



Universiteit Utrecht

## **Masterprogramma Faculty of Philosophy Philosophy**





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**MASTER DEGREE STATUTE 2006 – 2007**

# Introduction

## Purpose of this Statute

This Statute sets forth in as much detail as possible the **rights and obligations** of both students and Utrecht University.

The University and the educational institutes are responsible for the master's degree programme in which the student is enrolled. As a student you are responsible for your own learning.

The Statute is a means to assess the **quality** of the (delivery of the) degree programme. It is also a means to assess the **efforts** of students and to enhance these efforts where necessary in order to (continue to) satisfy predetermined criteria.

The Statute also aims to support lecturers and other staff in performing their teaching duties. The Statute applies to the University as a whole and to the individual faculties and schools. The Statute applies to full-time and part-time students. In some areas, specific rules apply to specific groups of students. These rules are set out in Chapter 14.

The Statute sets forth the rules and regulations that govern the degree programmes. These rules and regulations are also laid down in the Rules on Teaching and Examination. The course catalogues and the University Catalogue (accessible via OSIRIS) describe the available subjects and courses and provide practical information.

## Availability of the Statute

The Statute is updated annually and published before 1 September together with the course catalogues and the University Catalogue. All these documents contain essential information for students.

When you enrol for the first time with the University, a copy of the Statute will be issued to you at the start of the academic year. The faculty / degree programme will inform you where you can find the Statute. This copy can be collected at the Subfaculty based information desk.

Students, lecturers and other faculty staff can consult the updated Statute online at [www.uu.nl/opleidingsstatuut](http://www.uu.nl/opleidingsstatuut). They are expected to be familiar with the content of the Statute.

## Requirements for Utrecht University Schools (educational institutes)

Utrecht University guarantees that

- each School/educational institute runs one (or more) specialised academic master's degrees that encompass a series of programmes. This degree enables the student to prepare for an academic or graduate-level career;
- the teaching methodology used in each master's degree programme is communicated in advance;
- support and guidance is available to help students prepare for their future careers;
- each student is supervised by lecturers who hold basic qualifications in the subjects they teach. They use active teaching methods and as much as possible they teach classes in small-group settings;
- after completing a Master's degree, each student is a capable and self-directed lifelong learner.

## Expectations of student performance

The achievement of programme objectives is also determined by a student's efforts. The University expects students to take control of their own learning and to make their own choices. They should demonstrate

## *Introduction*

independent initiative and they are expected to be active learners. Students who have been admitted to and are enrolled on a master's programme are obliged to participate in the learning activities agreed in the admission interview and to study regularly and effectively. Critical and analytical thinking and the drive to succeed are essential characteristics.

\* The School/educational institute is the institute that delivers one (or more) Master's degrees. One Master's degree may encompass several degree programmes.



# 1 Admissions to the master's degree programme

## 1.1 General entry requirements

An academic Bachelor's degree or an equivalent certificate is required for admission to a Master's degree. Specific requirements may apply to persons with a Bachelor's degree from another type of institution.

### 1.1.1. CAI

Applicants must hold a university BSc in Artificial Intelligence, or a university BSc in Cognitive Science, Linguistics, Philosophy or Computer Science, with a minor in AI.

Graduates with a HBO–diploma may also be eligible, depending on their undergraduate programme. This is assessed on an individual basis. A good knowledge of English is required. An interview is always part of the application procedure.

1. The holder of a Dutch or foreign who demonstrates knowledge, insights and skills in the following fields will be admitted to the programme:

- a) knowledge of the philosophical foundations of Cognitive Science at the level of the major Cognitieve Kunstmatige Intelligentie
- b) insight into the important research questions and practical applications of the research areas at the level of the major Cognitieve Kunstmatige Intelligentie.
- c) skills with regard to programming at the level of the major Cognitieve Kunstmatige Intelligentie
- d) skills with regard to at the level of formalising a natural language fragment the major Cognitieve Kunstmatige Intelligentie.

### 1.1.2 Philosophy

See further entrance requirements in prospectus Philosophy

## 1.2 Admissions procedure

Candidates must apply for admission through Studielink. Applicants will be asked to send in a motivation letter and proof of obtained (Bachelor's) courses and grades. An interview with the applicant may be part of the procedure. A provisional admission can be granted if not yet all the requirements are met.

## 1.3 Admission and enrolment

Once or twice a year, the master's admissions committee reviews applications to the Master's programmes. The committee assesses applicants on the basis of their knowledge and skills; their motivation and ambition; and their proficiency in the language of instruction. Admissible students will receive a notice of admission.

In case an applicant needs no more than 15 ECTS credits in order to obtain the Bachelor's degree, the applicant may request conditional admission (including a proviso) (Article 4.6 of the Rules on Teaching and Examination).

## *1 Admissions to the master's degree programme*

To enrol in a Master's programme students must satisfy the programme's entry requirements; complete the admissions process; and have an official notice of admission.

Programmes commence once or twice a year (at the start of a semester).

The master's admissions committees of CAI and Philosophy review the applications twice a year.

### **1.4 Admission to a limited enrolment programme**

not applicable

### **1.5 Admission to a selective admission programme**

not applicable

## 2 Enrolment, tuition fees and study costs

This chapter sets out the rules relating to enrolment (§2.1), termination of enrolment (§2.2), payment of tuition fees (§2.3), payment of tuition fees afterwards (§2.4), refund of tuition fees (§2.5) and other study costs (§2.6).

### Government grants and loans

The rules relating to government grants and loans are complicated and change frequently. This is why they are not included in the Statute. These grants and loans are not administered by the University but by the Minister. This does, however, not mean that the University cannot give you information about grants and loans.

The University has issued a number of publications that contain the rules relating to student grants and loans. Where necessary, this Statute will refer you to these publications. Student Services officers can answer your questions about the interrelatedness of the various regulations. You can contact the IB–group for information about the administrative aspects of the grants and loans system. Foreign students can find information on [www.uu.nl/financialassistance](http://www.uu.nl/financialassistance).

### More information

Student Services

International Office: [www.uu.nl/financialassistance](http://www.uu.nl/financialassistance)

IB–Group

## 2.1 Enrolment

In order to participate in your degree programme and use University facilities, you must be enrolled at the University and at the educational institute that offers your chosen programme. In order to be eligible for enrolment you must submit a valid notice of admission.

If you enrol as a full–time or part–time student, you are entitled to attend classes and take (preliminary) exams. Not all programmes can be studied part–time.

The Research Master Philosophy and the Master Cognitive Artificial Intelligence can only be attended full–time.

For more information on admissions to a Utrecht University Master's programme please visit [www.internationalmasters.uu.nl](http://www.internationalmasters.uu.nl)

In principle, you will be enrolled for an entire academic year (see §2.2.1). The academic year runs from 1 September through to 31 August.

The Master's degree programmes start once or twice a year: either on 1 September, or on 1 September and 1 February. If the programme allows and the programme director (who can be reached through the institute) agrees, you may also enrol on the first day of every other month (see §2.1.2, §2.1.3 and §2.1.4).

### More information

Student Services

### **2.1.1 Enrolment on 1 September**

After registration and the University has received the authorisation form of the payment of the tuition fees before 15 August, you will be officially enrolled for a full year from 1 September.

*Holders of foreign qualifications (who need support in obtaining a visa and finding accommodation)*

The University must receive the registration and a down payment of EURO 500 (for your visa application and your accommodation application) by 15 November so as to be able to complete the fast-track residence application procedures on time. Any down payment of EURO 500 will be deducted from your tuition fees.

#### **More information**

Student Services

### **2.1.2 Enrolment on 1 February**

If you register before 15 January, you will be officially enrolled from 1 February until the end of the academic year (7 months). You will be charged 7/12 of the tuition fees.

*Holders of foreign qualifications (who need support in obtaining a visa and finding accommodation)*

The University must receive the registration and a down payment of EURO 500 (for your visa application and your accommodation application) by 1 July so as to be able to complete the fast-track residence application procedures on time. Any down payment of EURO 500 will be deducted from your tuition fees.

In the month of June you are able to re-register. You register for a 12-month period, regardless of whether in February you entered a one-year or two-year Master's degree programme. After graduation you may apply for a refund for the remaining unused part of the academic year (see § 2.3.2).

#### **More information**

Student Services

### **2.1.3 Enrolling at other starting times**

If the schedule allows (ask the /School/educational institute), you can also enrol for the remaining part of the academic year at other times of the year. Your enrolment will be effective on the first day of the month in which the University received your form and the authorisation form of the payment of the tuition fees. For each month that you are enrolled you pay 1/12 of your tuition fees. For the months that you are not enrolled you do not qualify for a government grant or loan. Part-time students are not entitled to a government grant or loan (or to a 0-loan or travel card).

#### **More information**

Student Services

Study advisor CAI or Philosophy

## **2.2 Payment of tuition fees**

This section deals with tuition fees and payment methods. The University distinguishes between tuition fees for one degree programme (see §2.2.1), for more than one degree programme (see §2.2.2).

### **2.2.1 Tuition fees for registration for one degree programme**

The tuition fees for 2006 – 2007 are

Full-time, sandwich: € 1.519

Part-time: € 1.310

#### *Tuition fees for students from non-EEA countries*

Students from non-EEA countries pay the higher tuition fee

- Science or biomedical bachelorprogrammes: 7,000 Euro;
- Medicine or Veterinary medicine: 10,000 Euro;
- Other bachelorprogrammes (arts, humanities): 5,500 Euro;
- University College: 7,000 Euro.

Exception

Students from non-EEA countries who receive a government study grant or an UAF grant, pay the lower tuition fee: € 1.519.

Students from non-EEA countries, who have been registered before 2006–2007, and will be registered continuously, have to pay an amount that is comparable with the tuition fee of 2005–2006 (€ 4.500, until 2010–2011).

If you enrol for less than 12 months, you will be charged tuition fees pro-rata to the period of study: 1/12 for each remaining month of the academic year.

The University operates a Tuition Fees by Instalment scheme. This scheme allows you to pay your fees in six instalments. The additional processing charge is €13,50. You can indicate on your enrolment form if you wish to pay your fees by instalment.

