Welcome to Tilburg University

Dear Student,

You are about to start as a Bachelor’s, Pre-Master’s or (Research) Master’s student at one of the five Schools of Tilburg University. Of course, if you are new to the Netherlands and/or to Tilburg University, there is a lot to get used to.

Are you ready to explore a new environment, meet new people, and experience a great number of new impressions? This is an exciting time in your life when many things need to be arranged: make sure you enroll in your program on time, get your semester timetable ready, buy books and readers, get access to the IT facilities, and meet new friends!

This handbook has been specially prepared to give you relevant information and answer any questions you might have about taking up a study at Tilburg University. We have compiled this comprehensive Student Handbook to help you along. It contains practical information you will need to get through your first year in Tilburg, on varying topics such as academic preparation, intercultural awareness, registration for exams, study facilities on campus, and more, plus useful information on things not immediately related to your studies, such as extra-curricular activities, student life in general, useful apps, etc. So keep this booklet ready for consultation!

Maybe you also have other aspirations, next to your program. If so, you can always consider attending one of our excellence programs, becoming active in an association, or going on exchange. At Tilburg University, you will have all of these opportunities!

Make sure you read this handbook carefully, and that you follow the instructions, when necessary.

We wish you an inspiring, educational, and, above all, pleasant period of study on our beautiful campus!
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1. Studying at Tilburg University

1.1. Tilburg University Campus

1.1.1 The Campus

Tilburg University has a compact green campus in beautiful wooded surroundings. Almost all activities are concentrated here. Communication lines between students and university staff are short. The campus has a modern library with state-of-the-art study- and work spaces. There are over 650 individual and group workstations all over campus, some of which are located outside! We are proud of our sustainably refurbished Cobbenhagen Building, which dates from 1962, and is a designated municipality monument.

The Tilburg University campus is closed during certain public holidays. For an overview of the academic year and the dates on which the university is closed, you can consult the Academic Calendar at: www.tilburguniversity.edu/calendar.

No Smoking

From August 15, 2019 our campus has become a non-smoking campus. This means that smoking is not allowed on campus, which includes e-cigarettes.
1.1.2 Campus Map

1.1.3 Library
The Tilburg University Library is one of the campus showpieces. You can study there, borrow books, work in small groups and access the Internet and your e-mail on one of the many student computers. The Tilburg University Library has over 800,000 books, journals and other publications in paper and digital form. Moreover, the Tilburg University network offers you free access to all major scientific databases and digital journals. The Library uses the WorldCat Local search engine. WorldCat Local allows you to easily find, access, and borrow publications available at Tilburg University, in other libraries in the Netherlands, and worldwide. If you want to access WorldCat Local from your home, you are required to connect to VPN service or install the EZproxy service.

1.1.4 Study Areas & Computer Facilities
Students can use one of the many study areas on campus to prepare for lectures and exams. Most study areas have both individual and group workspaces, offering computers with Internet access and wireless zones and plug-in connections for use with your laptop. Every building on campus has its own opening hours:

<table>
<thead>
<tr>
<th>Study Area</th>
<th>Mondays to Fridays</th>
<th>Saturdays and Sundays</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Library*</td>
<td>08:00 - 24:00 hrs.</td>
<td>10:00 - 24:00 hrs.</td>
</tr>
<tr>
<td>Montesquieu Learning Center</td>
<td>08:00 - 23:00 hrs.</td>
<td>13:00 - 22:00 hrs.</td>
</tr>
<tr>
<td>Goossens Learning Center</td>
<td>08:00 - 23:00 hrs.</td>
<td>Closed</td>
</tr>
<tr>
<td>CUBE</td>
<td>08:00 - 23:00 hrs.</td>
<td>Closed</td>
</tr>
<tr>
<td>Internet Café Dante Building</td>
<td>08:00 - 23:00 hrs.</td>
<td>Closed</td>
</tr>
<tr>
<td>Reitse Toren</td>
<td>08:00 - 23:00 hrs.</td>
<td>Closed</td>
</tr>
<tr>
<td>Deprez**</td>
<td>08:00 - 21:00 hrs.</td>
<td>Closed</td>
</tr>
</tbody>
</table>

*The exact opening hours and closing dates of the Library can be found on the following website: www.tilburguniversity.edu/library-openinghours
** Deprez is not on campus, but located in the city center.

To use a computer, you need to log in with your Tilburg University username and password. In the University Library, reservations are recommended. You can make a reservation at: https://www.tilburguniversity.edu/students/study-places

Both staff and students can also book rooms using the room booking system Web Room Booking (WRB: https://webroombooking.uvt.nl). Make sure you are familiar with the rules for room reservation before sending in a request via WRB. You can find the rules at: www.tilburguniversity.edu/room-reservations.

Information computers can be found at various locations on campus. These provide access to the University’s website, and a limited number of external websites. Login is not necessary. The University Library also has two print-pcs, which you can use to print documents without having to look for an available computer.
1.1.5 Restaurants and their Menus
There are quite a few restaurants, spread over the campus. These restaurants are accessible to everyone.

<table>
<thead>
<tr>
<th>Restaurant</th>
<th>What is On Offer?</th>
<th>Location</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top Croque Bakery</td>
<td>Soup, egg dishes, panini and sandwiches</td>
<td>Academia Building</td>
<td>10:00 - 14:00</td>
</tr>
<tr>
<td>Lunchroom Cobbenhagen</td>
<td>Pick one from each of 3 selections and pay a fixed price. It is also possible to buy the products individually.</td>
<td>Cobbenhagen Building</td>
<td>08:30 - 17:00</td>
</tr>
<tr>
<td>Grand Cafe Esplanade</td>
<td>Enjoy a drink or a meal</td>
<td>Esplanade Building</td>
<td>09:00 - 22:00</td>
</tr>
<tr>
<td>Starbucks</td>
<td>Coffee bar</td>
<td>Goossens Building</td>
<td>08:00 - 17:00</td>
</tr>
<tr>
<td>Cube</td>
<td>Fresh sandwiches, salads, paninis, hot and cold beverages, biological juices</td>
<td>Cube Building</td>
<td>08:00 - 20:00</td>
</tr>
<tr>
<td>Restaurant</td>
<td>Self-service restaurant of Tilburg University</td>
<td>Restaurant Building</td>
<td>08:30 - 20:00</td>
</tr>
<tr>
<td>Döner Company</td>
<td>Turkish pizza, sandwich döner, sandwich falafel, etc.</td>
<td>Restaurant Building</td>
<td>10:00 - 20:00</td>
</tr>
<tr>
<td>Top Croque Sandwich bar</td>
<td>Sandwich bar: hot sandwiches and biological juices</td>
<td>Restaurant Building</td>
<td>10:00 - 19:00</td>
</tr>
</tbody>
</table>

*all restaurants are open Monday through Friday, except holidays

1.1.6 Sports Center
The modern Tilburg University Sports Center with its extensive indoor and outdoor accommodation offers a wide variety of sporting opportunities. In addition to the classes and activities with professional supervision offered at the Sports Center, you can also work out individually. You can thoroughly unwind in our Finnish sauna with roof terrace or enjoy a drink in the T-Sports café. Membership also gives you free access to fitness T-Kwadraat, three municipal swimming pools in Tilburg, and the Ireen Wüst Ice Skating Rink. And all of this at a great student rate!

www.tilburguniversity.edu/sports

1.2 Study Progress

1.2.1 The Dutch Grading System
In the Netherlands, we use a grading system in which 10 is the highest possible grade and 1 is the lowest. Half grades may also be given. Class rankings or curved grading are not normally used in the Netherlands. The grade required to pass a course is a 6. A 5.5 or higher is rounded up to 6, which is a pass. Everything below 5.5 equals a fail. In the Netherlands, most common pass-grades are between 6 and 7.5. Grades of 7.5 or higher are seen as very high grades and 9 and 10 are very rarely given!

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<th>Grade conversion table</th>
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<table>
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<th>Dutch grade</th>
<th>ECTS grade</th>
<th>Percentage of successful students achieving grade</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.5 – 10.0</td>
<td>A</td>
<td>10%</td>
<td>Excellent</td>
</tr>
<tr>
<td>7.5 – 8.0</td>
<td>B</td>
<td>25%</td>
<td>Very good</td>
</tr>
<tr>
<td>6.5 – 7.0</td>
<td>C</td>
<td>30%</td>
<td>Good</td>
</tr>
<tr>
<td>6.0</td>
<td>D/E</td>
<td>35%</td>
<td>Sufficient</td>
</tr>
<tr>
<td>5.0</td>
<td>F</td>
<td>Fail</td>
<td></td>
</tr>
<tr>
<td>&lt;5.0</td>
<td>F</td>
<td>Fail</td>
<td></td>
</tr>
</tbody>
</table>

www.studynin holland.nl/education-system/dutch-grading-system
1.2.2 European Credit Transfer System (ECTS)
In the Netherlands, we use the European Credit Transfer System (ECTS). The number of ECTS for each course can be found in OSIRIS Student. You earn the appropriate number of ECTS when you have successfully completed the course.

To give you an idea of the study load required to complete your program: one ECTS is equivalent to 28 hours of study (lectures, self-study, assignments, practicals, and exams). The study load for one academic year (60 ECTS) is equivalent to 1,680 hours of study.

www.tilburguniversity.edu/ects

1.2.3 BSA for Bachelor’s Programs
At the end of the first year, all Bachelor’s programs issue a so-called ‘binding study advice.’ This is a binding recommendation based on the results you have achieved in your first-year courses and it determines whether you will be allowed to complete the remaining two years of the program.

