

Centre for Educational Support (CES)

UT STUDENT AFFAIRS & SERVICES

PRESENTER: ANGELIQUE HOLTkamp
IMMIGRATION OFFICER & CONTACT PERSON REFUGEES



ENSCHEDE

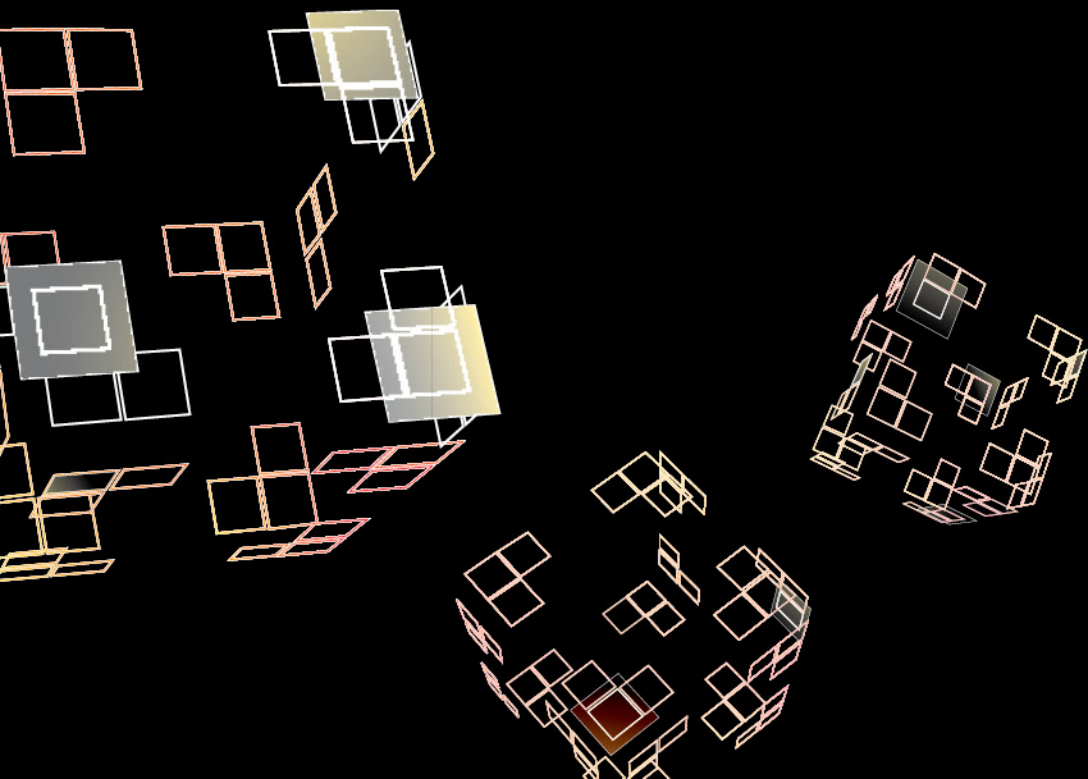
BEAUTIFULLY LOCATED
IN THE NETHERLANDS,
GATEWAY TO EUROPE

UNIVERSITY
OF TWENTE.

IN THIS PRESENTATION

We will inform you about:

- Student Services Contact Centre
- Visa process
- Enrolment
- Housing
- Student card
- Upon arrival
- Medical services
- Facility Market
- Formality appointments
- Insurance
- Transport
- International Student Handbook



STUDENT SERVICES CONTACT CENTRE

LOCATION: BOERDERIJ

OPEN: MONDAY TO FRIDAY 12:30 – 16:00

For questions about:

- Admissions & applications process
- Enrolment & de-enrolment
- Student card
- Tuition fees
- General info on visa, housing, scholarships
- How to (de)register for courses & modules

<https://www.utwente.nl/students>



VISA PROCESS

INFO FOR NON-EU STUDENTS

- ✓ Paid in full? Accepted your visa documents?
- ✓ We apply for your visa & residence permit digitally.
- ✓ Length of the process: approx. 3-4 weeks
- ✓ After the visa is approved: “good news” visa email!

For any Visa-related questions please visit the
Visa Q&A at the Contact Centre

From September: every Thursday between
12:30 – 13:30



ENROLMENT

WHEN AM I OFFICIALLY ENROLLED?

You are “enrolled” instead of “registered” after submitting your certified documents & payments.