**More information**

Student Services

### **2.2.2 Tuition fee for registration for more than one degree programme**

If you enrol on more than one degree programme at *Utrecht University*, you do not have to pay any additional tuition fees. On the (re)enrolment form you indicate if you wish to enrol on one or two degree programmes.

Please note: you will need two notices of admission (see also §1.3 on admission and enrolment).

If your first degree programme is offered on a part-time basis and your second programme on a full-time basis, you will pay the highest (full-time) tuition fee. The fee amount due is determined by the number of months you are enrolled in an academic year.

If you are registered with *another educational institution* in the Netherlands and you also enrol at Utrecht University, the following rules apply:

- If the tuition fees paid to the other institution are lower than those charged by Utrecht University, you will only need to pay the difference;
- If the tuition fees paid to the other institution are higher than or equal to the tuition fee charged by Utrecht University, you will not pay any tuition fees.

In both instances you should ask the other institution to supply a fee receipt. You must submit the original receipt to Utrecht University upon enrolment.

**N.B.** These rules only apply if you register with the other institution before enrolling at Utrecht University. If you enrol at Utrecht before enrolling at another institution, you will need to contact the other institution to find out about their tuition fee rates.

**More information**

Student Services

### **2.2.3 Scholarships**

Utrecht University provides a number of scholarships for students undertaking a master's degree programme.

**More information**

[www.uu.nl/financialassistance](http://www.uu.nl/financialassistance)

## **2.3 Termination of registration/discontinuation of studies**

In principle, you enrol for an entire academic year; you cannot cancel your enrolment whenever you like.

At the end of the academic year you can terminate your enrolment by not re-enrolling for the next university year (see §2.3.1).

If you wish to discontinue your studies during the academic year, there are some special cases when you can terminate your enrolment prematurely and obtain a partial refund of your fees (see §2.3.2). In all other cases, you may discontinue your studies but not terminate your enrolment. You remain formally enrolled until the end of the academic year and you are not entitled to a partial refund of fees (see §2.3.3).

### **2.3.1 Not re-enrolling at the end of an academic year**

If you wish to discontinue or interrupt your studies at the end of an academic year, you simply do not re-enrol for the next university year. You are required to formally notify the School of your decision. If you inform Student Services of your intentions, you will no longer receive any enrolment documents.

**More information**

Student Services

### **2.3.2 Termination of enrolment and fee refunds**

Only in the three cases described below can you terminate your enrolment during the academic year and receive a refund of your tuition fees. The Termination of Enrolment Form can be obtained from Student Services and from the faculty-based

information desk.

You may terminate your enrolment during the academic year in the following cases:

- Upon graduation

The University will terminate your enrolment when you graduate during the academic year. You need to complete and submit a Termination of Enrolment Form. The termination date is the first day of the month following the month in which you graduate. For example, if you graduate in March, the termination date will be 1 April. This rule does not apply if you remain enrolled on a second degree programme.

- In the event of illness or special family circumstances

The University will terminate your enrolment effective with the month following the second full month in which you did not attend classes.

If in the event of illness or special family circumstances you seek financial assistance (*afstudeersteun*), termination of enrolment may even be required. Please discuss this matter with your student advisor (see also Chapter 10 on financial assistance).

**N.B.** If you wish to terminate your enrolment on medical grounds, you will need to enlist the help of a student counsellor. Please contact Student Services.

- If your request is deemed reasonable

If your request is deemed reasonable, your enrolment may be terminated on grounds other than those outlined above. Examples of reasonable requests:

- you wish to withdraw from your second degree programme upon completion of the first
- you wish to transfer from full-time to sandwich study.

It is impossible to draw up an exhaustive list of what constitutes a reasonable request. The University will consider each case individually and decide if your personal interests should take priority over the interests of the University. This may be the case in force majeure events or in special situations such as major changes in work or in family circumstances as a result of



which you can no longer juggle academic work with other obligations.

Your enrolment termination request will be dealt with by the student advisor or the academic advisor, who can also give you the Enrolment Termination Form. You will usually first discuss the reasons for your request with your advisor. After the student advisor or the academic advisor has approved your request, you must send the completed form together with your student card to Student Services. The University will terminate your enrolment effective with the second month following the month in which it received your request. For example, if you submit your request in November, the termination date will be 1 January.

### **Enrolment termination procedure**

If you wish to terminate your enrolment on any of the above grounds during the academic year, you must submit an enrolment termination request to the University. This request must be submitted on the appropriate form, which is available from Student Services or the faculty-based information desk.

You must return the completed form together with your student card and supporting documentation (requested on the form) to the Central Student Administration unit of the University.

If you wish to terminate your enrolment prematurely because of a reasonable request, you must submit your request on or before the date on which you wish to terminate your enrolment. The waiting periods mentioned above will apply. You cannot end your enrolment retro-actively.

In the event of premature termination due to illness, special family circumstances or graduation, you must submit your request to Central Student Administration before 1 December of the following academic year. Students will be de-registered and refunded retroactively.

**N.B.** To become eligible for financial assistance (see Chapter 10) or social security benefit, you will need to discuss your (temporary) enrolment termination request with the student advisor or student counsellor as soon as possible after the problem arises.

Within four weeks, Central Student Administration will issue a written decision regarding your enrolment termination request. For each month that you are no longer enrolled, 1/12 of the tuition fee will be refunded.

You must notify the educational institute of your decision as soon as possible. You do not need to inform them if you

terminate your enrolment because you have completed your degree. Make sure that you terminate your grant and cancel your loan and travel card no later than the date on which the University terminated your enrolment. Information about this is available at Student Services. In case you have obtained your visa through the mediated priority visa procedure of Utrecht University you also need to inform the International Office.

**More information**

Student Services

**2.3.3 Discontinuation of studies (no termination of registration, no refund of tuition or examination fee)**

If you decide to discontinue your studies during the academic year and you are unable to invoke any of the grounds referred to in §2.3.2, you cannot terminate your enrolment prematurely and you are not eligible for a refund of the tuition or examination fees. You can, however, terminate your grant or loan. Please consult the website of Student Services for more information. You must notify the educational institute of your decision to discontinue your studies.

**More information**

Student Services

Subfaculty-based information desk

**2.4 Paying tuition fees afterwards**

If, for whatever reason, you were not enrolled at Utrecht University at the time you took an exam, you will be required to enrol for the exam result to be valid. You will be required to pay your tuition fees (as a full-time student, for the period between the exam and the end of the academic year). Please contact Student Services as soon as possible.

**More information**

Student Services

**2.5 Refund of tuition or examination fees**

Tuition or examination fees will be refunded if:

- your enrolment termination request due to graduation (see §2.4.2) has been granted.

- your enrolment termination request (on grounds such as those described in §2.3.2 (illness/special family circumstances and reasonable request) has been granted.
- a student dies. The University will refund part of the tuition fee following a written request by the next of kin.

For each month that you are no longer enrolled, the University will refund 1/12 of the tuition fee.

**More information**

Student Services

## 2.6 Other study costs

The costs of books, readers, etc are about 400 euro a year. It's the students own responsibility to get the literature in time for the next course. The student is responsible for noticing changes in literature.

Having a computer of your own is convenient but not strictly necessary. On weekdays, a sufficient number of computers is available at The Subfaculty and the university. Use of these computers is free of charge.

**More information**

Student Services

Subfaculty-based information desk

## **3 Degree structure and content**

### **3.1 Degree objectives**

A Utrecht University Master's degree aims to prepare you for

- advanced study; and/or
- a graduate –level career

The knowledge areas covered in the programmes that prepare students for advanced study lie mid–way between a Bachelor's student major course of study and a doctoral candidate's specialisation area.

### **3.2 Learning outcomes**

See prospectus of individual master's programmes.

### **3.3 Full–time/Part–time attendance mode**

The Research Master Philosophy and the Master Cognitive Artificial Intelligence can only be attended full–time.

### **3.4 Composition of study components and credit point load**

A Master's degree comprises a number of programmes that offer a comprehensive package of supervised study activities. A programme generates 60 ECTS credits depending on the intended learning outcomes and (inter)national comparisons of student credit hours.

Research masters and science masters have a study load of 120 ECTS credits.

The Master's degree programmes on offer are listed in the University Directory of Programmes. They are run under the direction of a number of professorial staff. The dean appoints a programme director for each Master's degree programme.

The master Cognitive Artificial Intelligence and the Research master Philosophy consist of a full–time two–year master programme of 120 ECTS. For further details, see the prospectus of the individual master's programmes.

## 3.5 Outside courses

### 3.5.1 CAI

A maximum of 4 courses (= 30 ECTS) can be followed outside Utrecht University, but only with the written permission of the Board of Examiners of CAI.

### 3.5.2 Philosophy

Courses can be followed outside Utrecht University, but only with the written permission of the Board of Examiners of Philosophy.

## 3.6 Instructional arrangements

All courses meet the following didactic conditions:

1. the course encourages active participation of students
2. students are informed in advance of the efforts and achievements needed to successfully complete the course.

Courses can be taught in the following ways:

- lectures
- workshops
- practical assignments
- tutorials
- self-tuition

Most courses will be taught through a combination of these forms. During lectures the lecturer will give an outline of the important issues of the course, explain difficult parts, and clarify matters by giving concrete examples. It's of the utmost importance that students make notes during lectures. Students and lecturer can both ask questions during lectures.

During workshops the subject matter is discussed and evaluated under direction of a lecturer. Active student participation is an important requirement. Students can be asked to give a presentation. Thorough preparation for workshops is always necessary.

Tutorials entail individual talks between students and lecturers.

CAI: Practical assignments in the master program CAI mostly entail computer workshops, where students write and implement a computer program.

## **4 Quality assurance**

### **4.1 Notions of quality assurance**

The staff is responsible for the tuition. Due to the small number of students in most mastercourses, students often have a say in the composition of a course. Formally, quality control is the responsibility of the School Board. The School Committee is closely involved in this process. Students are included in this committee. Courses are regularly evaluated by students. Quality of examinations is monitored by the Board of Examinations. External quality-control is carried out periodically by the Visitation Committee. The process of quality control is embedded in the plan 'quality of tuition'.

