and balcony.

OFF-CAMPUS: ITC INTERNATIONAL HOTEL
The modern ITC International Hotel is located in the vibrant city centre of Enschede, approximately 20 minutes by bike or public transport from the UT campus. The shops, market, post-office, and railway station are within walking distance. The fully-furnished rooms with balcony have private bathroom facilities and shared kitchen facilities.
If you would like us to assist you in finding accommodation on campus or in the vicinity of our university, please create an account at Roomspot (www.roomspot.nl). Here you can find the current housing offer in Enschede and Hengelo and apply for the accommodations you are interested in. You can make an account at Roomspot and respond to housing offers at any time, regardless of your application status.

If you require an entry visa and/or residence permit as a non-EER (exchange) student, staff-member or guest, the University of Twente wishes to offer you additional assistance in your search for housing for a period of up to 1 year. Therefore, you will be shown extra housing offers in Roomspot, that are exclusively available for non-EER (exchange) students, staff-members and guests. These extra offers will be made available to you as soon as we have received and registered the payment of your entry visa. You will be informed per e-mail once the extra housing offer has been made available to you.

For more information about Housing, please check our webpage www.utwente.nl/go/housing.

**CO-OPTATION**

One of the alternative accommodation options is a flat share. This is for most students not only a partnership of convenience, but a crucial aspect of daily life. Many flats eat and cook together, play games in the evenings, go clubbing or do other things as a group. In short: they spend a lot, maybe even the major part of their free time together. A good fit is thus important and therefore students select their own flat mates. Placement is very uncommon. The selection procedure, known as co-optation (Dutch: *coöptatie*), aims to ensure a good fit. This process is not organised by the UT, but by the flat inhabitants.

In most cases, flats will invite you (or even a couple of students interested in a room at once) for a meeting in order to get to know you. After that, they decide as a group and give you a sign whether you can move in or not. Don’t be afraid to reject the room yourself if you cannot picture yourself living in a particular flat and don’t feel down if a flat rejects you. Most students visit several flats before they find what they are looking for. If it’s not possible for you to visit the flat beforehand, ask the flat for a meeting via VoIP/Skype/videochat. More information is available at su.utwente.nl/en/rooms

Please note that housing for students at University College Twente is guaranteed for the first two years of the programme. For more information visit:
KICK-IN INTRODUCTION DAYS

Every year students from the UT organize an introduction period for new (international) Bachelor, Master, and Exchange students called the ‘Kick-In’. During the Kick-In you will meet your fellow students and get to know Enschede and the UT campus together with your (do-) group, guided by an experienced student from your studies.

With your group you will experience an amazing week to start your time in Enschede! At the Formality Market, the UT will help you arrange formalities like finalizing your enrolment at the UT and the first steps towards registration at the municipality of Enschede and opening a bank account.

The Kick-In consists of a general programme and a faculty programme. During the faculty programme you will receive general information about your study programme and you will meet the teaching staff and have an awesome time with your fellow students. The general programme is about your student life at the University of Twente and will introduce you to all great aspects of the campus and the city of Enschede.

Your group will consist of fellow students from your study or faculty and your guides will be present to answer all your questions about the university and student life in Enschede. By joining the Kick-In you will be able to make friends and meet people from the UT even before you start studying!

The Kick-In is the biggest event organized by the UT every year. It is the ultimate opportunity to get to know all associations the UT has to offer, get introduced to the University and its surroundings, make new friends and enjoy the best parties you will find in Enschede. If you have been (provisionally) admitted to a UT study programme, you will be personally invited for the introduction days for international students. For more information, please visit the Kick-In website: www.kick-in.nl/en

PLEASE NOTE:
Attending the formality market during the Kick-In introduction days is mandatory for all international campus students with a visa and those who will live in Enschede and are not yet registered at the municipality. Not attending the introduction days will delay the completion of formalities needed to properly start your studies.
FINALISE YOUR ENROLMENT IMPORTANT!

Before you are fully enrolled at the University of Twente, you need to finalise your enrolment.

BACHELOR AND MASTER STUDENTS
The University of Twente will provide you with additional information before your arrival at the UT. It is crucial for you to follow the steps as outlined in their e-mails.

EXCHANGE STUDENTS
Exchange students should follow the guidelines provided. Even though these students do not have to collect an enrolment package, attending the formality market during the Kick-In introduction days to arrange all formalities is mandatory. Additionally, instructions provided regarding the Student Card (page 32) should be followed as well.

INTERNET ACCESS

WIRELESS INTERNET: EDUROAM
For wireless internet connections, the UT uses eduroam: a secure, world-wide roaming service allowing wireless internet access across the UT campus. You can connect to eduroam in the education buildings, on-campus accommodation and most other areas on campus. Please visit the the ICT manuals website for step-by-step instructions on how to install eduroam on your wireless device: www.utwente.nl/eduroam

INTERNET ACCESS

Campus Bachelor, Master, and Exchange students will receive their student number and password either prior to or during the Kick-In introduction days. If you did not attend the introduction days, you can request your student number and password at the Servicedesk ICT (LISA) in the Citadel building.

SNT Helpdesk
Campus location: Citadel (Building 9)
Entrance: O&O Plein
Opening hours: Mon-Fri (10:00 - 17:00)
T: +31 (0)53 489 3266
E: helpdesk@snt.utwente.nl
W: www.snt.utwente.nl

Servicedesk ICT (LISA)
Campus location: Citadel (Building 9)
Entrance: O&O Plein
Opening hours: Mon-Fri (08:30 - 17:00)
T: +31 (0)53 489 5577
E: servicedesk-ict@utwente.nl
W: www.utwente.nl/en/lisa

Notebook Service Centre
Campus location: Citadel (Building 9)
Entrance: O&O Plein
Opening hours: Mon-Fri (08:30 - 17:00)
T: +31 (0)53 489 5533
E: nsc@utwente.nl
W: www.utwente.nl/en/lisa/ict/nsc
IT HELP

SERVICEDESK ICT (LISA)
For questions about web applications, UT software, passwords, eduroam, and other general ICT questions, please contact the Servicedesk ICT (LISA). You also might want to pay a visit to their website for various guidelines, such as how to make use of the printers on campus. Manuals can be found at: www.utwente.nl/en/lisa/ict/manuals.

SNT HELP DESK
Studenten Net Twente (SNT) can help UT students connect to the internet on campus, answer questions about student webapps such as Google Apps or My Timetable, offer help with passwords and answer general questions. For problems with your (wireless) internet connection, please contact SNT.

For an overview of our online educational systems, please take a look at https://www.utwente.nl/en/educational-systems/new_students/

CAMPUS MEDICAL FACILITIES

CAMPUS DOCTOR
The doctor will help and advise you with all medical questions or complaints you may have. If necessary, the doctor can make an appointment for specialised medical services for you at the general hospital and/or prescribe drugs. In order to use these services, you need to register yourself at the UT Health Centre first. To register at the campus doctor, visit the campus doctor website and fill in the registration form. If help from a counsellor or psychologist is needed, the doctor will refer you. You can also come by yourself, more info on pages 87-91.

MEDICAL EMERGENCIES
In case of a medical emergency outside office hours, please contact HDT-Oost Emergency Post: +31 (0)88 555 1188 Beltstraat 70, 7512AA Enschede

The international European emergency number is 112. Call this number for urgent assistance in life-threatening situations or if you witness a crime. For example, to report a road accident, a fire or an intruder. In such situations, every second counts. You can reach campus security on 2222 (land line).

UT Campus Doctor
Campus location: Sleutel (Building 58)

Appointments:
T: +31 (0)53 203 0204 (Mon-Fri: 08:00 - 17:00)
E: info@campushuisarts.nl
W: www.campushuisarts.nl/en
STUDENT CARD

CAMPUS STUDENTS: STUDENT CARD
Your student card is proof of enrolment at the UT. You can use your student card as identification when using UT facilities, such as the library. It also holds your UnionCard, if you have purchased one. You will receive your student card by regular mail at your registered address in the Netherlands as soon as: (1) you are successfully enrolled as a UT student and (2) have uploaded a passport photo to osiris.utwente.nl. If you lose your student card you can buy a new one at the Student Service desk for €10.

PRINTING

Students can make use of the multifunctional printers, which can be found all over campus. In order to be able to print, students need to activate their student card at the multifunctional printer. A step by step guide on how to activate the student card (also referred to as college card) can be found on the LISA website: www.utwente.nl/printer-registration

Students can print 125 pages free of charge. After that, they can print at the Xerox Copy Shops located on campus.

DENTIST AND PHYSICAL THERAPIST
The University of Twente has an on-campus dentist and physical therapist. Depending on your health insurance policy, you might be able to reclaim the costs of dental treatment or physical therapy through your insurance company.

UT Campus dentist
Campus location: Sleutel (Building 58)

Appointments:
T: +31 (0)53 489 4600 (Mon-Fri: 08:00 - 12:00 and 13:00 - 16:00)
W: www.tandartshuizinga.nl

Campus physical therapist
Campus location: Sports Centre
T: +31 (0)53 7676020
E: info@topvormtwente.nl
W: www.topvormtwente.nl/en

DENTAL EMERGENCIES
If you are not registered, but you do have an immediate dental problem, you should call +31 (0)900 128 2632.

Xerox Copy Shops

Service Center Carré
Campus Location: Carré (building 15)
T: +31 (0)53 489 2485
E: xeroxcarre@utwente.nl

Service Center Student Union
Campus Location: Bastille (building 43)
T: +31 (0)53 489 4215
E: unionshop@union.utwente.nl
Visit [www.utwente.nl/go/ish/todo/campus-life](http://www.utwente.nl/go/ish/todo/campus-life) for information about the life on campus.
STores

Coop supermarket
Campus location: Sky, ground floor
Opening hours:
08:00 - 19:00 (Mon - Fri)
08:00 - 17:00 (Sat & summer holidays)

Bicycle repair shop ‘De 2e Versnelling’
Campus location: Box, ground floor
Opening hours: 08:30 - 16:00 (Mon - Fri)
Closed during summer holidays

Iapc-shop
IAPC is a student foundation providing computer/laptop advise to UT students and employees. IAPC also has a shop selling PC equipment.

Campus location: Zilverling E105
Opening hours: 12:30 - 13:45 (Mon - Fri)
(not during holidays and exam period)
T: +31 (0)53 489 3927
W: www.iapc.utwente.nl

Hairdresser ‘De Barreboks’
Campus location: Sky, ground floor
Opening hours: 10:00 - 18:00 (Mon - Fri)
T: +31 (0)53 489 4158
W: www.kapsalondebarreboks.nl/en

Student union shop
Sells readers, UT gifts and clothing, office supplies and postcards.
Campus location: Bastille building, ground floor
Opening hours: 10:00 - 17:00 (Mon - Fri)
T: +31 (0)53 489 4215
E: unionshop@union.utwente.nl
W: www.unionshop.nl

Notebook service centre
The UT offers all students the opportunity to buy a state-of-the-art laptop computer for a competitive price. The laptop includes a three-year international warranty: insurance is optional. The Notebook Service Centre can also assist you with any software or hardware problem with your laptop computer.
W: www.utwente.nl/en/lisa/ict/nsc
Canteens, Restaurants & Bars

Most UT buildings have canteens where you can get coffee, tea, fresh sandwiches, and candy bars. Opening hours may vary per building, but all canteens are open at least between 12:00 and 13:30. There are also several restaurants and bars on campus. The UT Student Restaurant offers hot meals for reasonable prices.

**CAMPUS STUDENT RESTAURANT MENSA**
Campus location: Waaier building, first floor
Opening hours: 10:00 - 19:00 (Mon-Thu)
10:00 - 18:00 (Fri)

**ITC STUDENT RESTAURANT**
Location: ITC building
Opening hours: 12:00 - 13:30 (Mon - Fri)

**SODEXO-KANTINES**
Found in the Spiegel, Ravelijn, Horst and the Waaier. Opening hours vary, usually at least between 10:00 and 16:00.

**VESTINGBAR**
The Vestingbar is open 364 days a year. Every Tuesday night at 21:00 they organise a pub quiz.
Campus location: Bastille building, second floor
Opening hours: 21:00 - 02:00 (Mon - Sat)

**THEATERCAFÉ**
Campus location: Vrijhof building, ground floor
Opening hours: 10:00 - 23:00 (Mon & Tue)
10:00 - 00:00 (Wed & Thu)
10:00 - 17:00 (Fri)

**SPORTS BAR**
Campus location: Sports Centre/Sportcentrum
Opening hours: 09:00 - 00:00 (Mon-Fri)
08:00 - 23:00 (Sat)
09:00 - 18:00 (Sun)

**STARBUCKS**
Campus location: Zilverling, Educafé
Opening hours: 08:00 - 18:00 (Mon-Fri)

The campus caterer Sodexo makes an effort to be as sustainable as possible, which is in line with the ambitions of the UT. The campus canteens offer a wide range of biological and Fair Trade products. Moreover, all fish supplied by Sodexo are 100% sustainable.
3. INFORMATION FOR ITC STUDENTS

**IMPORTANT:** This chapter includes information specifically for ITC students, you also need to read the general information as this is applicable to you too!

**GETTING READY!**

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- 42 Healthcare
- 45 Finances
- 46 Printing
- 46 UT Sports facilities
- 47 Course management
- 48 Association of ITC students
- 49 ITC Student Affairs Office
ADMISSION, VISA & RESIDENCE PERMIT

ADMISSION
Applications for courses at the Faculty ITC have been dealt with through the course finder on the ITC website. Communication runs through the ITC digital application system of the ITC Admission Office.

When officially admitted to study, ITC Immigration will contact all admitted ITC students by e-mail about the formalities and steps to take. Please follow the instructions carefully.

Once you have been admitted to the Master of Science programme, you will receive an ITC Arrival Form. As soon as you return this form, several of our services will start to work to help ensure that you have a smooth arrival and stay at ITC.

