



Maastricht University *Leading in Learning!*



Student Handbook 2013-2014

SBE exchange

Winning picture Queen's Day Photo Contest 2013

School of Business and Economics

Contents



Introduction

Dear student

Welcome to the Maastricht University School of Business and Economics. We have developed a very strong international dimension in the past decade. Currently, we host around 650 exchange students annually. The share of international students in our regular teaching programmes is over 40%, spread over 66 different nationalities and we look forward to adding you to our international classroom.

The Maastricht University School of Business and Economics (SBE) has been awarded three prestigious accreditations, AACSB, EQUIS and AMBA, resulting in the so-called Triple Crown accreditation. Only 1% of the business schools worldwide are Triple Crown accredited, meaning that the School is amongst a very select group of institutions, many of which are SBE partner universities, such as HEC Montreal, Copenhagen Business School, the University of Waikato, EDHEC Lille/Nice, etc. We hope that this will convince you that we are well prepared for an increasing number of international students.

In addition, in 2010 the Accreditation Organisation of the Netherlands & Flanders (NVAO) awarded the 'Distinctive (Quality) Feature for Internationalisation' to the School of Business and Economics for its BSc and MSc in International Business.

The city of Maastricht is an important factor in making your stay pleasant and agreeable, as well as challenging and filled with the acquisition of knowledge. Maastricht has played a crucial role in the further integration of the European Union. Not only that, it is also an attractive location for many public and private organisations.

Having a successful and enjoyable time at a university in a foreign country requires knowledge of academic and practical day-to-day issues, ranging from information regarding examinations to information on local transportation. This handbook will be your guide for studying and living in Maastricht.

Studying abroad is not just about getting a different type of education. Equally important is meeting fellow students from other countries and experiencing what it is like to live in a foreign country. I sincerely hope and expect that your time here in Maastricht will be a successful and pleasant experience, both on a professional and personal level.

Professor Dr Jos Lemmink

Dean School of Business and Economics

As of 1 September 2013 Professor Dr Jos Lemmink will leave his position as Dean School of Business and Economics and will be succeeded by Professor Dr Philip Vergauwen.

Preface

On behalf of the International Relations Office (IRO) we would like to take this opportunity to welcome you to the Maastricht University School of Business and Economics.

This handbook is here to help you make a smooth transition to SBE, the city of Maastricht and to The Netherlands in general. You will find out how to register for courses, who to contact in case of an emergency, which different types of sports our university offers and so much more.

We hope that this handbook will be of good use to you. If you still have questions or need more detailed information, just stop by the International Relations Office Desk (Monday through Friday from 10.00 hrs and 11.30 hrs) in the main SBE hall or send us an email.

Enjoy your stay in Maastricht!

The Incoming Students Team
International Relations Office

lro-incoming-sbe@maastrichtuniversity.nl



The Netherlands and the City of Maastricht

The Netherlands

The Netherlands (in Dutch: Nederland) is the European part of the Kingdom of the Netherlands (Dutch: Koninkrijk der Nederlanden). The Netherlands is a parliamentary democracy under a constitutional monarch, located in north-western Europe. It borders the North Sea to the north and west, Belgium to the south, and Germany to the east.

The Netherlands is often referred to as Holland, although this is incorrect as that name refers to only a small part of the country: the provinces of North Holland and South Holland, two of the twelve provinces in the Netherlands. The Netherlands is one of the most densely populated and geographically low-lying countries in the world (its name literally means "Low-lands") and is famous for its dikes, windmills, wooden shoes (clogs), tulips, bicycles and perceived social tolerance. Its liberal policies are often mentioned abroad. Amsterdam is the official capital as stated by the constitution, and capital of the province of North Holland, but The Hague (capital of South Holland) is the seat of government, the home of the monarch, and the location for most foreign embassies as well as the International Court of Justice.

★ **Fun fact:** people in the south are 2 cm shorter than those in the north (1.81 m on average for men, 1.67 m for females).

Population

The Netherlands has a population of roughly 16.7 million, which is growing annually at 0.43%. More than 40% of the population live in the two western provinces of North Holland and South Holland. These provinces contain the three largest cities of the country: Amsterdam, Rotterdam and The Hague. The population is ethnic Dutch. Much of the foreign population is made up of Indonesians (2.2%), Turkish (2.3%), Surinamese (2.0%), Moroccans (2.1%), Antilleans and Arubans (0.8%), and 8.36% others.

Language

The official language is Dutch. Frisian is also spoken in the north-eastern province of Friesland. English, German, and French are commonly understood and spoken in the Netherlands, and are taught in all secondary schools.

Religion

Roughly 28% of the population is Roman Catholic. Most Catholics live in the southern provinces of Brabant and Limburg. About 16% are Protestant (mostly Dutch Reformed), 6% are Muslim. The royal family belongs to the Dutch Reformed Church. The Netherlands, like many European countries, is a secular society tradition of maintaining the separation of church and state. For information about where to go in Maastricht to practice the religion of your choice, contact the Ecumenical Student Chaplaincy. www.tafelstraat13.nl

Climate

Someone once peered up at the Dutch sky and glumly summarized it as follows: "Just look at that. It always looks as if it has just rained, is about to rain or is raining."

Unfortunately this is rather true. Those who are already suffering from culture shock will find that the dreary Dutch skies do not do much to uplift the spirit.

The Netherlands has a marine west coast, or oceanic, climate, meaning that the relatively constant temperature of the water moderates any seasonal changes the climate might try to induce on the temperature. The Netherlands depend on an Easterly wind (Siberia) for its good, cold, blue skied winters and a southerly wind (Spain) for a nice, dry, sunny summer. But rest assured, these days do occur - and actually quite a few per season. In fact, Maastricht - being at the southernmost tip of the country - is usually a few degrees warmer in summer than the rest of the Netherlands!

Voltage 220V

Students coming from countries that have a different voltage system than the European (220 V) should either bring a voltage transformer or buy one upon arrival at one of the many department stores.



The City of Maastricht

Maastricht gained international fame as the host of the European Summit in 1991, where the Treaty of Maastricht (signed in 1992) was adopted as the formal foundation of the European Union. Located in the southernmost tip of the Netherlands, this city has a reputation of being a little foreign even in its own country. Many tourists visit Maastricht to go shopping, taste its *savoir-vivre* atmosphere or to visit one of the 1660 monuments in Maastricht.

Maastricht, arguably the oldest city in the Netherlands, used to be an industry and trade city. Ceramics, paper and glass have dominated the economy of the city for decades and still do to some extent. Some famous company names in these sectors are **MOSA**, **Sphinx**, **Sappi** and **ENCI**.



During the last decade Maastricht has become predominantly a science and service city. Nowadays, the most important industries in Maastricht are the financial and business services industry, trade/hotel and catering industry, and the education/health care sector. Some large companies situated in or near Maastricht are **Vodafone**, **DHL**, **Daimler**, **DSM** (global science-based company active in health, nutrition and materials) and **SABIC** (manufacturer of chemicals, fertilizers, plastics and metals). Furthermore, the city has also developed strongly because of the presence of a research University (Maastricht University) and a University of Applied Sciences (Hogeschool Zuyd). Although Maastricht is not a very big city (120.000 inhabitants), it is usually buzzing with people day and night, many of which are students. There are hundreds of shops, bars, cafés, restaurants, pubs, clubs, galleries, theatres etc.