If you have earned 42 ECTS or more, you will be given a positive BSA, which means you will be allowed to continue your current program of study. If you have earned fewer than 42 ECTS, you will be given a negative BSA. It is a legally binding recommendation; a negative BSA means you will not be allowed to register for this particular program or related programs for the next three years.

If you are registered for more than one Bachelor’s program, you will be given a BSA for each program separately and, in order to continue your programs, you have to get a positive BSA for each program separately.

Preliminary advice
To prevent you from getting an unexpected negative BSA at the end of the academic year, you will receive a preliminary recommendation halfway through the first year. This preliminary recommendation is based on your results up to that moment and is a pre-indication for the BSA you will receive at the end of your first year. It is also an important warning if your study progress happens to be insufficient. If it is insufficient up to that moment, it will still be possible to improve your study progress in the second half of the academic year.

Please note that each School has its own procedures in regard to the BSA, so make sure you check the rules and regulations regarding the BSA adhered to by your specific School.

https://www.tilburguniversity.edu/students/studying/study-progress/bsa
Extenuating Circumstances
If you do not meet the BSA requirement due to extenuating circumstances (such as illness), it may be possible to defer your BSA to the end of the second year of your Bachelor’s program. However, in order to be considered for a deferral, you must inform the Dean of Students of the extenuating circumstances in question within at least two months of the circumstances arising and in any case before 1 July.

1.2.4 Study Progress Monitoring of non-EEA Students
The study progress monitoring regulations require non-EEA degree seeking students with a Dutch residence permit for study purposes to obtain at least 50% of the nominal number of ECTS per academic year (or part of it, if the student started his or her studies later than 1 September).

Example: Based on a study load of 60 ECTS per academic year, a student starting a program of study on 1 September must obtain at least 30 ECTS before 31 August of the following year. A student starting 1 February must obtain at least 15 ECTS before 31 August of the same year.

If you are a non-EEA national with a Dutch residence permit for study purposes and you have been accepted for a Pre-Master’s or Pre-Bachelor’s program, you must complete the Pre-Master’s or Pre-Bachelor’s program within one academic year. This means that you must obtain all ECTS allocated to your Pre-Master’s or Pre-Bachelor’s program. If you fail to complete your Pre-Master’s or Pre-Bachelor’s program within the aforementioned time frame, we are required to deregister you at the IND and you will have to terminate your studies. If this is the case, the Immigration Office will inform you accordingly. 

https://www.tilburguniversity.edu/education/practicalissues/beforearrival/immigration/noneu/currentstudent

1.3 Studying

1.3.1 Tilburg Education Profile
Tilburg University’s education profile is unique in the Netherlands. It is built on three pillars: knowledge, skills and character. Students and alumni of Tilburg University stand out among those of other universities in having a great deal of attention paid to ‘character building’ in their studies. They will be well-equipped to further develop their talents, increase their knowledge, and contribute to society.

Tilburg University aims to educate students to be thinkers who act, who actively contribute to society: thinkers of character. We call them TiU shaped professionals:

- The vertical part of T: depth of academic knowledge and professional expertise and expert skills
- The horizontal part of T: breadth of academic knowledge and generic skills
- Character

Besides in-depth academic knowledge and professional expertise (knowledge), Tilburg alumni possess not only generic (21st-Century) skills and expert (professional) skills but also the (moral) character to make the right decisions and get things done in cooperation with other people. Tilburg University students, apart from knowledge and skills, develop ethical consciousness that defines their character.

www.tilburguniversity.edu/about/profile/educational-profile

1.3.2 Classes and Assignments
Tilburg University offers its students a variety of ways to acquire knowledge and skills. Study material is provided in the form of lectures, tutorials/seminars, lab assignments, and group assignments (depending on the program of study), which culminate in an exam to check that you have learnt the material required. This ensures students experience a variety of study methods.

<table>
<thead>
<tr>
<th>Lectures (HC)</th>
<th>Tutorials (WC)</th>
<th>Lab Assignments (LA)</th>
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</thead>
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<tr>
<td>Large group of students in big lecture halls</td>
<td>Smaller groups of students actively participate, discuss and present assignments</td>
<td>Smaller group of students in computer labs</td>
</tr>
<tr>
<td>Lecturer gives a presentation on a specific topic</td>
<td>Students work on specific assignments</td>
<td>Supervised by a student-assistant, a PhD researcher, or a supervisor</td>
</tr>
<tr>
<td>Little interaction between students and lecturer</td>
<td>More interaction between students and lecturer</td>
<td>Opportunity to ask detailed questions</td>
</tr>
</tbody>
</table>

Whether attendance at lectures and tutorials is mandatory differs per course. If attendance is not mandatory you do not need to report your absence if you cannot attend a class. Whether you attend or not is your own decision and responsibility. There are certain compulsory classes, however, for which you do need to report your absence to the lecturer or the course coordinator. It is your own responsibility to check which classes are compulsory.
1.3.3 Textbooks

Buying textbooks
For some courses you will need to get several books for just one semester, while there are other books (for example statistical reference works) that you will need throughout your entire program. You will find the relevant reading lists alongside the course descriptions in the Course Catalog (https://catalogus.tilburguniversity.edu). You can purchase your books from a regular bookstore or online.

Buying used textbooks
Many students buy textbooks from other students who have already passed their course. You can often find students offering used textbooks on your program’s Facebook page or on ‘Marktplats’, a Dutch online marketplace, somewhat comparable to eBay. Used books are generally cheaper than new books. Do note that students from earlier cohorts might have used older versions of the same book, so make sure you are buying the correct version.

Borrowing books
Students can borrow textbooks, papers, journals and academic articles from the Tilburg University Library free of charge. Help on how to find information in the University Library can be found at: www.tilburguniversity.edu/search-information.

1.4 Exams

1.4.1 Before your Exam
OSIRIS Student
If you wish to register for an examination, you must first select the relevant courses and subjects in OSIRIS Student. You should select the courses and subjects in which you have attended lectures, and also wish to sit the examination. In OSIRIS Student, you can then select those subjects in which you wish to sit (or resit) the examination. If the course is not visible in OSIRIS Student, the test has not yet been opened or the closing date for the test has already been published.
You can search via overview exam dates for educational activity to consult all the written tests of a course or study program. It may also be the case that the course in question will not be examined with a written test. Therefore also consult the course catalog. You only need to register for written tests and midterms.
Opening and closing dates of registration period

In the Exam Registration, the registration period for every written examination (also midterm and resit) opens 30 days (1 month) before the scheduled date of the examination / resit. In both cases, the online registration period closes 8 days prior to the date of the examination. Register on time. The final closing date is final. No further registrations will be accepted within 8 days of the examination date itself, even if you have your professor’s permission!

Checking your registration

Once you have registered for a written examination or midterm, you can view the status of your registration in OSIRIS Student via the Registration tab in the Subscriptions overview. We advise you to do so in order to avoid any mistakes or misunderstandings which may be difficult to rectify later on. Regularly check OSIRIS Student, especially if you know you have exams soon.

Notification written exams

Before your test takes place, you will receive an exam notification in which the room, time and seat number are announced. Notification of the examination details will be sent to your Tilburg University email address and/or the email address known to the Student Administration department 7 days prior to the examination.

If you have not received notification

If you have not received the email notification, please contact the Student Desk as soon as possible.

1.4.2 During your Exam

Regulations

Exams at Tilburg University are administered under the Education and Examination Regulations (EER) ('Onderwijs- en Examenregeling' (OER) in Dutch). The Education and Examination Regulations constitute the official protocol outlining rules and guidelines concerning the responsibilities of the Examining Board and all other matters concerning exams, such as exam registration, grading, etc. Both University authorities and students must abide by these regulations. One important regulation is that you need to be able to identify yourself with your Tilburg University card, your national identity card (EEA nationals) or passport/Dutch Residence Permit (non-EEA nationals). During an exam, your phone should be turned off and you are not allowed to have it in your pocket. You are not allowed to wear a watch during an exam either.

https://www.tilburguniversity.edu/students/studying/regulations/oer

Illness during exams

Unless you are really too sick to attend an exam you should always try to be there. You will at least see how the examination procedure works. And you never know – you may still pass!

If you really cannot attend the examination, or if you do attend but do not pass, you will be given one extra opportunity to resit the examination. The rules with regard to notifying absence due to sickness vary from one School to another. You should therefore consult the Regulations and Guidelines or the Examination and Examination Regulations (EER) of your own program. In some cases, you may be given an additional opportunity to take the examination. This is decided by the Student Counselor or the Examining Board. They will invariably expect you to have reported your sickness or other reason for absence prior to the first examination, and to provide written evidence such as a doctor’s certificate.

If your illness has caused you to miss so many examinations or lectures that your study progress has been seriously delayed, you must report this to the Education Coordinator as soon as possible, but at least within two months.

1.4.3 After your Exam

Feedback

Within 15 working days after the exam, lecturers will publish the grades. You can check your grade for a specific course through OSIRIS Student (https://osiris.uvt.nl). After your grade has been published, you have the opportunity to attend an exam inspection session where you can review your exam and grade together with the lecturer. An important part of your studies is finding out where you can improve, so we recommend that you take the opportunity to review your exam with your lecturer.

If you do not agree with the grade you have been given, you can appeal to the Examination Appeals Board. https://www.tilburguniversity.edu/students/studying/regulations/complaint-appeal/eab

Resits

If you take a resit for an exam, it is usually the highest grade that counts. However, in some cases the most recent grade will count, even if it is lower than the original. The rules can vary for each course and program. You can consult the Education and Examination Regulations (EER) for more information on the exam regulations.
1.5 Graduation

1.5.1 Graduation
You will be awarded the Bachelor’s or Master’s diploma when you have successfully completed all components of your program and after you have successfully defended your thesis (the procedure of the defense of your thesis differs per School and program).

