



Welcome

To the Maastricht University School of Business and Economics

We are excited to have you join our community!



Maastricht University
School of Business and Economics

Today's programme

Thursday, 30 January 2025

09.30 – 10.15	Registration	Mensa
10.30 – 11.10	Official welcome by Prof. Dr Gaby Odekerken-Schröder , Associate Dean Internationalisation and Impact	Lecture Hall A-1.01
11.10 – 11.30	Explanation about the Student Portal and Canvas by Cedric Pots , Student Representative of SBE	Lecture Hall A-1.01
11.30 – 12.00	The “Are you okay?” lecture	Lecture Hall A-1.01
12.00 – 12.10	IRO information about Rotation Schedule	Lecture Hall A-1.01



Gaby Odekerken-Schröder

Associate Dean Internationalisation and Impact

*Professor in Customer-Centric Service Science - Department of
Marketing and Supply Chain Management*

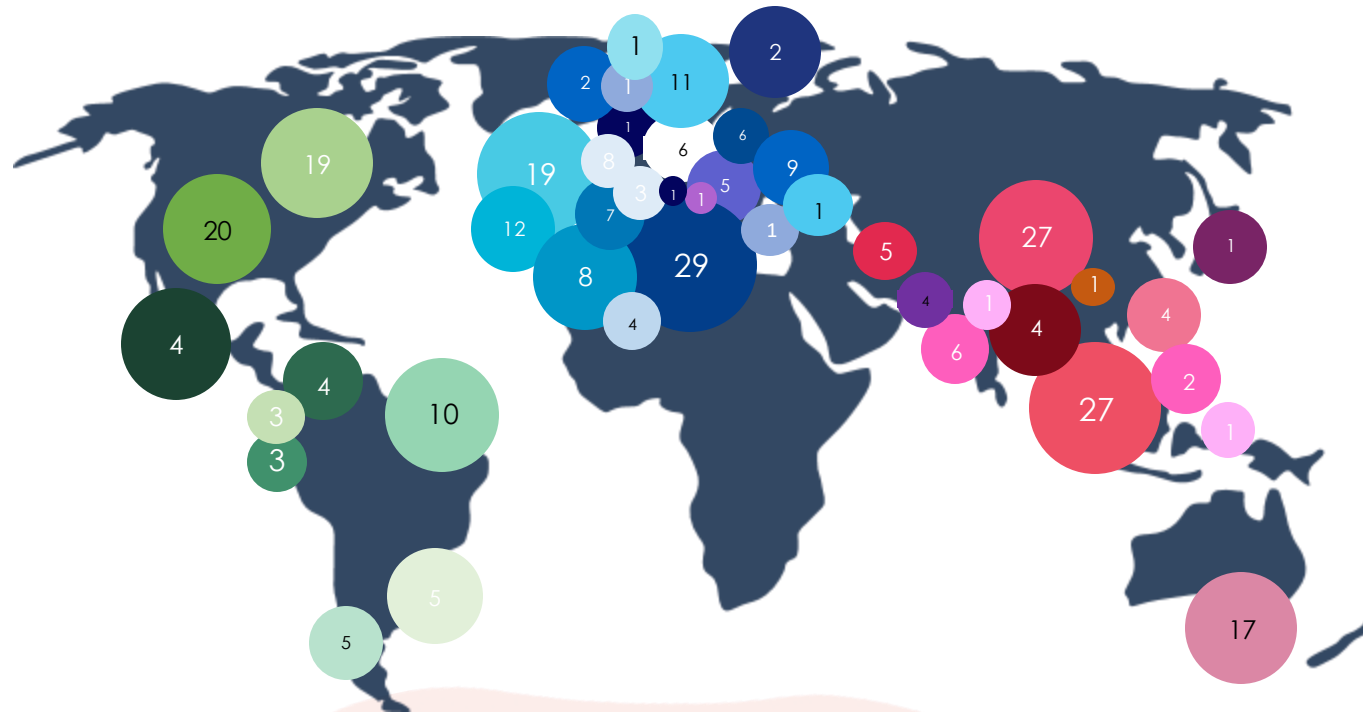
Experience Maastricht University

Right in the heart of Europe



WELCOME TO

105 EU STUDENTS
165 NON-EU STUDENTS



- Argentina
- Australia
- Austria
- Belgium
- Bosnian
- Brasil
- Canada
- Croatian
- Chile
- China
- Colombia
- Czech Republic
- Denmark
- Ecuador
- Finland
- France
- Germany
- Hungary
- India
- Indonesia
- Ireland
- Italy
- Japan
- Mexico
- Mongolia
- Morocco
- Myanmar
- Norway
- Peru
- Poland
- Portugal
- Republic of Korea
- Singapore
- South Korea
- Spain
- Sweden
- Switzerland
- Taiwan
- Thailand
- Turkey
- United States
- United Kingdom
- Vietnam