### **4.2 Studyability**

Students workload is a normative 38 hours a week, including contact hours and self-tuition. The workload is distributed evenly over the year. The student evaluations show the allotted time per course is quite sufficient. Student participation during the whole course is an important requirement. At least once during each course a mid-examination will be conducted.

Students with a delay in their study program are advised to contact the student advisor. If a student does not report an illness or special circumstances in time, he is not eligible for financial support or resit arrangements. The student advisor can help the student draw up a study plan to prevent further study delay.

### **4.3 Availability of lectures and (student support) tutors**

At the start of the Master Programme each student is assigned a tutor. During the first year the student meets with the tutor at least twice, to discuss study progress. The second year the student meets at least 4 times with his thesis-supervisor. Other staffmembers can always be contacted for supervision or counselling.

### **4.4 Qualifications of lectures and (student support) tutors**

All lecturers with substantial teaching duties have the capabilities described in the Faculty Regulations 'Basic Teaching Qualifications'. They have obtained a teaching certificate from the University or they are undertaking training to achieve one. The criteria set out in the regulations are reviewed through – inter alia – student course evaluations.

## 4.5 Expectations and requirements of students

Students are expected to actively participate in courses, in a way that shows respect for other students and members of staff. Students should also regularly check the Subfaculty website and e-mail, to stay informed on course schedules, (changes in) literature and other course matters.

The Subfaculty is responsible for high-quality academic tuition and student support. The Subfaculty expects students to spend the allotted time on studying and to use the offered supervision and support. The student is also responsible for obtaining the required literature for each course in time.

## 4.6 University Directory of Programmes and University Prospectus

The University's programmes of study that meet the quality standards set out in the University Guideline (see [www.uu.nl/bama](http://www.uu.nl/bama)) are included in the University Directory of Programmes.

Inclusion of a Master's degree and its programmes in the University Directory of Programmes is based on a decision by the Board of the University on the recommendation of one or more of the deans (who have obtained advice from the relevant degree committee(s) and the faculty council). The Board makes its decision after obtaining advice from the University Teaching Committee and is then presented to the University Council for approval.

Once every five years each programme and diploma listed in the Directory should seek external accreditation. External accreditation is a prerequisite for inclusion in the Directory.

## 5 Participation in the courses

### 5.1 Your individual study plan

Before you embark on your Master's degree programme, you will prepare a written individual study plan in consultation with the admissions committee.

Your trackadvisor (CAI)/Study adviser (Philosophy) is the primary contactperson.

### 5.2 Requirements set on the description of courses

Course information is available in the course prospectus. The prospectus must include:

- course content (knowledge and skills), instructional arrangements, learning outcomes and credit load
- entry requirements
- efforts and achievements expected of students
- assessment methods
- the responsible discipline group(s)
- the semester / period in which the course runs
- the number of available places (if applicable)
- the validity period of assessment results
- the enrolment methods
- the name of the person who can give you more information about the course (the contact person)

### 5.3 Course enrolment

#### 5.3.1 CAI

Enrolled CAI–students may follow all CAI–courses. Students are obliged to register for courses with OSIRIS online (register periods are announced through e–mail). It is not possible to follow a course for which the student is not registered. Registration for a course compels the student to follow the course and take the examination. Non–registered students doing an exam will not receive an grade. Students not satisfied with the course can withdraw the first two weeks of the course by de–registering. Otherwise the course will be registered as non–completed.

#### 5.3.1 Philosophy

Enrolled philosophy–students may follow all philosophy–courses. Students are obliged to register for courses with OSIRIS online (register periods are announced through e–mail). It is not possible to follow a course for which the student is not registered. Registration for a course compels the student to follow the course and take the examination. Non–registered students doing an exam will not receive an grade. Students not satisfied with the course can withdraw the first two weeks of the course by de–registering. Otherwise the course will be registered as non–completed.



## **5.4 Enrolment in outside courses**

Students have to enroll at the university where the course is taught. Written permission from the board of examiners of CAI or Philosophy is required.

## **6 Examination and Assessment**

### **6.1 General assessment arrangements**

One of the main features of the didactic concept at Utrecht University is the premise that the final testing of a course is finished at the end of lecture-period. Therefore :

- courses will be graded on a scale from 1 to 10. Halfs will be granted from 6.0 and above; below 6.0 only integers are used. Minimum passing grade is a six (6.0).
- In the University Course Catalogue is stated for each course which achievements and efforts are needed to successfully complete the course; which tests form part of the course; and on which criteria achievements are assessed.
- students are informed in advance of the efforts and achievements needed to successfully complete the course.
- at the latest halfway the course the lecturer will enable students to evaluate their progress (for example by way of a mid-course examination).
- if a student has followed the course and complied with all the premisses, the student is given one chance to convert a fail to a pass by means of an extra examination.
- if a student has not met the requirements of the course, nor has put in the necessary effort, the course is registered as not completed.
- Utrecht University does not condone fraude. The Teaching and Examination Regulations (TER) state which sanctions are applied in case of fraude.

### **6.2 Assessment arrangements for a course**

Agreements about examinations are published with the course description in the course catalogue or are announced by the lecturer at the beginning of the course. No rights may be derived from the course description or from OSIRIS. The announcements made by the lecturer at the beginning of the course are decisive.

### **6.3 Written exams procedures**

During written exams, the examiner invigilates himself, or he provides appropriate replacement. The student must follow any instructions given by the invigilator. The student must be able to show his/her student card and must be able to identify himself/herself with a passport or driver's license. The student is considered as participant in the examination as soon as he/she has received the questions or assignment. If a student cannot identify him/herself or does not follow the instructions, he/she can be excluded from the examination.

## 6.4 Oral exams procedures

Only one student at the time can be examined orally, unless the board of examiners has determined otherwise. Oral examinations are public, unless the board of examiners or the examiner decide to make an exception, or the student objects.

## 6.5 Written assignments, placements, research assignments, practicals, etc

### 6.5.1 Master's Thesis CAI

Students in the Master's programme CAI write a master's thesis of at least 30 ECTS. Before starting the actual work, the student must fill out a thesis protocol, together with his/her supervisor(s), and hand this in at the Subfaculty based information desk. In this protocol the agreements on the subject, frequency of supervision, etcetera are laid down. The protocol and other forms are available at the information desk, or can be downloaded from the internet.

The first supervisor must be a lecturer/researcher from one of the departments that form CAI (computer science, psychonomics, linguistics, philosophy). If the thesis is written externally (with a company or a different university), the second supervisor must be someone involved with that company or university. The board of examiners must approve an external second supervisor. If the thesis is written within Utrecht University, in one of the CAI departments, a second supervisor from a different discipline group is strongly recommended. The final product is assessed and graded by a committee, formed by the first and second supervisor, an a third assessor appointed by the board of examiners.

A thesis-brochure containing all the information on procedures and criteria concerning the master's thesis, is available at the Subfaculty-based information desk and from the Subfaculty's website.

## 6.6 Coursework results/Exam results

See Teaching and Examination Regulations

## 6.7 Exam validity period

See Teaching and Examination Regulations

# 7 Master's degree completion

## 7.1 Degree requirements

A Master's degree will be granted to those students who have:

- passed a number of in–depth theoretical courses within their specialisation area;
- been awarded a satisfactory pass mark for an independent research project and/or a research placement.

The length and the credit load of these programme components is determined by the overall size of the programme.

The student should also have passed the core programme.

### 7.1.1 CAI

The master Cognitive Artificial Intelligence consists of a full–time two–year master programme of 120 ECTS. The 60 ECTS of the first year are spent on 3 mandatory courses (22,5 ECTS) and 5 optional courses (37,5 ECTS). The Seminar Artificial Intelligence is a mandatory course which has to be taken by all CAI master students; the other two mandatory courses are determined by the individual track one is following. Every CAI student chooses an individual track. Though it is expected to cover the whole area of Artificial Intelligence, each individual track is required to have its own methodological emphasis: experimental, philosophical or mathematico–logical. In order to help the student in choosing, we have developed three ready–made sample tracks:

1. Cognitive Dynamics (experimental)
2. Artificial Intelligence and its foundations (philosophical)
3. Agents, Language and Speech Technology (mathematico–logical)

The destination of the second year of your master's programme, including your graduation project, depends on the profile you choose.

Societal M–profile: you may spend up to 30 ECTS on an internship with a company, optionally in combination with one or more management courses. Your graduation project fills the remainder of the second year, thus comprising (a minimum of) 30 ECTS.

In the C&E– (Communication and Education–oriented) profile, you may spend up to 30 ECTS on an internship in the field of communication or education, optionally in combination with relevant courses. Your graduation project fills the remainder of the second year, thus comprising (a minimum of) 30 ECTS.

In the research–oriented P–profile you have several options.

- 15 ECTS on CAI courses related to your graduation project; 45 ECTS on the graduation project.
- 30 ECTS on a research internship (either as a separate internship or in preparation for the graduation project); 30 ECTS on a graduation project.
- 60 ECTS on a graduation project.

## 7.2 Exam components exemption procedure

Exemption of certain elements of the master examination is possible. Students who feel they are entitled to such exemption should address the study advisor. The study advisor will judge the request and advise the Master Examination Committee, who is finally responsible for approving exemption. Requests for exemption have to be made in writing to the secretary of the board of examiners. The Master Examination Committee assesses all components.

## 7.3 Exam components approval procedure/alternative programme approval procedure

Students can obtain a curriculum proposal form at the Subfaculty-based information desk. After the trackadvisor (CAI) or tutor (Philosophy) has approved the proposal, this form must be sent to the secretary of the board of examiners. After approval of the board of examiners the student's master program is certified. The student receives a signed copy of the approved proposal.

## 7.4 Exam application process

In order to graduate, the student must have a certified program, and a pass grades for all courses in the program. In addition, a final version of the master's thesis, approved by the thesis assessment committee, has to be available. The student can then make a request for graduation at the Subfaculty based information desk. The request for graduation must be made at least three weeks before the designated graduation date.