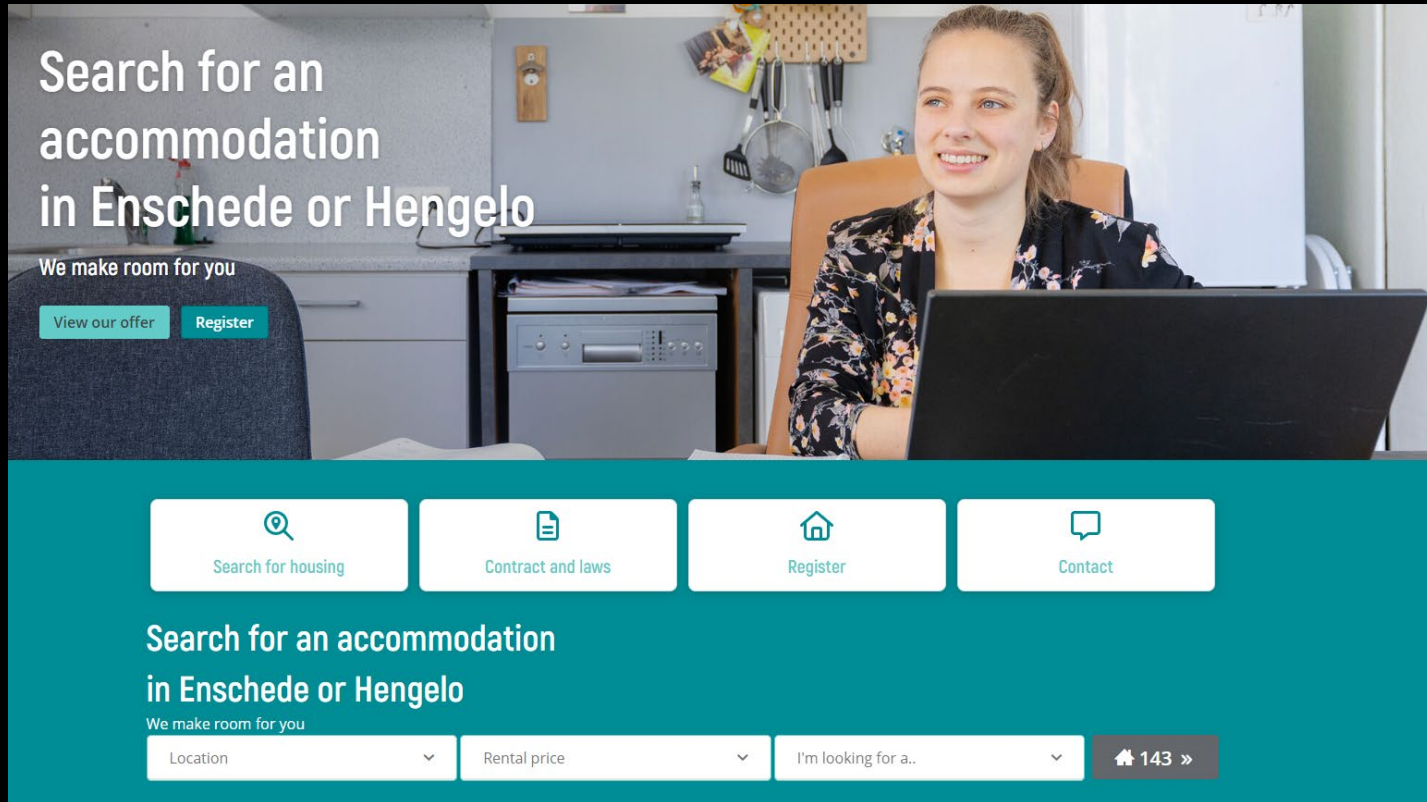
Your status in Studielink changes to “enrolled”.

Certified copies: A certified photocopy is a regular photocopy of the original document that has an original **stamp** of the institution, handwritten original **signature** of an authorised employee, and **date** of signing (all repeated on every page.) By stamping and signing the certified photocopy, the authority confirms that it has seen and approved the primary document. UT requests certified photocopies to counter fraud. Do not send your original diploma! [View the video](#)



HOUSING

You are invited to make an online account on www.roomspot.nl for student accommodation.