Fun fact: Maastricht has the highest café density of the Netherlands: 1 café per 350 inhabitants versus 1 per 900 on average



Maastricht University & School of Business and Economics

Maastricht University is the youngest university in the Netherlands (founded in 1976) and currently has about 15,000 students and 3,500 employees.

The university houses the following disciplines:

- Arts and Social Sciences
- **Business and Economics (SBE)**
- Health, Medicine and Life Sciences
- Humanities and Sciences
- Law
- Psychology and Neurosciences.

The Dutch “Keuzegids Hoger Onderwijs” (Higher Education Selection Guide) classified Maastricht University as the “best choice” for prospective students.

The educational programme offered at Maastricht University has two unique features:

1. **Problem-Based Learning (PBL)**: in fact, UM was the first Dutch institution to adopt the PBL approach to teaching in all of its educational programmes. This method has an interdisciplinary character, meaning that the programme is not based on separate subjects, but on integrated theoretical and practical problems; it is “student centred” rather than “teacher centred”.
2. Its strong international perspective. Especially the Maastricht University School of Business and Economics has developed

a strong international orientation in pretty much all of its educational programmes, which helps prepare today's students - the professionals of tomorrow - for a successful career in a highly globalised environment. They obtain an understanding of international developments in their own field of study, as well as of social and cultural differences. Through the compulsory study abroad SBE's students not only gain international experience, they also even get the opportunity to learn an additional foreign language apart from English and Dutch.

Its location at the crossroads of the Netherlands, Germany, Belgium and close to Luxembourg and France, makes it easy for Maastricht University - and SBE in particular - to add a true international dimension to its educational programme. All in all, SBE will for sure prove to be a very interesting study environment for you as exchange student.



International Relations Office

SBE has around 140 exchange agreements with universities and institutions in 39 countries all over the world. On a yearly basis, approximately 750 Maastricht students spend part of their studies within an exchange programme, and about 650 exchange students visit SBE. All of these students need administrative and social support, which is provided by the International Relations staff.

The special IRO Desk can be found next to the Information Desk in the main hall of Tongersestraat 53. Every weekday from 10.00 hrs to 11.30 hrs somebody from the Incoming Students Team will be available for all your study and exchange related questions. If you have very specific (academic or personal) questions you can always make an appointment with one of the Incoming Students Coordinators via the IRO Desk or the Information Desk or you can choose to talk to one of the SBE Student Advisors/ Academic Counselors.

★ **Emergency number IRO**
(after 17.00 hrs/weekends/holidays):
+31(0)43-388 44 44

Emergencies are:

- personal accident involving hospitalisation;
- death in the family;
- accidents of a criminal nature (you have been robbed of all you have)
- etc.

Not an emergency:

- missing a course registration deadline;
- you have a terrible headache;
- you have a fight with a roommate;
- you have a test and forgot to study.

For more information about the IRO check the **incoming exchange students webpage**



Academic Matters

Academic calendar 2013–2014

The at SBE is divided into two semesters, a fall and a spring semester. Each semester is comprised out of three different course periods. Course periods 1, 2 and 3 compose the fall semester. Course periods 4, 5 and 6 compose the spring semester. The academic year at SBE runs from the beginning of September until the end of August (the year after).

UM card

Upon arrival at the Maastricht University School of Business and Economics you will receive your student identity card (= UM card), which you will need to:

- identify yourself during exams;
- obtain your residence permit;
- enter the University Library;
- borrow books at the University Library;
- make copies and print outs at the University Library and the School;
- purchase items from the coffee corner;
- pay for your meals at the university restaurant, the MENSA (at UM prices)

★ **Nice touch:** You get a 25% discount on your food, drinks and snacks if you pay by UM card.

You can load your UM card with money at SBE, for more information, check the practical guide. If your UM card is malfunctioning or if it got stolen, please stop by the IRO desk between 10.00 hrs and 11.30 hrs for assistance or email to

iro-incoming-sbe@maastrichtuniversity.nl

EleUM

EleUM (Blackboard) is the electronic learning environment for all students and employees of Maastricht University, which provides educational information and is your starting point for many education related activities. EleUM is available at any of the PCs in the SBE building and UM Library, as well as on any PC with an internet connection and a browser.



What can you find on EleUM:

- information on the courses you attend *(including a database with course descriptions)*;
- education and examination schedules;
- examination results;
- announcements from your tutor or course coordinator;
- a portal to submit your assignments;
- all necessary materials to take the course *(for example literature, cases, data, sheets and old exams)*;
- email addresses from your tutors or coordinators;
- the entrance to a community that is especially designed for your tutorial group, where you can work individually on tasks and learning goals, and together with your fellow students on group assignments;
- a link to Surfyourself (SYS), the information system of SBE;
- a link to your UM e-mail account: *(note: access to your UM account remains possible until about 60 days after your registration as exchange student has ended. If you need to download or copy information from your account do so before it closes down)*;
- information on Student Advising, Academic Counseling, International Relations Office, the Student Council, etc.;
- the Code of Conduct.

My UM Portal

My UM Portal is the university's information system for the School's student administration. The School uses My UM for the appropriate administration of courses, examinations and results. As an exchange student, you will have to login (with the login details you have received from UM after registering in the system) to My UM in the following situations:

- if you would like to apply at our School of Business and Economics as an exchange student, you will have to complete the online application form via My UM;
- if you want to check your admissions status;
- if you want to change your personal data e.g. address details;
- if you want to register for a course;
- if you need to register for a re-sit examination *(you are always automatically registered for the first-sit exam when you register for a course)*;
- if you would like to view your course timetable;
- Moreover, My UM contains a module allowing you to view the list of your exam registration(s) and results whenever you wish.

A detailed description of the system and instructions concerning its use can be found in the user manual, which is available through the help-function of **EleUM**. If you have a problem with your password, for example if you forget your password or if it has unintentionally become known by a third person, you have to go the ICTS helpdesk, located at the University Library, Grote Looierstraat 17 (innercity) or you can mention your problem via: servicedesk@maastrichtuniversity.nl

Course registration periods and deadlines

You register for your courses via the online My UM Portal before the deadlines, as stated on EleUM and on the IRO webpage.

As long as you register for courses during the registration period - and before the deadline-participation is guaranteed; there is no limit to the number of participants per course. If you have specific questions regarding course contents, please contact the coordinator of that course. The coordinators' names and e-mail addresses are mentioned in the **course database**.

Please note that you can register for no more than two courses per period. As exchange student you have to register for at least one course per period (6,5 ECTS). Periods 3 (part of the fall semester) and 6 (part of the spring semester) are the skills training periods (4 ECTS); these are not compulsory for exchange students.

Skills training

If you do want to register for a skills training please check the online course database for exchange students via the **incoming exchange students webpage**. You can only register for one skills course per period.

Schedule

About two weeks before the beginning of each education period, the schedules are published via **EleUM**.



Attendance and participation in tutorial groups

You are obliged to attend your tutorial groups and are expected to participate actively. Note that this will have an impact on your grade for that course. The majority of SBE courses have a 100% attendance requirement which means that you cannot miss one single lecture or tutorial. If you do not fulfill these requirements, the consequences are yours to bare. One of the consequences could be that you will not be able anymore to pass the course successfully and thus will not receive any credits for the course.

Grade transcripts

Once you have registered for a course it will show up on your transcript at the end of your exchange, unless you drop this course before the registration deadline or in the first week of education.

If you decide to drop the course, always inform the course coordinator or tutor officially via e-mail (including your name, ID number, name and code of the course) and copy the IRO in this e-mail (iro-incoming-sbe@maastrichtuniversity.nl).