## 7.5 Exam results and degree certificate

Part of the graduation is the public defense of the master's thesis (= final exam). The defense takes at most 45 minutes. Directly afterwards, the grade of the final exam is announced and the degree certificate is presented.

Graduation dates are always and only on the last Friday of each month. In the month July no exams are taken.

## 7.6 Honours designations

### 7.6.1 CAI

The honours degree 'cum laude' (with distinction) will be rewarded when the average of all grades is 8 or above, and no more than two grades are lower than 8, but not lower than 7.

The honours designation 'met genoegen' will be rewarded when the average of all grades is 7 or above, and

no grade is lower than 7.

Only the honours designation 'cum laude' (with distinction) will be written on the degree certificate.

#### 7.6.2 Philosophy

The honours degree 'cum laude' (with distinction) will be rewarded when the average of all grades is 8 or above, the grade of the masterthesis 8,5 or above, and no more than two grades are lower than 8, but non lower than 7.

The honours designation 'met genoegen' will be rewarded when the average of all grades is 7 or above, and no grade is lower than 7.

Only the honours designation 'cum laude' (with distinction) will be written on the degree certificate.

## 7.7 Transitional provisions

Transitional provisions will be announced in due time via the course catalogue, the Subfaculty's website, or via personal writing to each student.

## **8 Student guidance and advice, information**

The student guidance services offered by the University are designed to help you reflect on your progress and identify and address problems. For all your study-related questions your initial contact point is the tutor.

For advice students can always approach the student advisor.

### **8.1 Student introduction programme**

not applicable

### **8.2 Academic guidance**

At the start of the Master Programme each student is assigned a tutor. During the first year the student meets with the tutor at least twice, to discuss study progress. The second year the student meets at least 4 times with his thesis-supervisor. Other staffmembers can always be contacted for supervision or counselling.

### **8.3 Information and advice on exam and coursework results and on academic progress**

As soon as possible after the end of a semester you will be informed in writing of your end-of-semester results.

For two-year research master's programmes: at the end of the first year you will receive a non-binding prognosis regarding admission to a place on a research programme.

## 9 Internationalisation

### 9.1 Exchange programmes

The Subfaculty of Philosophy has exchange programmes with Sorbonne (Paris) and Bologna. In accordance with international co-operation there is an exchange contract with Washington University, St. Louis, USA.

### 9.2 International Office

The International Office provides study-abroad advice to Utrecht University students and offers assistance to foreign (exchange) students who come to study at the University. The International Office runs an information centre, issues brochures, administers scholarships (also faculty-based scholarships) and provides housing assistance as well as a mediated priority visa procedure. In addition, the International Office runs its own exchange programmes.

#### **9.2.1 Information, advice and grants/scholarships**

For general questions and practical information, such as eligibility for reimbursement of public transport fares during a study-abroad period, please contact Student Services.

Study-abroad information is available from the International Office Information Centre. You can visit the Centre if you have questions about studying abroad, to order course catalogues from foreign universities or to find out more about scholarship programmes.

In addition to the exchanges run by the International Office, there are also opportunities to study abroad through faculty contacts. Every study abroad student who fulfils certain criteria is entitled to a grant or scholarship such as a Trajectum or Socrates grant. Grant/scholarship application forms are available from the International Office and the faculty-based internationalisation officers.

The International Office also provides information on scholarships for students undertaking an international Master's degree at Utrecht University (the Utrecht Excellence Scholarship Programme) and on the Utrecht Scholarship Programme for academic staff. In addition, the International Relations Office gives information on national scholarship programmes such as the Fulbright Programme, the VSB Programme, the Huygens Talents Programme and the Cultural Agreement Programme. Information about grants and scholarships is also available from the Information Centre and from the faculty-based internationalisation officer.



### **9.2.2 Participation in an exchange programme**

If you would like to take part in the exchanges run by the International Office, you must be currently enrolled as a Utrecht University student and have completed your first year of study by the time you go on exchange. Participation in an exchange programme must be approved by the board of examiners to make sure your study-abroad period will not affect your academic progress. The exchange period ranges from three months to a year.

To become eligible for an exchange programme, you need to submit an application form, which is available from the International Relations Office. In the spring before the year in which you go on exchange, there are two selection rounds. If you submit your application before 1 March, you stand the best chance of getting your first choice of destination. If you submit your application after 15 February, you will be allocated to a university according to the places available.

If you have been selected to take part in an exchange programme of the International Office, you are eligible to receive a contribution towards the costs of travelling and accommodation. The International Office organises briefing meetings and provides visa information and insurance advice.

#### **More information**

Student Services  
[www.uu.nl/buitenland](http://www.uu.nl/buitenland)

#### **Contact point:**

First contact point: Faculty-based student counsellor / internationalisation officer or Student Service Centre, for general information on exchange programmes and what to arrange if you are going abroad. second contact point: International Office, Information Centre

## 10 Student financial assistance

The University may provide financial assistance if you are delayed in your completion of studies (§10.1) and if you undertake certain duties (§10.2).

### 10.1 Delay in completion of studies owing to exceptional circumstances

Utrecht University offers financial assistance to full-time students seeking to complete a course of study that has been delayed by reason of force majeure. Force majeure events include:

- illness
- special family circumstances
- pregnancy
- disability (and chronic illness)
- unsatisfactory academic progress

In exceptional cases you may invoke the hardship clause. That is, you may invoke this clause if – as stated in the law – refusal of financial aid would result in an exceptional case of extreme unfairness.

To qualify for financial assistance you must have done everything in your power to limit the delay in completion as much as possible. In practice, this means that you must consult your student advisor without delay for advice on the measures that need to be taken. Examples of measures are: an adjusted plan of study; special (interim examination) facilities; referral to the University's psychologist or student counsellor; and suspension / termination of your government grant or loan.

Do not wait too long to consult your student advisor (or – in the event of a referral – the psychologist or student counsellor) because, if you do, this will affect the duration of your financial assistance eligibility! In the event of a protracted force majeure event, you must notify the student advisor within five months of the event's occurrence. If you fail to do so, you will lose your maximum entitlement!

In order to become entitled to financial assistance due to force majeure, the delay in completion of studies must occur within the period in which you are in receipt of a government grant, that is a basic grant plus perhaps an additional grant, an interest-bearing loan and/or a partner, or a lone parent allowance.

After your grant period has expired, you are eligible to take out a loan from the IB-Group. If a delay in completion due to force majeure occurs during the loan period, you do not qualify for financial assistance.

A final eligibility requirement is that you have not yet graduated from the degree programme for which you are seeking financial assistance.

The assistance amount equals the government grant amount that you received in the last month of the academic year in which the delay occurred.

You must apply for financial assistance after the end of the academic year in which the force majeure event occurred. You have until 31 December of that year to submit your application. Payment will be made once your request has been approved. At the time the payment is made you must be registered as a full-time student and not yet have graduated from the degree programme for which you are seeking financial

assistance.

**More information**

Student Services

## 10.2 Special student grants

### ***10.2.1 Grants for students serving on governing bodies***

Students serving on some of the University's governing and representative bodies are eligible to receive a special grant. The grant amount depends on the average weekly amount of time spent on performing assigned duties. Each year, before the start of the academic year, the Faculty Dean determines the average number of hours worked per week. The amount of the grant will be based on these calculations. The grant will be paid by the faculty concerned.

***Information about special student grants is obtainable from the secretary of the board of the Subfaculty of Philosophy.***

The University Board has decided that student members of the University Council work eight half-days per week. Their grants are paid by the Office which provides administrative support to the University Council.

All students who before 1 September 2001 served on a governing or representative body listed in the Annex of the relevant academic year and who are entitled to a degree completion grant (the precursor of the special grant award) which has a duration of one or more months can put in a claim by submitting a form to be obtained from Student Services. The monthly grant amount equals the government grant amount you received in the month of August 2000.

The degree completion grant allocations will be paid in monthly payments effective as of the first day of the month following the month in which your application is received. At the time the payment is made you must not yet have graduated from the degree programme for which you are seeking financial assistance and you must be registered as a full-time student at Utrecht University.

**More information**

Student Services

For the University Council: the registry of the University Council  
Secretary of the board of the Subfaculty of Philosophy.

### **10.2.2 Special grants for students serving on the board of a student organisation**

Once every three years, commencing in 2004, the Boards of Utrecht University and the Hogeschool Utrecht decide which student organisations will be grant-funded. The Boards will also determine the grant duration period. An overview can be found at [www.uu.nl/studentenorganisaties](http://www.uu.nl/studentenorganisaties) and is available for inspection at the Office of the Board of Directors of the student organisation concerned.

One month before the start of each academic year the Boards of Directors or Senates of the student organisations will inform the Boards of the University and the Hogeschool of the board and/or committee positions to be grant-funded and of the period of employment for these positions. In addition, the Boards will indicate for each position if the position holder will meet the progress requirements by the specified date.

In determining the length of the employment period the Boards or Senates need to take account of the proportion of Utrecht University and Hogeschool Utrecht members.

#### **Grant eligibility requirements**

To be eligible for a special grant for board or committee membership of a student organisation:

- you must hold the position for an unbroken period of twelve months;
- Your Board or Senate have registered the position and your name with the Boards of the University and the Hogeschool Utrecht.
- You are enrolled as a full-time student at Utrecht University in the academic year in which you hold the position and you have paid tuition to the University.
- you receive a government grant in the academic year in which you hold the position, or you are not eligible for a government grant because you do not satisfy the nationality requirements;
- you hold the position within the period in which you are entitled to an achievement grant, or for no longer than 11 months after this grant has expired (if you receive a progress-related grant, please check with Student Services);
- You have completed an average of (the equivalent of) 30 credits per academic year.
- The starting point here is the number of registered higher education credits completed by the specified date. If you are a first-year student, and you're in a binding advice programme, you can only apply for a special grant for an board or committee membership of a student organisation once you have officially met the demands of your

programme's binding advice.

- you have not yet completed your final examinations.

If you are a board member of one or more of the University's student organisations, the maximum duration of the grant period is 10 months per academic year. The maximum allowed grant period is 20 months (Bachelor's and Master's degrees combined).

Please note that there are no academic progress requirements during or after the special grant period.