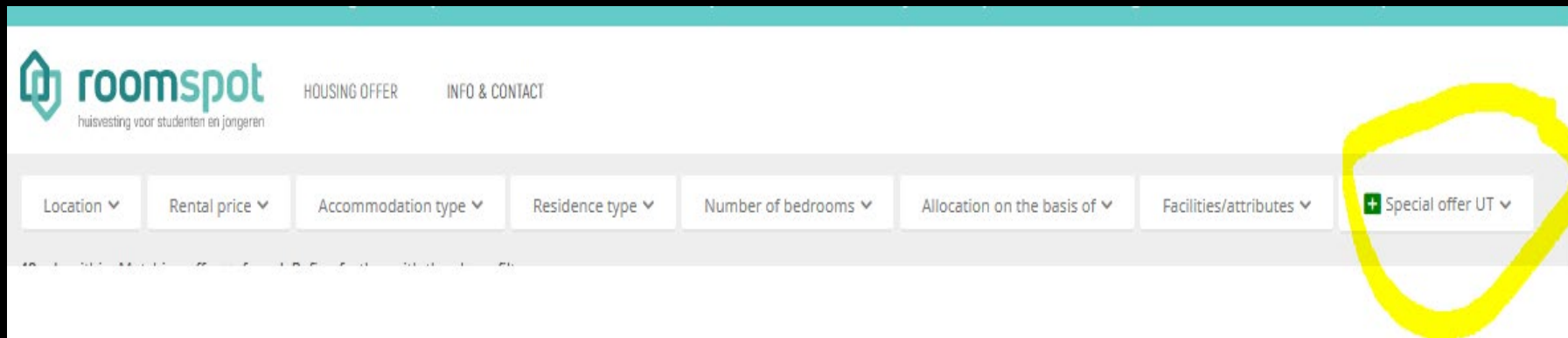


The screenshot shows the Roomspot website interface. At the top, a woman is smiling while sitting at a desk with a laptop in a kitchen-like setting. The main heading reads "Search for an accommodation in Enschede or Hengelo". Below this, there are two buttons: "View our offer" and "Register". A navigation bar contains four icons with labels: "Search for housing", "Contract and laws", "Register", and "Contact". Below the navigation bar, the same heading "Search for an accommodation in Enschede or Hengelo" is repeated, followed by the subtext "We make room for you". At the bottom, there are three dropdown menus labeled "Location", "Rental price", and "I'm looking for a..", and a button with a house icon, the number "143", and a right-pointing arrow.

ITC students and non-EU exchange students stay at the ITC International Hotel. These students don't need to create an account in Roomspot (except for Spatial Engineering Master's students with EU nationality.)

HOUSING

When your tuition fees are paid, the Housing Office will be notified. Non-EEA students will then be given access to the **SPECIAL OFFER UT** in Roomspot.



Make sure you click on this button!

Important: you will receive **ONE offer** of accommodation, please consider it carefully. We cannot guarantee a new offer if you reject it. The deadline to respond is **31 July 2024**.

Furnished rooms both on and off campus are offered.

HOUSING

PROVIDERS OF HOUSING:

Enschede area:

- Veste Wonen (on campus)
- Plaza Residences
- ITC International Hotel

www.utwente.nl/housing

VU Bachelor students (Amsterdam):

<https://vu.nl/en/student/accommodation>

M-EEM students (Leeuwarden):

<https://www.rug.nl/cf/studeren-bij-cf/studentenhuisvesting>



HOUSING

NATIONAL PLATFORMS:

- Kamernet: <https://kamernet.nl/en/for-rent/rooms-enschede>
- Pararius: <https://www.pararius.com/apartments/enschede>
- Huurwoningen: <https://www.huurwoningen.nl/in/enschede/>
- Kamers Enschede: <https://www.kamersenschede.nl/>

These websites are updated with rooms in Enschede and Hengelo regularly and you can filter on price, location, room size and much more. Please be aware that we are not direct partners of these national platforms and we cannot guarantee the quality and reliability of the rooms.

HOUSING

TIPS & TRICKS

UT website:

<https://www.utwente.nl/housing/>

Student Union:

<https://su.utwente.nl/en/rooms/tips-and-tricks/>

Student Union Kamersite:

<https://su.utwente.nl/en/rooms/>



STUDENT CARD

WHEN WILL MY STUDENT CARD BE READY?

After 1 August, you will receive your student card by **post** when you meet the following conditions:

Bachelor, Pre-Master & Master students

- You have received the confirmation e-mail of your enrolment
- **and** you have uploaded your digital passport photo to Osiris student
- **and** you have a correspondence address in the Netherlands, Germany, Belgium or Luxembourg.

Exchange students

- Your registration as an exchange student has been completed
- **and** you have uploaded your digital passport photo to Osiris student.
- **and** you have provided us with your Dutch address.



STUDENT CARD

FURTHER QUESTIONS?

More information

<https://www.utwente.nl/en/education/student-services/upcoming-students/studentcard/>

Contact studentservices@utwente.nl



UPON ARRIVAL

HOW DO I GET TO ENSCHEDE?

From Schiphol Airport you can catch a direct train to Enschede.