Please also note that an exchange student is required to take a least one course per course period. If you are registered for one course only, you are not allowed to drop this course. It is not possible to have fail grades removed; they will always appear on your grade transcript, which will be sent to your home university only. If you wish to receive a certified (hard) copy of your transcript, please contact the International Relations Office of your home university. However, we can send you a digital version via email.

Grades

Every course has its own requirements students need to meet in order to pass the course. These requirements are mentioned in the course book, for example:

Presentation(s)	25%
Participation	25%
Final Exam	50%

Grade conversion

The official Dutch grading scale as applied by Maastricht University and SBE is to be interpreted as follows:

10.0	Exceptional
9.0–9.5	Excellent
8.0–8.5	Very good
7.0–7.5	Good
6.0–6.5	Satisfactory
5.5	Sufficient
ff5.0	Insufficient

Pass grades are: Sufficient to Exceptional - performance meets at least the minimum criteria.

Fail grade: Insufficient - performance below the minimum criteria.

NG = No Grade: result of unjustified absence during exam.

Registration deadlines for exams

As exchange student you are automatically registered for the exam once you have registered for a course. If you have failed the first exam, or did not attend the first exam, you are not automatically registered for the so-called “re-sit” (= second chance to take the exam, and hopefully pass the course). You will have to register for the “re-sit” exam yourself. The registration periods are published on EleUM. Registrations need to be done via the **My UM Portal**.

Check whether you are registered correctly via the module “Exams”, option “Exam Registration” in the **My UM Portal**. About a week after the registration period the exam schedules will be published on EleUM.

If you are registered for the first exam, but your name does not appear on the list of the exam invigilators please do not panic! You will simply receive a paper telling you that you are not on the list but you will still be allowed to take the exam. After you get back from your exam immediately send an e-mail to the IRO via iro-incoming-sbe@maastrichtuniversity.nl and mention your name and ID number, as well as the Course Code for the exam you were not listed for. We will correct the mistake.

NB: If the schedule changes two or more weeks before the examination, this will be published on **EleUM**. If the schedule changes less than two weeks before the examination, you will be notified via your **UM email account**.

Location of the exam

The exam location plus date and time are mentioned in the exam schedules. Exams take place in large (sports) halls. The most common locations are:

- **Sporthal de Geusselt**
- **Tennishal Meerssen**
- **Sporthal De Heeg**
- **MECC**
- **Music Hall Maastricht**
- **Amrâth Grand Hotel de l'Empereur**

For an exact route description of the exam locations, please check the section “Examination schedules” and locations on **EleUM**. For information on public transport to the different exam locations, check: www.9292.nl/en

Always consult EleUM and your UM account the week before the exam for the most up-to-date information.

Examination rules

The exact stipulations concerning exams are explained in “Education and Examination Regulations (EER”), which can be found on [EleUM](#).

However, please already consider the following important rules:

- be on time;
- no food or drinks in the examination room;
- mobile phones: you are not allowed to carry it on you or leave it on your desk. Keep it switched off, out of reach, in your bag but not in your coat or pocket;
- for examinations that allow the use of a calculator, only non-programmable/non-graphic calculators may be used. If a non-approved type of calculator is found, the invigilator is entitled to take away your exam form and to refuse to let you continue the exam.

Method of examination

Information about the final exam method per course can be found in the database or the relevant course book. The information in the course book is final.

Right of inspection

The examination rules stipulate that students have the right to inspect their written exams. The course coordinator is responsible for announcing and organising the opportunity to inspect the assessed work. This is mentioned either on the front page of the test or on the course website via [EleUM](#).



Complaints and Appeal

If you do not agree with your examination result and you would like to make a complaint there is a procedure in place to do this. The complaint has to be submitted to the Board of Examiners within four weeks after the date on which the test results were officially published. The Board of Examiners will handle your complaint within eight weeks. For the entire procedure on how to file a complaint, please refer to [EleUM](#).

If you are not satisfied with the decision of the Board of Examiners regarding your complaint you can lodge an appeal to the Examinations Appeal Board (College van Beroep voor de Examens) within six weeks. You may only appeal if a decision has gone directly against your interests. For the entire procedure on how to lodge an appeal, please refer to [EleUM](#).



Results

All official exam results are published within 15 working days after the examination date. You can find these results on the **My UM Portal** > Academic Work. If you click 'help' in the My UM portal, you will find the relevant instructions on how to find your results.

Location of the re-sit

It is not possible for you to take the re-sit at your home institution; you have to be in Maastricht. The coordinator at your home institution knows about this.

It is possible to do the re-sit of a course during another academic year than the year in which the original examination was taken. However, note that if the course content has changed considerably, this is no longer possible. Please always check this with the course coordinator at SBE before you contact us to make arrangements.

Notice for fall students: if you decide to come back to Maastricht to take a re-sit for a course taken in period 2 you have to inform the IRO about this, since at the end of the fall semester all students are removed from the information system for students. This means that you will not be able to register for the re-sit in March. So, if you wish to come back for the period 2 re-sits please send an email to iro-incoming-sbe@maastrichtuniversity.nl and we will leave you in the system, in order for you to be able to register for the re-sit. Check **My UM Portal** later on for further details. Make sure you take your UM card and passport or ID card to the re-sit.

Taking re-sits or exams of your home university

Note that if you still have to take certain exams of your home university you are not allowed to do so at our university. You have to return to your home university to take them, or reschedule them so that they do not interfere with your course schedule at SBE.

Plagiarism

Plagiarism (fraud) is a matter which is taken very seriously at SBE. It is defined as the unauthorized copying or adoption of texts of others. If you commit plagiarism, or assist or facilitate others in doing so, your assignment and all other results obtained for exam requirements in the relevant period will be marked zero (0) and you will be excluded from the re-sit opportunities in the on-going academic year. If you commit plagiarism during an exam and are therefore expelled from the course, the IRO is entitled to inform your home university. Any form of plagiarism is forbidden.

Study material

The required literature for courses is always stated in the course book and can be bought at several locations. You can buy your textbooks at different bookstores, such as the SCOPE Bookstore (bring your UM card) and the Study Store. The required books are also available for viewing at the UM Library. Additional readers will be published on **EleUM** under Courses or can be purchased at the Océ DocShop (level G0).

SCOPE Bookstore

The SCOPE bookstore is located at Tongersestraat 53 in zone F0. It is only open at the beginning of each education period. The opening hours as well as a list for bachelor's and master's books they sell will be published on EleUM under 'Announcements'.

SCOPE members can receive a significant discount in the bookstore. A SCOPE Membership also entails a lot of other benefits.



For more information or to register as SCOPE member go to **www.scope-maastricht.nl**. Questions about SCOPE or their Bookstore? Mail to: **vicepresident@scopemaastricht.nl**

Study Store

If you cannot find the books you need at the SCOPE bookstore, you can always go to the Study Store at Tongersestraat 12A. You can try to find the required literature via their online search menu. They also sell second-hand books and at the end of your exchange semester, you can even sell your books to them. For information on their opening hours and location check **their webpage** > shops > Maastricht Binnenstad.



Wall Street Journal

The Wall Street Journal is available Monday through Friday at the entrance of the School building at Tongersestraat 53, for free.

Observant

Information regarding educational activities such as course openings, lectures, and examinations (for example change of time and/or location) will be published in the Observant, the weekly magazine of UM, free of charge. This information will be found in the section “mededelingen” (announcements), both in English and Dutch, under SBE. You are expected to consult this column regularly. The Observant appears every Thursday and is available at the School’s entrance hall and at the University library.