ENTRY VISA & RESIDENCE PERMIT

STUDYING LESS THAN 90 DAYS IN NL
Students studying in the Netherlands for less than four months have to apply for a ‘multiple-entry Schengen short stay visa’ at the Dutch embassy in their own or neighbouring country. You will be instructed to visit the Netherlands embassy to collect the visa when receiving your ITC letter of admission. Please note that a short stay visa allows you to stay in the Netherlands for a maximum of 90 days in any 180-day period. It is not possible to extend a short stay visa; Dutch authorities make no exceptions to this rule.

STUDYING MORE THAN 90 DAYS IN NL
Students studying for longer than three months must have an authorisation for temporary stay (MVV) upon arrival. After you have arrived in the Netherlands, you will receive your residence permit card.

As soon as you have been awarded a scholarship, or when course fees have been fully paid, ITC Immigration will apply for a MVV and the residence permit at the Dutch Immigration Service (IND) in the Netherlands. Our Student Affairs Office assists all students requiring an (entry) visa, residence permit and/or Change of Purpose. If you require an entry visa or residence permit, you will be sent an e-mail after your admission outlining all necessary procedures. Keep in mind that, by Dutch law, students cannot apply for a visa themselves.

If you need to extend your residence permit, the extension is handled and monitored by ITC Student Affairs. The fee for extending your residence permit is € 161.

ITC ADMISSION OFFICE
E: education-itc@utwente.nl
W: www.itc.nl/study
INSURANCE

AON INSURANCE
For all ITC students, a full comprehensive insurance (ICS) is arranged. This insurance includes general costs of healthcare, personal liability, luggage and travel, household contents, emergency assistance, accidental death and dismemberment.

The Insurance Certificate will be sent to you by one of the Registration Officers by e-mail while still in your home country, because you need proof of insurance in the process of getting a visa or MVV.

Course participants from one of the countries of the European Union should be aware of the limitations of their own medical insurance in combination with the European Health Card. They are strongly advised to arrange a complete insurance for personal liability, luggage, household contents, emergency assistance, accidental death and dismemberment, which can be arranged by ITC Student Affairs, and when indicated, in combination with the health insurance.

For ITC students staying longer than three years in the Netherlands (PhD or unpaid international researcher) and older than 30 years, please check with the ITC Student Affairs Office or the NUFFIC site www.nuffic.nl to be sure your current insurance is still the right one.

Sometimes (PhD-) students receive letters from the Zorginstituut Nederland (a public organisation that checks whether a specific citizen is insured following Dutch Law). Students who receive a letter from Zorginstituut Nederland (normally in Dutch) should not ignore these letters and will need to call in to see an ITC Student Affairs Officer who can help with filling in the necessary form to prove the individual is insured in accordance with Dutch law. Although it is not obliged by Dutch law, an insurance to cover the costs of repatriation and personal liability is strongly recommended.

General information about visas, residence permits and insurance can be found in Chapter 1.
ACCOMMODATION

ITC INTERNATIONAL HOTEL
The ITC International Hotel (IIH) provides furnished accommodation to students studying at the ITC faculty. It is located at Boulevard 1945-4, about 1 kilometre from ITC. The IIH has 398 single rooms. There are 29 communal kitchens that can be used by all residents. For ITC students participating in the Post-initial Master, accommodation is reserved in the IIH for all admitted candidates from the start of the course, with a stay commitment of min. 12 months. For ITC participants in the initial Spatial Engineering Master the accommodation is offered by the admission office but is not compulsory. Once you accept the offer, the reservation has a commitment of a minimum of 12 months. Registered students are required to pay a deposit equal to one month’s rent. The 12 month student stay commitment is applicable for courses of 9 months or longer in duration. For courses less than 9 months in duration, students have a stay commitment for the duration of the course.

Upon check-in you will receive an entry card for the front door, the door to your corridor, and the door to your own room. ITC students will receive additional information about their stay at the ITC International Hotel with their admission letter. For more information about the ITC International Hotel, its rates and other facilities visit www.itc.nl/itc-international-hotel.

TUITION FEES

2018-2019
For courses with starting date
26 August 2018 – 26 August 2019

<table>
<thead>
<tr>
<th>Study Programme*</th>
<th>Tuition fee</th>
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<tr>
<td>Master (23 months)</td>
<td>€ 21,375</td>
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<tr>
<td>Master (blended)</td>
<td>€ 20,707</td>
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<tr>
<td>or **</td>
<td>€ 21,375</td>
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<tr>
<td>Postgraduate (12 months)</td>
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<td>Diploma (9 months)</td>
<td>€ 10,688</td>
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<td>Certificate – 5 ECTS</td>
<td>€ 891</td>
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<tr>
<td>Certificate – 10 ECTS</td>
<td>€ 1,781</td>
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<td>Certificate - 15 ECTS</td>
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<td>Certificate - 30 ECTS</td>
<td>€ 5,344</td>
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</table>

* For the latest tuition fees for ITC courses; please visit the website: https://www.itc.nl/fees-and-costs#2018-2019
Please note that the tuition fees of the ITC’s master Spatial Engineering follow the fee structure of the regular master’s at the UT: https://www.utwente.nl/en/education/master/financial/tuition-fees/

** If you reside in, and are a national of a country listed on the OECD approved List of Recipients of Official Development Assistance you pay the lower tuition fee.

The ITC Certificate courses have different minimum living costs requirements and different insurance charges depending on the length of the programme. For the specific costs, please consult: www.itc.nl/fees-and-costs#2017-2018
INTRODUCTION WEEK

ITC organises an introduction period for new students before the start of the academic year. This introduction period gives you the opportunity to meet your fellow students and get to know Enschede and its surroundings. We also help you sort out official arrangements such as registration with the municipality of Enschede during this period. The ITC introduction week joins some of activities of the Kick-in at the campus.

STUDENT REGISTRATION

Newly arrived students are registered on the official registration morning in the introduction week before the Opening of the Academic Year. Students arriving out of the introduction period are requested to apply to one of the student registration officers:

- Ms. Adrie Scheggetman
  ITC, room 1-112
- Ms. Pien Broenink - van der Valk
  ITC, room 1-124
- Ms. Tina Tian
  ITC, room 1-126
- E: education-itc@utwente.nl

PhD students:
- Ms. Loes Colenbrander
  ITC, room 1-106
- E: research-itc@utwente.nl
- W: www.itc.nl/study

ITC/UT STUDENT SMART CARD

On arrival you will receive an ITC/UT student smart card. The card can be used in the ITC building for the following:
- entrance to the parking area and bicycle shed
- printer/scan/photocopy machines
- registration in the library
- payment in the restaurant
- the coffee dispensers in the restaurant and on the second and fourth floors and the confectionery and drinks vending machines in the restaurant and on the third floor.

CREDITING YOUR ITC/UT CARD

You can load credit onto your ITC/UT card via one of the two machines located to the right of the restaurant entrance. One machine is for cash only for a minimum of € 1 and the other is via your bank card.

LOSS OR THEFT

Please note: If you lose your card, you lose your money! On payment of € 10, you can order a new card at the ITC reception/service desk on the ground floor. We advise you not to credit the card with more money than you need for a few days in case you lose it.

DEPARTURE

Approximately six weeks before departure, you will receive information from ITC Student Affairs regarding the ‘clearance-procedure’:
- Reservations for your return flight;
- Alumni registration;
- Notification of departure at the municipality and the IND;
- Returning your residence permit;
- Diploma legalisation;
- Official letter of ‘good conduct’;
- See also Chapter 7, After Your Studies.
ITC BUILDING

OPENING HOURS
7:30 - 19:00 (Mon- Fri)

ROOMS
The lecture rooms, practical rooms and offices have an ‘address’ composed of floor number and room number. For example: lecture room 3-008. The first number is the floor number. The following number will either be a 1 (east wing) or a 0 (west wing). So 3-008 is on the third floor in the west wing.

Use the ‘Who is Who’ on the Internet for email addresses and room numbers of ITC staff: www.itc.nl/whoiswho.

ITC RESTAURANT
On the ground floor at ITC, there is a central restaurant where coffee, tea, dairy products, soft drinks, sandwiches, snacks, fruit, cakes and sweets, hot meals and suchlike can be purchased. These meals are to be consumed in the restaurant and may not be taken to your room.

Coffee and tea dispensers are available on the ground floor, 2nd floor and 4th floor. Coffee and tea are free during the coffee/tea breaks.

MONDAY TO FRIDAY:
10:15 - 10:45 Coffee/tea break
12:00 - 13:30 Lunchtime: self-service counter
15:15 - 15:45 Coffee/tea break

LOCKER & MAILBOX
Lockers for storage of personal items during breaks, etc., are available to students who do not have their own office space. The lockers are located on the various floors. Keys for the lockers can be obtained on request at the ITC reception/service desk. Students staying longer than one month will be given a private mailbox located on the ground floor. Your mailbox number should be added to any mail addressed to you.

BUILDING ADDRESS
Faculty of Geo Information Science and Earth Observation ITC
Hengelosestraat 99
7514 AE Enschede
The Netherlands

MAILING ADDRESS
Faculty of Geo Information Science and Earth Observation ITC
P. O. Box 217
7500 AA Enschede
The Netherlands

T: +31 53 487 44 44
(ITC reception)
Fax: +31 53 487 42 38
(ITC-Student Affairs)
W: www.itc.nl

The car park and bicycle shed is behind the ITC building. Please note that bicycles should be placed in the shed. Access to both the car park and the shed is provided via your UT/ITC Student smart card.
INTERNET ACCESS

WIRELESS INTERNET: EDUROAM
For wireless internet connections, the UT uses eduroam: a secure, world-wide roaming service allowing wireless internet access across the UT campus. You can connect to eduroam in the education buildings, on-campus accommodation and most other areas on campus. Please visit the ICT manuals website for step-by-step instructions on how to install eduroam on your wireless device: www.utwente.nl/eduroam

INTERNET ACCESS
ITC students will be guided in arranging internet by ITC Student Affairs upon arrival during registration. ITC students are expected to have a suitable laptop for their study programme (nine months and longer in duration). The laptop can either be purchased from ITC or be brought by the student, as long as it meets minimum requirements as mentioned on the ICT website: www.itc.nl/Pub/study/Prepare-your-stay/Notebook-requirements.html

HEALTHCARE

REGISTERING WITH THE DOCTOR
ITC has a special arrangement for international students with the Medical Health Centre Veldpoort. The Medical Health Centre Veldpoort (HC Veldpoort) is ideally located very close to the ITC hotel and the MST hospital. A number of GPs are working in this Medical Centre and are experienced with international students. For further information about their services please see the website: www.gcveldpoort.nl

When you make your first appointment you will be appointed a GP within the HC Veldpoort. This appointed GP will remain your GP for the duration of your study at ITC. This will allow your GP to gain a good impression of your complaints or calls for help, and develop a confidential relationship. A consult with your GP is by appointment only.

Once you are allocated a GP, you can then contact them directly via the telephone number. On your first visit, the name of the GP will be put by the receptionist of the HC Veldpoort on a small ITC Healthcare Information Card with the phone numbers and the address of the HC Veldpoort. Whenever you need medical support, take along this info-card together with your insurance policy certificate.

DENTAL CARE
You are insured for emergency treatment only! If none of the mentioned dentists are available or during the weekend, evening or night the Dental emergency post can be contacted on: 0900-128 2632.

The Registration form for Gezondheidscentrum Veldpoort, specially for Faculty ITC students can be found in the menu under Faculty ITC Students on veldpoort.uwgezondheidscentrumonline.nl

IT HELPDESK

HELPDESK INFORMATION TECHNOLOGY DEPARTMENT (ICTS-ITC)
ICTS offers IT (computers, laptops, network and software) related support and services for technical troubles or questions, information, manuals, etc.

IT HELPDESK (ICTS-ITC)
Room 1-004
Monday - Friday
08:30-12:45
13:30-17:00
T: +31 534895577
E: icts.servicedesk@utwente.nl
E: nsc-itc@utwente.nl
E: helpdesk-itc@utwente.nl
DOCTOR’S APPOINTMENTS

MAKING YOUR FIRST APPOINTMENT
For the first appointment please send an e-mail with the registration form. You’ll find this form on their website (www.gcveldpoort.nl) under the tab ‘Faculty ITC student’ and subtab ‘Registration form’. Download and fill in this form and send a completed form by mail to itcstudents@gcveldpoort.nl. Within 48 hours you will receive an e-mail with your GP and an appointment from Health Centre Veldpoort.

Please note you only need to register with a GP once and only if you require the services of a GP. Please be at HC Veldpoort 10 minutes in advance of your appointment to exchange necessary information with the receptionist. Take with you your passport, your insurance policy, BSN number and ITC Healthcare Information Card.

MAKING FURTHER APPOINTMENTS
Second and further appointments can be made (only after first-time registration, see above):

- on workdays between 8:00 - 10:30 and 11:30 - 17:00 by telephone
- 24/7 online on their website (webagenda after logging in).

The assistant will ask you the reason for consultation. This is necessary in order to determine the urgency. It is also possible that the assistant will give you medical advice without booking an appointment. Appointments for patients are normally scheduled for 10 minutes. Indicate if you may need more time to explain your medical condition or if you want to discuss more than one health problem.

If you need to cancel an appointment, you must give at least 24 hours notice. If not, you will be charged. You will also be charged if you show up late, or miss your appointment altogether. For other questions or results of laboratory tests and/or X-ray results you can call from 14:00 to 17:00.

Always take your passport/residence permit, insurance certificate, BSN number and ITC Healthcare Information Card when visiting your GP, a health center or hospital. Make sure the name on the insurance paper is the same as the name in your passport.