There are various ways for you to receive your diploma. You can participate in the graduation ceremony (if applicable) and be awarded your diploma in front of other graduates. You can receive your diploma immediately after your thesis defense or later. Alternatively, you (or a person authorized by you) can collect your diploma from the Student Desk five days after the graduation ceremony.

Bachelor’s diploma:
www.tilburguniversity.edu/graduation-bachelor
Master’s diploma:
www.tilburguniversity.edu/graduation-master

1.5.2 Accreditation
All our Bachelor’s and (Research) Master’s programs are accredited by the Accreditation Organization of the Netherlands and Flanders (NVAO), an independent and bi-national accreditation organization set up by the Flemish and Dutch governments. It provides an expert and objective judgment of the quality of higher education in Flanders and the Netherlands.

www.nvao.com

Quality Assurance page:
www.tilburguniversity.edu/education/program-quality-assurance

1.5.3 Alumni
After you graduate, you will become a member of the Tilburg University alumni network. Tilburg University is looking forward to staying in touch with you after you have obtained your degree.

During your studies, you will make friends for life. A bond worth cherishing. You will also form a bond with your teachers and fellow students. Through the alumni network, you will be able to stay in touch with them. But the alumni network of Tilburg University has more to offer you. It also opens up your network to other former Tilburg University students. A network of over 60,000 alumni (4000 of whom are international alumni), spread out
across the globe (104 countries). This network constitutes a rich variety of knowledge and expertise. Take advantage of this network and stay connected to other alumni and the university.

https://www.tilburguniversity.edu/alumni/services

1.6 Fraud

Fraud is defined as ‘a deliberate act of deception intended to gain an advantage’. In the context of studying, fraud covers a number of areas.

https://www.tilburguniversity.edu/students/studying/regulations/fraud

1.6.1 Cheating

Tilburg University’s definition of cheating is:

Any action (or lack of action) by an examinee that makes it impossible for his or her knowledge, insight and skills to be judged properly.

- Tilburg University regards the following situations and types of conduct as examples of cheating:
  - Having texts, electronic apparatus, mobile phones, smart watches, or anything with comparable features or functions available for use in the examination, even though their use or consultation during examinations is absolutely forbidden.
  - Looking at other examinees’ work or exchanging information with other examinees in any way, either inside or outside the examination room at any time during the examination.
  - Pretending to be someone else during an examination or letting someone else replace the examination candidate.
  - Switching question papers or answer sheets, or exchanging them with someone else, prior to an examination, obtaining the examination questions, assignments or answers for oneself or for one or more other examination candidates.
  - Changing something after the examination paper has been handed in.
  - Borrowing facts, texts, reasoning, or ideas from someone else for a thesis or other assignment, without the proper acknowledgements as laid down in the generally accepted rules for academic work.
  - Manipulating or incorrectly presenting the results in a research project, including the thesis, in order to mislead.
  - Giving fellow students or examinees the chance to cheat, or encouraging them to do so.

1.6.2 Plagiarism

Tilburg University’s definition of plagiarism is:

Using parts of a text written by someone else, or the reasoning or ideas of others, for a thesis or other assignment, without due acknowledgement.

Students should supply their own, original work for all theses and assignments; this is the University’s standpoint on the matter. It should be possible to recognize that someone else’s work is being incorporated into one’s own assignments. This requires students to cite and to paraphrase in a particular way.

Citations

Students must always cite correctly. This means always indicating a word-for-word citation. Even citing just one line without acknowledging the source is an example of plagiarism.

Paraphrasing

When paraphrasing, students should indicate - by giving the relevant reference - which texts are being used as source material. It is permissible to indicate multiple paraphrases in a piece of text by means of a footnote, but if that is the case, the work is not original in nature and this will be reflected in the assessment of that assignment.

You can find the rules for correctly citing and paraphrasing at Tilburg University’s RefCite tool: http://itswww.uvt.nl/lis/es/refcite-uk/index.html.

1.6.3 Misrepresentation

If you deliberately misrepresent the conclusions, interpretations or positions of other authors, you are also guilty of fraud. The same is true if you manipulate or invent research data or represent it selectively, irresponsibly or incorrectly.

1.7 Technology and Communication

1.7.1 Wireless Internet Connection

As a student of Tilburg University you can access Tilburg University’s wireless network, which operates under the eduroam project. You can connect to eduroam virtually anywhere on campus as well as at some spots in the city center and other places worldwide.
To connect to eduroam you need to add ‘@uvt.nl’ to your regular username (u-number), and subsequently type your regular Tilburg University password. If you want to connect to the Tilburg University’s network from your home, you will be required to do it through a VPN connection: https://www.tilburguniversity.edu/students/it

1.7.2 Portals
Information about the study programs, courses, timetables, and exams can be found in the following places:

Student Portal
www.tilburguniversity.edu/students
The Student Portal is an important source of information for all students. Through the Student Portal you can find information on things like study facilities, OSIRIS Student, administrative issues, IT, tutors and coaches, and news and events.

Canvas
Since this academic year (2019-2020), Tilburg University will be using Canvas as the portal where you will find all relevant information regarding your courses. Information you may find include, but are not limited to: course information, announcements from lecturers, the course syllabus, assignments, modules to hand in assignments and your assigned groups as set by the lecturer.

Make sure you check this site regularly, as this is the most important site you will be using during your studies at Tilburg University https://canvas.uvt.nl

OSIRIS Student
https://osiris.uvt.nl
OSIRIS Student is Tilburg University’s Student Information System. Here you can check your study progress and results. You also use OSIRIS Student to register for courses.

My TimeTable
My TimeTable is Tilburg University’s schedule system. Here you can see your schedule. For more information about My TimeTable, please check the Student Portal. https://rooster.uvt.nl

Self Service Portal IT support
https://go.uvt.nl/ssp

In the service portal you find IT related Frequently Asked Questions. Additionally you can find current IT issues and you can report your own issues. You can login to the self service portal with your Tilburg University credentials.

1.7.3 Tilburg University Card
Your Tilburg University student card has your photograph, name, administration number (ANR), student number (SNR) and card number on it. The card is used to gain access to buildings including the Library and to borrow books from the Library. It may also be used as a form of identification during your exams. It is strongly recommended that you apply for your Tilburg University student card online as soon as possible at https://universitycard.uvt.nl. The first card will be given out for free, every other new card will cost €10,-

1.7.4 Paying on campus
Paying for food, drinks and printers is done in a variety of ways on campus. When going to any of the restaurants on campus will be able to pay either by cash or card. However, when using vending machines you will need a contactless Maestro/VPAY/Mastercard/VISA/American Express card in order to use them. If you want to pay for the printers, you will first need to top up your account online by using the Tilburg University Printing Portal. Printing portal: https://tiu.mycampusprint.nl/

1.7.5 Printing and Copying
The campus of Tilburg University hosts numerous multi-functional printers (MFP), with which you can print, copy and scan documents. Rememberer to top up your account first!

Using your Tilburg University Card
Go to the nearest MFP and enter your Tilburg University card. When a card is offered for the first time you must connect your card to your user name (for this you can follow the instructions on the printer screen). You can connect only one card per account.

• Printing: For printing, select your print jobs which you would like to print. Press print to start printing. In order to change printing in black-white or color, select the right setting on the printer itself.

• Copying: To copy you’ll first need to select the proper settings on the display of the printer. Consequently you must press the green button to confirm your copy job. When the copy job has finished the printer will ask you to withdraw the depreciable amount from your e-wallet. If
you neglect this, you cannot copy until you pay the amount due.

• Scanning: For scanning you must place the file on the document glass, choose scan and send on the right on the printer display. Select prstu010.campus.uvt.nl and press on the start button. Your file is now being scanned. When you have scanned all your files select Start sending. Your scans will be sent to your e-mail. Don’t forget to log out!

If not on campus
You can still send printing jobs when you are away from the Tilburg University campus. Use the online printing portal of Tilburg University or install the “TiU Internet Printer” via the printing portal.

Printing portal: https://tiu.mycampusprint.nl/

1.7.6 Tilburg University Apps

Google apps
You will receive a personal e-mail account from the University. You can access this e-mail by going to the Student Portal and clicking on ‘Google Mail’. In addition, you can access this e-mail by going to www.gmail.com. This mailbox is a Google Mailbox. In addition to your University e-mail account, you have access to Google apps like Google Calendar and Google Drive as part of Google Mailbox. www.tilburguniversity.edu/students/it/google-apps

iStudent TiU app
iStudent TiU is an application for Tilburg University students. The application offers a number of student services conveniently grouped and developed specifically for use on your mobile device. You can easily rearrange the layout of the menu and remove items from the list to build a personalized application. Once loaded, most items are available for offline reading when an internet connection is not available. Prospective Tilburg University Students can register as guest, to fully experience all services provided.

Canvas App
With the Canvas App you can check your latest information regarding your courses. Make sure to enable push messages on your phone to make sure that you keep up with the latest announcements and assignments.

OSIRIS App
On the OSIRIS App you can check your latest study results and most up to date timetable.
1.7.7 Online Enrollment for Courses and Exams
You will need to enroll for courses, workgroups and written exams. Instructions on how to enroll for courses, workgroups and written exams can be found at www.tilburguniversity.edu/enrollment-instructions.

Do mind that you always have to register yourself (on-time) for written examinations.