Electronic Notice Board

When you enter the School you will notice the big TV screens in the hall as well as on the first floor. On these screens you will find information posted concerning the introduction day for example, or special events such as open days for prospective students. You are invited to regularly check the information posted there, as it might be interesting to you. Whenever no special event or information is posted, the screens will show the way to certain rooms and halls.

Urgent matters, such as last minute schedule changes (due to a lecturer’s illness for example), announcements concerning deadlines etc., will not usually be posted on the screens, but on EleUM instead. You are supposed to check the announcements on **EleUM** every day just in case.

My Talkin’ Business

My Talkin’ Business is the digital SBE news site containing information about the latest SBE news, study information, information about student life, career services and much more. Every week a summary of the latest submissions is sent out to your UM email account, in the form of a newsletter. Check <http://my.talkinbusiness.net> for the latest submissions; you can also sign up for the RSS feed so you won’t miss a thing.



Extending your stay at the Maastricht University School of Business and Economics

There are different ways to extend your stay at SBE:

Extending your exchange period

If you would like to extend your stay as an SBE exchange student you need to keep the following requirements in mind:

- you need to have passed the courses of the first course period during the first examination (re-examinations will not be taken into account);
- your home university needs to grant you permission to extend;
- in addition, the International Relations Office at SBE needs to grant you permission;
- all requests for extension from the fall to the spring semester need to be done by email, at the latest a week before the course registration period for period 4 has ended;
- all requests for extension from the spring to the fall semester (next academic year) need to be done by email, at the latest in the last week of period 5.

Finally, your academic registration needs to be extended. The IRO will take care of this for you. You do not need a new UM card, your old one will still work.

Note for those students who have a residence permit:

If you wish to extend your stay in the Netherlands it is up to you to apply for an extension of your residence permit. You need to do this in person at the latest eight weeks before the expiration date on your residence permit. You can turn to **UM's Visa Office** for assistance.

Education on contract basis

Many former exchange students decide to take courses on a contract basis in order to prolong their studies at our School, since the maximum possible stay for exchange students is only one academic year. Refer to www.maastrichtuniversity.nl/web/faculties/sbe.htm > prospective students > Non degree courses.

Becoming a regular student at SBE

If you consider becoming a regular student at our School after your exchange period you should file a request with certified copies of your previous education with the Board of Examiners. This Board decides whether you might be eligible for exemptions from components of the desired study programme. Every application is handled as an individual case and you cannot derive any rights from previous decisions made by the Board of Examiners.

For more information go to www.maastrichtuniversity.nl, choose the English version and click on prospective bachelor/master students.

UM & SBE Student & Study Facilities

SBE Information Desk

The SBE Information Desk (this is not the International Relations Office) is located in the entrance hall of Tongersestraat 53. They are open every working day between 10.00 hrs-16.00 hrs.

You can turn to the Information Desk if you:

- want to pick up the academic calendar, course assignments of the current academic year, etc.;
- want a printout of your grades;
- have to hand in your re-examination, writing assignments, course assignment, etc.;
- have to register for the inspection hour of the open questions of course exams, etc.;
- want to inspect the answer keys and feedback on comments on exams;
- wish to make an appointment with any of the student advisors;
- need to make an appointment with a Coordinator Incoming Students, or with Ms Ploumen (Head International Relations Office).

SBE Student Advisor/Academic Counselor

SBE is very committed to a proper coaching of all of its registered students, including exchange students. The Student Advisor/Academic Counselor is the School's first person you contact if you have study and student related questions and/or problems. He or she can advise you or, if necessary, refer you to other

specialists at UM. If your study here does not work out the way you hoped, or if your tutor gives you a warning, if the results are (a little) disappointing, or if illness or other personal circumstances cause problems with your study here, do not wait too long and have a confidential meeting with one of SBE's four Student Advisors/Academic Counselors.

More information refer to **EleUM** > My SBE > Academic advice and coaching> Student Advising and Academic Counseling

All phone calls and conversations you have with the Student Advisors/Academic Counselors are strictly confidential.

Mensa Academica Maastricht (MAM)

MAM, or Mensa for short, is UM's student and staff restaurant. For lunch and dinner the Mensa offers a broad assortment of foods and all kinds of snacks, salads, drinks and hot meals. Every day there are two different kinds of hot meals to choose from, plus a vegetarian version. Hot meals are also served in the evening hours, except on Fridays. At the Mensa you are advised to pay with your UM card. You can also use cash but then you pay 25% more. Check the Mensa and Coffee Corner's website for opening hours.

www.albron.nl/universiteitmaastricht/403631/locaties-en-openingstijden.html

ICTS

Via www.maastrichtuniversity.nl > About UM > UM Organisation > ICT-Service Centre you will find information about the general ICT facilities that are used within the university.

Computer Rooms

SBE maintains two computer rooms at Tongersestraat 53: rooms E0.01 & E0.03. In these computer rooms 41 personal computers are available for SBE students. These computers are intended for training purposes or short-term use (less than 2 hours) only. Also, computer facilities near the main entrance of Tongersestraat 53 (in the SBE Lounge) can be used. For longer computer use, please visit the University Library.

The Computer Rooms are open on normal working days: Monday through Friday, from 9.00 hrs-17.00 hrs unless reserved for workshops or courses.

The following rules apply to the computer rooms at SBE:

- only accessible for students registered at SBE;
- smoking, eating, drinking, pc-chatting and playing of PC games is not allowed in the computer rooms at SBE. Penalty: if you are caught your account will be disabled for a minimum of one week;
- you are not allowed to move hardware;
- please notify the computer room manager if a computer or part is broken;
- you pay for your printouts with your UM Card. If you do not have a UM card you cannot print or copy, ask a fellow student for help and then pay them for the copies you made;
- please clean up your desk before you leave;
- if you damage a computer through irresponsible or forbidden use, or damage the computer room in any other way, you will have to pay for the resulting costs;
- the computer room manager has the final word in unforeseen circumstances;
- if you leave your computer unattended for 10 minutes or more you will be logged out automatically so that other students can use your computer.

Data Space

Every student has his/her personal space (50MB) on the server to store data. This space is labelled as the I-drive and can be found as usual under “My Computer”. Since this I-drive is restricted to your ID-number (e.g. i123456), no other person has access to it. Of course it is always possible to save on USB (or disk). All data that is not saved on your I-drive will be lost after a shutdown, reset or computer failure. Therefore, never store any data or software on the other drives without the permission of the manager.



Wireless network

In the SBE lounge you can use the wireless network. More information on WiFi can be found on the manuals section of the ICTS home page. www.maastrichtuniversity.nl > About UM > UM Organisation > ICT-Service Centre > Go to ICTS > Manuals for ICT Service> Create a connection > setup wireless on. > choose your device from the list and follow the prescribed instructions

Printing in the Computer Rooms

Printing is done with laser printers. Please note that you have to pay for every page you print. Prints can be obtained only with your UM card. Please note that when you use your UM card to print you should press “STOP” at the machine when you are done printing; otherwise you will lose all the money loaded on your UM card.