HEALTH CENTRE VELDPOORT
Cromhoffsbleekweg 2
7513 EW Enschede
Opening hours:
Monday - Friday: 8:00-17:00
T: +31 (0)53 432 422 07
E: itcstudents@gcveldpoort.nl
(for first appointment only)
W: www.gcveldpoort.nl

General Practitioners
Dr. Lewis & Dr. van Holten
T: 053 431 65 65
Dr. van Gerwen & Dr. Bonnema
T: 053 432 26 87
Dr. Waaijer & Dr. Soeteman
T: 053-431 57 35

Physiotherapists
Mr. Visser & Mr. de Vrijer
T: 053 767 60 60

Pharmacy
Opening hours:
Monday - Friday: 8:00-17:30
T: 053 434 78 55
E: apotheek@veldpoort.nl

DENTAL CARE
Samenwerkende Tandartsen Enschede - Oosterpoort; Dr. Besseler
Oosterstraat 2-25, 7514 DZ Enschede
T: 053 432 31 65

Tandartenpraktijk Billet
Bisschopstraat 8, 7531 AK Enschede
T: 053 432 44 36

Tandartenpraktijk De Bont
Parkweg 25, 7513 AR Enschede
T: 053 431 70 70
VACCINATION

The Travel Health Clinic (THC) provides: vaccinations, malaria prophylaxis and general health information for travelers.

If you require fieldwork vaccinations they will need to take place a couple of weeks before your fieldwork departure. You will receive an invitation if your fieldwork destination is outside Europe. There is also an opportunity to buy, at your own expense, insect repellent, bed nets and medication against diarrhea. The THC also retails first aid kits.

The THC can be reached by phone 24 hours a day or e-mail which they react to within 24 hours. They are in contact with hospitals and medical staff abroad. The THC address and phone number will be given by ITC Student Affairs to those whose fieldwork destination is outside Europe. For further information on travel and tropical diseases, please visit: www.who.int/ith/en.

PREGNANCY

In the case of pregnancy, please contact a midwife in or before week 10 of the pregnancy. The costs for the midwife and prenatal care will be covered by the insurance up to the amount of € 2,000 (see the insurance policy) providing conception of the pregnancy was after commencement of your insurance. For contact details see Perinatal care (page 62).
FINANCES

FINANCIAL ADMINISTRATION

STUDENT FINANCIAL ADMINISTRATION
Regardless of the source of funding, after arrival at ITC, the financial matters for students are handled by the Financial Student Administration.

While you are at ITC, students who study for longer than 6 months will require a bank account. ITC will arrange this and where applicable your monthly allowance will be credited to your bank account. Through internet banking you can arrange payments and trace and print out your transactions. Bank accounts will only be opened for students in courses with a study duration of more than 6 months. Students on short courses of less than 6 months will receive their allowance in cash each month.

FINANCIAL STUDENT ADMINISTRATION
For any specific question about financial matters, please contact us.
Room 1-130
Monday - Friday 10:00-12:30
E: fsasecretariat-itc@utwente.nl

ABN AMRO BANK

ABN AMRO BANK INFORMATION
During your registration session you will receive and sign an ABN AMRO Bank Account Application Form which will be collected and forwarded to the bank by the Financial Student Administration (FSA). During the Introduction weeks, ITC will have a group appointment at the ABN AMRO Bank, Stationsplein 8 (opposite the railway station) for students to sign their bank contract. In the preceding week Student Affairs will e-mail your appointment time slot. Please try not to miss your time slot and do not forget to bring your passport.

Within two weeks of signing your contract, you can expect your ABN AMRO bankcard in your ITC postbox or your ITC Hotel postbox. The bankcard will be attached to a document; please scan both bankcard and document and send it with your student number to fsasecretariat@itc.nl. Alternatively you can call into the FSA office room 1-130 daily between 10:00-12:30 and we will be happy to make a copy for you.

If you have not received your bankcard within 2 weeks please let us know so we can take the necessary actions. The total procedure from opening your account to receiving your bank card will take approximately 3 to 4 weeks. If during this time you expect to receive allowance through ITC and you are in need of financial assistance, just call into our office room 1-130 and we will try to help you out.

Please note: We need the copy of your bankcard and the document it comes with for our administration; otherwise we will not be able to transfer your allowance to your bank account.
ITC STUDENTS

STUDENT ASSISTANCE FUND

It may happen that ITC course participants run into financial problems for reasons beyond their control (think of serious illnesses, deaths or theft). Should the insurance or the student’s employer not cover the costs of a claim, course participants with serious financial problems may apply for a financial contribution from the ITC Student Assistance Fund. This Fund operates completely independent of ITC and financial problems should first be discussed with an ITC Student Affairs Officer. The board of the Fund decides whether financial assistance will be provided or not and, if so, in what way. The decision will be based on the regulations and statutes of the Fund.

Please note that the financial resources of the Fund are rather limited. Usually, when it has been decided to provide financial assistance, it can only be to cover part of the costs. Written applications for financial support (with motivation and cost specification) should be submitted to the secretary of the Student Assistance Fund.

STUDENT ASSISTANCE FUND

Secretary: Mr. Corné van Elzakker,
E: c.vanelzakker@utwente.nl
More information:
W: intranet.itc.nl/education/support/students/student-assistance-fund.aspx

PRINTING

PHOTOCOPY MACHINES

Multifunctional machines are located on every floor in the building with free scanning, printing and photocopy facilities. Your smart card will allow you access to the photocopy machines.

EDUCATIONAL SUPPORT SERVICES (TECHNICAL)

Educational support offers services for printing and fieldwork material. They are located in Room 4-126.

UT SPORTS AND CULTURE FACILITIES

ITC students can make use of the sport facilities both on the University of Twente Campus. For this you need to buy a UnionCard at the Student Union Desk, Bastille kamer 332, Drienerlolaan 5. See page 61 for more details about the UnionCard.
COURSE MANAGEMENT

During the introduction period, you will be informed about the coordination, contents and scheduling of the course that you are following. At the start of your course a mentor will be assigned to you, with whom you will have regular contact about your academic progress and choices you will have to make throughout the academic programme.

The so-called programme managers are responsible for the planning and organisation of the development and implementation of the Master’s programme and derived courses.

The programme managers are:

- Master Geo-information Science and Earth Observation (M-GEO): Drs. Jeroen Verplanke, room 1-116
- Master Spatial Engineering (M-SE): drs. Tiny Luiten MBA, room 1-116

For practical issues about the courses you can contact the course secretariat: coursesecretariat-itc@utwente.nl

<table>
<thead>
<tr>
<th>M-GEO Specialization</th>
<th>M-GEO Specialization coordinator (M-GEO)</th>
<th>Room</th>
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<td></td>
<td>Tom Rientjes</td>
<td>1-152</td>
<td>Loes Colenbrander</td>
<td>1-106</td>
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</tbody>
</table>

COURSE MANAGEMENT

Course director/secretary: coursesecretariat-itc@utwente.nl
Study guides: wwww.itc.nl/studyguide
ASSOCIATION OF ITC STUDENTS

STUDENT ASSOCIATION BOARD (SAB)
The Student Association Board (SAB), the voluntary representative body for all students at ITC, was founded in 1971. It comprises of class representatives from M-GEO per specialization, an M-SE representative and a PhD representative. The SAB’s mission is to provide an ongoing connection between the student body and ITC management while developing positive goodwill and support to the Faculty for Geo-information Science and Earth Observation. In this regard the SAB runs social events throughout the year, organises sports events, looks after welfare issues and represents student interests on ITC committees. All ITC students are invited to support the activities of the SAB.

The Board acts as an intermediary body between the students and the management.

SCHERMERHORN LOUNGE (ITC HOTEL)
The Schermerhorn Lounge is located on the first floor of the ITC International Hotel and is managed by the SAB. In the lounge you will find two pool/billiard tables, a dartboard, mini soccer, an audio set and beamer/video facilities. Gatherings, end-of-module parties and happy hours at the bar are held here.

SOCIAL AND SPORTS ACTIVITIES
The Student Association Board (SAB) organises social activities for students, in collaboration with ITC Student Affairs such as:

• day trips, for example, to Amsterdam or once a year in Spring to the famous Keukenhof Flower and Bulb Exposition
• the annual ITC International Social Evening (in November), with students from each country performing dance and/or musical routines (photos on facing page)
• the annual ITC International Food Festival when students from each country present their culinary culture
• end-of-module parties
• the annual participation in the International Education Sportsday

STUDENT ASSOCIATION BOARD
E: sab@itc.nl
W: www.itc.nl/Pub/study/Student-life/Student-Association-Board

STUDENT ASSOCIATION BOARD
W: www.itc.nl/Pub/study/Student-life/Student-Association-Board
ITC STUDENT AFFAIRS OFFICE

ITC Student Affairs Officers provide ITC students with information, advice, and assistance on social, cultural, and medical issues.

For instance:
- Settling in and studying at ITC and living in Enschede and in the Netherlands;
- Consular affairs, and emergencies at home;
- Advice on social or medical problems affecting study results;
- Residence procedures & issues;
- Coordination of logistical aspects of the MSc Research Activities and Study excursions including visa applications, vaccinations, travel arrangements etc., excursions, including emergency info;
- Dutch health care & specifically healthcare information for ITC students;
- Insurance policies and claim procedures;
- Out-of-office-hours emergency/calamity service;
- Arrange official municipal registration and your BSN number.
- Social and cultural issues.

Occasionally, a student may have a serious problem. Student Affairs officers can help by listening and can advise and guide you on where best to seek assistance. Everything you tell them is treated with strict confidentiality.

ITC STUDENT AFFAIRS OFFICE

• Ms. Theresa van den Boogaard-Burke
  Room 1-122
  E: t.b.burke@utwente.nl
  T: +31 (0) 53 489 2271

• Ms. Marie-Chantal Metz
  Room 1-120
  E: m.c.f.metz-bekkers@utwente.nl
  T: +31 (0) 53 489 2298

Office hours: 10:00 - 13:00 (Mon - Fri)
E: studentaffairs-itc@utwente.nl

Students can always make an appointment with the officers if the office hours conflict with their class schedule.
4. FACILITIES

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57 Cultural activities
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59 Public transportation
60 OV-chipkaart
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61 Libraries
62 Child care
63 Religion
64 Shopping
65 Free time
INTERNATIONAL STUDENT ASSOCIATIONS

All Dutch universities have their own network of student-run associations that bring students together for academic activities, sports and recreation. Three of the larger international ones are active at the University of Twente: AIESEC, AEGEE and the Erasmus Student Network (ESN). These associations will assist you with everyday situations and help you settle in and make friends.

The UT International Student Associations are dedicated to helping you feel at home, and promote integration of Dutch and international students. There are several International Student Associations at the UT.

STUDY ASSOCIATION
In addition to the International Student Associations, all study programmes have a study association, organising various activities and trips and providing opportunities to socialise with other Dutch and international students. Through these study associations, students can usually get discounts on study books as well.

DID YOU KNOW?
The Autumn Wave 2016 of the International Student Barometer shows that the student clubs and associations at the University of Twente are the most highly appreciated in the Netherlands by international students!

ERASMUS STUDENT NETWORK
The Erasmus Student Network (ESN) provides opportunities for cultural understanding and self-development under the principle of students helping students.

ESN Twente activities are a great way to meet other international and Dutch students; you are invited to participate and enjoy all of them. Twice per month parties are held on Tuesday at the UT Vestingbar. Other ESN activities include culture events, city trips, ice-skating, laser-tag, and other fun activities. Meet them at the activities or visit their office in Bastille if you have any questions or want to have a chat.

ESN Twente
Campus location:
Bastille building, room 319
Office hours: 12:45 - 13:30 (Mon - Fri)
E: info@esntwente.nl
W: www.esntwente.nl
F: www.facebook.com/esn.twente
For updates on events visit:
www.facebook.com/groups/esn.twente

BUDDY PROGRAMME
The Buddy programme couples new students with experienced UT students on a voluntary basis. Through a series of events, it facilitates interactions between buddies to inform the new students about their new environment, provide them with a social network, and help integration. For more information about the Buddy programme visit: www.buddy.utwente.nl
**AECEE-ENSCHEDE**
AECEE-Enschede organise regular pubnights on Tuesdays and Thursdays in Enschede, and also offer the opportunity to travel abroad and visit conferences, parties, and cultural events anywhere in Europe with other AECEE members.

**AIESEC ENSCHEDE**
AIESEC is the largest student-run organisation in the world. They organise voluntary projects and internships abroad. Also, it’s possible to join AIESEC Twente as a full-time or part-time board member.

**P-NUT**
P-NUT is the official PhD association of the University of Twente. P-NUT is responsible for representing the PhD community inside the UT, as well as informing and connecting PhDs by organising lunch meetings and social activities.

**UNITE**
UniTe is the umbrella organisation for all world and international student associations at the UT. UniTe aims to provide a channel where international associations and UT institutions can discuss and improve the experience of international students.

**IAESTE TWENTE**
IAESTE is an independent, non-profit and non-political student exchange organisation. They arrange paid technical internships abroad, and provide numerous activities for active members.

**WORLDRIIDE**
The WorldRide committee organizes events on campus to introduce the community to a different country each month, opening the doors to the food, culture, politics and opportunities of another place. This will be done in collaboration with all kind of instances of the UT, you can follow them via www.facebook.com/WorldRideUT
GLOBAL LOUNGE

The Global Lounge is the international living room of the University of Twente. It is the place to informally socialise with your friends, or meet new people from all over the world.

The Global Lounge serves two purposes: it serves as an informal meeting ground where everyone who is involved with the UT can hang out, and it is the space where internationally orientated events can take place. You can find it in the Bastille, to the left of the reception, right next to the study area. They encourage you to contact them if you have interesting suggestions, ideas for improvement, or questions.

With an Xbox, Lonely Planet travel guides, a book exchange, and study places, the space accommodates many different uses.

You are always welcome to organise your own activity, or join one of the many events organised by others.

Global Lounge
Campus location: Bastille building, ground floor
Opening hours: Monday-Friday 8:00 – 24:00
Saturday: 12:00 – 18:00
E: servicedesk.bastille@utwente.nl
W: https://su.utwente.nl/en/globallounge/
F: www.facebook.com/GlobalLoungeUT

ITC STUDENT LOUNGE

On the ground floor in the ITC building is a spacious study lounge with lots of study space available for ITC students.