Student Union pick-up service (from Enschede train station):

- Saturday 17 August 2024
- Monday 19 August 2024
- Tuesday 20 August 2024

Sign-up:

<https://su.utwente.nl/en/get-involved/kick-in/kick-in-pickup>



UPON ARRIVAL

HOW DO I GET MY ROOM KEY?

For those who have booked a room via Roomspot:

You can collect your key from Veste Wonen (located on campus) or outside office hours pick up the key from Security in the Spiegel building.

The ITC International hotel is open 24/7.



MEDICAL SERVICES

REGISTER WITH THE CAMPUS DOCTOR
(GENERAL PRACTITIONER) ON ARRIVAL

Register here:

<https://www.campushuisarts.nl/en/>

You must register first before making an appointment.

ITC students: use the Veldpoort Healthcare Centre



MEDICAL SERVICES

OTHER SERVICES ON CAMPUS

- Dentist
- Dietician
- Psychologist
- Psychotherapy
- Physiotherapist
- Travel doctor

<https://www.utwente.nl/en/education/student-services/step-by-step/health-services/>

IN CASE OF EMERGENCY

In the event of a life-threatening situation, call **112**.

For other medical issues, you contact your GP first. Then you will be referred to the hospital if necessary. Please do not go to the hospital without this referral.

STUDENT INSURANCE

HEALTH INSURANCE IS MANDATORY IN THE NETHERLANDS!

You must have health insurance before you arrive.

Accidents happen, so please make sure you have **liability insurance** as well.

Aon student insurances cover travel, health, liability and your belongings. UT students are entitled to their Complete + package.



FACILITY MARKET

MARKETPLACE FOR NEW INTERNATIONAL STUDENTS DURING KICK-IN

Wednesday 28 August 2024

Master + Exchange: 13:00 – 15:30
Bachelor: 15:30 – 18:00

Location: Technohal Atrium

<https://www.utwente.nl/facility-market/>



FORMALITY APPOINTMENTS

WHEN & WHERE?

APPOINTMENT	DATE	LOCATION	WHO
Enschede Municipality	Wednesday 28 August 2024	Technohal Atrium, UT	EU and Non-EU students
	Thursday 5 September 2024	Student Services Contact Centre, UT	
IND (collect residence permit)	Saturday 24 August 2024 Saturday 14 September 2024 Saturday 5 October 2024	Jaarbeurs, Jaarbeursplein 6, Utrecht	Non-EU students only
Tuberculosis test	Friday 4 October 2024 Thursday 10 October 2024 Thursday 24 October 2024	GGD Twente, Nijverheidstraat 30, Enschede	Students from certain countries only

FORMALITY APPOINTMENTS

WHICH DOCUMENTS DO I NEED?

APPOINTMENT	DOCUMENTS
Enschede Municipality	Housing contract (signed & printed), passport, registration form. Must be paper copies, not digital! No doubled sided printing!
IND (residence permit)	Passport, old residence permit (if applicable)
Tuberculosis test	Passport, TB test form

Students at ITC Hotel: you can get a document from the hotel called a 'statement of stay' for your municipality appointment

FORMALITY APPOINTMENTS

HOW DO I MAKE AN APPOINTMENT?

Watch out for our emails: we will inform you about registering at the municipality, the group appointment for the IND and GGD **two weeks** ahead of time!

PlanZelf system: choose your own time from the available timeslots.



FINDING YOUR WAY

How to find your way on campus:

www.utwente.nl/campusapp

What is it short for? UT abbreviations list:

www.utwente.nl/abc



SMOKE FREE CAMPUS

THE WHOLE CAMPUS IS SMOKE FREE

Fines may apply!

<https://www.utwente.nl/en/service-portal/campus/rules-and-regulations/non-smoking-policy>



SIREN

FIRST MONDAY OF THE MONTH

What does this noise mean?!



Don't worry, it's just testing the alarm system



TRANSPORT

HOW TO GET AROUND?

Train / Bus card (“OV-Chipkaart”):

Available at the central railway station

<https://www.ns.nl/en/travel-information/traveling-with-the-ov-chipkaart>

Bicycle

- Swapfiets <https://swapfiets.nl/en/>
- Makkabikes Hengelo <https://makkabikes.nl/>
- UT Marketplace Facebook Group <https://www.facebook.com/groups/utwente-marketplace>



INTERNATIONAL STUDENT HANDBOOK



SCAN ME



FEELING OVERWHELMED?

Visit the checklist for international students:

<https://www.utwente.nl/en/education/student-services/visa/checklist-international-students/>



TOT ZIENS!