Océ DocShop and copying

You can only copy at the University and at the University Library with your UM card. If you do not have a UM card yet, you cannot print or make copies. You can go to the Océ DocShop for special copying services such as copying onto A3 format, making colour prints, binding of reports etc. You can also buy your stationary (pens, notepads, markers, folders) at the Océ DocShop >

www.thedocshop.eu

At the copy shop you can only pay by UM card or Dutch debit card. Please note that when you use your UM card to copy, you should press “STOP” at the machine when you are done copying; otherwise you will lose all the money loaded on your UM card.

University Library

The University Library has two locations: the Inner City Library and the Randwyck Library.

In addition to being a well-equipped study location, the University Library is also an attractive meeting place for students. In both locations of the UM Library you can use the wireless network. www.maastrichtuniversity.nl/web/Library/home.htm

Student Guidance

At UM you are expected to be independent and take care of your affairs yourself. However, there are times when you need a little help. UM employs specialists who can provide this help.

www.maastrichtuniversity.nl/studentguidance

Psychological support (UM student psychologists)

You can consult a certified psychologist if you have:

- study related problems like study stress and fear of failure;
- psychological complaints such as anxiety, depression, an eating disorder, stress-related complaints, lack of confidence, problems dealing with traumatic experiences.

The student psychologist can give you individual guidance, or you can decide to take part in group workshops (in Dutch and English):

- Fear of Failure, Study Efficacy, Loss and Mourning, Assertiveness
- Workshops on Stress Management and Time Management

UM Student Deans

The **Student Deans** can help you if you have questions about:

- your rights in case of a study delay because of illness, pregnancy, family circumstances;
- studying with a functional impairment;
- membership of a council, board, committee or membership of the board of a student organisation;
- other questions concerning your rights as a student.

Disability support at UM

It is important to Maastricht University - and so to SBE - that students with a functional impairment can successfully complete their studies with as little hindrances as possible. UM's definition of a functional impairment incorporates all disorders that are of a permanent or temporary character. Amongst these are all motor, sensory or psychological disorders, but also non-visible disorders, such as dyslexia, chronic illness, physical complaints, depression and so forth. The UM Service Desk Disability is available to students (with a functional impairment), prospective students, student counsellors, teachers, parents and others who are interested and offers:

- information about studying with an impairment, legal entitlements, (UM) regulations and external organizations;
- advice;
- support, e.g. by advising study facilities;
- help with requesting (education) facilities;
- assistance addressing complaints and problems with regard to this topic.

As an exchange student you should be aware of the fact that if you need to request special arrangements due to a disability, the SBE rules count and these might be different from the rules at your home university. No exceptions can be made. If you have been granted a special arrangement, you will be informed on your UM email account about the rules with regard to your special arrangement(s). www.maastrichtuniversity.nl/disability

Student Law Office Maastricht

The Student Law Office Maastricht is an organisation for and by students. If you need legal assistance, they can help you for free.

www.studentenrechtshulp.nl/srhen

Confidential advisor

Maastricht University as a whole actively pursues a policy against undesirable behaviour at the workplace and in the study environment. Undesirable behaviour includes at least sexual harassment, aggression, violence and bullying, and discrimination. The confidential advisor is there to provide assistance and support if you are the victim of the undesirable behaviour of others. The confidential advisor is the person who helps you if you want to take your complaint further. The confidential advisor acts only if you consent.

If contact needed, you can call the UM confidential advisor Ms Marloes Rikhof (+31(0)43-388 25 13) or send an e-mail to m.rikhof@maastrichtuniversity.nl

Next to the students guidance offered at UM and SBE, students can also refer to the City Hall Maastricht (in Dutch: Gemeente Maastricht) which deals with a wide variety of legal and bureaucratic issues. The most common for students are registration at the city and driver's licenses. They do not issue residence permits!

Student Services Centre (SSC)

The Student Services Centre (SSC) is the information centre for (prospective) students and has a number of specialized service units for student-related issues. The SSC has a central information desk located in the Visitors' Centre at Bonnefantenstraat 2. Opening hours are Monday-Friday 08.30 hrs - 17.00 hrs. For more information consult our FAQ via esc-ssc.unimaas.nl, call +31 (0)43-388 53 88 or send an e-mail to study@maastrichtuniversity.nl

Visitors' Centre and information desk

The information desk in the UM Visitors' Centre at the SSC is the first point of contact for current and new regular students (exchange students always report to the IRO). They provide the following services:

- Help with admission and (re)registration
- Deregistration
- Changing of address
- Payment of tuition fees
- Reimbursement of tuition fees
- Providing proof of payment and proof of enrollment
- Help with Studielink application
- UM cards
- Housing services
- Appointments with student deans, student psychologists, and career services
- Information on and help with visas, scholarships, bank accounts and (health)insurances
- UM gifts

Student Administration

Admissions & Registrations Office

The Admissions & Registration Office assists (prospective) bachelor and master students with their application and registration procedure. They provide information on diploma evaluation, admission procedures, admission requirements such as sufficiency tests for courses and languages and deregistration and graduation. For any questions regarding admission or registration, please contact them via:

+31 (0)43-388 53 88 or e-mail: study@maastrichtuniversity.nl

Opening hours are Monday-Friday 08.30 hrs - 17.00 hrs.

Visa Office

The Visa Office helps prospective and current students with obtaining, changing and extending visas and residence permits.

www.maastrichtuniversity.nl/visa

Scholarship Office

Prospective and current students can obtain information about scholarships (UM High Potential and scholarships, UM China scholarships, OTS scholarships, the Erasmus programme, Cultural Agreements, NFP). E-mail: scholarships@maastrichtuniversity.nl

For any questions on visas or scholarships, please also visit the website: www.maastrichtuniversity.nl/scholarships

Student Life

INKOM

August 19th - August 23rd: INKOM 2013.

The INKOM is the general introduction week for all freshmen of Maastricht University and Hogeschool Zuyd. The Werkgroep INKOM (Taskforce INKOM), organizes this introduction week. In four days you will get acquainted with the city that will be your student city for the next semester or year. www.inkom.nl

Studium Generale

Studium Generale (SG) offers a programme of academic lectures & debates and an On Stage programme. With the lectures and debates SG reveals a wider experience of the sciences and of society. The On Stage programme presents a variety of activities such as concerts, comedy shows, student performances, theatrical performances. There is also an opportunity for students to perform on stage. SG offers the possibility to expand your horizons and learn about other aspects of knowledge.

Which activities does Studium Generale organise?

- **Lectures and debates.** The foundation of cultural, scientific and social issues. Free admission, no obligations, gain insight into topics outside your study;
- **SG On Stage.** Pop Music, World Music, Comedy, Theatre and Student Performances (Open Mic, Battle of the Bands etc.) Great ambiance, exciting performances;
- **Short lecture series.** In series of six lectures topics are addressed that contribute to the academic education of students, for example on Consciousness, Legal Psychology, Human Rights and Philosophers of the Twentieth Century;
- **Debate Café.** A meeting place for scientists and university students. The café provides an opportunity to debate in an informal atmosphere. With live music.

The activities of SG are announced in the “Studium Generale Brochure”, which is distributed within Maastricht University and in various public places, bars, etc.

More information:

www.maastrichtuniversity.nl/studiumgenerale

www.facebook.com/studiumgenerale



Student chaplaincy - Tafelstraat 13

Tafelstraat 13 is the ecumenical chaplaincy in town. They are part of the Student Services Centre and offer a wide range of activities: social gatherings, discussion groups, debates, lectures on topics related to religion, philosophy, ethics, global issues and humanitarian questions. All these activities are moments of lively encounters with students from all over the world and from different faculties. There is no membership.