ITC STUDENT LOUNGE
Location: Room 0-006
Monday-Friday
08:30-18:00
**SPORTS FACILITIES**

The UT Campus offers world-class sports facilities for almost all sports. That is why our facilities rank in the top ten worldwide, according to international benchmark studies. With over 31 sports associations and a wide range of courses and open sessions, you will always have access to a wide variety of leisure activities.

You can join any sports association for fairly low contributions, provided you have a UnionCard (see page 61). Sports associations also organise social activities that provide opportunities to meet Dutch and international students at tournaments, theme nights, as well as at cocktail or karaoke parties. The courses and open sessions are offered by the *Sports Centre*, and all courses are open to beginners - unless otherwise indicated. Pre-registration is required for course participation. You can register for these courses on www.utwente.nl/en/sport. No registration is required for the open sessions; however, you do need a UnionCard and FitnessCard in order to participate. This combination of cards also enables you to use the Fitness Centre and swimming facilities.

For more information about the UT sports facilities visit: [www.utwente.nl/en/sport](http://www.utwente.nl/en/sport)

**SPORTS AT THE UT**

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<td>Swimming</td>
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<td>Swimming for absolute beginners</td>
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<td>Table tennis</td>
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<td>Taekwondo</td>
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<td>Wakeboarding</td>
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<td>Yoga</td>
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<td>Zumba</td>
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</table>
CULTURAL ACTIVITIES

PERFORMING ARTS & EXHIBITIONS

Vrijhof Culture presents activities related to arts and culture. This includes performances, concerts, exhibitions, cultural courses and 16 very active cultural student associations. The Vrijhof building is the headquarters of Culture & Events, and also offers music studios, an audio room with good acoustics, and two stage-halls used for concerts and theatre performances.

CULTURE & EVENTS

Culture and Events staff can advise you about everything concerning culture and events, including the fine art of theatrical technique. To make sure international students stay up to date, Vrijhof Culture presents all performances, concerts, cultural courses, exhibitions, and news-items in English on their website.

Language No Problem!
Visit www.utwente.nl/en/campus/culture/agenda.shtml and look for cultural events labeled ‘LNP’ (in English, or with little to no spoken words).

Apollo: Cultural Council
apollo@utwente.nl

CULTURAL ASSOCIATIONS

All 16 cultural associations are run by students. Most associations are located in the Vrijhof building, the cultural centre of the UT Campus.

- **Music**: Vocal group, symphony orchestra, wind orchestra, big band, pop bands;
- **Dance**: Modern, ballroom, Lindy hop, breakdance, jazzdance, Hiphop, Salsa;
- **Theatre**: General theatre, improvtheatre, cabaret/comedy;
- **Others**: Photography, juggling, sci-fi/comics library, gaming, Live Role Playing.

If you would like to participate, please visit www.apollo.utwente.nl

Cultural Education, Vrijhof Culture organizes every quartile a divers cultural courses offer for students who want to develop or improve their creative skills. For more information contact Vrijhof Culture.
BICYCLES

The preferred way to cover short to medium distances in the Netherlands is by riding a bike. Bicycles are quite convenient in urban areas, are cheap, and you often reach your destination faster than when travelling by car or bus. You can find guarded parking facilities for your bike (rijwielstalling) at Enschede central station (paid) and rijwielstalling de Graaf (Brammelerstraat; free).

LOCKING YOUR BIKE
Always attach your bike to a tree or other solid object with a decent lock (around € 20). Make sure your bicycle lights and reflectors are working (it not, you risk a € 55 fine) and obey the traffic rules (€ 50 fine or more). You are not allowed to ride your bike in certain areas, especially in the city centre.

BUYING A BIKE DURING THE INTRODUCTION PERIOD
You can buy a second-hand bike during the introduction days for international students. Alternatively, visit one of the second-hand bike stores in Enschede mentioned here. You can buy a second-hand bike for € 50 to € 150, less than half the price of a new bike. It is best to buy an inexpensive second-hand bicycle, as a new expensive-looking bicycle may get stolen.

GENERAL ROAD RULES FOR CYCLISTS
Dutch road rules are consistent with those in most European countries. These are the most important general traffic rules in the Netherlands:
- Drive on the right, overtake on the left;
- Unless stated otherwise, give priority to traffic approaching from the right;
- As a rule, cars turning across your path are supposed to stop for you, but be careful just in case;
- Motorcycle drivers and passengers must wear crash helmets;
- Cyclists may ride two abreast;
- Pedestrians use pavements or footpaths; cyclists keep to cycle tracks. Cycling through pedestrian areas can result in a € 55 fine;
- Stop for pedestrians on pedestrian crossings;
- Signal with your arm when turning;
- Your bicycle must have working head- and taillights as well as reflectors (€ 55 fine).

SECOND-HAND BIKE SHOPS IN ENSCHEDE
Snellers Tweewielers BV
Location: Haaksbergerstraat 122
T: +31 (0)53 432 2223

Ten Tusscher Fietsenwinkel
Location: Oldenzaalsestraat 340
T: +31 (0)53 435 8219

Fietscity Landewé
Location: Broekheurnerweg 62
T: +31 (0)53 431 5952

Never buy a bike off the streets: if a stranger approaches you and offers to sell you a bicycle, don’t buy it. It’s probably stolen, and you too will be breaking the law if you accept it.
PUBLIC TRANSPORTATION

BUS
A relatively cheap way to travel in Enschede and the Twente area is by bus. You can buy a paper ticket from the bus driver, but it’s cheaper to use an *OV-chipkaart*.

You can reach the University of Twente by bus if you depart from Enschede Central station and take bus number 1 marked *Universiteit*. Bus 1 can have two directions; ask the driver to make sure you are in the right bus. If you want to travel to the centre of the campus, get off at the *UT/Bastille* bus stop. Alternatively, you can take bus number 9 to *Hengelo CS*. Even though this bus reaches the campus faster than bus number 1, it does not enter the campus and you can only get off at the main road (*Kennispark/UT*).

TRAIN
The fastest way to travel between cities is by train. Buy a ticket at the NS Service Desk at central station’s ticket desk or at the ticket machine (Dutch bankcard only). A train ticket is valid only on the day you bought it and only in the direction of your destination. As from July 2014, only the ov-chipkaart can be used to travel by train in the Netherlands. You can buy a ticket at the machine; however, it will charge you extra for a disposable ov-chipkaart. Therefore, it is advisable to purchase an ov-chipkaart www.ov-chipkaart.nl/home-1.htm for more information.

OFF PEAK DISCOUNT
To receive a 40% off-peak discount on train tickets for you and up to three fellow passengers, apply for ‘dal voordeel’-discount (€ 50 per year). *Dal voordeel*-discount is not valid during peak hours (weekdays between 06:30 - 09:00 and 16:00 - 18:30). Alternatively, you may also receive a 40% off-peak discount when travelling with someone who has a Student OV Card. Visit www.ns.nl/en or the NS Service Desk at the Enschede central train station for more information.

- Intercity trains only stop at large railway stations; stop trains stop at all railway stations;
- Few trains in the Netherlands run at night. Enschede has no night trains;
- Make sure you have a valid ticket with the right date and destination on it. Fines are € 50 plus the ticket price;
- The website of the Dutch Railways (www.ns.nl/en) is available in English and provides information about timetables, timetable changes, and prices.
OV-CHIPKAART

The OV-chipkaart is the payment method for public transport in the Netherlands. The smart card is the size of a bankcard and contains an invisible chip. With an OV-chipkaart you do not need to buy individual tickets. You load the card with credit in euros or with travel products such as single journey or a monthly subscription and you are ready to travel.

HOW TO GET YOUR OV-CHIPKAART

Two types of cards are available: a personal or anonymous OV-chipkaart. The personal OV-chipkaart provides additional security features and more options for (re)charging.

You can buy an anonymous OV-chipkaart (€ 7.50) online, at a railway station ticket office or vending machine. You can purchase a personal OV-chipkaart (€ 7.50) online if you have a Dutch bank account (www.ov-chipkaart.nl/home-1.htm).

CHARGING YOUR OV-CHIPKAART

Charge your OV-chipkaart with travel credit using your bank card (Maestro) and PIN number at a railway station vending machine or ticket office. If you have a personal OV-chipkaart, you can also select the auto reload option, to ensure you always have sufficient travel credit.

USING YOUR OV-CHIPKAART

To use your OV-chipkaart, swipe the card past the card reader marked with the ov-chipkaart-logo whenever you get on the bus, tram, metro, or train (checking in). The sound and light signal indicates that your card has been read. When you reach your destination, swipe the card past the card reader again before getting off the bus, tram, metro, or train (checking out).

Make sure you check out and in again when transferring from any one type of transport to another (e.g. from bus to train) or when you are switching train carriers (e.g. from an NS train to an Arriva train).

For all information about the OV-chipkaart please visit www.ov-chipkaart.nl/home-1.htm

Keep an eye out for NS dagkaart (NS day card) tickets: these tickets are between € 15 - € 20, and allow unlimited train travel for one day for one person through the entire country. Be aware of the conditions. Some tickets are valid only during weekdays. The NS dagkaart is occasionally sold at Albert Heijn Supermarkets, Blokker stores, Kruidvat, or Hema stores. Also, check the UT Marketpla-ce Facebook Group for students looking to sell their NS dagkaart

www.facebook.com/groups/utwentemarketplace
UNIONCARD

At the UT, student life means more than studying alone. The University of Twente offers students a wide variety of sports and cultural facilities in Enschede with the UnionCard.

BENEFITS
- Access to over 60 different sports and arts associations;
- Use of indoor and outdoor swimming pools;
- Use of tennis courts and squash courts;
- Use of a range of music studios;
- Access to a wide range of sports and cultural courses;
- 40% discount on Kinepolis cinema tickets (can be obtained in Union Shop);
- Up to 50% discount on cultural performances;
- Membership of Enschede Public Library with online access to 1,700 newspapers from 92 countries in 48 languages (regular price € 34.50).

PRICES & UPGRADES

<table>
<thead>
<tr>
<th>Service</th>
<th>Price</th>
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<tbody>
<tr>
<td>UnionCard - year</td>
<td>€ 50</td>
</tr>
<tr>
<td>UnionCard - month</td>
<td>€ 10</td>
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<tr>
<td>Fitness upgrade - year</td>
<td>€ 110</td>
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<tr>
<td>Fitness upgrade - semester</td>
<td>€ 65</td>
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</tbody>
</table>

To become a member of a sports, performing arts or world association, a UnionCard is required. Each association may charge a membership fee on top of that.

The fitness upgrade allows unlimited access to the on-campus gym facilities. This upgrade is already included in the employee card of UT employees (i.e. PhD students). For more information and to order your UnionCard, please visit the UnionCard website: su.utwente.nl/en/unioncard

LIBRARIES

CAMPUS LIBRARY AND BELLETRIE

Use your student card to borrow books at the UT libraries. The libraries also offer quiet computer areas and small study rooms. Additionally, the Belletrie library (Bastille building) offers novels in English.

ITC FACULTY LIBRARY

ITC Faculty Library is a scientific library that contributes to the effectiveness of the education provided by ITC and the research done at ITC. The library helps:
- staff and students to find relevant information as efficiently as possible
- staff and students to present their expertise in the form of academic publications clearly presented on the ITC library web pages.

Campus library
Campus location: Vrijhof building, 2nd floor
Opening hours: 08:30 - 22:00 (Mon - Fri)
09:00 - 20:00 (Sat - Sun)
T: +31 (0)53 489 2777
E: infoub@utwente.nl
W: www.utwente.nl/ub/en
Twitter: @UBUtente

Belletrie library
Campus location: Bastille building room 105
Opening hours: 12:45 - 13:30 and 15:00 - 16:00 (Mon - Fri)
E: bestuur@bellettrie.utwente.nl
W: www.bellettrie.utwente.nl/informatie/en

ITC library
Location: ITC building room 3-036
Opening hours: 08:30 - 18:00 (Mon - Fri)
E: library-itc@utwente.nl
W: www.itc.nl/pub/home/library
Twitter: @LibITC
CHILD CARE & STUDENT SUPPORT

CAMPUS CHILD CARE CENTRE
The campus child care centre *De Vlinder* (0-13 years) offers daycare and after school programmes for children of campus UT employees and to children, who live in the area around the campus, Enschede and Hengelo.

The childcare centre includes many outdoor activities, as part of a ‘play and move in nature’ programme and also has a ‘science-programme for and with children’. Facilities include a garden with a little patch of forest. Utwente-facilities such as the open air theatre and sport facilities on campus are also regularly used. Furthermore there are visits to the city library of Enschede and the petting zoo Enschede Nord. But the most important thing for the centre is their belief in the strength of children and helping them grow up!

COSTS AND SUBSIDIES
For information about child care costs and subsidies, please contact the Vlinder daycare centre or your UT contact person.

Child care centre ‘De Vlinder’  
Calslaan 35, Building #60  
Opening Times: 07:30 - 18:30  
T: +31 (0)53 433 2722  
E: vlinder@smallsteps.nl  
W: www.kinderdagverblijf-vlinder.nl

PERINATAL CARE
Midwife Practice ‘Liberis Libenter’  
Location: Van Deinselaan 18, Enschede  
T: +31 (0)53 431 8948  
W: www.liberislibenter.nl

Midwife Practice ‘Vivre’  
Location: Gezondheidscentrum Oosterpoort, Oosterstraat 2-12, 7514 DZ Enschede  
T: +31 (0)53 432 4123  
W: www.verloskundigenpraktijk-vivre.nl

After Birth Care ‘BTK Zorg’  
Location: Eikstraat 60, 7513 BG, Hengelo  
T: +31 (0)88 238 3737  
W: www.btkzorg.nl/kraamzorg

STUDENT SUPPORT
SACC CAN OFFER YOU (more on pages 87-91)

Individual counselling:
- Student counsellor
- Student psychologist
- Confidential advisor
- Career counsellor
- Diversity coordinator
- PhD counsellor

Group training:
- Continuous self-management group
- Self-management course
- Study Encouragement Group
- Mindfullness training
RELIgION

The Student Chaplaincy (Studenten Pastoraat Enschede; SPE) organises activities related to religion, science, and culture. Examples of activities are movie nights, a mosque visit, a monastery weekend, meditation, and a Taizé celebration. The Student Chaplaincy also offers opportunities for debate about science, ethics, and philosophy as well as personal counselling.