1.8 Studying in the Netherlands

1.8.1 Study Culture Shock
For some first-year Bachelor’s students it may take a bit of time to get used to studying at a University because of the difference between studying in high school and studying at a University. Examples of differences you might encounter are:

- As a university student, you are expected to take on a lot more responsibility.
- You are responsible for managing and structuring your own time and you have to motivate yourself to study.
- You will be expected to do your own research and formulate your own opinions.
- You must ask for help if you need it; help is available but you must take the initiative to ask for help.

This might sound rather daunting, but it is all part of your academic as well as your personal development. And, remember, your classmates will be going through exactly the same thing, so you can talk about it together!

1.8.2 Code of Conduct
Tilburg University’s Code of Conduct defines the guiding values for those who work and study at Tilburg University. Providing a framework for reflection on the University’s principles, the Code includes rules governing the conduct of staff and students and as such lays the foundation for debate concerning staff and student behavior.

We strongly recommend that you read the Code of Conduct of Tilburg University at www.tilburguniversity.edu/conduct-integrity so that you are fully aware of your rights and responsibilities as a student at Tilburg University.

1.8.3 Personal Conduct as a Student in an Intercultural Environment
As a student of Tilburg University you are required to conduct yourself properly, which means:

- Carrying out your studies and duties adequately, carefully, and reliably
- Showing integrity in your actions and behavior and be trustworthy
- Respecting the values and freedom of others and refrain from causing them any harm
- Actively participating in lectures and secondary activities to enhance and extended your competencies

Since Tilburg University has a diverse student population, you will be working alongside students from all over the world. The intercultural classroom concept requires all students to be open to the opportunities offered by diversity and to respect other people’s opinions and values. Intercultural classrooms present opportunities as well as challenges. In order to succeed in group work and assignments, you will need to work together with people from different cultures. All have different working mentalities, styles, and values. You will be required to adapt to your teammates and combine your strengths to succeed at a given task. However, these challenges also present you with enormous opportunities and benefits. Not only will you learn how to work with people from around the world; you will also learn from them, discover new ways of thinking and working, and broaden your horizons.

1.8.4 The Student-Lecturer Relationship
In the Netherlands, relations between lecturers and students are fairly informal. If you have any questions during a lecture or tutorial concerning the learning content then do not hesitate to ask during the class. If you want the lecturer to explain something concerning the content of the course in more detail, you can make an appointment with them. You will always need an appointment if you want to ask them something outside classroom hours!

Lecturers only deal with the content of a course, so for personal issues, problems with the program, course schedules, or the planning of the exams, you do not go to the lecturer. For all these matters, you go to your Education Coordinator instead. If you do not feel comfortable going to your Education Coordinator with a personal issue and you wish to speak to someone else inside the University, there are other persons that you can see. You can make an appointment with the Dean of Students, for instance.
2 Becoming active

2.1 Events on Campus

There are many events organized on campus, both by Tilburg University and other parties. Most of these events are open to students.

A complete list of events organized by or jointly with Tilburg University can be found in the events calendar for each month: www.tilburguniversity.edu/current/events.

2.2 Studying Abroad

Studying at one of our partner universities abroad offers you an opportunity to learn about your specialization from a different perspective and helps you improve your language proficiency. Tilburg University has connections with many Universities inside and outside Europe. A period of study abroad will also offer you a unique chance to meet people from all over the world and develop your intercultural communication skills. In an increasingly globalized world, these skills are indispensable for students planning an international career.

Almost all Bachelor’s students can participate in an exchange program without falling behind in their studies. If a semester abroad is not integrated into your program (if you are doing a Master’s program, for instance), you are still allowed to go on exchange, but chances are that you will incur study delays as a result. If you are thinking about going on exchange, discuss this with your Education Coordinator, and look carefully at your study plan. Students who want to go on exchange in their third year should apply for this in their second year of study. Before you are allowed to apply for an exchange, you will need to have obtained a certain number of ECTS. Thus, for example, as a second year student you need to have obtained 60 ECTS. This is something to pay attention to right from the start, already in your first year.

Besides showing enthusiasm, there are a number of requirements you will have to meet before you can go abroad. Some of our partner universities require a certain grade, or a proof of language proficiency for instance. www.tilburguniversity.edu/studyabroad
2.3 Language Center

The Language Center at Tilburg University provides a wide range of services. They offer languages courses to Tilburg University students. Interested parties not affiliated to the university are also welcome to take courses. The Language Center currently offers courses in Arabic, Chinese, Dutch, English, French, German, Italian, Portuguese, Russian and Spanish. Tilburg University offers its students the opportunity to take language courses free of charge. If you are enrolled at Tilburg University and pay tuition, this means you will have received twelve electronic language vouchers at the beginning of your course of study. Exchange students and Pre-Master’s students also receive twelve language vouchers. You can use these vouchers to take language courses at the Language Center. Each voucher is generally worth 1 ECTS. Most courses have a study load of 6 ECTS. This means you can take at least two languages courses for free!

The Language Center also organizes Language Cafés. Are you interested in foreign languages? Do you want to learn all about other countries and cultures in an informal way? Are you planning on studying abroad? Or maybe you want to meet Dutch students and learn their language? This is your chance!

Each semester, there will be two or three a Language Cafés. For every language there are native speakers present (English, German, Dutch, French, Spanish, Chinese, Italian and Portuguese). They cannot wait to tell you all about their language, their country and their culture. The Language Café is a perfect opportunity to practice your language skills or to just meet new and interesting people! The Language Café is open to all students and staff.

2.4 Study Associations

Tilburg University has various study-related associations that organize both social and professional events. These study associations are program-specific.

2.4.1 Tilburg School of Economics and Management

Faculty Association Asset is the umbrella association for all Economics students of Tilburg University. It offers both social and career events, such as the Tilburg Economic Business Weeks, the Asset In-house Days, and the Asset Conference. Furthermore, Asset consists of seven departments that each offer services for their specific programs.

Students of Fiscal Economics can join ‘De Smeetskring’, which is the student association for Tax Law and Fiscal Economics students.

MAK mentorship system supports prospective and current students at TiSEM in their personal and academic development, within the scope of their programs.

2.4.2 Tilburg Law School

For Law students, the Magister study association offers study-related social activities that focus on criminal law, civil law, law and management, law and technology, and international and European law. Magister publishes the School magazine four times a year, and offers a 10% discount on books. The student council is also a part of Magister.

Tilburg tax consultant association De Smeetskring is the study association for Tax Law students at Tilburg Law School and Fiscal Economics students at TiSEM.

A third study association for TLS students is ELSA. ELSA is short for European Law Students’ Association: a study association for law students that operates throughout Europe.

2.4.3 Tilburg School of Social and Behavioral Sciences

Every Tilburg School of Social and Behavioral Sciences program has its own study association. These associations are managed entirely by students and are meant to make student life both congenial (get-togethers, parties, study tours) and challenging (symposia, congresses). Tilburg School of Social and Behavioral Sciences has the following study associations:

- Complex (Psychology)
- Input (Human Resource Studies)
- Polis (Organization Studies and Global Management of Social Issues)
- Versot (Sociology)

2.4.4 Tilburg School of Humanities and Digital Sciences

The Tilburg School of Humanities and Digital Sciences has five study associations, each of which is linked to a particular program. The four associations are:

- Animo (Culture Studies)
- Extra Muros (Liberal Arts & Sciences)
- Flow (Communication and Information Sciences)
- Sapientia Ludenda (Philosophy)
- D.S.A. Pattern (Data Science)
2.4.5 Tilburg School of Catholic Theology
The study association for students of the Tilburg School of Catholic Theology is called Ad Interim and is located in Utrecht.

2.5 Student Associations

Besides the study associations, which are related to Schools or study programs, Tilburg University is also home to a whole range of broader student associations and societies. They are a great way to meet like-minded students and make friends. There are organizations for arts and culture, sports, student politics and philosophy as well as study-related associations. You will also find organizations aimed specifically at international students, organizing all kinds of social activities. We believe that student associations provide the ideal opportunity for every student to develop non-academic skills and talents.

There are four main student associations in Tilburg:
- I*ESN’s goal is to enrich student life in Tilburg through a platform for internationalization and integration. Simply put, I*ESN aims to help all students in Tilburg have a fantastic time.
- T.S.C. St. Olof is Tilburg’s most traditional student association. Olof is also the oldest and most active student association in Tilburg.
- T.S.R. Vidar is characterized by the combination of rowing (also at a very high level) and partying.
- T.S.V. Plato is an approachable student association, characterized by big parties and enjoyable drinks.

Besides these four student associations, Tilburg University has a diverse range of organizations focusing on sports, culture, internationalization, religion, etc. Whatever your interests may be, there will always be an organization that can offer you an opportunity to further develop yourself. More information on these organizations can be found at: https://www.tilburguniversity.edu/students/studying/studentlife/student-associations

2.6 Talent Programs

For students who like an extra challenge in addition to their studies, the University has several extra-curricular excellence programs that allow you to further develop yourself. Below you can find the programs the University has to offer you.

2.6.1 Tilburg University Outreaching Honors Program
The Outreaching Honors program is currently undergoing a redesign in The Outreaching Honors Program provides educational and experiential opportunities by offering you a number of ambitious modules, challenging you to reflect on yourself and to prepare you for a responsible role in future society.

The Outreaching Honors Program is open to selected Tilburg University students of all study levels (after completion of the first year), nationalities, and study backgrounds. It has a duration of one academic year and is fully taught in English.
www.tilburguniversity.edu/outreaching

2.6.2 Discourses on Europe/Honors Program
Always wanted to know the insides of the EU? Convinced that you have a solution to the eurocrisis? Greece in and we out – what about solidarity? Here is the program that takes you further and makes you think critically about Europe and its future.