Catch a glimpse of what is going on beyond your horizon at Tafelstraat 13! More information: www.tafelstraat13.nl

UM Career Services

UM Career Services supports students to get prepared for their future careers and to make considered study choices. The services include workshops, information, advice, counselling and career events.

What does UM Career Services offer:

Online Career Library

On our website, through the “Online Career Library”, you can find:

- Links to websites offering information and tips regarding careers, internships and study in the Netherlands and abroad
- Downloadable books on career options and international top employers
- Country guides offering job search tips and information on living and working in different countries abroad

Individual guidance

- Quick Career Advice (QCA); short interview to explore your career and study questions or to have your CV and letter checked.
- Career counselling; in-depth guidance on all your questions about career and study choices by one of our career counsellors.
- Job Interview simulation; one-on-one interview, video-taped and evaluated afterwards, preparing you for a current application.

Workshops

Offered monthly in Dutch and English. Examples of workshops: job interview, CV & letter of application, discover your competences, networking & personal branding, employment contract & negotiations, assessment training and choose your Master.

Vacancy database

Internships, graduate jobs, student jobs, voluntary work and vacancies for alumni.

Career events

Lectures, presentations, company visits, etc. In cooperation with study associations, alumni and faculties.

All these services are free of charge, with the exception of workshops and the job interview simulation (€ 15). UM Career Services assists UM students up to six months after graduation.

More information: www.maastrichtuniversity.nl/careerservices

E-mail: careerservices@maastrichtuniversity.nl

To make an appointment call +31 (0)43-388 53 88

UM SPORT

Student sports = UM SPORT. University sports at their best: affordable, relaxing, open, challenging and international. For more information refer to www.maastrichtuniversity.nl/sport

Practical Matters

Money Matters

The Euro

The Netherlands is one of the European Union member countries that changed its currency to the Euro on 1 January 2002.

Changing money

The most common place to change money is a bank, or a so-called *Grenswisselkantoor* (GWK). In Maastricht you will find a GWK at the central railway station.

Bank

Banks are open on working days and during working hours. Normally they are closed on Saturdays but there are a few exceptions. Check the website of the particular bank you are interested in. On Sunday's every bank is closed.

Paying for things

There are basically four ways to pay for things in the Netherlands:

1. in cash
2. with a debit card
3. with a credit card
4. through electronic banking

Paying in cash is common, although the use of bank cards (the Dutch words used in connection with bank cards are pin, pinpas and pinnen) is increasingly replacing cash payments.

Opening a Dutch bank account

Having a Dutch bank account is convenient for a lot of monetary transactions in the Netherlands. If you would like to open a Dutch bank account, ING Bank has accounts that cater specifically to students. However, students are free to open an account at any bank in the Netherlands. Each bank has its own requirements and features. Providing you get a so-called World Pass, you will be able to withdraw money from any ATM machine in Europe (so not only in the Netherlands). This will be free in all the Euro countries, whereas if you use your home country account you will probably have to pay each time you withdraw money from an ATM. You will be able to use your card plus PIN code to pay in stores and supermarkets in the Netherlands, and even in an increasing number of stores abroad. For information on how to open a bank account at ING Bank refer to the information on the [UM webpage](#).

Visa and Residence Permit

Visa Office

The Visa Office helps prospective and current students with obtaining, changing and extending visas and residence permits.

www.maastrichtuniversity.nl/visa

Students who have to obtain a residence permit for the Netherlands should also report to the City Hall (in Dutch: Gemeente Maastricht) in order to register themselves in the city registrations database. Please note that the City Hall does not issue residence permits!

Student Housing

UM Guesthouse

Most exchange students end up staying at the UM Guesthouse. The buildings are located in the vicinity of the Faculties and are easily accessible by bike or on foot. Unfortunately SBE cannot guarantee that all students who apply for a room at the Guesthouse actually get a room. Applications are processed on a first-come-first-served basis, and we have no influence on that process. Reserving a room at the UM Guesthouse is possible via the on-line reservation system at www.maastrichthousing.com

How to find housing on your own?

Of course exchange students are not obliged to get a room in the UM Guesthouse, even though it is the easiest option. Students can also find a room on the private market.

Check the following websites for alternatives:

www.housinganywhere.com: local, outgoing students sublet their room for a short period of time to incoming students.

www.maastrichthousing.com: acts as intermediary for the local housing corporations in the so-called “social” rent sector, and is also the portal for the UM Guesthouse.

*It may be good to realise that SBE's International Relations Office **cannot and will not** interfere on your behalf in case of legal disputes, whether with the UM Guesthouse, MaastrichtHousing, HousingAnywhere, or private persons or landlords. If faced with legal problems you are advised to go to the student law agency (“Studenten Rechtsbureau”), which is an agency for all UM students, run by UM Law Students.*



Health Care

General Practitioner (*in Dutch: Huisarts*)

The 'huisarts' is a General Practitioner (GP), also referred to as family doctor. If you need medical assistance you go to the GP. Only if you cannot leave your house the GP will make a house call. If the GP thinks you need more specialised expertise, you will receive a referral for a specialist in the hospital. Without the referral you cannot see a specialist in the hospital.

If you need to see a doctor between 17.00 hrs and 08.00 hrs, in the weekend or on public holidays (when the family doctors can no longer be reached) call +31 (0)43-387 77 77, and make an appointment to go to the "Huisartsenpost" near the Emergency Room of the hospital.

ONLY make an appointment with the Huisartsenpost if there is an emergency. Otherwise just contact a GP on the next working day.

★ Check www.hapmaastricht.nl/english for more information and to find an up-to-date list of General Practitioners in Maastricht and the surrounding area.

REMEMBER:

- Always call first to make an appointment
- Take a copy of your European Health Insurance Card (or other proof of health insurance) with you when you go to see a doctor.
- Take money with you to pay for the consultation. Sometimes the proof of insurance is not sufficient.
- If you do have to pay for the consultation immediately make sure you get a receipt so that you claim it from your insurance afterwards.

Pharmacy (*in Dutch: apotheek*)

The GP may recommend medication and give you a prescription (in Dutch: "recept"). You can buy prescription drugs at a pharmacy. Pharmacies also sell over the counter (non-prescription) drugs, vitamins, medical supplies etc.

Drugstore (*in Dutch: drogisterij*)

A drugstore never sells prescription drugs; it only sells over the counter remedies such as throat lozenges, syrups, homeopathic medicines and pain relievers, as well as toiletries, cosmetics, cleaning supplies etc.

Hospital/ AZM (*Academic Hospital Maastricht. In Dutch: Academisch Ziekenhuis Maastricht*)

You cannot go and see a specialist at the hospital without a referral from the GP. Also, always make an appointment first.



Dentist (in Dutch: tandarts)

Near SBE: **Tandartspraktijk van Nouhuys**,
Hertogsingel 89B, Maastricht. Tel.: +31 (0)43–321 17 36

Near the Central Station: **Tandartspraktijk Menger O.T.**,
Stationsstraat 46, Maastricht. Tel.: +31 (0)43–321 34 76

You can also check the phone book for other suggestions.

Note: not all medical insurances cover dental costs, so please check this before you make an appointment.

Physiotherapist (in Dutch: fysiotherapeut)

You do not need a referral from a family doctor for an appointment with a physiotherapist. You can just call for an appointment.

Please check with your insurance if they reimburse the costs, which you pay in cash and for which you need to ask a receipt.