The special grant amount equals the amount of government grant you receive in the month preceding the academic year in which you hold the position. If you wish to apply for a special grant, you need to complete and submit an online application form that is available from [www.uu.nl/studentenorganisaties](http://www.uu.nl/studentenorganisaties). You must submit the application before commencing the grant-funded duties.

The special grant allocations will be paid in monthly payments effective as of the first day of the month following the month in which you submitted your application.

#### **Degree completion assistance rights acquired on the basis of specific duties performed before 1 September 2000**

All students who before 1 September 2000 served in a position listed in the Annex of that particular academic year and who are entitled to a degree completion grant (the precursor of the special grant award) which has a duration of one or more months can put in a claim by submitting a green form, available at Student Services. The degree completion grant amount equals the amount of government grant you received in August 2000.

The grant allocations will be paid in monthly payments effective as of the first day of the month following the month in which your application is received. At the time the payment is made you must be registered as a full-time student and not yet have graduated from the degree programme for which you are seeking financial assistance.

#### **More information**

Student Services

Board of the student organisation

### **10.2.3 One-off grants for specific activities**

One-off grants are made available for student organisation activities that fall outside the scope of standard offerings. The student organisations must, however, meet the requirements listed in Article 4 of the regulations pertaining to special grants for students serving on the board of a student organisation. In addition, the Hogeschool Utrecht and Utrecht University need to have sufficient funds to support the activities.

**More information**

Student Services

**10.2.4 Other types of financial assistance**

In addition to grants for students serving on boards, the Board of the University may award other subsidies to encourage and support student (organisation) activities. The Board administers subsidies for activities and in-kind subsidies, and sponsors activities.

**More information**

Student Service Centre

**10.3 Extra financial support for lengthened arts and humanities degrees**

Utrecht University has extended the length of the following arts and humanities degree programmes: Linguistics (research degree, CROHO code 60720), History and Culture (research degree, 60721), History of Science (research degree, 60722), Philosophy (research degree, 60723), Theology (research degree, 66109), International European Legal Studies (IELS, professional degree, 60700), Notary Law (professional degree, 66828), Jurisprudence Research (research degree, 60744), Management and Organisational Sciences (research degree, 60391), Economics (research degree, 60390), Comparative Studies of Migration, Ethnic Relations and Multiculturalism (MERM: subsumed under General Social Sciences, research degree, 66631; Cultural Anthropology, research degree 60702), Sociology (research degree, 60748), General Social Sciences (research degree, 66631), Educational Sciences (research degree, 60749), Pedagogical Sciences (research degree, 60382), Psychology (research degree, 60383), Methodology and Statistics of Behavioural and Social Sciences (research degree, 60384), Human Geography and Planning (research degree, 66838), Development Studies (professional degree, 60731).

Utrecht University provides extra financial support for these extended degree programmes. Section 10.3.1 details the eligibility criteria, the amount of support available and the application procedure. Note that this is a temporary arrangement: The IB-Group is expected to take over the operation of this support scheme at some point in the future.

# 11 Governance and staff–student participation

## 11.1 Organisational structure of the School

### 11.1.1 CAI

The master programme CAI is a programme of the Graduate School of Science.

### 11.1.2 Philosophy

The master programme Philosophy is organised by the ZENO Research Institute of the Graduate School of Arts and Humanities

## 11.2 the Faculty Board

The Subfaculty of Philosophy is part of the Faculty of Arts and Humanities.

The board of the Subfaculty of Philosophy is enforced by the dean in co–operation with a team of board members. In the Subfaculty council 6 employees of the Subfaculty of Philosophy and 1 student member participate.

## 11.3 Organisational structure of Utrecht University

The University is governed by the Board of the University. The University Board, which is accountable to the Supervisory Board, establishes general policies, formulates the development plan, sets the budget and establishes teaching and research guidelines after consultation with the faculty deans.

The University Council has the right to provide advice and give or withhold consent with regard to these general policies. The Council is composed of 24 members, 12 of whom are students. The members are elected by students and staff.

The Board receives advice on teaching and learning issues from the advisory Teaching Quality committee. This committee includes two students.

LinQ aims to strengthen student participation in university and faculty governance by co–ordinating and organising consultation activities and by providing training for students who are active players in the participation process.

### **More information**

University Council Office  
LinQ

## 11.4 Right to vote and the election of councils, governing boards and committees

The members of the Faculty and University Councils are elected. All enrolled students are entitled to vote and eligible for election. Students are elected for one year, staff for two years. The elections are usually held in

April or May and are organised by the University's Central Election Committee.

**More information**

University Council Registry (point of contact for students and staff)  
Utrecht University Election Regulations

***Departmental committee, departmental board***

The board of examiners is functioning as degree committee.

***More information***



## **12 University facilities/Student Facilities**

### **12.1 Other course offerings**

not applicable

### **12.2 PhD programmes/Other programmes**

For students with a master degree in the research-oriented P-profile, devoted to research, PhD programmes are a possible career option.

### **12.3 Labour market information and preparation**

By means of graduate surveys, information about the labour market is obtained. Graduates are also invited to alumni meetings.

### **12.4 Student society**

#### 12.4.1 CAI

Cognitive Artificial Intelligence master students can become a member of the student society Incognito. The society has the objective to extend the knowledge of the special field of study of Artificial Intelligence by means of lectures, excursions and symposia.

#### 12.4.2 Philosophy

Philosophy master students can become a member of the student society FUF. The society has the objective to extend the knowledge of the special field of study of Philosophy by means of lectures, excursions and symposia.

### **12.5 Alumni facilities**

#### 12.5.1 CAI

Part of the student society Incognito is the alumni society Aluminium. This sub-society has the objective to strengthen the contact between alumni.

#### 12.5.2 Philosophy

Autarkeia is the special society for philosophy alumni.

### **12.6 Learning and teaching facilities provided by the Faculty**

#### Readers and Syllabi

Students can buy readers and syllabi at the Subfaculty base information desk.

Hours of opening of the Subfaculty based information desk:

– Monday till Thursday from 09.00 till 12.30

- Tuesday and thursday from 13.00 till 16.30
- Tuesday evening from 17.00 tot 19.00 o'clock, the first two weeks of each term and, depending on the readers that are offered, possibly one other evening.

#### Computer facilities:

The Subfaculty of Philosophy has two computer rooms with Macintosh computers. These rooms are opened at weekdays from 09.00 till 18.00 .

Students must have a Subfaculty computer account. This account provides students with an e-mail adress as well as personal digital workplace. Students are obliged to read their Subfaculty e-mail.

Questions about the computerfacilities can be adressed to [helpdesk@phil.uu.nl](mailto:helpdesk@phil.uu.nl) or <http://www.phil.uu.nl/helpdesk>.

## 12.7 General student facilities

This section lists a number of facilities that are available to students who need information and advice about matters unrelated to their programme of study. If you have any queries on study-related matters, consult your student advisor.

### 12.7.1 Student Services

Student Centre provides information and advice to students on admissions, application and enrolment procedures, tuition fees, financial matters, unforeseen financial need, government grants, financial arrangements, complaints procedures, student accommodation and student organisations.

#### Your university career

Student Centre also offers information and advice on your university career, transfer requests, advanced-level study and the jobs market. The Centre publishes and distributes information such as course catalogues and vacancies lists. Student Services also provides tests, training courses, workshops and academic advising.

#### University psychologists

If your academic progress is hampered by study-related or personal problems, you are welcome to make an appointment with a university psychologist. Student Services offers individual consultations, training courses and workshops.

#### Support for student organisations

Student Services provides student organisations with information and advice about facilities, special grants, subsidies and policies. Student Services holds consulting hours, publishes newsletters and runs theme evenings on organisation & governance. Facilities for students organisations are available at Pnyx: meeting rooms, the necessities for meetings, and a computer area.

#### Subsidies for activities and projects

Individual students and student organisations/clubs may be eligible to apply for subsidies, for example for projects targeted to the university community, for projects which are designed to involve students and alumni and for some (one-off) activities. For more information about subsidies, please consult the website of Student Services at [www.uu.nl/studentenorganisaties](http://www.uu.nl/studentenorganisaties). The Utrecht University Foundation also awards subsidies to

student organisations. More information is available on their website: [www.ufonds.nl](http://www.ufonds.nl).

### **More information**

Student Services

Qdesk, the question and answer website of Student Services

## **12.7.2 General university facilities**

### **Library**

The University has its own library: the Utrecht University Library, which comprises the Central Library and a number of subject libraries. Access to these University libraries is free. Items can be borrowed from the library upon presentation of your student card (or library card).

The Utrecht University Library has a computerised catalogue system. You can access the catalogue in all the Utrecht University Libraries via PCs that are connected to the main University network.

The University Library is based in *De Uithof*. The University Library houses the literature collections of the disciplines Theology, Philosophy, Geosciences, the Geography Map collection and Social Sciences, Testing Materials Library, a general reference collection (including DOBI), the Special Collections section and the Library of the Centre IIMO. The subject libraries of the Faculties of Law and Arts and Letters are located in the inner city. The other subject libraries are based in *De Uithof*.

### **More information**

Central Library Information Centre

### **Studium Generale**

Studium Generale's co-curricular programme complements all academic disciplines, covering social, cultural, philosophical, economic and scientific topics. The various programmes, which are open to non-university audiences as well, usually comprise a series of weekly one-to-two hour sessions at a fixed time and place. See also the announcements in the University Newspaper.

### **More information**

Studium Generale

### **IVLOS/study skills**

The IVLOS Institute of Education offers extra study support to students in all faculties. The IVLOS support service complements the faculty-based student support facilities. The IVLOS runs academic and study skills courses, offers one-to-one support for students with study problems, and provides advice to students with reading and/or spelling problems (dyslexia).

Courses currently on offer are: study methods; self management and studying; oral presentations; thesis writing 1 and 2. Courses are held throughout the year.

Students who are unsure about the causes of their study-related problems or about the suitability of any of the IVLOS courses can arrange for an orientation interview.

Students are free to contact the IVLOS at any time. They may also be referred to the IVLOS by student counsellors, tutors or lecturers.