The European Honors Program offers students the opportunity to develop a critical understanding of European topics through interdisciplinary study. The Program aims to equip students with an awareness of the richness of European cultures, societies, economies, and traditions that is fundamental to understanding Europe, as well as other parts of the world.

The four courses present lecturers from three Schools: the School of Humanities and Digital Sciences, the School of Economics and Management, and the School of Social and Behavioral Sciences.
https://www.tilburguniversity.edu/students/studying/additional-education/honorsprogram

2.6.3 Top Class Law (for Students of Tilburg Law School only)
Tilburg Law School offers students who have attained excellent results in their first year of study a chance to participate in the Top Class program in their second and third years. The program consists of seven extra courses in addition to the regular Bachelor’s program. These courses have been especially developed for talented students who enjoy a challenging academic program.

Inspiring subjects linked to small-scale and interactive forms of education provide students with an excellent opportunity to increase their knowledge and further their intellectual development. The program
adds an extra dimension to the law educational program as the subject matter goes beyond the prevailing law course components.

www.tilburguniversity.edu/topclass

2.6.4 TSB Excellence Program (for Students of Tilburg School of Social and Behavioral Sciences only)
The Excellence Program of Tilburg School of Social and Behavioral Sciences is meant for motivated Bachelor’s students of this School who have done exceptionally well in their first year. As part of this program, you can take additional classes in the field of social and behavioral sciences, extending your knowledge and insight and developing your intellectual talents to the fullest.

The Excellence Program is an intensive, activating, and interdisciplinary English-language program consisting of four courses in addition to the regular curriculum, spread over the four semesters of the second and third Bachelor’s years.

www.tilburguniversity.edu/excellence

2.7 Co-determination

Would you like to have a say in the governance and policies of Tilburg University? The right to participate in decision-making is an important democratic right. You can co-decide and advise at various levels (program, School, university, and national level), on all matters regarding the curriculum and the organization of Tilburg University. Taking part in these decision-making processes can be a great learning experience.
2.7.1 Sounding Board
Almost every program has its own Sounding Board. The Sounding Board consists of several students who meet regularly to evaluate the courses, lectures, instruction sessions, examinations, and the literature. The Program Director subsequently discusses these evaluations with the lecturers and course coordinators. If you want to be on the Sounding Board, contact the Program Director of your study program. Not every program and School has the same methods of involving students in feedback sessions. For more information on how to become involved, please contact your Program Director.

2.7.2 Education Committees
The Education Committees control the activities and plans of the Program Directors. These committees consist of staff members as well as student members. They offer advice – solicited and unsolicited – to the Vice-Dean for Education. They also advise the School Council on the Teaching and Examination Regulations. Input from the student members in this process is very important and highly appreciated.

2.7.3 Faculty Council
Every School in the University has its own Faculty Council, which represents students, lecturers and support staff. The Faculty Councils take decisions on educational, research-related, strategic, and financial issues.

2.7.4 University Council
The University Council is the central representative advisory body. Its student members are united in the parties SAM and Front. The University Council consults with the Executive Board on a regular basis and has considerable influence on strategic policy, organization, management and budgets. The Council advises, or votes, on proposals that concern the whole University and addresses various issues, such as the internationalization of the campus, the expansion of the network, and budgetary implications. The council also allocates funding, holds discussions on general education and student concerns, and co-determines future policy.

www.fractiesam.nl
www.fractiefront.nl

2.7.5 National participation
The Interstedelijk Studenten Overleg (ISO) represents all students from Dutch research universities and universities of applied sciences. The Dutch Student Union (LSVb) also represents students in the Netherlands.

www.dutchstudentunion.nl
www.iso.nl

2.8 Career Preparation

2.8.1 Student Career Center
The Student Career Center offers a wide range of information about applying for jobs and about the labor market, enabling you to get a clear and realistic picture of your options and opportunities. It offers you the opportunity to improve your job application and communication skills and to obtain insight into who you are, what you want, and what you can do. As a student, you can make use of a range of career services:

- You can take part in workshops and training courses
- You can join career events and meet companies on campus
- Study-choice and career advisors offer individual study-choice and career guidance
- You can make use of the Career Mentor Program to get in touch with alumni to learn about future career options and develop professional and networking skills

www.tilburguniversity.edu/careercenter

2.8.2 Internships
Internships are periods of supervised practical training. This can take different forms, depending on the program of study, but may involve working at a company to carry out a particular project or working in an academic institution carrying out research. Internships may be required for some programs and, if so, this will be indicated in the Course Catalog (https://catalogus.tilburguniversity.edu). If internships are part of your program, you will be given further details about them in the course of your studies.

Even when they are not part of your program, internships offer excellent opportunities for getting acquainted with the job market. Many students combine an internship with a Master’s thesis and carry out their research at the host company. There are many ways of arranging internships during your Bachelor’s and Master’s programs. The following organizations can help you with this:

AIESEC
AIESEC is the largest international student organization worldwide and currently operates in more than 110 countries. Over 55,000 students at more than 1,700 universities around the world are represented by AIESEC. AIESEC’s mission is to encourage global cooperation and cultural understanding through international exchange.

www.aiesec.nl
2. Becoming active

Integrand
Integrand is a national non-profit organization that mediates between University students and business/government agencies for work assignments and internships. There is an Integrand office in every University city in the Netherlands, and there are opportunities in every discipline. Every year, Integrand successfully matches some 600 students with a range of organizations. With a database of 40,000 companies and 12,000 students, Integrand is the largest mediator for University students in search of practical experience.
www.integrand.nl

Permit Rules for Internships for non-EEA students
If you are studying at a Dutch institution and you need to do an internship as part of your study program, you do not need a work permit. You, your Dutch institution and your employer will need to sign an internship agreement.
www.studyinholland.nl/practical-matters/working-while-studying

2.8.3 Entrepreneurship
The University encourages entrepreneurship among students as well as staff in different ways. The following organizations can help you set up your own company.

Starterslift
Starterslift supports Tilburg University students with promising business concepts. Starterslift project managers are experienced entrepreneurs who will contribute actively to the realization of your plans. Together, you can determine the next step with regard to your product, market or enterprise. Starterslift can help you with housing, finance and many other matters. You will also get access to a unique network of coaches and to on-the-job training.
www.starterslift.nl

Tilburg Center of Entrepreneurship
Tilburg Center of Entrepreneurship (TCE) is focused on creating an entrepreneurial mindset among students by offering a varied, interesting, and up-to-date program for students. TCE aims to create not only academic but also practical insight, among other things through skills training. TCE wants to inspire and educate young academics in entrepreneurship (start-ups) as well as corporate entrepreneurship.
The Tilburg Center of Entrepreneurship offers a Bachelor’s minor open to all 3rd-year Bachelor’s students:
• Prepares you to either start-up your own business or bring entrepreneurial thinking to established companies.
• Combines inspiring lectures and case studies with online and offline skills training sessions.
• Gets you an ‘Entrepreneurship’ certificate.
www.tilburguniversity.edu/tce

Academic Business Club
The Academic Business Club (ABC) is a network platform for young, enthusiastic, enterprising students who would like to come into contact with others and share ideas on entrepreneurship. You can use ABC to come into contact with other budding entrepreneurs and learn from their visions, ideas and experiences. Presentations by enterprising students, speakers from the business community, (in)formal drinks, brainstorming sessions and network meetings will give you plenty of opportunities to tackle problems, to ask questions and develop your ideas.
www.academicbusinessclub.nl
3 Living and working in Tilburg

3.1 Emergency (preparations)

3.1.1 How to Prepare for a Possible Emergency

- As required by Dutch law, always carry some form of identification with you (ID card or passport). If you lose your ID, please report this at the nearest police station.
- Make sure that your family knows how and where to reach you in the Netherlands. Give them full details about your travel arrangements and keep in regular contact with them.
- If an emergency arises, contact your family as soon as possible; if you cannot reach them, record a voicemail on your cell phone informing them that you are okay and that you will contact them as soon as possible.
- Check your insurance and include the emergency number in the contacts on your cell phone.
- Make sure Tilburg University always has your current address and knows who to contact in case of an emergency by keeping your details up-to-date in your Studielink account.

3.1.2 What to Do in Case of an Emergency

Dutch emergency services

The Dutch emergency services number is 112. Please do not call the emergency number unless there is a real emergency (a life-threatening event). In case of an emergency, take the following steps:

- Call 112
- State where help is needed
- State what kind of help is needed: police, ambulance, or fire brigade
- You will be connected with the service nearest to you and you can report what happened and where
- Do not terminate the call until you are told to do so.

For non-emergency police assistance anywhere in the Netherlands, please dial +31 900 8844. You will be connected to the nearest police station.

On campus

In case of a life threatening emergency on campus, call Campus Security on 013-466 2525.
If you are in a class room or hallway, you can pick up any wall phone and dial 2525.

Calmly state in which building and room you are and what kind of help is needed; police, ambulance or fire brigade. They will alert these services and also come to you. Please follow their instructions carefully.

International Office Emergency Contact Information
The staff of the International Office is here to support you in your experience abroad and is available for you to talk to if you have any questions or concerns. They are also available for assistance if an emergency situation arises. Please use the following numbers to contact them by phone:

- **International Office:** +31 13 466 4657
  (Mondays - Fridays 8.30 a.m. - 5.00 p.m.)
- **Contact Number outside office hours:** +31 13 466 3000
  (This is the number of Tilburg University Campus Security, which is available 24 hours a day; they will contact a staff member of the International Office if necessary)

When you call, first ask the name of the person to whom you are speaking, then give that person the following information (please try to speak slowly and clearly):

- Your name
- Your location (including the name of the country, city and location within the city)
- A brief explanation of the problem, the type of help you are requesting and how we can contact you (telephone number including the country code or e-mail address)

3.1.3 Air Raid System
Every first Monday of the month at noon sharp, the Dutch Air Raid System is tested. The Air Raid System is a general emergency alert system siren that can be heard all over the city and that is used as a warning when a dangerous situation has arisen.