There is a psychotherapist in Maastricht situated in the Céramique Area:

Fysiotherapie Céramique,

Duitse Poort 11, Maastricht. Tel. : +31 (0)43–351 05 01

info@fysiotherapieceramique.nl

Mondriaan

Institute for Ambulatory Mental Health in Limburg. Offers help to addicted people, and people who need psychiatric aid. The website is in Dutch, so if you need assistance contact the IRO via **iro-incoming-sbe@maastrichtuniversity.nl**

Emergencies

In case of an emergency, call the national emergency number **112**. Here they will inquire whether you need an ambulance, the police or the fire department and will connect you to the right department. If you need the police but it is NOT an emergency, please call **0900 8844**.

Drugs Policy

At the moment of publication of this handbook, coffee shops in the Netherlands are private clubs, and only official residents of the Netherlands who are aged 18 years or older will be eligible for membership (which means allowed to buy soft drugs; hard drugs remain illegal!). The names and details of all members will be recorded on a membership list and checked every single time. If you are NOT a member you will NOT be allowed to enter the coffee shop to buy marijuana or hashish (or a cup of coffee, for that matter).

The drug buying policy as implemented in 2012 has been subjected to a lot of scrutiny, and as a result the actual rules differ from week to week, and from city to city. Bottom line: check the rules BEFORE you enter a coffee shop, and NEVER buy hard drugs. More information **www.government.nl/issues/alccohol-and-drugs**

If you are staying at the Guesthouse UM please note: Dealing in and possession of soft drugs and hard drugs is forbidden and shall lead to immediate eviction of the guests and an end to their contract. The police will always be notified.

Transportation

The bicycle

If you really want to sample Dutch life and get around quickly and easily, make sure you buy a bicycle. Get one just like the Dutch use as a serious form of transport: a sturdy, no-nonsense bicycle, preferably not too expensive so that if it gets stolen you will not feel too bad. Be sure to buy a good solid lock and fix your bicycle to an immovable object, in order to discourage bicycle-thieves. In fact, most Dutch students spend more money on the locks than on the bicycle itself.

Buying a second hand bicycle

Most students buy second hand bicycles; prices vary greatly. Although second hand bicycles are not easy to get, you can try one of these addresses in Maastricht:

www.courtensbikesports.nl

www.quaadenrijwielhandel.nl

www.walstock.nl

www.aondestasie.nl

www.facebook.com/zuydfiets

You can also ask your fellow students if they happen to have any spare bicycles standing around at home, which is not uncommon.



A word of advice: if you have to leave your bicycle at the station overnight do not park it on the premises, since this is the most common place for it to get stolen. Instead, park it indoors at the bicycle garage “Aon de Stasie Tweewielersspecialist”, which is near the station, and simply pick up your bicycle upon return. Check www.aondestasie.nl for rates and opening hours.

Bicycle theft

If your bicycle gets stolen, you should report it to the police. Once you have the official police report you can visit the police station every last Saturday of the month to see if they have found your bicycle. If the police do not retrieve your bicycle, you have the opportunity to buy one of the other bicycles that were stolen, retrieved by the police but not picked up by the owner. These bicycles can be bought at a very low price.

General bicycle laws

Please note that the laws for cyclists in the Netherlands are quite strict:

- Do *not* drive against traffic on a one-way street > you *will* get a fine
- Brakes and lights should work > if they do not, you *will* get a fine.

Specific regulations for Maastricht

In the city centre and at the central station, you are only permitted to park your bicycle in the provided racks. There are more than 5000 public racks throughout the city centre. There are also five supervised bicycle parks where you can park your bicycle for 50 cents per day. One more important reminder: you are not allowed to cycle in the pedestrian area of the city centre.

If you park your bicycle anywhere else, there is a risk that it will be removed and confiscated by the city council, or you may be given a parking fine for your moped or scooter. Confiscated bicycles can be collected after making an appointment by calling +31 (0)43-321 46 54.

Public transportation

The Netherlands has a dense railway network which is perfect for travel between city centres. The carriages are modern and clean and, although many Dutch people complain about delays, the trains usually run on time. Smoking is not allowed on trains, in the station and on the platforms (although there are special zones on the platform where smoking is permitted; these zones are indicated by a tall pillar, containing ash trays and the words “rookzone”. Anyone caught smoking outside these zones will get a heavy fine).

Information about departure times of the public transportation including buses, trams and metros: www.9292.nl/en

From Maastricht you can go by train to practically any destination in the Netherlands. Some destinations can be reached directly from Maastricht; for other destinations you have to transfer to another train at a station. Check www.ns.nl/en for timetables and ticket options for inside the Netherlands. International train travel: www.hispeed.nl

OV-chipkaart

The OV-chipkaart is the payment method for public transport in the Netherlands. For more information check: www.ov-chipkaart.nl

Driving your own car

- Drive on the right hand side of the road;
- Parking violations are punished rather severely: look for signs that say “betaald parkeren” (=paid parking) or a blue sign with a white P in the middle;
- Wearing your seatbelt is mandatory;
- Using your cell phone in the car while driving is only allowed as long as it is hands-free;
- To drive a car in the Netherlands you must
 - have a valid license that is recognized by Dutch law
 - be aged 18 or older
 - have third party insurance and drive a registered vehicle

For more information check

www.maastrichtuniversity.nl/web/main/sitewide/content/drivinginthenetherlands1.htm

Travelling abroad

Once you have obtained your residence permit (if you need one) you can travel freely in the Schengen countries (Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovenia, Slovakia, Spain, Sweden, Switzerland).

However, as long as you do not have your residence permit, it is wise to check whether you might need a visa before you want to travel. If you want to explore the rest of Europe, there are several opportunities to do that without depleting your entire savings.

By train

www.interrailnet.com/interrail-passes/interrail-global-pass

www.interrailnet.com/interrail-passes/one-country-pass

www.eurail.com/home

www.interrailnet.com/interrail-passes/one-country-pass/benelux

www.b-rail.be/nat/E/tarifs/passes/go

By airplane

www.ryanair.com

www.brusselsairlines.com

www.easyjet.com

www.transavia.com

www.germanwings.com/en/index.shtml

www.airberlin.com

www.tuifly.com

ISIC Card

If you travel outside of the Netherlands and want to be eligible for certain student discounts your UM card will often not be enough to identify you as a student, and an International Student Identity Card is often required. For more information on how to apply for an ISIC card go to www.isic.org

Working in The Netherlands

For information about working in the Netherlands, refer to www.nuffic.nl/international-students/living-in-holland/working-while-studying

InterUM BV

University employment agency

www.interum.eu/employee_home_en.php



Sports

UM Sport

For those of you who do not get enough exercise riding your bicycles to and from the university, UM SPORT organises a comprehensive sports programme to suit the needs and wishes of all students > check www.maastrichtuniversity.nl/sport for more information, or follow UM SPORT on Facebook: www.facebook.com/umsport

Private Sports Clubs

There are many other gyms and/or sport associations. As a general rule such gyms and/or sport associations are more expensive than UM SPORT, but are usually open to students and eager for new members. Other gyms and/or sport associations are too numerous to name here. If you are looking for a specific sport, ask at the UM SPORT desk or search the Internet, and keep your eyes open for posters and promotions.



Student Life

www.maastrichtuniversity.nl/web/servicecentres/ssc/informationforprospectivestudents.htm

Where to go to for a drink a bite to eat...

www.iens.nl

www.specialbite.com

www.lestables.nl

www.vvmmaastricht.nl

Events

This is just a short list of events. More events are organized in the proximity of Maastricht.