The campus mosque and meditation room offer a moment of silence for meditation, prayer, or personal reflection. Feel free to visit the mosque or meditation room for some quiet time, to recharge your batteries or to fulfil your religious obligations.

UT Student Chaplaincy
Campus location: Vrijhof building room 303
Rev. Mrs. Janneke Bekhof-Smit
T: +31 (0)53 489 2378
E: info@studentenpastoraatenschede.nl
W: www.studentenpastoraatenschede.nl

Prayer/Meditation room:
Campus location: Vrijhof building room 309
Opening hours: Mon - Fri: 08:00 - 00:00
Sat - Sun: 09:00-16:30

UT Mosque:
Campus location: Vrijhof building room 302
Opening hours: Mon - Fri: 08:00 - 00:00
Sat - Sun: 09:00 - 16:30

CHRISTIAN (INTERDENOMINATIONAL)
International Christian Fellowship – Enschede (ICF-E)
Location: Prinseschool, Prinsestraat 10, Enschede
Service: every Sunday at 10:30
E: icf-enschede@solcon.nl
W: www.icf-enschede.nl

CHRISTIAN (PENTECOSTAL) THE REDEEMED CHRISTIAN CHURCH OF GOD (RCCG)
Location: SDA Building (Philadelphia Main Hall), Haaksbergerstraat 468, Enschede
Service: every Sunday at 10:30
E: amazinggracesanctuary_enschede@hotmail.com
F: www.facebook.com/rccgenschede
T: +31(0)6 2845 5331 (English)

CHRISTIAN (ROMAN CATHOLIC)
H. Jacobus de Meerdere
Location: Oude Markt, Enschede
Service: every Sunday at 09:30
W: www.katholiekenschede.nl/en

ISLAMIC
Islamic Association Enschede
Location: 2e Emmastraat 50, Enschede
T: +31 (0)53 435 1078

JEWISH
Synagogue of Enschede
Location: Prinsestraat 16, Enschede
T: +31 (0)53 432 3479
W: www.synagogeenschede.nl
F: www.facebook.com/SynagogeEnschede

PROTESTANTSE GEMEENTE ENSCHEDE
Location: Varviksingel 139, Enschede
T: +31 (0)53 431 4464
E: info@pgenschede.nl
W: www.pgenschede.nl
SHOPPING

CITY CENTRE
The centrum of Enschede is an attractive place to shop. Various small and large store chains are located in Enschede. Make sure you have a delicious ice cream at the award-winning ice cream parlour, called ‘van der Poel’.

OPENING HOURS STORES CITY CENTRE
Monday  11.00 – 18.00
Tuesday  09.30 – 18.00
Wednesday  09.30 – 18.00
Thursday  09.30 – 21.00
Friday  09.30 – 18.00
Saturday  09.30 – 17.00
Sunday  12:00 – 17:00 (first and last Sunday of each month only)

SUPERMARKETS AND OTHER STORES
Shopping Centre Twekkelerveld is close to Campus (Zonstraat, Enschede). There you find the discount supermarket ‘Lidl’ and the traditional Dutch ‘Albert Heijn’ (AH). Also, drugstores, household goods, a postal service point, and other useful shops are located there.

Mon - Fri: 08.00 – 20.00/22.00
Saturday: 08.00 – 18.00/22.00
Sunday: 12:00 – 18:00 (Albert Heijn only)

In the city centre, you can find a broader variety of all kinds of shops. To find your way, the supermarket Albert Heijn is located at Van Heekplein 63, and the Jumbo supermarket at Noorderhagen 75.

SALES AND DISCOUNT
The terms uitverkoop (sale), actie (deal) or korting (discount) mean there are special offers and price reductions available on various items. Bargaining is not customary in the Netherlands: you are expected to pay the marked price.

OPEN AIR MARKET
The Enschede open air market (every Tuesday and Saturday between 08:00 and 17:00 at the Van Heekplein) offers fresh fruits, vegetables, and more. Bargaining is not possible when prices are displayed. The best prices can be obtained at the end of the day when traders try to sell the last of their stock. Bear in mind that you can’t choose the fruit or vegetables; the trader does this. You should check that the quality is acceptable before paying. The best way to find the best prices is simply to shop-around. Apart from the approved market area, it is not customary to sell things in the street in the Netherlands.

SPECIALTY SHOPS
Other national chains specialise in particular sectors. Prices in chain stores tend to be lower than those of their local competitors.
• Household goods:Blokker, Xenos
• Drugstores: Kruidvat, Etos
  (these stores sell cosmetics, toiletries, and health-care products);
• Electronics: Mediamarkt
• Bicycles: Halfords, Profile

SHOPPING BAGS AND TROLLEY
When shopping, remember to bring a shopping bag. In supermarkets you must pack your own groceries. The supermarket provides plastic shopping bags, but they are not free. Also remember to use the shopping trolley or basket provided in the supermarket. You must pay a deposit on the trolley (€ 0.50 - € 1), which is returned when you return the trolley.
If you do not use a trolley or basket, shop assistants and cashiers are entitled to check your bag for shoplifting. You are not allowed to take a shopping trolley or basket home.
TAX-FREE
Look for ‘tax-free for tourists’ logo on shop fronts. When you purchase goods during your stay in Holland, you are entitled to reclaim the value-added-tax (VAT, BTW in Dutch) of that item if you export the product within three months of the purchase date. Ask the store for the appropriate form and have it stamped by the Dutch customs upon leaving the Netherlands.

Take the cost of transport into account when buying things to take back to your home country. This could mean either postage, shipping costs, or excess weight charges at the airport.

POST & MAIL
Dutch postal services are integrated into shops all over the country. For stamps, sending parcels and other postal services, please visit one of the following stores in Enschede:
• Jumbo supermarket Nooderhagen 75
• Albert Heijn supermarket Van Heekplein 63
• Ako Stationsplein 33

FREE TIME

ICE SKATING RINK
Enschede has an ice skating rink, which is opened from 1 October until 31 March. Ice skating is a favourite pastime of the Dutch; give it a try! You’ll get a discount on the entry fee with your UnionCard (see page 61). The rink is located near the UT Campus, close to the football stadium (de Grolsch Veste).

CINEMA
You can watch the latest popular movie at the Kinepolis theatre, the largest cinema in the region, or at the Cineast in the Enschede city centre. Alternative movies are played at cinema club Concordia, located at the Oude Markt square. For schedules and reservations, please see their websites.

PUB QUIZ
Every Monday night, Irish Pub Molly Malone (Oude Markt Square) organises a Pub Quiz in English.

Cineast: www.kinepolis.nl/bioscopen/cineast
Concordia: www.concordia.nl/film
Kinepolis: kinepolis.nl/bioscopen/kinepolis-enschede
ABOUT THE NETHERLANDS

A SMALL FLAT COUNTRY
On a world map, the Netherlands looks very small. You can drive the greatest distance, from north to south, in around four hours. The country’s formal name, the Netherlands, refers to the fact that most of its land is at or below sea level. Holland is the name of the western part of the country, the two most heavily populated of the twelve provinces. While some insist that the only proper name of the country is the Netherlands, the name Holland is used in many (international) situations.

LANDSCAPE
On arrival you will be struck by certain features of the landscape. To start with, the Netherlands is very flat. There are a few hills in the southeastern corner of the country, but they disturb the flat horizon only slightly.

Another thing you will notice is the abundance of water: lakes, rivers, canals, and ditches of all sizes, ranging from large transport canals to the narrow streams crossing pastures where our five million cows graze. Around seventeen million people live in an area less than 40,000 km². With an average population density of 420 people per km², land is a precious commodity in the Netherlands. Much of it had to be painstakingly reclaimed from the sea, or converted from swamp. The Dutch are world leaders when it comes to controlling water, and the struggle to tame the forces of water forms a large part of their history.

POLITICS
The Netherlands has a constitutional monarchy, with a democratic parliamentary system composed of the Upper House (Eerste Kamer) and the Lower House (Tweede Kamer), together forming the Dutch Parliament. The Head of State is King Willem-Alexander, and the seat of government is The Hague (Den Haag) although Amsterdam is the capital of the country.

PEOPLE
Though ethnically the Dutch tend to be tall and fair, Dutch society is becoming increasingly multicultural. Because of the Dutch colonial past, people of Caribbean, Indonesian, or Surinamese descent are common. Moreover, in the 1950s and 1960s, the Netherlands attracted workers from Italy, Spain, Morocco, and Turkey to meet the expanding growth of the Dutch industry as they recovered from the second world war.

CLIMATE
The Netherlands has a temperate climate with gentle winters, cool summers, and rainfall in every season. With the North Sea on its doorstep, Dutch weather can be quite unpredictable. In wintertime (December to March) there are some days of frost and you will probably see some snow. However, the wet and windy winter cold can be penetrating. If you spend a winter in the Netherlands, by about March you will understand why Dutch people talk so much about the glorious sunshine of countries in the south, and why, the minute that spring arrives, they run out and turn their faces to the sun every chance they get.
In summer (June to September) there usually are a few fairly hot days. In the months between, the temperature will vary from about 5º to 15º C (40º to 60º F) in the course of the day.

DAYLIGHT SAVINGS TIME
Daylight savings time starts on the last Sunday in March (clocks are set forward one hour) and ends on the last Sunday in October (clocks are set back one hour).

RULES OF BEHAVIOUR
Every culture has unspoken rules about how to behave and treat others. A multicultural environment as found at the UT is unique, but can also be very complex. Subtle cultural differences may be difficult to grasp and can contribute to culture shock. Social behaviour may confuse, surprise or even offend you. You may find that the Dutch appear cold, distant, punctual and always in a hurry. And the relationships between men and women may be more or less formal than you are used to.

NEW ENVIRONMENT
Leaving home to live and study abroad is a challenging experience that, although very exciting, is not without its stressful elements. It may be something you planned and prepared for: the effects these changes have on you might take you by surprise. You might find it helpful to know that experiencing culture shock is quite normal. In the end, most international students have a good time and take away valuable life lessons from the difficult times. It is important to stress that experiencing culture shock is entirely normal, usually unavoidable, and certainly not a sign you have made a mistake or you won’t be able to manage. The experience may have a significant learning curve, making you more aware of your own personality, your own culture and the cultures you come into contact with. It will give you valuable skills for your academic and personal life.

HOW TO COPE WITH CULTURE SHOCK
- Realise that having difficulty in coping with a new situation is a normal experience;
- Stay in touch with home;
- Wear clothes suitable for the weather, buy an umbrella, and do not wear coats indoors;
- Find a supplier of familiar food;
- Eat a healthy balanced diet;
- Share meals with others and take turns in preparing the meals;
- Don’t hesitate to ask people to explain what they mean or whether they can repeat the sentence slowly if you don’t understand;
- Make friends with fellow students: they will understand what you are going through (even if they’re not from the same culture, they will have similar experiences);
- Join sports activities (page 56): a good opportunity to meet other people and excellent for your physical and mental health;
- Join cultural classes and activities (page 57);
- Take frequent short breaks to relax;
- Above all, don’t isolate yourself but find someone to talk to who will listen sympathetically;
- Use the available counselling services if you need them, there is no shame associated with counselling, it is quite normal in the Netherlands.

Need help adapting to life in the Netherlands? Make sure to register for the Buddy programme (page 51) and to contact Student Affairs, Coaching & Counselling (see also page 87): www.utwente.nl/en/ces/sacc.
CORE VALUES OF DUTCH SOCIETY

DEMOCRACY & CONSTITUTIONAL STATE
The Netherlands is a democracy where residents help decide the government of the country. The Netherlands is a constitutional state. This means that everyone has the same rights and that everyone must abide by the same rules.

FAITH
In the Netherlands you may choose the beliefs you have. People with different religions can all live in our country safely. Nobody may be threatened or feel unsafe as a result of their beliefs.

OPINIONS
The Netherlands is home to various people from various cultures. Everyone is entitled to their own opinion. In the Netherlands, you may think, say and write what you like.

LIFESTYLE
People in the Netherlands may express their beliefs and choose their own lifestyles.

SELF DETERMINATION
In the Netherlands, you may decide for yourself which choices you make in your life. This is referred to as the right to self-determination. You may thus choose whether or not to have a faith. You may choose your own lifestyle. You may decide who you wish to marry and whether or not you reveal your sexuality. The right to self-determination encompasses many freedoms to which citizens are entitled.

EQUAL TREATMENT
In the Netherlands, people in the same situations are treated equally. This is known as the right to equal treatment. Whether you are a man or woman, gay or straight, young or old or born in the Netherlands or elsewhere.

BAN ON DISCRIMINATION
Discrimination is never acceptable in the Netherlands. You may not face discrimination on the grounds of your beliefs, origins or lifestyle. You may also not discriminate against others on the basis of their beliefs, origins or lifestyle. Gay and straight people must be treated equally. Gay people have the same rights as everyone to their own lifestyles and to their own associations; same-sex marriages are permitted in the Netherlands. The Netherlands was the first country in the world to permit this.

Sourced from:
‘Core values of Dutch society’
by Ministry of Social Affairs and Employment
20 February 2014
DIFFERENCES IN CULTURE AND EDUCATION

Many things in the Netherlands will be different from your home country, such as the climate, traffic, food, clothes, and religion. Dutch culture may also be different from your own. For example, Dutch people find it very important to be on time, and will offer you coffee and cookies when visiting but do not expect you to stay for dinner (unless you are explicitly invited). Several other common cultural differences are discussed here.

INDEPENDENCE
Because you are seen as an independent student, teachers will inform you of the material to learn while leaving the specific planning up to you. Assignments might come with few instructions and will leave space to choose your own approach.