When the Air Raid system sounds on the first Monday of the month at noon you can be sure that it is a drill, and you do not need to take action. When the Air Raid system is sounded outside of the testing times, you should go inside and close all windows and doors. Check your phone, turn on a radio or a television, or go to the internet for more information on the situation.

3.1.4 NL-Alert
Relatively new is the NL-Alert system which provides real-time information on emergencies in your neighbourhood. The system will send a notification directly to your phone, accompanied with an audible warning. Please check if you have configured your phone to receive these notifications. For Apple iPhone users it will be listed under notifications as “Government Alerts”. For Android users, if not already automatically configured, it will (usually) be listed as “Extreme Threats” or “Cell Broadcast” (make sure to select channel 919).

3.2 Dutch Culture

3.2.1 Dutch Culture & Lifestyle
The Netherlands literally means ‘the low countries’, which is a perfect description of this relatively small country by the North Sea. The Netherlands being almost totally flat and having many designated cycle paths make it an ideal country for cycling. As a result, the Dutch are inseparable from their bicycles, and bikes and cycling are a typical and integral part of Dutch culture, with as many as 18 million bikes for 17 million inhabitants. The Netherlands is an open, tolerant, and pragmatic nation and is considered one of the most secular nations in Europe, although some regions are very religious. The Netherlands is a country of diversity and heterogeneity, with more than 150 different nationalities, and about 19% of the population consisting of ethnic minorities. International students will not have any problems communicating with Dutch people as almost everyone speaks English. The Netherlands is a very vibrant and diverse country. A mixture of various cultures and people gives the Netherlands its unique look and guarantees unforgettable experiences.

3.2.2 Dutch Values and Beliefs
Generally speaking, Dutch values include:

Equality: Equality of all human beings, regardless of differences in race, status, religion, gender, or age. Dutch society and organizations, including educational institutions, are not very hierarchical. There is little distance between lecturers and students; the only relevant differences relate to their respective roles as lecturer or student and to the difference in expertise.

Relative lack of competition: Since everyone has the same rights and equal chances, including access to higher education, the level of competition between students is relatively low.
RULES ARE RULES: DUTCH SOCIETY RUNS ON RULES. EXCEPTIONS TO THE RULES, PARTICULARLY FOR INDIVIDUALS, ARE VERY RARE. FOR THE DUTCH, RULES ARE THERE TO GUARANTEE FAIR AND EQUAL TREATMENT FOR ALL.

PERSONAL OPINIONS: CHILDREN ARE ENCOURAGED TO DEVELOP THEIR OWN OPINIONS AND IDEAS AT A VERY YOUNG AGE AND TO TAKE A CRITICAL VIEW OF THINGS. IN OTHER CULTURES, STUDENTS MAY HAVE TO MASTER EXISTING KNOWLEDGE BEFORE THEIR OWN OPINION IS APPRECIATED.

ALTHOUGH POLIENESS IS IMPORTANT, SAYING WHAT YOU REALLY THINK IS HIGHLY VALUED. THIS HONESTY MIGHT SOMETIMES BE INTERPRETED AS BLUNT AND RUE, BUT QUITE THE OPPOSITE IS TRUE. BEING ABLE TO ACCEPT THE ‘HONEST’ OPINIONS AND CRITICISM OF OTHERS IS SOMETHING THAT CHILDREN START TO LEARN AT AN EARLY AGE IN THE NETHERLANDS.

INDEPENDENCE: DUTCH SOCIETY IS INDIVIDUALISTIC. THE NUCLEAR FAMILY (PARENTS AND CHILDREN) IS THE MAIN SOCIAL UNIT. THE LEVEL OF RESPONSIBILITY FELT FOR OTHER GROUPS, INCLUDING EXTENDED FAMILIES, IS RELATIVELY LOW. PEOPLE ARE RESPONSIBLE FOR THEIR OWN LIVES AND MAKE THEIR OWN CHOICES. THIS IS ALSO EXPECTED IN HIGHER EDUCATION: STUDENTS ARE EXPECTED TO STUDY INDEPENDENTLY AND TO TAKE CARE OF THEMSELVES.

ACTIVE LEARNING: THE DUTCH BELIEVE THAT ACTIVE LEARNING IS BEST. SELECTIVE AND CRITICAL READING METHODS ARE STIMULATED, AS IS ACTIVE PARTICIPATION IN CLASS. PRACTICE AND APPLICATION ARE REQUIRED TO COMPLETE THE LEARNING PROCESS.

3.2.3 FESTIVITIES & LEISURE
DUTCH PEOPLE LOVE TO CELEBRATE AND THEY KNOW HOW TO DO IT, ESPECIALLY IN THE PROVINCE OF BRABANT WHERE TILBURG IS LOCATED. ON SUNNY DAYS, YOU CAN HARDLY FIND ANY FREE TABLES OR CHAIRS ON THE SIDEWALK CAFÉS, AND IN THE EVENINGS, BARS ARE CROWDED WITH PEOPLE OF ALL AGES.

CARNIVAL, ORIGINALLY A RELIGIOUS FESTIVAL, IS CELEBRATED MOSTLY IN THE CATHOLIC SOUTH OF THE COUNTRY AT THE END OF FEBRUARY/BEGINNING OF MARCH. IT IS A FIVE-DAY-LONG CELEBRATION WITH AN OUTSTANDING ATMOSPHERE AND BEAUTIFUL – IF SOMETIMES STRANGE – COSTUMES.

KING’S DAY (‘KONINGS Dag’ IN DUTCH) IS THE OFFICIAL BIRTHDAY OF KING WILLEM-AXELERAND AND IT IS RECOMMENDED FOR BEING ONE OF THE BIGGEST AND MOST COLORFUL FESTIVITIES IN THE NETHERLANDS. IT IS AN ABSOLUTELY ‘ORANGE DAY’. MANY PEOPLE WEAR SOMETHING ORANGE TO HONOR THE ROYAL HOUSE OF ORANGE AND IN MANY PLACES PEOPLE ARE ALLOWED TO SELL WHATEVER THEY WANT ON THE STREETS DURING AN EVENT KNOWN AS A ‘VRIJMARKT’ (FREE MARKET), THE MOST FAMOUS IS THE ONE IN AMSTERDAM. KING’S DAY IS CELEBRATED ON APRIL 27TH.

3.2.4 WHAT DO THE DUTCH EAT?
TRADITIONALLY, A DUTCH MEAL CONSISTS SIMPLY OF BOILED POTATOES, MEAT AND VEGETABLES. HOWEVER, BECAUSE OF OUR MULTICULTURAL SOCIETY, DUTCH CUISINE HAS EXPANDED TO INCLUDE RECIPES FROM ALL AROUND THE WORLD. HISTORICAL TIES WITH INDONESIA, SURINAME AND THE ANTILLEAN ISLANDS, HAVE INTRODUCED THE INDONESIAN AND CARIBBEAN KITCHEN TO THE NETHERLANDS, AND FRENCH AND ITALIAN MEALS ARE PART OF EVERY DUTCH PERSON’S DIET.


3.3 TILBURG
3.3.1 TILBURG, A THRIVING UNIVERSITY CITY
LARGE ENOUGH TO FIND PLENTY OF THINGS TO DO, BUT STILL SMALL ENOUGH TO RUN INTO PEOPLE YOU KNOW, TILBURG IS A REAL STUDENT CITY. TILBURG IS THE NETHERLANDS’ SIXTH LARGEST CITY, AND HAS A POPULATION OF OVER 200,000. IT IS LOCATED IN THE SOUTH OF THE NETHERLANDS, JUST TEN KILOMETERS FROM THE BELGIAN BORDER, AND A SHORT DISTANCE FROM AMSTERDAM, BRUSSELS, LONDON OR BERLIN. IT IS EASY TO SEE WHY SO MANY INTERNATIONAL AND DUTCH STUDENTS CHOOSE TO COME TO TILBURG FOR THEIR DEGREE. WITH THREE UNIVERSITIES AND THE ONLY ROCK ACADEMY IN EUROPE, TILBURG IS A LIVELY UNIVERSITY CITY, WITH NO LESS THAN 27,000 STUDENTS LIVING AND STUDYING HERE. THIS MEANS THAT ONE IN EVERY 7 OR 8 CITIZENS IS A STUDENT, JUST LIKE YOU!

TILBURG UNIVERSITY HAS A RICH STUDENT LIFE WITH OVER 50 STUDENT ORGANIZATIONS, EXCELLENT SPORTS FACILITIES AND A LARGE NUMBER OF PUBS AND BARS. ON A CULTURAL LEVEL, TILBURG HAS CINEMAS, MUSEUMS, AND CONCERT HALLS. COMBINED WITH THE NUMEROUS EVENTS ORGANIZED BY AND WITHIN THE (STUDENT) COMMUNITY, SUCH AS FESTIVALS, EXHIBITIONS AND CONFERENCES, THIS ENSURES THAT TILBURG HAS SOMETHING TO OFFER FOR EVERYONE!