TEFAF: The European Fine Art Fair

www.tefaf.com

Lowlands: yearly music, art, theatre, film, comedy festival

www.lowlands.nl

Pinkpop: music festival (*one of the largest in The Netherlands*)

www.pinkpop.nl

Rock Werchter: music festival in Belgium:

www.rockwerchter.be

Tomorrowland: music festival in Belgium:

www.tomorrowland.be



Preuvenemint 22 - 25 August 2013

An extremely popular four-day culinary event that takes place on the main square in the inner-city of Maastricht: the Vrijthof. This event is held every year, in the last weekend of August. For more information visit

www.preuvenemint.nl

King's Birthday 27 April

As you will probably know 2013 was a special year for the Dutch Monarchy. Queen Beatrix abdicated in favour of her son, Prince Willem-Alexander.

The Netherlands has a King now! The Dutch celebrate their King on 27 April (his birthday) by either going to one of the places the King visits on this day or

you can visit some of the bigger cities like Amsterdam, Rotterdam or Utrecht. The night before, called Night of the King, is also a very popular event and celebrated mainly in The Hague, with large open air concerts at various locations. Since the Dutch national colour is orange everyone wears something orange on the King's Birthday. Given that 27 April 2014 is on a Sunday, the King's Birthday will be celebrated the day before, Saturday 26 April 2014.

Memorial Day - Liberation Day

Following Memorial Day (always 4 May) comes Liberation Day (always 5 May), the day on which the Dutch celebrate their total liberation from the occupying forces in 1945. It is celebrated throughout the country, and usually a lot of open-air concerts take place.

Oktoberfest (Germany) 21 September - 6 October 2013

Although admittedly a German tradition, Maastricht students cross the border en masse to take part in this wild festival of drinking, singing, and generally being happy together. Feel free to join in with a gang of German students to enjoy this truly European tradition. The Oktoberfest in Munich receives six million visitors annually, making it the world's largest fair.

For more information visit www.oktoberfest.de/en

Sinterklaas 5 December

Through the centuries Sinterklaas has been considered the patron saint of children. According to legend, he saved his town from starvation and he is said to have revived three dead children. He supposedly arrives in the Netherlands somewhere around the middle of November on his steamboat from Spain. This boat is loaded with gifts and populated by Zwarte Pieten (Black Petes), his helpers who come down the chimney to deliver the gifts. One explanation why Sinterklaas has zwarte pieten to help him is because the Moors dominated Spain for several hundreds of years. Another, more popular, explanation for zwarte piet being black is that he has come down the chimneys so often that he can no longer wash off the dirt. Sinterklaas is not only a holiday for children: also grown-ups like to participate in the fun. This is often done by giving serious, silly or homemade gifts - the latter is called a surprise, usually with a relevant funny or slightly sarcastic poem.

Elfstedentocht

Though this is not so much an official festivity, much less an annually recurring one, it is well worth mentioning. Every year, the Dutch hope for a severe winter as this will freeze solid the lakes and canals in the northernmost province of the Netherlands, Friesland. Only then can the Elfstedentocht take place. This Elfstedentocht is a race on ice-skates, that passes through 11 cities in Friesland (hence elf steden or eleven cities) and is almost 200 kilometres long. The life of the winners of this event will never be the same again - they become national heroes and are recognized wherever they go. A surprising fact is that the winners are seldom trained Olympic ice skaters, but modest farmers who have been training as a hobby.

Carnaval 2 - 4 March 2014

Most people who live in the southern provinces love Carnaval and celebrate it with passion. Virtually all businesses close for a three-day celebration. People get dressed up and go from bar to bar, singing, dancing, drinking and being silly. As long as you dress up (preferably also paint your face) you are more than welcome to celebrate with them. Go to a shop called In 't Panhuis (address: Markt 74 in Maastricht) for your own dazzling Carnaval outfit.



Shopping

Generally, shops in Maastricht are open every working day, including Saturday. Moreover, most shops in the city centre and selected supermarkets are open on Sunday as well.

Supermarkets

Most supermarkets are open from Monday through Saturday from 08.00/08.30 hrs – 20.00 hrs, some (such as ALDI) close at 18.00 hrs. There are usually extended hours on Thursdays and limited hours on Saturdays. Some supermarkets are open on Sundays. Needless to say that alternative opening hours apply during holidays. Always check the notice on the entrance of your local supermarket.

Market stuff

An online platform that offers you the possibility to sell and buy all kinds of student related second hand products. You can find almost everything on the website: from books, beds, washing machine to bikes and sport equipment. www.marketstuff.nl

City Centre

In the Maastricht City Centre you can find tons of shops (cloths, shoes, cosmetics, electronic device, interior). All kinds of shops you can imagine are to be found in the city centre. De Bijenkorf, V&D and HEMA are real Dutch department stores where you can find everything you wish for. Refer to the VVV webpage for more information about the shopping facilities in Maastricht: www.vvv-maastricht.eu/home.html?lang=2



VVV

The VVV (tourist office) provides information on finding your way around Maastricht, onto busses, to cultural events (theatre - museums - movie theatres - local attractions) and more. For information check:

www.vvv-maastricht.eu

Public Library of Maastricht

The public library of Maastricht contains more than 500,000 books, magazines, CDs, but also DVD'S, and CD-ROMs. The library is divided into four floors, and has several computer terminals on each floor where you can access the library catalogue. At the UM library you can get a so-called IHOL card, which gives you access to the academic/scientific part of the public library for free. Show them your UM card. The IHOL card is free.

For information on the opening hours and the different membership cards check the Library website:

<http://bibliotheek.centreceramique.nl>



Calendar 2013-2014

Inkom Maastricht University

Compulsory introduction

Fall/Year Students 29 - 30 September 2013

Spring Students 30 - 31 January 2014

Start Academic Year and Fall Semester 2 September 2013 **Start Spring Semester** 3 February 2014

Education periods

Period 1: 2 September - 25 October 2013

Period 2: 28 October - 20 December 2013

Period 3: 13 - 24 January 2014 (Skills Training not compulsory)

Period 4: 3 February - 4 April 2014 (not compulsory)

Period 5: 14 April - 6 June 2014

Period 6: 16 27 June 2014 (not compulsory)

Exam period

Period 1: 21 - 25 October 2013

Period 2: 16 - 20 December 2013

Period 4: 31 May - 4 April 2014

Period 5: 2 - 6 June 2014

Re-sits courses

Period 1: 6 - 10 January 2014

Period 2 and 3: 7 - 11 April 2014

Period 4: 10 - 13 June 2014

Period 5: 7 - 11 July 2014

(Public) Holiday, no courses

Christmas Break: 23 December 2013 - 3 January 2014

Carnival: 3 - 7 March 2014

Good Friday: 18 April 2014

Easter Monday: 21 April 2014

Dutch King's Day: 27 April 2014

Liberation Day: 5 May 2014

Ascension: 29 - 30 May 2014

Whit Monday: 9 June 2014

Public Holiday, not a day off

Halloween: 31 October 2013

Sinterklaas: 5 December 2013

Memorial Day: 4 May 2014













Maastricht University
School of Business and Economics
P.O. Box 616, 6200 MD Maastricht
The Netherlands

Based in Europe, focused on the world. Maastricht University is a stimulating environment. Where research and teaching are complementary. Where innovation is our focus. Where talent can flourish. A truly student oriented research university.

www.maastrichtuniversity.nl/sbe

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