Utrecht University students contribute 5 to 15 euro towards the costs of the course / one-to-one support programme. The orientation interview is free of charge.

### More information

IVLOS

### James Boswell Institute (JBI)

The James Boswell Institute runs:

- language training courses for staff and students;
- Dutch language and culture courses for foreign (prospective) students and staff (standard courses at different levels; special courses for ethnic minority students; the '*Boswell Welkom*' introductory course for international exchange students);
- courses and exams for (prospective) students who wish to complement their VWO exam profile or wish to be admitted to the University through an entrance examination;
- support courses in mathematics for students.

### More information

James Boswell Institute

### Science Shops / SUW

The SUW is a joint venture association in which seven faculty science shops participate. The following Utrecht faculties run science shops: Biology; Pharmacy; Arts; Physics and Astronomy; Law; Chemistry and Social Sciences. Science shops work for organisations in need of research that have insufficient knowledge and resources to conduct or commission research.

### More information

Science Shops Point of Co-ordination

### Utrecht University Newspaper and Illuster

The Utrecht University Newspaper is a journalistically independent medium that runs news stories, features and commentary on teaching, research, the university's enterprise activities, and student life. The newspaper contains the so-called *Ukjes*, which are small non-commercial advertisements, as well as study-related announcements, International Office scholarship information, course offerings, Utrecht University job vacancies and a calendar of University events.

The newspaper is freely available from most University buildings. Part-time students who live outside Utrecht can take out a free subscription by completing the subscription form included in the newspaper or magazine at the start of the academic year.

Utrecht graduates receive the alumni magazine *Illuster* four times a year. The magazine publishes information about the University and announces alumni activities. *Illuster* works closely with the University Newspaper.

### USF student assistance / Brug student legal aid

*USF* and *Brug* were established to represent the interests of students.

You may contact them for general information about education and teaching; government grants and loans; and accommodation. You may also contact them if you want to know more about your legal position in these areas.

### More information

USF Student Interests / Brug Student Legal Aid

### **Utrecht University Foundation**

The Utrecht University Foundation is an independent foundation which exists for the benefit of Utrecht University. The Foundation maintains links between Utrecht University and its alumni; establishes endowed chairs; subsidises cultural and sports activities organised by and for students.

A student commission gives advice on student policies and on the allocation of subsidies for students. A special commission, which can be contacted through the student counsellors, provides students with assistance if they have financial problems. The Utrecht University Foundation depends on the annual contributions of its patrons.

### **More information**

U-fonds

### **12.7.3 Other facilities**

Within and outside Utrecht University there are a great many student support services that address issues which are not specifically related to your studies. The Annex contains the Internet addresses of these organisations. You can also find this information in the booklet 'Studeren in Utrecht', which is issued to all first-year students. If you are enrolled at the University, you are entitled to participate in the activities of these organisations. These organisations sometimes offer discounts.

These organisations run services in the following fields:

- student support and health care
- education and politics
- international relations
- sports and culture
- social facilities
- philosophy of life
- accommodation
- eating and drinking

## **13 Safety, Health and Environment**

### **13.1 Liability**

The University is not liable for theft. The question of the University's liability for disasters and accidents during academic activities will only come up in the event of inadequate supervision or inadequate (safety) facilities. All accidents and disasters must first be reported to the faculty.

### **13.2 Measures to maintain order**

A student who disturbs the peace in a university building may be removed from the premises by order of the facility manager. If necessary, he/she may be denied access to the building for no more than two months. In serious cases or in the event of a repetition, the Board of the University may extend this period up to no more than one year. Peace disturbance specifically means obstructing others from participating in classes and performing their work in the building concerned.

### **13.3 RSI**

The University's policy on RSI among students focuses on prevention. Students are informed about the risks of RSI during the orientation programmes for first-year students, in the computer areas, through the Internet and the Student Services brochure. Students themselves are responsible for appropriate use of their home computers.

**More information**  
Student Services

## 14 Special schemes for specific groups of students

This chapter describes the arrangements that apply for specific groups of students.

### 14.1 Students with disabilities or chronic illnesses

If your academic progress is hampered by a chronic illness or a physical, sensory or other functional disorder, you may be eligible for an extension of the government grant or loan period. In addition, disabled students are entitled to extra student support and to a range of facilities such as special exam arrangements, teaching facilities and financial assistance.

#### **More information**

Student Services  
Handicap + Studie

### 14.2 Outstanding student-athletes

Top-level student-athletes may be eligible for extra facilities. The University assesses entitlement on the basis of individual circumstances. You are entitled to extra facilities if you fulfil the following requirements:

- You are a registered student of Utrecht University;
- You have been awarded NOC\*NSF-approved top sports status; you are on the 'Jong Oranje' team; or elevation to A- or B-status is to be expected on the basis of your recent achievements;
- You practise a category I or II sport as determined by the NOC\*NSF;
- Your dedication to your studies is evident from your academic record or from a statement from the student adviser and/or tutor;
- You make use of other facilities.

Facilities for outstanding student-athletes include flexible study arrangements, financial compensation, extra training facilities and accommodation assistance, medical guidance and assistance in finding professional coaching.

#### **More information**

Student Services

## 14.3 Foreign students and ethnic minority students

This section deals with admission applications, payment of tuition fees, student grants and loans and language support for foreign students and ethnic minority students. This section also looks at the consequences of the so-called Linking Act (*Koppelingswet*).

### 14.3.1 Application for admission on the basis of foreign credentials

The Admissions Office of Utrecht University provides information about the admission procedure for holders of foreign credentials. The Admissions Office assesses foreign credentials and considers admission applications in close consultation with the relevant boards of examiners. On behalf of the University Board the Admissions Office informs prospective foreign students of the admission requirements and refers them to training institutes to remedy prerequisite deficiencies.

#### More information

Admissions Office, Student Services

### 14.3.2 Tuition-fee allowance for EU and EEA students

If you are registered as a full-time student and hold EU/EEA nationality (Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Germany, Finland, France, Greece, Great Britain, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden) or Swiss nationality, you may be eligible to receive a reimbursement of your tuition fees from the IB-Group. You must complete a new grant application annually before 1 January of any particular academic year.

#### Entitlement to a government grant

As a full-time student and a national of an EU or EEA country or Switzerland you may apply for a Dutch government grant, including a student travel card, if you meet the following requirements:

- you are living in the Netherlands;
- you are under the age of 30;
- you undertake paid employment of at least 32 hours a month;
- you are working on a contract of employment.

If you fulfil these criteria, you will receive a government grant for the duration of your employment. If you are already in receipt of an IB-Group reimbursement of your tuition fees, the amounts received will be deducted from your grant entitlement.

#### More information

Student Services  
IB-Group



### **14.3.3 Consequences of the Linking Act for non-EU and non-EEA students**

The Linking Act (*Koppelingswet*) took effect on 1 July 1998. Universities and polytechnics are required to check if first-year students aged 18 and over who are non-EU or non-EEA nationals are lawfully staying in the Netherlands. The head of Central Student Administration will request these students to submit a copy of their residence document and their residence certificate. Students who do not comply with this request will not be enrolled.

### **14.3.4 Language support for foreign students and ethnic minority students**

If your academic progress is hampered by language problems, please consult with your academic advisor about extra language support. For some years now the James Boswell Institute of Utrecht University has been running the group course *Nederlands voor Anderstaligen* (the so-called NAS course) for non-Dutch speaking students. The course is also open to ethnic minority students who have grown up in the Netherlands. The course is aimed at first-year students, but later-year students with specific language problems can also turn to the James Boswell Institute. The Institute also offers one-to-one language support.

#### **More information**

James Boswell Institute

# 15 Comments, complaints and appeals

## 15.1 Introduction

This Statute and a number of other regulations (e.g. the Rules on Teaching and Examination) set out your rights and describe how members of the university community are expected to behave. Still, despite everyone's best efforts, problems may arise, for example because you do not get the exemption to which you are entitled, because you have been told to vacate a library study space, or because a lecturer does not mark your assignment in a timely manner. This chapter informs you about the University's complaints and appeals procedures and the bodies involved.

Utrecht University regards complaints and the complaint handling process as an integral part of its quality assurance process. Chapter 4 describes how quality assurance activities are managed within faculties and programmes. In addition to course evaluations and surveys, the comments and complaints submitted by individuals or groups provide input on the improvement of teaching, facilities and services.

### **Student comments**

Students are invited to make comments about their courses in the evaluations carried out by their faculty or the University. Comments on, for example, matters that need urgent attention, should be submitted to your own programme (see §15.2). The programme is responsible for the quality of the instruction offered and for providing satisfactory responses to your comments.

### **Complaints**

The University has established a more formal procedure for lodging complaints. You may wish to make a formal complaint if, for example, you feel that your concerns have not been adequately addressed or if the concern is serious enough to warrant further action (§15.3). Not only individual students, but also groups of students can use the University's internal complaints procedure. There is a separate complaints procedure to deal with the problem of unacceptable behaviour (§15.4) or complaints regarding integrity in education (§15.5).

Comments and complaints are important! They are a means of resolving problems and may act as an incentive for the faculty and the University to review and adjust existing regulations and arrangements.

### **Filing an objection / appeal**

If you do not agree with a written decision on your claim or with a decision to refuse to make a determination, you may file an objection or appeal. You may lodge an objection or appeal regarding issues such as assessment decisions, financial assistance and enrolment decisions. Please note that there are two separate procedures, each with their own periods and formalities. The appeal / objection bodies and the appeal / objection periods are usually listed in the decision letter. Sections 15.6 and 15.7 provide more information about the objection and appeal procedures.

### **More information**

Student Services

## 15.2 Submitting comments to your programme

Chapter 4 describes how the quality assurance process is managed within the faculties / programmes. Not only comments and suggestions made in evaluations and surveys serve as input for quality improvement, but also the comments

and complaints submitted by individual students or groups of students.