YOUR OWN OPINIONS
‘Having your own opinion’ and ‘being critical’ are important values for Dutch people. Students do not need to master all existing knowledge before formulating their own opinion. When writing a paper, summarising information from other authors will not be sufficient. You will have to make your own selection of available sources, develop your own line of thinking and include your own conclusions and/or recommendations.

RELATIVE LACK OF COMPETITION
Competition hardly plays a role in Dutch educational culture: students are seldom graded against each other. The teacher sets a minimum score and passes all students that meet this criterion.

Dutch students are usually not very interested in how they rank in class; they are mainly concerned with passing the course. Students striving to be the best will not talk about it as it is not done in the Netherlands to be too competitive or work too hard.

BRUTAL HONESTY
Honesty is highly valued in the Dutch communication style: avoiding losing face plays a less important role. As Dutch society is quite individualistic, Dutch students prefer to show the class how critical they are, rather than strive to be loyal classmates.

The Dutch eagerness for group discussions and strong opinions might make your first presentation a difficult experience. Keep in mind that if a professor or fellow student ‘burns’ your ideas in public, it’s nothing personal. Likewise, you are expected to have a critical mindset, so questioning your fellow students, professors, and people in senior positions on study-related issues is encouraged.

RULES ARE RULES
Dutch society runs on rules: individual exceptions are rare. Persuading teachers to give you a higher mark or an additional re-exam is rarely done. The same rules apply to all and aim to guarantee fair and equal treatment of everyone.

Based on:
Faculty ITC, University of Twente
ABOUT THE UT ACADEMIC CULTURE

The academic culture at the University of Twente is quite distinct when compared to other countries. There is little hierarchy and professors tend to be easily approachable. Students usually receive feedback only when the work they deliver is unsatisfactory. Not getting feedback on work done is usually a good sign and receiving compliments is uncommon. Professors expect students to work independently, also during project work. Your best teachers are often your fellow students.

EDUCATIONAL PROCESS
If a professor asks a question, you are expected to come up with a reasonable solution, not ‘the right and perfect one’. The process of finding a solution, dealing with new information and creativity are paramount. The quality of the actual solution is often less important.

INTERACTION IN CLASS
Dutch people in general and academics in particular tend to be very opinionated: they enjoy a good discussion, attacking each other’s ideas relentlessly and with great passion. Teachers appreciate these critical and passionate discussions in class, as they are usually seen as marks of highly involved and interested students. Asking questions is seen as being interested in the topic, not as being disrespectful towards the lecturer. You are expected to think about the presented knowledge, develop and express your own opinion and look for possible weaknesses in what was presented. For the Dutch it is nothing personal and does not lead to losing face - it is all about the content and optimal learning.

SELF-RELIANCE
If something is troubling you, you are expected to take the initiative in finding a solution. You must make the first step and contact a study adviser or someone else to help you. Waiting to be ‘saved’ will get you nowhere.

ACTIVE LEARNING
The Dutch believe that learning actively is the best way to learn. The essence of active learning is asking yourself questions that you try to answer by studying. What am I going to learn? What do I know already about this question? Does what I read answer my question? Do I agree? What am I missing? Are alternative solutions possible? What are the consequences? Memorising and understanding are considered valuable but only as first steps in learning. There is more emphasis on the development of academic and/or professional skills.

DISCUSS ISSUES OPENLY
At every university, things go wrong. Sometimes a lecture is disappointing, there might be strange twists in the curriculum or unreasonable exams. If you encounter such a problem you are expected to confront the professor first (as scary as that may seem) to see if you can find a solution. If that doesn’t work, you can always contact the course committee (OLC), the people dealing with education at your study association (Dutch: studievereniging), the study adviser, course director, or faculty internationalisation coordinator.
INTERCULTURAL DIFFERENCES
Because of these cultural differences, international students might see Dutch students as noisy in class, disrespectful to teachers and classmates, show-offs, lazy, and negative. Dutch students might think of international students as passive, easily offended students who only memorise and reproduce study material while not saying what they really think. It is a challenge for everyone in the international classroom to overcome these prejudices and learn from each other.

MORE THAN A DEGREE
At the University of Twente, you do not only study. Did you know that all of our sports, cultural, study, students and international associations are led completely by students? Student activism is highly valued at the University of Twente. It helps to develop yourself and improves your organisational, networking and collaboration skills. Being active as a student is not just fun, but benefits your career as well. You can use it to distinguish yourself from your fellow students who did the same study: you will get more than a degree.

QUICK TIP
For questions about dealing with culture shock or problems with adjusting to life in the Netherlands, please contact the department for Student Affairs, Coaching & Counselling or ITC Student Affairs. They can help you manage cultural difficulties and related issues (see page 95).

QUIZ: ARE YOU READY FOR THE UT?
True or False? ‘The most important part of studying at the UT is memorising and understanding my study materials’.

Want to know if you are ready for the UT and the Netherlands? Take the online quiz at www.utwente.nl/go/ish/quiz and find out!

Based on:
Faculty ITC, University of Twente
STUDENT HOUSING ETIQUETTE

CLEANLINESS
The Dutch place high value on cleanliness and neatness. It is strongly recommended that you keep common areas and rooms clean and tidy. In Holland there is a risk of a mice infestation if you don’t follow these recommendations:

- Always store food in closed boxes.
- Clean the kitchen immediately after cooking.
- Remove food scraps and breadcrumbs from the floor immediately.
- Don’t store waste outside the bins, inside or outside.
- Put pizza boxes straight in the container outside.
- Make sure the containers are emptied on the estimated dates.
- Cigarette butts attract mice so always put them in the ashtray.
- Mice love a warm house so turn off the heaters when you’re not home.

Sourced from: g
FOOD

TRADITIONALLY
Traditionally, Dutch cuisine is fairly modest. Dutch breakfast generally consists of tea and sliced bread, which is eaten with cheese, thinly sliced cold meat, or jam. Lunch is much the same, with the possible addition of soup, salad, or fruit. For dinner, potatoes and other vegetables are customary, usually served together with meat or fish. Vegetables especially are plentiful, of high quality, and quite cheap if you buy those in season. Typical Dutch dishes are *erwtensoep* (pea soup served in winter), *Hollandse Nieuwe* (fresh salted herring) and *stamppot* (steamed dish of potatoes, vegetables, and meat/ sausage).

CHANGING TASTES
Dutch tastes have become increasingly international: rice and pasta dishes are now almost standard fare in most Dutch homes. You will find imported tropical food, vegetables, and fruits in many shops. Tropical ingredients can be found in oriental grocery stores called ‘toko’. Some butchers take religious rituals into consideration (Islamic, Hindu or Jewish) and some sell food products from Turkey, Morocco, and Surinam. For the *toko* locations please see the Enschede city map on page 76.

Convenience foods are increasingly available. Some of these can be rather unhealthy, but it does save time and it also costs less than eating out. Typical Dutch convenience foods are *friet* or *patat* (fries), eaten with a meat snack (*kroket* or *frikandel*). Supermarkets sell instant meals of all sorts and sizes.

RESTAURANTS AND TAKEAWAYS
In addition to the popular Chinese-Indonesian and Cantonese restaurants and takeaways, there are many relatively inexpensive grill-rooms, pizzerias and pizza express services, serving Italian pizza, Turkish shoarma (Mediterranean meat sandwich), and various Greek dishes. You might pay € 8 to € 12 for a simple takeaway meal. A simple Dutch main dish in an ‘eating pub’ (*eetcafé*) or bistro will cost approximately € 20, excluding drinks. Chinese takeaways are less expensive.
**GOOD TO KNOW!**

If a Dutch friend invites you for coffee at around 11:00 or after 20:00, it is not common to offer a meal. Likewise, an invitation for tea around 15:00 or 16:00 does not include dinner.

A phenomenon in the restaurants and cafes in Enschede is the *daghap* (daily menu). This is a main course for a reasonable price starting from € 8.50. The *daghap* changes every day and differs per restaurant. Visit [www.hapdedag.nl](http://www.hapdedag.nl) to see which restaurants offer a *daghap*.

“No offence, but I hate the food here. I mean, just bread with cheese and ham? That’s what I eat for breakfast in China.” - Chen (MSc Nanotechnology).

Although the UT makes every effort to offer a variety of (international) cuisine, it might be helpful to realise that many international students find it difficult to adjust to the relatively simple Dutch diet.

**PREPARE FOR YOUR STAY**

To help you prepare for your stay, we have created the UT preparation website. On this website, you can find all the information you need to settle in at the UT comfortably.

**PREPARATION VIDEOS**

To help you prepare, some of our current students have participated in several videos explaining exactly what it is like to study at the University of Twente. The videos include topics such as the introduction period, the UT academic culture, the grading system as well as the vibrant student life of students in Enschede.

**MORE INFORMATION:**

[www.utwente.nl/go/ish/todo/before-arrival](http://www.utwente.nl/go/ish/todo/before-arrival)
ENSCHÉDE

HISTORY
The name ‘Enschede’ comes from ‘An die Schede’, old Dutch for ‘on the border’. Approximately 40 years ago, Enschede’s reliance on its main industry (textile manufacturing) became a problem as the textile industry relocated to Asia. In 1950 the textile industry employed 21,000 people: by 1970 this number had dropped to 8,000, and by the time of the world recession in the early 1980s it had fallen to 2,500. As the noisy, dirty factories disappeared, Enschede was forced to change direction.

With over 158,000 inhabitants, Enschede is the largest city of the eastern Netherlands. Around 28,000 of these are students, either at Saxion Hogeschool Enschede (Saxon University of Professional Education, Enschede), the Academy of Music, the Academy of Art, or the University of Twente.

Enschede has a bit of everything; around the Van Heekplein you can find a large number of boutiques, clothing stores and other shops; at the Oude Markt (Old Market) square you will find lots of places to have a coffee or go out for dinner. Enschede is a relatively quiet, safe and pleasant city to live and work in. Modern shopping facilities attract people from both the Dutch and German local region.

When looking at a map of the Netherlands, it seems that Enschede lies on the outskirts of the country. The city is located centrally within Europe, in between London, Berlin, and Paris. Amsterdam is only two hours away with a train connection every 30 minutes.

Smoking marihuana or hashish has been decriminalised in the Netherlands, meaning that you may purchase and consume small quantities (5 grams) for personal use at certified coffee shops. Please keep in mind though that using, selling, or buying drugs on the streets is punishable by law. Smoking any substance is not allowed in any bar, pub, disco, or restaurant in the Netherlands.
EXPLORING THE ENSCHEDE AREA

RUTBEEK, ENSCHEDE
This attractive recreation park right outside Enschede is a pleasant place for walking (about five kilometres around the lake), windsurfing, canoeing, or rowing (depending on the weather). You can also rent water-bikes. This park is easily accessible by bike, car, or bus and has a restaurant as well as a playground.

HULSBEEK, OLDENZAAL
Another recreation park, with woods and water. For bus connections to the Hulsbeek and Rutbeek, ask at the information desk at the bus station or the tourist information office.

WAARBEEK, HENGELO
An amusement park for children. You can take the train to Hengelo and then take the bus, which stops in front of the entrance. For more information on the Waarbeek, contact the VVV tourist information office in Enschede located near the station at Stationsplein 1a.

RIJKSMUSEUM TWENTHE, ENSCHEDE
Museum of antiquities and modern art. W: www.rijksmuseumtwenthe.nl

MUSEUM TWENTSE WELLE, ENSCHEDE
History of the culture, nature, language and environment of Twente. W: www.twentsewelle.nl

AQUADROME, ENSCHEDE
Sub-tropical indoor swimming centre with two big water slides, waves (at least 10 minutes every hour), and streams. Ask for bus line and travel time at the information desk at the bus station (Bus direction ‘Hogeland’).

WOOLDRIKSPARK, ENSCHEDE
Public gardens in Enschede, with a petting zoo for children. Accessible by bus.

VOLKSPARK, ENSCHEDE
Public gardens, famous for the Easter Fair.

ANCIENT DUTCH WINDMILLS / WATERMILLS
The unique, historical windmill of Usselo grinds today like it did over two centuries ago. You will find the mill just outside Usselo, between Enschede and Haaksbergen. The entrance is behind the mill. Also of interest: the Korenbloem windmill and the Oostendorper watermill in Haaksbergen; the Lonneker Molen, a windmill in the small village of Lonneker; the watermills Den Haller and Singraven in Denekamp, and the watermills Bels and Frans in Vasse. All these mills are open to the public and can be reached by public transport or by bike.

WALKING AND CYCLING
Enschede’s immediate surroundings are perfect for beautiful walks and bicycle tours. Twente’s charming landscape surprises at every bend. You will pass woods and pastures, villas and old Saxon farms. If you are lucky, and keep your eyes open, you might see a kingfisher, tree frog, or green woodpecker shoot off. Several hiking and bicycle routes can be found in the area, and many of the country estates are open to the public. The Dutch Foundation for Nature Monuments has walking routes in Buurseveen and Aamsveen.

FLAMINGO ROUTE
Just across the border in Germany you can see real flamingos in the wild! For a map of the route visit www.flamingoroute.com
AMSTERDAM
Amsterdam, the official capital, is the social, cultural and tourist centre of the Netherlands. Its theatres, concert halls, museums, and cafés are world-famous. The city’s bustling liveliness and its live-and-let-live attitude towards deviant behaviour live up to the international reputation. Do not let Amsterdam’s atmosphere fool you into thinking that Dutch society is promiscuous. Although the Dutch are tolerant, most people live moderate, orderly lives. Amsterdam is the extreme rather than the norm.

The Intercity train to Amsterdam leaves from Enschede railway station every hour (see train schedule on www.ns.nl/en). When you arrive at Amsterdam Central (CS), you can get more information at the VVV tourist office right outside the station. An information desk is located in front of Amsterdam Central station for inquiries about public transport.