WWW.INYOURPOCKET.COM/TILBURG

3.3.2 SHOPPING IN TILBURG
TILBURG’S MAIN SHOPPING STREET IS THE HEUVELTRAAT. THE LATEST DEVELOPMENT IS THE PIETER VREEDEPLEIN, A STYLISH SHOPPING SQUARE IN THE MIDDLE OF TOWN. CLOSER TO THE UNIVERSITY, YOU WILL FIND THE WESTERMARKT SHOPPING CENTER.
Most supermarkets have extended opening hours (often till 9 or 10 in the evening)! For household products, you can go to Blokker, Action and HEMA stores, located in the city center and specializing in products, clothes, and home utensils for everyday use. In most shops in the Netherlands you can only pay cash or use debit cards; in some you can only use debit cards. Credit cards are rarely accepted here.

Several times a week there are markets in different areas of Tilburg, were you can buy organic products, vegetables, fruit, cheese, flowers and many other commodities. These markets are also the perfect place to try two typical Dutch delicacies: herring (‘haring’) & stroopwafels.

3.3.3 Going out in Tilburg
Tilburg has plenty to offer when it comes to going out.

Restaurants
There are many restaurants in the Tilburg city center. Some of them offer student discounts, or special deals for students on certain days of the week. Popular restaurants amongst students include: Happy Italy, Studio, and Havana.

Nightlife
Tilburg offers a lot of opportunities to go out at night. One of the most popular places to go to amongst internationals is Carpe Noctem. This bar is owned by international student association I*ESN. The other big student associations also host open parties from time to time, which are accessible to all students (so called ‘open feest’ parties). Other popular bars and pubs include Brandpunt, Bolle, and Club Philip. Tilburg’s 013 is one of the Netherlands largest (pop)music venues hosting concerts with famous international acts.

Events
In Tilburg, there are many events organized throughout the year. Some examples are: Tilburg Fair, Festival Mundial, the Tilburg Ten Miles, and Festival Incubate.

3.3.4 Places of Worship
In the Netherlands about 31% of the population practices Roman Catholicism, 20% are practicing Protestants and 6% are Muslims. About 2.5% have another belief system and 41% claim to practice no religion or to have no specific belief system.
3.3 Mosques

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>El-Feth Moskee</td>
<td>Academielaan 9, 5037 ET Tilburg</td>
<td>013 - 46 00 7 69</td>
<td><a href="http://www.el-feth.nl">www.el-feth.nl</a></td>
</tr>
<tr>
<td>Süleymaniye Mosque</td>
<td>Wandelboslaan 2</td>
<td>013 - 53 50 3 92</td>
<td></td>
</tr>
</tbody>
</table>

3.4 Synagogue

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>E-mail</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liberal Jewish Community Brabant</td>
<td>Willem II straat 20, 5038 BG Tilburg</td>
<td>06 - 128 196 69</td>
<td><a href="mailto:secretaris@ljgbrabant.nl">secretaris@ljgbrabant.nl</a></td>
<td><a href="http://www.ljgbrabant.nl">www.ljgbrabant.nl</a></td>
</tr>
</tbody>
</table>

3.5 Buddhist Temple

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Telephone</th>
<th>E-mail</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stichting Inzicht &amp; Bevrijding</td>
<td>Auteurslaan 176, 5044 MD Tilburg</td>
<td>013 - 46 31 847</td>
<td><a href="mailto:doshin@planet.nl">doshin@planet.nl</a></td>
<td><a href="http://www.inzichtenbevrijding.nl">www.inzichtenbevrijding.nl</a></td>
</tr>
</tbody>
</table>

3.6 Orthodox churches

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orthodoxe Parochie van de Heilige Porfyrios</td>
<td>Bredaseweg 568, 5036NB Tilburg</td>
<td>Services are held every Sunday at 10 am.</td>
</tr>
</tbody>
</table>

3.4 Apps for Surviving the Netherlands

Below is an overview of the most essential apps you can use while living in the Netherlands.

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whatsapp</td>
<td>A mobile messaging app which allows you to exchange messages without having to pay for SMS</td>
</tr>
<tr>
<td>Buienalarm</td>
<td>The weather in the Netherlands can be unpredictable. Buienalarm warns you for approaching rain, based on your location. So you always know when you should take an umbrella and when you can leave it at home.</td>
</tr>
<tr>
<td>NS (Journey Planner)</td>
<td>Nederlandse Spoorwegen (NS) is the name of the Dutch railway company. This app provides you with up-to-date information on your train journey in the Netherlands and in the rest of Europe. You get a reminder before departure, you are informed about any transfers you need to make and you get an alert before arrival. In addition, you receive additional information about train breakdowns and work on the railways.</td>
</tr>
<tr>
<td>9292OV</td>
<td>A daily source of travel information for all public transportation in the Netherlands.</td>
</tr>
<tr>
<td>ABN AMRO mobile banking</td>
<td>It is really easy to check your balance on your smartphone or tablet with the Mobile Banking app. Make banking even more personal by adding images and text to your accounts.</td>
</tr>
<tr>
<td>Duolingo</td>
<td>With Duolingo, you learn a language completely for free. You have fun while you learn, levelling up and competing with friends.</td>
</tr>
</tbody>
</table>

3.5 Transportation

3.5.1 Public Transportation

Getting around in the Netherlands is easy because of our excellent public transportation system. The city of Tilburg has an extensive bus network, as well as three train stations: Tilburg Centraal Station, Tilburg Universiteit, and Tilburg Reeshof. All main cities in the Netherlands can be reached by train very quickly. To travel in the Netherlands, you need an OV-Chipkaart, which also allows you to purchase all kinds of discount products. For more informa-
3. Living and working in Tilburg

3.5 Traffic

3.5.2 Traffic Rules
In the Netherlands, cycling is an integral part of daily life. The Netherlands has a little over 17 million inhabitants, some 12 million of whom own a bicycle. The Dutch use bicycles as a means of transportation rather than just for recreation. They use their bikes for daily shopping and to commute to work. The temperate climate, the short distances, and the predominantly flat country all serve to make bicycles a logical means of transport. Add this to the beautiful scenery and about 15,000 kilometers (9,300 miles) of specially designated bicycle paths and routes and you will understand why cycling is not only practical, but also very enjoyable.

Some rules for riding your bicycle:
- Always cycle on the right side of the road. While sometimes Dutchies cycle on the wrong (left) side of the road, doing this is dangerous.
- Give way to all traffic approaching from the right, unless signposts state otherwise.
- By Dutch law effective from July 2019 cycling while using a mobile phone is illegal.
- Cycling side by side (2 persons max.) is only allowed if other traffic is not inconvenienced.
- Lights are compulsory after sunset. Not using them may result in a fine.
- Cyclists are not allowed on motorways.
- Indicate your intention to change direction using hand signals.

For more information about Dutch traffic rules, please visit:

3.6 Financial Matters

3.6.1 Bank Account Information
In order to assist you with opening a Dutch bank account, Tilburg University has made an arrangement with ABN AMRO Bank, which is one of the most popular banks in the Netherlands and has a branch conveniently located in the Tilburg city center. International students can open an ABN AMRO International Student Account. The ABN AMRO debit card can be used in every store in the Netherlands and also on the University campus. For a monthly fee, you will receive a bank account, a debit card, and access to Internet Banking and Mobile Banking. Unfortunately it is not possible for International Students to apply for a Credit Card. More information on the procedures involved in opening a bank account can be found at: https://www.tilburguniversity.edu/education/practicalissues/afterarrival/moneymatters

3.7 Housing

3.7.1 Accommodation
Although Tilburg University does not offer student accommodation, we will do our utmost to assist you. The university has compiled some helpful information on privately rented accommodation, which you can find at:
https://www.tilburguniversity.edu/education/practicalissues/beforearrival/accommodation

Here you can also find a list of recommended websites that can help you find accommodation. Please be aware that searching for an accommodation that suits your wishes can take a while, to avoid any stress we recommend you to start as soon as possible. If you need any help, please do not hesitate to send your question to studenthousing@tilburguniversity.edu.

3.7.2 Tenant Rights
We advise you to familiarize yourself with your rights and duties as a tenant. The Dutch Student Union, for and by students, provides information on these issues. You can find them at www.dutchstudentunion.nl.

3.7.3 Municipality Registration
When you move to the Netherlands, you will have to register with the municipality as a new resident of the city where you are living if:
- you are staying in the Netherlands for more than 4 months. Note that Tilburg University has a special arrangement with the city of Tilburg. If you are an exchange student staying for one semester and living in Tilburg, you do not need to register as a new resident even though your stay exceeds the 4 months.
- you are a student requesting a residence permit through the Working Holiday Scheme or the Working Holiday Program
- you want to work
- you want to open a Dutch bank account

If you belong to one of the categories listed above, registration as a new resi-
dent is mandatory irrespective of your nationality or the purpose of your stay. Note that if you relocate within the Netherlands, you must report this to your (new) municipality.

3.8 Healthcare and Insurance

3.8.1 Health Insurance
Medical costs can be high in the Netherlands, especially if you require specialized care at a hospital. Dutch law requires you to have adequate healthcare and third party liability insurance. It is your own responsibility to check if you are sufficiently covered.

If you are from one of the countries of the European Union and possess a European Health Insurance Card (EHIC), you may not be required to have Dutch public healthcare insurance. Your EHIC might cover your basic healthcare expenses. However, if you are planning to find a part-time job, you are required to take out Dutch Public Health Insurance.