This section tells you how to submit comments, for instance about your class schedule, your exam schedule or the available facilities. You may submit comments as an individual student or as a group of students. The programme will aim to resolve your concerns on the spot or as quickly as possible. When submitting comments please bear in mind that:

- the first step is always to discuss your concern with the person concerned
- if your concern remains unresolved or if you do not know who to turn to, you can submit your comments to a faculty-based information desk. You can do this in person or use the form available from the information desks. You can also obtain information and advice at the desks about your (legal) position, the procedures involved, etc. Your comments will be processed and entered into the programme's quality assurance system so as to minimise repetition of the issue.

#### **More information**

### **15.3 Submitting a complaint**

This section tells you what to do if you feel that your concern has not been properly addressed or if you want to submit a formal complaint. You can submit a complaint as an individual student or as a group of students (right of group complaint). A formal complaint will be resolved as quickly as possible, but occasionally the process may take up to six weeks. When submitting a complaint, you will need to follow a specific sequence of steps.

#### **Complaints at the faculty level**

You must first discuss your complaint with the person concerned. If, for example, the cancellation of a lecture was not announced in a timely manner, you should talk to the lecturer or teaching co-ordinator concerned. If something goes wrong in the guidance offered by your mentor, you should discuss the problem with him/her.

If your concern is not resolved or if you do not feel able to talk directly to the person concerned, you can submit a written complaint to the

independent faculty-based complaints co-ordinator. The faculty will send you a written acknowledgement within five working days. The receipt acknowledgement letter states:

- who (which co-ordinator) is your point of contact and how and when he/she can be reached
- when you will be informed of the outcome of the complaint (plus a reasoned statement of the decision)
- a brief analysis of the complaint

The complaints co-ordinator will initially act as mediator. He/she will keep in touch with you regarding progress and the outcome.

If mediation proves unsuccessful, the complaints co-ordinator will refer the case to the faculty dean. Referral of a case to the dean means that your complaint must be set out in writing and signed. Both parties will then be heard unless this is deemed unnecessary. The dean will issue a written decision within six weeks of receiving the complaint.

#### 15.3.1 CAI

the Subfaculty-based complaints coordinator for CAI is  
dr. H.H.A van den Brink  
e-mail: bert.vandenbrink@phil.uu.nl  
phone: 030 2532090  
address: Heidelberglaan 6, room 170

#### 15.3.2 Philosophy

the Subfaculty-based complaints coordinator for Philosophy is  
dr. R. van der Lecq  
e-mail: ria.vanderlecq@phil.uu.nl  
phone: 030 2535582  
address: Heidelberglaan 6, room 182

### **Complaints about university services**

If you are unhappy about the way in which you have been treated by a staff member of the University's central departments, such as the Student Services Centre and the Central Student Administration unit, please first take your complaint to the department concerned.

If your concern is not resolved or if you do not feel able to talk directly to the person concerned, you can submit a written complaint to the university complaints co-ordinator. You will receive a written

acknowledgement within five working days. The receipt acknowledgement letter states:

- who (which co-ordinator) is your point of contact and how and when he/she can be reached
- when you will be informed of the outcome of the complaint (plus a reasoned statement of the decision)
- a brief analysis of the complaint

The complaints co-ordinator will initially act as mediator. He/she will keep in touch with you regarding progress and the outcome.

If mediation proves unsuccessful, the complaints co-ordinator will refer the case to the Board of the University. Referral of a case to the Board means that your complaint must be set out in writing and signed. Both parties will then be heard unless this is deemed unnecessary. The Board of the University will issue a written decision within six weeks of receiving the complaint.

You can submit a written complaint to the university complaints co-ordinator. The regulations can be obtained from the Student Services Centre.

#### **More information**

Student Services

#### ***The National Ombudsman***

If you still feel that the University has not treated you well, you can file a complaint with the National Ombudsman. However, the Ombudsman will not consider your complaint unless you have first taken it to the party who caused the complaint or to the complaints co-ordinator. So you will always have to follow the internal complaints procedure before you can refer your complaint to the National Ombudsman. After investigating the complaint, the National Ombudsman will draft a report of his findings and make a judgement on the complaint. The judgements made by the National Ombudsman are published annually.

#### **More information**

[www.nationaleombudsman.nl](http://www.nationaleombudsman.nl)

## **15.4 Complaints of unacceptable behaviour**

The University operates a code of conduct regarding (sexual) harassment, aggression, violence and discrimination.

Unacceptable behaviours are:

- sexual harassment: unwelcome sexual advances in the form of requests for sexual favours or other verbal, non-verbal or physical behaviours (for example, sending unsolicited pornographic images or texts, deliberately viewing pornographic images or texts that are visible to others, for example via the internet)
- aggression and violence: bullying or physically harassing, threatening or attacking others
- discrimination: making statements or decisions about and/or engaging in behaviours towards people that are perceived to be insulting because of race, religion, gender, philosophy of life and/or sexual orientation; or making distinctions on the basis of these factors (race, religion, etc.).

The code of conduct applies to all staff and students of Utrecht University in their behaviour towards:

- other staff and students of the University
- other persons acting under contract with the University, such as guest lecturers, trainees and temporary staff
- (employees of) third parties performing work on University premises
- visitors to Utrecht University.

Students can take their complaints to the confidential counsellor. The counsellor offers assistance and guidance, mediates between disputants, and provides consultation and advice. In consultation with the confidential counsellor, you may file a complaint with the complaints committee which advises the University Board on the measures to be taken.

**More information**

Student Services  
Confidential counsellor

## 15.5 Complaints regarding integrity in education

The University has a complaints regulation regarding integrity in education. Within Utrecht University all parties involved in scientific education have their own responsibility for maintaining the scientific and professional integrity. Central to this are the following principles:

- General principles of professional scientific operating

- Didactic–scientific carefulness: when presenting a scientifically very controversial theory to which extensive conclusions are connected, criticism to that theory may not be omitted.
- Didactic–social carefulness: when dealing with a socially sensitive theory or method the lecturer must carefully pay attention to the relation between the results of scientific research and their social use.

You can submit a complaint if you feel that the above mentioned principles are violated in education. The complaint is submitted to the faculty–based complaints co–ordinator who will lay it directly before the Dean. The Dean will gather advice from the Committee Scientific Integrity and will then make a decision about the soundness of the complaint and the corresponding measures that are to be taken.

#### **More information**

Student Services

## **15.6 Appeals against assessment decisions**

If you do not agree with the assessment decisions of your programme, you may file an appeal with the Examination Appeals Board. You are strongly advised, however, to first discuss the matter with the lecturer or body concerned. This may help to resolve the problem more quickly.

Please note: The appeal period begins to run when the assessment decision is announced (see the procedure below). To make sure that you lodge your appeal within the appeal period, you may submit a preliminary notice of appeal. If you do so, the Appeals Board will not immediately begin the appeal process.

#### **Grounds for appeal**

You can appeal to the Examination Appeals Board of Utrecht University against:

- decisions (of whatever nature) of boards of examiners and examiners about, for example, exam results; exemption refusals; the university entrance exam; and assessment of theses and practicals. Please note that situations in which a board of examiners or an examiner does not reach a decision within the agreed time period or within a ‘reasonable’ time period (usually not more than one or two months) also constitute decisions.
- the Board of the University’s decision regarding the number of credits earned (for the progress–related grant / achievement grant)
- decisions regarding admission to a university–level teacher education programme.

You can also appeal against a refusal to make a decision. A decision not taken within the required (statutory) time period, or, if there is no such period, within a reasonable period of time, constitutes a refusal to make a decision.

#### **The appeals procedure**

You must submit the appeal in writing within **four weeks** of the announcement of the decision. You may file an appeal after the deadline only if you can demonstrate that it was not reasonably possible to submit the appeal earlier.

A number of faculties have an informal objection procedure. This procedure is, however, entirely separate from the statutory appeal procedure. This means that, regardless of whether you have invoked the informal objection procedure, the appeal period begins to run immediately after your exam results have been made available.

#### **More information**

Board of Examiners  
Examination Appeals Board  
Student Services

## **15.7 Objection and appeal against other decisions**

You may appeal certain decisions to the Higher Education Appeals Tribunal. Examples are enrolment decisions, tuition fee decisions and financial assistance decisions. Before appealing to the Higher Education Appeals Tribunal, you must lodge an official objection to the University Board.

#### **Grounds for appeal**

You may lodge an objection to the University Board and a subsequent appeal with the Higher Education Appeals Tribunal in respect to the following areas:

- enrolment or de-enrolment decisions, e.g. your enrolment has not been accepted because you submitted your form or paid your fees after the deadline
- termination of enrolment due to illness or special family circumstances
- payments; exemptions; tuition fee reductions or refunds
- student financial assistance provided by the University
- the issue of a statement saying that you are entitled to an exam certificate or the refusal to issue such a statement
- closure of a degree programme and the possibility to complete the programme.

You can also appeal against a refusal to make a decision. A decision not taken within the required (statutory) time period, or, if there is no such period, within a reasonable period of time, constitutes a refusal to make a decision

#### **The procedure**

Before you appeal to the Higher Education Appeals Tribunal, you must file a notice of objection with the body that made the decision you are objecting to (usually the University Board). You must submit the notice of objection within **six weeks** of the date of the decision. You will then be asked to appear before the governing body. Usually, a decision will be made within six weeks of receipt of the notice of objection.

If the decision is unfavourable, you can file an appeal with the Higher Education Appeals Tribunal. The appeal must be submitted in writing within six weeks of receiving the decision.

#### **More information**

Student Services  
Higher Education Appeals Tribunal





## 16 Protection of privacy

This chapter sets out how the University ensures the protection of privacy in relation to the processing of students' and *extranei*'s personal data. Central Student Administration and faculty-based student administration units store personal data within computer databases. The Personal Data Protection Act (*Wet Bescherming Persoonsgegevens*) specifies a number of rules concerning the protection of these personal data.

§16.1 describes which powers and obligations the University and faculty-based student administration units have in relation to the processing of student data.

§16.2 specifies the rights of students and *extranei* (the 'parties concerned').

### 16.1 Powers and obligations of student administration units

Student administration units have the following obligations:

- to provide a statement of the purpose of the database

Student administration units must write a precise statement of the purpose of the database, for example: 'to provide information to students, lecturers and student advisors on student progress and the provision of relevant documentation'. This purpose must correspond to the duties performed by the unit in question such as the maintenance of a student progress database within a faculty.