Places of interest include:

- The Rijksmuseum, housing famous paintings by Dutch painters, located at Stadhouderskade 42: take the tram that stops behind the museum (exit stop: Hobbeistraat) from the central railway station.
- Madame Tussaud’s Scenerama Wax museum located on the Damrak: a five-minute walk or the first stop by tram from the central railway station.
- Van Gogh Museum is also on the museumplein nearby the Rijksmuseum. W: www.vangogh museum.nl/en
- Anne Frank House situated in the centre of Amsterdam at Prinsengracht 263-267. Trams 13, 14 and 17 and buses 170, 172 and 174 stop nearby, at the ‘Westermarkt’ stop. W: www.annefrank.org

BURGERS’ ZOO (ARNHEM)
Zoological gardens, indoor bush, desert and safari park, plus an exhibition on the tropical rainforest and an artificial desert environment. Good train and bus connections. Train to Arnhem; at Arnhem railway station take the (electrically powered) trolley-bus that will stop right at the entrance to Burgers’ Zoo. If you travel by train, you can buy an all-in-one ticket for the train, trolley-bus, and entrance fee. Please check at the railway station. From Enschede there is also a good bus connection (check the timetable at the bus station).
W: www.burgerszoo.com

WILDLANDS (EMMEN)
Wildlands in Emmen allows you to travel the world in one day! You can visit the jungle, the savannah and the arctic. There are 22 hectares of adventure, nature and culture to explore. It is about a 10-minute walk from Emmen railway station to the zoo.
W: www.wildlands.nl

DEVENTER
A historic Hanseatic town with an impressive waterfront along the river IJssel, Deventer is a lovely city to visit. Connections are excellent and it takes about 45 to 50 minutes to travel from Enschede to Deventer either by car or train. Suggestions: the Toy and Tin Museum; ‘De Waag’, explaining the history of Deventer; and various interesting exhibitions, for example, of topographic paintings of Deventer.
W: www.deventer.info

TIP: Especially for Amsterdam attractions, it is advisable to book online to avoid long queues.
GIETHOORN
Giethoorn is a small village that has canals instead of roads. It has cute thatched houses lining the banks and a wide selection of cafes and restaurants. It is next to a national park where you can glide between the reeds in a ‘whisper boat’ - a small, easy to drive, electric boat for hire to explore the village and adjacent wetlands.
W: giethoorntourism.com

KEUKENHOF (LISSE)
The Keukenhof measures 32 hectares, which makes it the world’s largest spring garden. This flower park has welcomed flower lovers from all over the world for the past fifty springs. They come to admire over seven million colourful bulb flowers. Keukenhof’s surprising spring programme offers many hours of enjoyment in various flowerbeds, gardens and indoor exhibitions.
W: www.keukenhof.nl

UTRECHT
This surprising and friendly city boasts cultural and historical highlights. The city’s ultimate symbol is the beautiful Dom Tower. In addition, Utrecht offers great shopping and pleasant sidewalk cafés. Utrecht railway station is adjacent to a large shopping centre. At the station follow the signs to the tourist information office to get a city map.
W: www.visit-utrecht.com

THE DUTCH ISLANDS
To visit one of the Dutch islands (Texel, Vlieland, Terschelling, Ameland, or Schiermonnikoog), ask for a combined ticket for train, bus, and ferry. Check with the information desk at the railway station and consult the tourist information office.
W: www.wadden.nl

THE HAGUE
The Hague (Den Haag) is the seat of government and diplomacy, and the residence of King Willem-Alexander, the Head of State. Interesting places to visit in The Hague include Madurodam, an open-air museum that shows the Netherlands in miniature, and the Binnenhof, where the Ridderzaal and the Dutch Parliament are located.
W: www.thehague.com

ROTTERDAM
Rotterdam is the nation’s industrial and commercial centre, its Europort is the largest European port with container terminals and bulk transit terminals. The modern city features lively shopping malls and interesting museums such as the Boymans van Beuningen gallery, the Architecture Centre, and the Kunsthal.
W: www.en.rotterdam.info

GENERAL
W: www.holland.com
6. SUPPORT & CONTACT INFORMATION

- Faculty internationalisation coordinators & other contacts
- Student Affairs & Services
- Student Service Desk
- ITC Confidential advisor
- Coaching, Counselling & Psychologists
- Personal circumstances
- Study switch & career counselling
- Student rights & student charter
- Code of conduct
- Student Union
- TCP Language Centre
FACULTY INTERNATIONALISATION COORDINATORS & OTHER CONTACTS

Every faculty employs internationalisation coordinators, and some have additional staff who can assist you when you have questions or concerns specifically regarding being an international student at their faculty.

**FACULTY OF ELECTRICAL ENGINEERING, MATHEMATICS AND COMPUTER SCIENCE (EWI)**

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Drs. Jan Schut
Manager International Programs
E: j.schut@utwente.nl
T: +31(0)53 489 4350
Campus Location: Citadel (Building 9)
Room: CI H200
STUDENT AFFAIRS & SERVICES

Student Affairs and Services provides guidance and support to students who come from all over the world to live and study in the Netherlands. The dedicated staff will assist our international students with everything from arranging visa formalities to setting up a bank account, and from providing them with information about scholarships to mediating for on- or off-campus accommodation.

We are devoted to facilitating intercultural exchange and providing university-level students with the opportunity to discover, learn, and enjoy an (academic) culture other than their own.

**Students can contact us for:**
- Information about study and research possibilities abroad;
- Assistance arranging visa formalities, finding accommodation and formalities upon arrival (incoming students);
- Advice and information on aspects of internationalisation;
- Admission of incoming exchange students;
- Information on partner universities and organisations abroad.

STUDENT SERVICE DESK

The Student Service desk is a general service desk for all UT students. Their staff can help you with all UT-related questions concerning admission, enrolment, tuition fees, your student card, Studielink, complaints, suggestions, and other matters related to your study at the UT.

If you have any questions, you can either visit their website or stop by the Student Service desk in the Vrijhof building (room 239b).

**STUDENT SERVICE DESK**

Campus location: Vrijhof building room 239b
Office hours: 10:00 - 16:00 (Mon - Fri)
T: +31 (0)53 489 2124
E: studentservices@utwente.nl
W: www.utwente.nl/ces/studentservices/en

Join the International UT Community and stay in touch with prospective students, current students, and alumni: www.facebook.com/groups/UTInternational
ITC CONFIDENTIAL ADVISOR

ITC is a strong, vibrant community that consists of people from all over the world. At ITC we expect all members of our community to respect the diversity of all students and staff, and support an environment free from discrimination and harassment in accordance with Dutch Legislation and the Code of conduct of the University of Twente on (sexual) harassment, intimidation, aggression, violence and discrimination.

The ITC Confidential advisor plays an essential role in ITC’s response to harassment concerns. If you are affected by undesirable behaviour, such as bullying, aggression and unwanted sexual advances, you can turn to the confidential advisor for help, support and advice. The advisor is authorised to receive complaints and will treat information discreetly and privately. The advisor will only act with the student’s permission.

STRESS & REFERRAL PSYCHOLOGISTS

For study problems and mental or emotional stress you can consult either your GP, course director, supervisor, ITC Student Affairs Officers or UT psychologist. All are, in their field of profession and experience, available to advise students who face study pressure in combination with adjusting in Enschede and being away from family and out of their comfort zone. They can give tips about planning, time management etc. or are available just to listen to you. Note: A psychiatrist can be consulted only on referral by your GP.
UT PSYCHOLOGISTS
University of Twente
Drienerlolaan 5,
Vrijhof (Building 47)
Floor 3, room 311
T: +31 (0) 53-489 2035 (in case of no reply
within office hours: +31 (0)6 142 154 98)

ITC CONFIDENTIAL ADVISOR
Ms. Annemarie
Arets-Meulman LL.M.
Room 1-164
T: +31 (0) 53 489 2271

Office hours: 9:00 - 13:30 (Mon - Fri)
E: confidentialadvisor- itc@utwente.nl

UT CONFIDENTIAL ADVISOR
Ms. Renate van Luijk, MA
Vrijhof, Room 315
E: r.e.vanluyk@utwente.nl
T: +31 (0)53 489 2035

Office hours: 08:30 – 15:00 (Mon-Fri)
COACHING, COUNSELLING & PSYCHOLOGISTS

Even though studying in a new country can be lots of fun, it’s perfectly normal to experience difficulties in adjusting to your new life and environment. The department Student Affairs, Coaching & Counselling (SACC) supports all students.

STUDENT AFFAIRS, COACHING & COUNSELLING (SACC)

Other students have visited SACC for help with:
- Adapting to life in the Netherlands;
- Managing expectations or problems concerning culture or education;
- Managing study delays;
- Problems concentrating on their studies;
- Dealing with (government) administration or complicated regulations;
- Issues involving family matters or personal circumstances;
- Questions about financial support due to exceptional circumstances;
- Questions about additional facilities for students with a disability or a chronic illness;
- Overall feelings of loneliness or discomfort;
- Modern Migration policy act (MoMi).

COUNSELLORS AND PSYCHOLOGISTS OF SACC

Students can visit a student counsellor or student psychologist if they are in need of personal contact about their problems. SACC aims to locate the source of the problem and help solve it.

Whether your problem is vague or clear, everyone is welcome to make an appointment with a student counsellor or a student psychologist because the services of SACC are available to all students. No reference is needed to make an appointment. Students can visit a student counsellor or student psychologist free of charge.

PRIVACY/CONFIDENTIALITY

No one will be told about private issues, nor is there mention on your diploma that you sought out help.

SACC CAN OFFER YOU

Individual counselling by a:
- Student counsellor
- Student psychologist
- Confidential advisor
- Career counsellor
- Diversity coordinator
- PhD counsellor

Group training, for example:
- Continuous self-management group
- Self-management course
- Study Encouragement Group
- Mindfulness training

Student Affairs, Coaching & Counselling

Vrijhof, floor 3, room 311. Office hours:
08.30 - 12.30 / 13.00 - 17.00 (Mon-Thu)
08.30 - 12.30 / 13.00 - 16.00 (Fri)
T: +31 (0)53 489 2035
E: sacc@utwente.nl
W: www.utwente.nl/en/ces/sacc/

UT CONFIDENTIAL ADVISOR

Ms. Renate van Luijk, MA
Vrijhof, Room 315
E: r.e.vanluyk@utwente.nl
T: +31 (0)53 489 2035

Office hours: 08:30 – 15:00 (Mon-Fri)
PERSONAL CIRCUMSTANCES

If you encounter a study delay due to personal circumstances, please notify your study advisor as soon as reasonably possible. If your study is delayed, you might be eligible for support, facilities and adjustments to complete your study, like educational adjustments, examination facilities or financial support.

When your study advisor thinks you are eligible, please consult the student counsellor within three months after the personal circumstances occurred, that caused you delay. After this, you may apply for support within three months after the end of the recognised circumstance, on which your support-application is based.

AM I ELIGIBLE FOR SUPPORT?
Eligibility for (financial) support is in part based on the circumstances that affected your study progress:
1. Illness, psychological problems, or pregnancy;
2. Physical, sensory, or other function disorders;
3. Special family circumstances;
4. Recognised board functions: collective fixed support to be requested by societies/organisations or individual students;
5. Top-level sport (to be recognised by the UT sports council);
6. Top-level arts (to be recognised by the UT arts council);
7. Your study programme has insufficient educational feasibility;
8. Other circumstances not mentioned here, where not granting financial support would be considered extremely unreasonable.

For more information about (financial) support for international students or the application procedure, go to page 87 or visit the following website:

W: [www.utwente.nl/en/ces/sacc/regulations/fobos/force-majeure/]

ITC STUDENTS: ITC STUDENT ASSISTANCE FUND
The ITC student assistance fund supports ITC students who face financial problems due to serious illness, death of a family member, or theft. You may apply for a financial contribution if your insurance or employer does not cover the costs of your claim.

This fund operates completely independently of ITC and financial problems should first be discussed with an ITC Student Affairs and Support officer. The fund board decides if financial assistance will be provided. Financial assistance will only partly cover costs. For more information contact Corné van Elzakker.
E: elzakker@itc.nl
If you have doubts about your chosen study, do you want to continue with a master’s degree but you do not know which one, are there questions about study switch or questions concerning career matters or career advice? Career Services will help you find the answers to your questions.

Do you need a more clear vision of your personal profile, discovering your strengths and talents? Would you like to know how to brand yourself on the Dutch labour market or do you want feedback on your cover letter and CV? Visit the following website for more information:

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

Studying involves more than just getting a diploma. Even while studying you will face questions concerning your career after you graduate. Which optional subject will you choose, will you study a subject abroad and what are your possibilities generally speaking? Of course you will have your own ideas, but if there are questions the Career Services offers you help and support in thinking about your future - enabling you to start your successful career as soon as you have graduated.

**HOW CAN WE HELP YOU?**

Career Services gives you an overview of departments and organizations within and outside of the UT who can assist you in your study career. If you have any questions, we make sure that you will find the right person at the university or we will refer you to an external party in our network. We have a large network within our university, we have contacts with study associations and student associations, student organizations, faculties and alumni. Career Services organizes also workshops and provides personally tailored advice.

E: [careerservice@utwente.nl](mailto:careerservice@utwente.nl)
STUDENT RIGHTS & STUDENT CHARTER

The Student Charter and its regulations govern your rights as a student and the way we treat each other at the University of Twente. It contains a description of the rights and obligations of students on the one hand and the University of Twente on the other. The Student Charter describes rules and regulations regarding enrolment, tuition fees, programme structure, language of instruction, timetables, student facilities such as student counsellors and psychologists, complaints procedures, house rules and financial support.

The Charter consists of (1) an institutional section, which contains the rights and obligations that apply to the majority of students and (2) a programme section which, in combination with the Education and Examination Regulations (OER), includes the rights and obligations specific to each study programme.

The latest version of the institutional section of the Charter can be viewed online. The programme section is available from your programme’s Office of Educational Affairs.

W: www.utwente.nl/charter

Because the Student Charter is an official document which you may use to claim your rights, most of it is written in formal legal language. If you would like to obtain more information on topics covered in the Students’ Charter, please contact the Student Counselling Service. The same applies if you wish to consult the original legal wording of the Higher Education and Research Act (WHW).