To make sure you are sufficiently covered, please check www.tilburguniversity.edu/insurances

A good place to start is by asking your current insurer if your stay in the Netherlands is covered by your current policy. If it is not, you will need to take out private insurance, for which we recommend AON. Their insurance policies include health, liability and travel insurance.
AON: www.aonstudentinsurance.com/students/en

3.8.2 Healthcare Entitlements & Obligations

General Practitioner
A general practitioner (GP) is called a ‘huisarts’ in Dutch. A general practitioner can be found via the online yellow pages under the heading of ‘Doctor – General Practitioner’. Call the practice to ask whether they are accepting new patients (each practice has a maximum number of patients that they are allowed to see). Another option would be to contact your health insurance agency to request a list of practices that are accepting new patients.

www.tilburguniversity.edu/medicalaid

‘De Huisartsenpost’
If you need medical assistance outside your GP’s working hours, contact de Huisartsenpost by phone at +31 (0)85 - 53 60 300. De Huisartsenpost is open 24/7, and it offers medical help if your problem cannot wait until your
GP’s surgery is open. If you have a life-threatening medical emergency, you must phone for an ambulance on 112.

Please be aware that you may be charged for the costs involved if you use de Huisartsenpost or the ambulance service.

Dentist and dental care in the Netherlands

Dentistry is privatized in the Netherlands and not covered by basic insurance policies. Dentists (in Dutch: ‘tandarts’) list their prices on their website and insurance companies have comparable lists of how much they will cover for each service, allowing people to choose their own level of care and expenditure.

Given the number of practices, you should be able to find one easily in your area. **[www.tandarts.nl](http://www.tandarts.nl)** can help you find a dentist in your region, as can the listing in the Yellow Pages at **[www.detelefoongids.nl](http://www.detelefoongids.nl)**. Many Dutch practices are full and it may be difficult to find one taking on new patients, so be prepared to phone around.

### 3.9 Working During your Studies

#### 3.9.1 Part-Time Jobs

With a part-time job, you gain work experience while developing your skills and your personal competencies. In addition, you obtain a good picture of how things work in practice and you build your network. In short: it will be a valuable addition to your CV!

You can look for part-time jobs at Tilburg University on the vacancies website ([www.tilburguniversity.edu/about/organization/working-at/vacancies](http://www.tilburguniversity.edu/about/organization/working-at/vacancies)) or through one of the links on the following webpage: **[www.tilburguniversity.edu/part-time-jobs](http://www.tilburguniversity.edu/part-time-jobs)**

Other useful websites for finding information about part-time jobs are:  
- [www.studyinholland.nl/practical-matters/working-while-studying](http://www.studyinholland.nl/practical-matters/working-while-studying)  
- [www.undutchables.nl](http://www.undutchables.nl)  
- [www.dutchisnotrequired.nl](http://www.dutchisnotrequired.nl)  
- [www.togetherabroad.nl](http://www.togetherabroad.nl)

#### 3.9.2 Restrictions

There may be restrictions on the number of hours you are allowed to work, depending on your nationality.

<table>
<thead>
<tr>
<th>Nationality</th>
<th>Documents required</th>
<th>Working hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU/EEA + Switzerland</td>
<td>No Work Permit required</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Non-EU/EEA (with a Dutch residence permit for study purposes)</td>
<td>Work Permit required (applied for by employer)</td>
<td>Maximum of 16 hours per week or full time in June, July and August</td>
</tr>
</tbody>
</table>
4 Support

4.1 Support at Tilburg University

Tilburg University has several advisors, counselors and coaches available to guide you through your studies when you are facing certain challenges.

Ask student Desk
Before you contact any of the officers below with your question, please check if the answer can be found in the knowledge database.
www.tilburguniversity.edu/students/studentdesk/ask

Education Coordinator
You can contact your Education Coordinator if you have any questions or problems related to your educational program. The Education Coordinator can help you with difficulties related to a specific subject in your educational program, special exam schedules, and applications for oral exams, the exact composition of your elective courses or specialization, study problems (approach, planning, studying skills, motivation), and study delays.
www.tilburguniversity.edu/students/tutoring/education-coordinators

Career Services
The Study and Career Counselor can help you make decisions regarding the course of study you have chosen, internships, applying for a job, and the labor market.
www.tilburguniversity.edu/students/tutoring/study-career-counselor

Chaplaincy
Tilburg University Chaplaincy is a free space where students from all backgrounds and all parts of the world are welcome to be helped to discover what gives energy and meaning to their studies and to their lives.

You can meet the chaplain without appointment on Wednesdays between 3 to 5pm at ‘Maranatha’, Professor Cobbenhagenlaan 19, or on appointment, by sending an e-mail to chaplain@tilburguniversity.edu. On Sundays, there is always an International Student Mass at 5pm, with afterwards an informal meeting. Those who like to sing, are welcome to join the choir at 3:30pm.

There are many other activities, like excursions, international meals, movie nights, charity activities, study weekends, to which you are invited! “No one learns, except by friendship!”

Confidential Advisors
The Confidential Advisors can help solve conflicts. Confidential Advisors are available to anyone at the university who is confronted with unacceptable behavior, such as sexual harassment, bullying, aggression, violence, or discrimination.
www.tilburguniversity.edu/confidential-advisors

Dean of Students
The Dean of Students (sometimes referred to as Student Counselor) is there for you to inform and advise you on topics that are related to studying in general. Depending on the nature and the seriousness of the problem, the Dean of Students can help you with information and coaching, refer you to other staff members or authorities, or recommend certain training sessions or courses.

Everything you discuss with a Dean of Students is confidential.
www.tilburguniversity.edu/students/tutoring/deans-of-students

International Office: Housing
Arranging accommodation is your own responsibility. However, our housing team will do their best to assist you in this process. If you need any help, please do not hesitate to send your question to studenthousing@tilburguniversity.edu

Please realize that our team will not send you a list of rooms but that they will try to answer the question you have regarding procedures, payments, deposits, etc.

International Office: Immigration
International students can discuss immigration-related questions and/or concerns during the visiting hours of the central Immigration Office. Visiting hours are Tuesdays from 10 a.m. to 12 noon, and Thursdays between 2.00 p.m. and 4.00 pm at the Student Desk. Consulting the Immigration Office outside visiting hours is possible only by appointment.

The immigration Office can also be contacted at:
immigration@tilburguniversity.edu

Find more information on www.tilburguniversity.edu/chaplain.
International Office: Studying abroad
The Study Abroad & Exchange office has office hours for students who have been selected for an exchange, students who have returned from an exchange, and current incoming exchange students. The visiting hours are Monday through Friday from 10:00 a.m. to 12:00 noon and from 2:00 p.m. to 4:00 p.m. in A403.

The Study Abroad & Exchange office can also be contacted at: studyabroad@tilburguniversity.edu

IT Support
For all your questions regarding IT on campus, you can contact IT support at:

E-mail: ITSupport@tilburguniversity.edu
Tel.: +31 13 466 2222 (Tilburg)
     +31 13 466 3838 (Utrecht)
Location: Tilburg: Service Desk G112
          Utrecht: NE203
Opening hours: Mon - Fri from 08:30 - 17:00
IT SelfServiceDesk: https://servicedesk.uvt.nl/tas/public/ssp
FAQ: https://www.tilburguniversity.edu/students/it

Library support
You can contact library support at:

E-mail: library@tilburguniversity.edu
Tel.: +31 13 466 2124 (during regular opening hours).
Location: Level 1 in the library
Opening hours: Mondays - Fridays from 08:00 - 24:00 hrs.
           Saturdays and Sundays from 10:00 - 24:00 hrs.
           Mondays through Fridays after 17.00 hrs. and during the weekends: limited services

Scriptorium
The Scriptorium is the place where you can find all about writing and information skills. The website offers a wide range of tips and tricks, self-study tools, and links to courses. You can make an appointment for personal coaching for both writing and searching for information and incorporating sources into your text.

www.tilburguniversity.edu/scriptorium

Student desk
The student desk can help you with all sorts of questions, such as those relating to:
• Administrative issues
• Practical issues regarding your program, such as:
  o Entry requirements
  o Schedules and matters relating to exams
  o Special arrangements
  o Picking up and submitting forms
• Scheduling an appointment with advisors and counselors

The Student Desk is open on weekdays from 10:00 a.m. to 4:00 p.m. and is located on the third floor of the Academia Building, in A301.

www.tilburguniversity.edu/studentdesk

Student Psychologist
Student psychologists offer short and specialized help in dealing with study-related and personal problems. All Tilburg University students can make use of the services of the student psychologists.

www.tilburguniversity.edu/students/tutoring/psychologist

Students with special needs
To make studying easier for people with a disability, a number of special arrangements and special facilities are available to these students.

https://www.tilburguniversity.edu/students/studying/study-progress/circumstances/disabled

Top-level sports coordinator
Tilburg University provides extra resources to students who want to combine their studies with top-level sports. Assistance offered by the University includes additional student supervision and, in some cases, financial assistance if participation in sports at this level causes delays in the progress of their studies.

https://www.tilburguniversity.edu/students/studying/study-progress/circumstances/dual-career

4.2 External Support
If you are looking for guidance that is not specifically related to Tilburg University, but to studying in general, there are two organizations that provide information and support. These are the Dutch Student Union and the
The Dutch Student Union (LSVb) is the general representative body of students in the Netherlands! They are dedicated to better and affordable education, better and affordable housing, more involvement for students in management, and good study counselling and guidance.

The Interstedelijk Studenten Overleg (ISO) is the largest national student organization in the Netherlands and represents over half a million students of universities and universities of applied sciences.

You can find them at:
www.dutchstudentunion.nl
www.iso.nl
Disclaimer:

This is a publication of Tilburg University. Although this brochure was prepared with great care, Tilburg University reserves the right to change, without notice, any programs, policies, requirements or regulations published in this brochure.

Some information may vary per School and/or study program and may be adjusted throughout the year. Therefore, make sure to visit the website of your respective Tilburg University School and/or study program for relevant information.