- to monitor the database

The data held within a database must fit the purpose of the database. In addition, the personal data must always be up-to-date, that is correct and complete.

- to supervise the lawful origin of data

Only data that are obtained lawfully may be stored in the database. These data include information supplied by the student and the *extraneus*; information provided by lecturers and examiners; data collected from third parties pursuant to statutory provisions and the like, and data from public registers and any other publicly accessible data files.

- to protect data

The student record files must be properly protected against unauthorised access, break-ins, theft, fire and such like.

- to ensure adequate management

The student database is managed and maintained by staff whose job descriptions include these tasks. Staff are obliged to keep personal data confidential.

- to monitor the use of data within the University

Access to student data is restricted to staff whose duties require them to use these data (e.g. student advisors, tutors, exam boards, information desk attendants).

- to monitor disclosure of data to third parties

Personal data may only be disclosed to persons or organisations outside the University if:

- there is a statutory obligation to do so; *or*
- the student gives his or her consent; *or*
- the purpose of the database requires this;
- this serves a non-commercial purpose and the student is not disproportionately affected. Utrecht University is responsible for providing student addresses and for addressing envelopes.

Data are never used for commercial purposes.

## 16.2 Rights of enrolled students and extranei

Students and *extranei* (the 'parties concerned') have the following privacy rights:

- right of access

Each party has the right to request access to his or her personal data. Such a request must be honoured by the manager of the relevant student database within one month. If there are good reasons to do so, information may be provided orally to the party concerned. Some faculties prefer that you request information orally if the amount of information requested is limited. You may also be given electronic access to your data via Osiris.

A request for access may only be denied on the basis of 'important interests of others than the party concerned, including the University'. Please note: If the faculty or the University regularly sends you documents that contain your personal data, for example results sheets or pre-printed enrolment forms, your request may be refused because the extra administrative burden on the faculty or the University may be

regarded as an 'important interest'.

- right to correction

After inspecting your personal information, you may submit a written request asking that certain data be amended or removed because:

- they are factually incorrect; *or*
- they are incomplete or irrelevant to the purposes for which they are held; *or*
- their inclusion in the database is a violation of the law.

The database manager will notify you of the decision, in writing, within two months of receiving your request. If your request is honoured, the database will be adjusted as quickly as possible. If your request is (partially) refused, you will be informed of the reasons.

- right to notification of disclosure of data to third parties

The party concerned may ask the database manager if his or her personal data were disclosed to third parties in the past twelve months and if so, what data and to whom. The database manager will respond to your question within a month. A request for information on the disclosure of data to third parties may be refused on the same grounds and subject to the same restrictions as those that apply to a request for inspection (see above).

- right to oppose processing

The party concerned has the right to oppose the processing of his or her personal data, for example when the data are used for a charitable purpose. Whether the University is obliged to recognise the right to oppose processing depends on the interests of both the University and the party concerned. The University is not obliged to recognise this right if the personal data are required for the purpose for which they are processed, and if this constitutes a legitimate purpose.

- possibilities for appeal

A response to a request for information, modification or protection of personal data, and the response to an objection to the processing of data is to be regarded as a decision by the Board of the University. Under the General Administrative Law Act (*Algemene Wet Bestuursrecht*) you can file an appeal against a decision within six weeks after the date of the decision. All appeals should be directed to the Board of the University, attn. the Legal Office.

In addition to appealing a decision through the petition process, you may apply to the Data Protection Board and ask them to provide advice or mediate between you and Utrecht University.

### **More information**

Student Services

Data Protection Board: [www.chpweb.nl](http://www.chpweb.nl)

## **Faculty addresses**

Board of Examiners and Examination Office CAI

Chairman: dr. M. Lievers

Examination Office: Subfaculty based Information desk

Board of Examiners and Examination Office Philosophy

Chairman: dr. T. Tieleman

Examination Office: Subfaculty based Information desk

Subfaculty-based information desk

Information desk Subfaculty of Philosophy

Subfaculty-based complaints co-ordinator

dr. R. van der Lecq (Philosophy)

dr. H.H.A. van den Brink (CAI)

Student advisor CAI

dr. E. Blaauw

Student advisor Philosophy

drs. E.A.J.M. Kas

Subfaculty-based internationalisation officer

drs. E.A.J.M. Kas

Subfaculty library

Bibliotheek Centrum Uithof (BCU), Heidelberglaan 2

# University addresses

## **Brug Student Legal Aid Office**

Achter Sint Pieter 25, 3512 HR Utrecht  
Room 2.13  
T: (030) 253 6344  
E: BRUG@studver.uu.nl  
I: www.brug.studver.uu.nl

## **Central Student Administration**

To be contacted through the Student Services Centre

## **Central Library**

Heidelberlaan 3  
PO Box 16007, 3500 DA Utrecht  
T: (030) 253 6600 (information centre), (030) 253 6601 (lend out)  
I: www.library.uu.nl

## **Examinations Appeals Board (CBE)**

Heidelberglaan 8, 3584 CS Utrecht  
PO Box 80125, 3508 TC Utrecht  
T: (030) 253 1745 / 253 3075

## **Utrecht University Newspaper Service**

Publisher of *U-blad*  
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E: redactie@ublad.uu.nl  
I: www.ublad.uu.nl

## **Computer Helpdesk: Cap Gemini**

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T: (030) 253 1466  
E: helpdesk@ict.uu.nl  
I: www.ict.uu.nl

## **IVLOS Institute of Education**

Heidelberglaan 8, 3584 CS Utrecht (*Bestuursgebouw*)  
PO Box 80127, 3508 TC Utrecht  
T: (030) 253 3400  
F: (030) 253 2741  
E: ivlos@ivlos.uu.nl  
I: www.ivlos.uu.nl

## **James Boswell Institute**

University College Campus, Kriekenpitplein 21–22, 3584 EC Utrecht  
PO Box 80148, 3508 TC Utrecht  
T: (030) 253 8666  
F: (030) 253 8686

## University addresses

E: james.boswell@jbi.uu.nl  
I: www.jbi.uu.nl

### **Complaints Co-ordinator**

Ms M. Merton, Student Services Centre  
Leuvenlaan 19 (*Marinus Ruppertgebouw*)  
PO Box 80125, 3508 TC Utrecht  
T: (030) 253 7000  
F: (030) 253 2627  
E: m.a.merton@uu.nl

### **LinQ**

Achter Sint Pieter (Pnyx), 3512 HR Utrecht  
T: (030) 253 6297  
E: linq@studver.uu.nl  
I: www.linq.studver.uu.nl

### **Student Services Centre**

PO Box 80125, 3508 TC Utrecht  
T: (030) 253 7000, every working day between 10–12 hours and 13–17 hours  
F: (030) 253 2627  
FAQ/e-mail: www.qdesk.uu.nl  
I: www.studentenservice.uu.nl/english

Visiting address city centre: Pnyx, Achter Sint Pieter 25, Utrecht. Open every working day from 11.00 – 14.00 hours.

Visiting address *Marinus Ruppertgebouw*: Leuvenlaan 19, Utrecht. Open every working day from 10.00 – 17.00 hours.

### **International Office Information Centre**

Visiting address: Marinus Ruppertgebouw, Leuvenlaan 19, Utrecht. Open every working day from 10 – 17 hours.

T: (030) 253 7000

E: exchange@qdesk.uu.nl

For specific questions: walk-in office hours: Monday to Wednesday 2.30 – 4.30 pm

### **Studium Generale**

Heidelberglaan 8, 3584 CS Utrecht (*Bestuursgebouw*)  
Room 101  
T: (030) 253 2436  
E: info@sg.uu.nl  
I: www.sg.uu.nl

**University Council and the University Council Office**

The University Council members (see also Chapter 11) can be contacted through the Office, Heidelberglaan 8, 3584 CS Utrecht  
T: (030) 253 4491  
E: griffie@bs.uu.nl  
I: www.uraad.uu.nl

**Utrecht University Foundation**

Heidelberglaan 8, 3584 CS Utrecht (*Bestuursgebouw*)  
T: (030) 253 8025  
E: ufonds@ufonds.uu.nl  
I: www.ufonds.nl  
Student commission office hours: Wednesday 15–17 hours

**USF Student Interests**

Achter Sint Pieter 25, 3512 HR Utrecht  
Room 107  
T: (030) 253 6251  
E: info@studentenbelangen.nl  
I: www.usf.studver.uu.nl

**Confidential counsellor**

Ms. J. van Rees  
E: J.vanRees@uu.nl  
You can call and leave a message on her answering machine at (030) 253 9977. Ms van Rees will call you back as soon as possible and you can set up an initial appointment if you wish.

**Science Shops**

Utrecht Science Shops  
SUW Office (Joint Venture Association Utrecht Science Shops)  
Heidelberglaan 8, 3584 CS Utrecht  
T: (030) 253 6150  
E: suw@bio.uu.nl  
I: www.uu.nl/wetenschapswinkels

**Other addresses**

**Data Protection Board (CBP)**

PO Box 93374, 2509 AJ The Hague  
T: 070–381 1300  
E: info@cpbweb.nl  
I: www.cpbweb.nl

**Higher Education Appeals Tribunal (CvBHO)**

Prins Clauslaan 60, The Hague  
PO Box 20302, 2500 EH The Hague  
T: (070) 3813044  
E: cbho@sgrarr.drp.minjus.nl  
I: www.collegevanberoepho.nl



**Disability support services *Handicap & Studie***

Christiaan Krammstraat 2, Utrecht (Krammstate Building)

T: (030) 275 3300 (also text telephone)

F: (030) 275 3309

E: algemeen@handicap-studie.nl

I: www.handicap-studie.nl

**IB-Group**

Serviceoffice in Utrecht: Herman Gorterstraat 40, 3511 EW Utrecht

T: IB-Group Info line (050) 599 77 55

I: www.ib-groep.nl

Depending on the question, a different postal or e-mail address must be used. Consult the website for the correct address.

**National Ombudsman**

T: (070) 356 3563

F: (070) 360 7572

I: www.nationaleombudsman.nl

## Appendix C