CODE OF CONDUCT

The University of Twente has signed the Code of Conduct for international students in Dutch higher education. This document sets standards for Dutch higher education institutions in their dealings with international students.

The Code of Conduct requires educational institutions to provide timely, reliable, and easily accessible information to international students about their study programmes. By signing the Code of Conduct, the UT offers international students a guarantee of the quality of their programmes, student recruitment, selection and counselling procedures. This includes information such as accreditation status, quality, admission requirements as well as many more important rules and procedures for international students.

In addition, the educational institution must make clear what services it provides to international students, such as help with obtaining a visa and a residence permit, housing, introduction sessions, and student counselling. In their information materials, educational institutions must specify clearly what the associated costs for the services are.

The full version of the Code of Conduct can be found on the UT website.

W: www.utwente.nl/student-regulations
TCP LANGUAGE CENTRE

LANGUAGES & SKILLS
Even though the Dutch are known for having sufficient conversational English skills, you will find it useful and fun to learn some Dutch yourself. The TCP Language Centre offers various Dutch language courses for international students at all levels. In addition to it being useful during daily activities, learning to speak Dutch improves your interaction with Dutch students and your ability to fully interact in class. As well as this, it will improve your chances of finding housing with Dutch students.

Improving your academic English will help you perform better in your studies and prepare your future career. The TCP Language Centre offers professional English language support with clearly defined learning objectives.

For help with writing assignments and your thesis, contact our Writing Centre. The Writing Centre offers individual help and various workshops on writing, e.g. how to structure your text or how to handle writer’s block.

And how about other academic skills? Apart from studying and accomplishing the curriculum, other skills are becoming more and more important to prepare for your future career. The TCP Language Centre helps you to develop these skills in its Skills Lab. Examples of offered workshops and training are: presentation skills, speed reading skills, negotiation skills, business model thinking, visual thinking, conflict handling and cross-cultural competencies.

SUPPORT & CONTACT

TCP Language Centre
Campus location: Vrijhof, floor 5
Classrooms: skills lab, Vrijhof, floor 2
T: +31 (0)53 489 2040
E: tcp@utwente.nl
W: www.utwente.nl/tcp

STUDENT UNION

The Student Union promotes the academic development and the wellbeing of the students at the University of Twente. Student Union contributes to extracurricular development in all sorts of ways. Student Union’s goal is to let your student time be both fun and stimulating. It maintains close contacts with numerous parties varying from the smallest student association to the executive board of the university. Student Union creates opportunities for both associations and individual students. If you want to organise an event or start an enterprise, Student Union can support you; for instance, with finding the right contacts or affordable office space. They also provide various subsidies and have a sponsorship fund for interesting projects.

The Student Union has several committees to make student life even more fun and challenging, such as the largest student think tank in the world, Create Tomorrow, once every two years, and TEDxTwenteU. Additionally the Student Union organises training and parties, and it awards prizes and certificates to students who develop themselves as well as studying. You can, for instance, participate in the Afternoon sessions, by attending trainings to develop yourself outside your normal curriculum.

Student Union
Campus location: Bastille room 332
T: +31 (0)53 489 8006
E: studentunion@union.utwente.nl
W: su.utwente.nl/en
### Your 1st shopping list:

<table>
<thead>
<tr>
<th>English</th>
<th>Dutch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bread</td>
<td>Brood</td>
</tr>
<tr>
<td>Butter</td>
<td>Boter</td>
</tr>
<tr>
<td>Cheese</td>
<td>Kaas</td>
</tr>
<tr>
<td>Eggs</td>
<td>Eieren</td>
</tr>
<tr>
<td>Milk</td>
<td>Melk</td>
</tr>
<tr>
<td>Fish</td>
<td>Vis</td>
</tr>
<tr>
<td>Meat</td>
<td>Vlees</td>
</tr>
<tr>
<td>Coffee</td>
<td>Koffie</td>
</tr>
<tr>
<td>Tea</td>
<td>Thee</td>
</tr>
<tr>
<td>Wine</td>
<td>Wijn</td>
</tr>
<tr>
<td>Beer</td>
<td>Bier</td>
</tr>
<tr>
<td>Dishwashing detergent</td>
<td>Afwasmiddel</td>
</tr>
<tr>
<td>Laundry detergent</td>
<td>Wasmiddel</td>
</tr>
<tr>
<td>Toilet paper</td>
<td>WC papier</td>
</tr>
<tr>
<td>Toothpaste</td>
<td>Tandpasta</td>
</tr>
<tr>
<td>Razor</td>
<td>Scheermes</td>
</tr>
<tr>
<td>Band-aid</td>
<td>Pleister</td>
</tr>
<tr>
<td>Painkiller</td>
<td>Pijnstiller</td>
</tr>
</tbody>
</table>

### More Dutch Words:

- Baker(y)
- Bar
- Barber
- Bicycle
- Bookshop
- Breakfast
- Bus
- Bus stop
- Butcher
- Cafe/Pub
- Car
- Church
- Cinema
- City hall
- Day after tomorrow
- Dentist
- Dinner
- Doctor
- Dutch
- English
- Fish shop
- Flower shop
- Good afternoon
- Good evening
- Good luck
- Good morning
- Greengrocer
- Have a nice trip
- Hospital
- Information
- Left (direction)
- Library
- Liquor store
- Market
- Mr., sir
- Ms., Mrs., madam
- Municipality
- No
- Nurse
- Pharmacy
- Please
- Police station
- Post office
- Right
- See you later
- Shoe store
- Shop / Store
- Station (train)
- Straight ahead
- Supermarket
- Thank you
- Theatre
- To dance
- To drink
- To eat
- To walk
- Today
- Tomorrow
- Tomorrow afternoon
- Tomorrow evening
- Tomorrow morning
- Tonight
- Train
- University
- Yes
- Yesterday
- Viswinkel
- Bloemenwinkel
- Goedemiddag
- Goedendag
- Veel succes
- Goedemorgen
- Groenteboer
- Goede reis
- Ziekenhuis
- Inlichtingen
- Links
- Bibliotheek
- Slijterij
- Markt
- Meneer
- Mevrouw
- Gemeente
- Nee
- Zuster
- Apotheek
- Alstublieft
- Politiebureau
- Postkantoor
- Rechts
- Tot ziens
- Schoenenwinkel
- Winkel
- Station
- Rechtdoor
- Supermarkt
- Dank u (wel)
- Schouwburg, theater
- Dansen
- Drinken
- Eten
- Wandelen, lopen
- Vandaag
- Morgen
- Morgenmiddag
- Morgenavond
- Morgenochtend
- Vanavond
- Trein
- Universiteit
- Ja
- Gisteren
7. AFTER YOUR STUDIES

95    PhD Information
96    Upon departure
97    Working in NL after graduation
PHD AFTER YOUR MASTER DEGREE?

PHD STATUS
Many PhD researchers in the Netherlands are paid university employees and are as such referred to as PhD employees. Other PhD researchers are not employed, but come to the Netherlands with an international scholarship or other financial means (PhD students). PhD students have earned scholarships and/or funding in foreign countries and are accepted by the UT to conduct their PhD research here. The PhD is responsible for the PhD research, which results in a defendable PhD thesis.

ACTIVITIES OF A PHD
The activities of a PhD consist of (1) research activities, (2) attending training courses, and (3) teaching activities (for PhD employees only). Research activities, the most important of these three, provide the PhD with the skills and experience of an independent researcher. It is a part of your research to disseminate the knowledge you acquired during your research, for example through publications in academic journals. The progress that a PhD makes with their research activities will be monitored by the supervisory staff and will be written down in the Training and Supervision Plan (TSP).

The pursuit of courses and training is a method that will help a PhD to conduct high quality research. The desired training courses are specified in the TSP.

It is common for PhDs with employee status to conduct teaching activities, i.e. teaching student courses or student supervision during their employment at the University. Teaching activities may amount to a maximum of 20% employment time a year, as is written down in the TSP.

SUPERVISION
A PhD has the right to good supervision which is crucial for an enjoyable and successful PhD project. Usually, the first supervisor is a professor, while the daily supervisor is a senior University lecturer who is more accessible for discussions.

MVV AND RESIDENCE PERMIT FOR WORK
For PhD’s with a NON-EU nationality a MVV and residence permit for work is necessary. In order to obtain residence permit for work a range of conditions must be fulfilled. International Service Team HR Department will assist you to arrange the MVV and/or residence permit for work and some general information about working and living in the Netherlands. E: ist-hr@utwente.nl W: www.utwente.nl/en/organization/careers/visa-residence-permit

TWENTE GRADUATE SCHOOL
The Twente Graduate School (TGS) was started in September 2009 with a set of high-quality graduate research programmes that are centered on key research subjects of the research institutes of the University of Twente such as nanotechnology, sustainable energy, and technology assessment. The University of Twente offers a wide variety of courses and workshops for personal development, specifically tailored to the needs of PhD candidates and post-docs. All PhD candidates are expected to attend courses within their field of specialisation, but also to attend more generic courses to broaden their perspective and to support their scientific career. For an up-to-date overview of Graduate Research Programmes and more information about the Twente Graduate School, visit the TGS website: www.utwente.nl/tgs

This chapter with information for PhD candidates has been created with the help of the UT PhD association “P-NUT”, TGS, and HR.

EXAMPLE PHD BUDGET

BASIC LIVING COSTS (PER MONTH)

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost (€)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing*</td>
<td>260</td>
</tr>
<tr>
<td>Food</td>
<td>300</td>
</tr>
<tr>
<td>Clothing</td>
<td>70</td>
</tr>
<tr>
<td>Health Insurance*</td>
<td>40</td>
</tr>
<tr>
<td>Liability Insurance</td>
<td>15</td>
</tr>
<tr>
<td>Energy &amp; gas</td>
<td>75</td>
</tr>
<tr>
<td>Transportation NL</td>
<td>50</td>
</tr>
<tr>
<td>Television &amp; internet</td>
<td>50</td>
</tr>
<tr>
<td>Mobile phone</td>
<td>15</td>
</tr>
<tr>
<td>Taxes municipality</td>
<td>45</td>
</tr>
<tr>
<td>Research materials</td>
<td>40</td>
</tr>
<tr>
<td>Water taxes</td>
<td>25</td>
</tr>
<tr>
<td><strong>TOTAL per month</strong></td>
<td><strong>985</strong></td>
</tr>
</tbody>
</table>

* With a net income of € 1200 per month and a rent of € 500 per month a one-person household is eligible for a housing allowance of € 240 per month and a health insurance allowance of € 90 per month from the Dutch tax service (Belastingdienst).

P-NUT connects by bringing together PhD’s, so they can share their experiences and help each other grow and become more efficient in their research- and work environment. Furthermore it organizes many social events on a regular basis in which PhD’s can meet other people in an informal manner.

P-NUT informs PhD’s by organizing lunch meetings and workshops aimed to provide useful information on specific topics such as the Dutch Tax system, dealing with psychological issues, working with LaTex software etc.

Finally, P-NUT represents the UT PhD’s by communicating with different bodies within the University of Twente and beyond. For example the University Board (College van Bestuur, CvB), Twente Graduate School (TGS), Human Resources (HR), and the PhD Network of the Netherlands (PNN).

Considering doing a PhD at the University of Twente? Don’t forget to become a P-NUT member!

PHD NETWORK OF THE UNIVERSITY OF TWENTE (P-NUT)

The PhD-Network University of Twente (P-NUT) is the official PhD association of the University of Twente. The association is created and run by PhD’s for PhD’s. But Master students and Post-doc’s willing to support the organization are welcome as well.

The main goals of P-NUT are to connect, inform, and represent the PhD candidates of the University of Twente.
UPON DEPARTURE

When you have finished your studies at the UT, it is important that you complete the following formalities. See Chapters 2 & 3 for more detailed information about the different procedures for campus and ITC students.

UT DE-ENROLMENT
Upon departure, you must arrange your de-enrolment at the UT (not applicable for Exchange students). If your de-enrolment is not arranged in time, you are legally obliged to continue paying tuition fees.

EXPIRATION OF RESIDENCE PERMIT
If you have a residence permit for your stay in the Netherlands, please note its expiration date (as stated on your residence permit card). After this expiration date you are not allowed to stay in the Netherlands. You are obliged to leave the Netherlands.

CLOSE YOUR BANK ACCOUNT
Inform your bank of your departure and close your bank account. When moving to another city in the Netherlands, inform the bank of your new address.

DEREGISTER AT THE MUNICIPALITY (BRP)
If you are leaving the Netherlands (or moving to another Dutch city) you must deregister at the BRP (Municipal Register of Enschede).

CANCEL YOUR HEALTH INSURANCE
Cancel your health insurance by sending an e-mail to studentservices@utwente.nl or contacting the ITC Student Affairs Office with your departure date. Be sure to file your insurance claims with AON before leaving.

RETURN LIBRARY BOOKS
Do not forget to return any books you may have borrowed from the UT/public library.

SERVICE PROVIDERS
Remember to cancel your mobile phone provider, internet service, gas, electricity and water, doctor, dentist, employer, pension provider etc., as appropriate.

WORKING IN NL AFTER GRADUATION

If, upon completing your studies, you would like to seek employment within the Netherlands, you can extend your residence permit for a maximum duration of one year (‘orientation year’ or zoekjaar). During this time, you have free access to the Dutch labour market to look for a job as a highly skilled migrant (kennismigrant).

If you are interested in an orientation year after your study, please visit ind.nl/en/work/Pages/Looking-for-a-job-after-study-promotion-or-research.aspx

Please note that the search year might not be available if you are the recipient of a scholarship that requires you to return to your home country upon graduation.
DISCLAIMER
The information in this booklet has been obtained from a number of sources, both UT related and non-UT related. While its contents have been carefully checked, some information in this booklet may change or become outdated. Government rules and regulations, prices, and opening hours are subject to change during the academic year. No rights can be derived from the information presented in this document. For further questions, please contact the Student Service Desk of the University of Twente, the Netherlands.

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