School of Business and Economics

6,500+ SBE students

190+ partner universities

670+ exchange students each year

35,000+ SBE alumni

750+ academic and support staff

3,500+ executive students



School of Business and Economics

Triple Crown Accredited

As only 1% of business schools worldwide



Times Higher Education

Maastricht University is the 10th best Young University in the world (2024)



Positive Impact Rating

Level 4 Transforming School (2024)

Our students rated SBE among the top 49 leading Positive Impact Schools



Financial Times

MSc International Business ranked in the top 100 of the Financial Times Masters in Management (2024)





Join at
slido.com
#IROIntro25



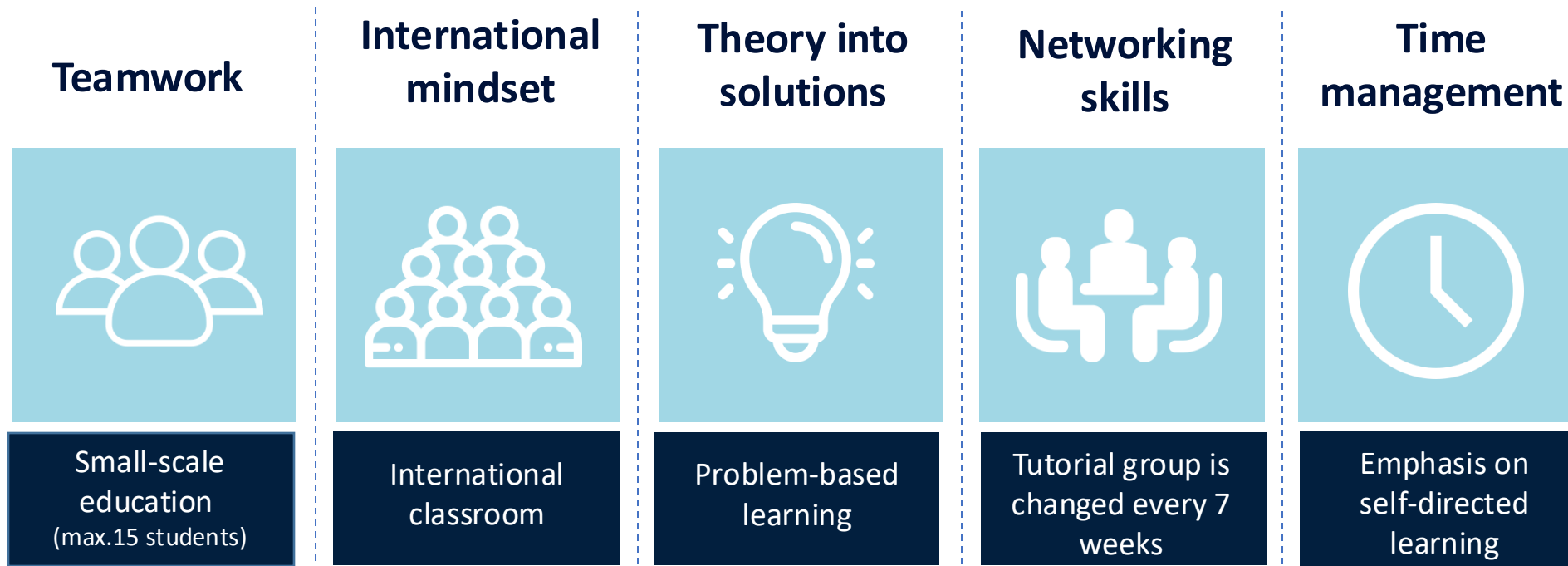


What do you expect from your exchange semester at Maastricht University?

① Start presenting to display the poll results on this slide.

Features and characteristics

School of Business and Economics





School of Business and Economics

Code of Conduct

*"We strongly believe schools of business and economics like ours play an important role in developing **future leaders and team players**. Leaders and team players who address the challenges our world is facing today."*

Dealing with the Dutch

and 'Limburgers'



A disclaimer

Limburg vs the Netherlands

In contrast to the rest of the nation:

More outgoing, enjoying life's pleasures more

Hofstede: Southern provinces of the Netherlands are the most Northern part of Latin Europe, the rest of the country is the southernmost part of Scandinavia

Again, be aware of stereotypes...



The Country Mapping Tool

the COUNTRY MAPPING TOOL

▼ Select Countries to Map Read Descriptions of Culture Map Dimensions

Low-context COMMUNICATING High-context

Direct Negative Feedback EVALUATING Indirect Negative Feedback

Egalitarian LEADING Hierarchical

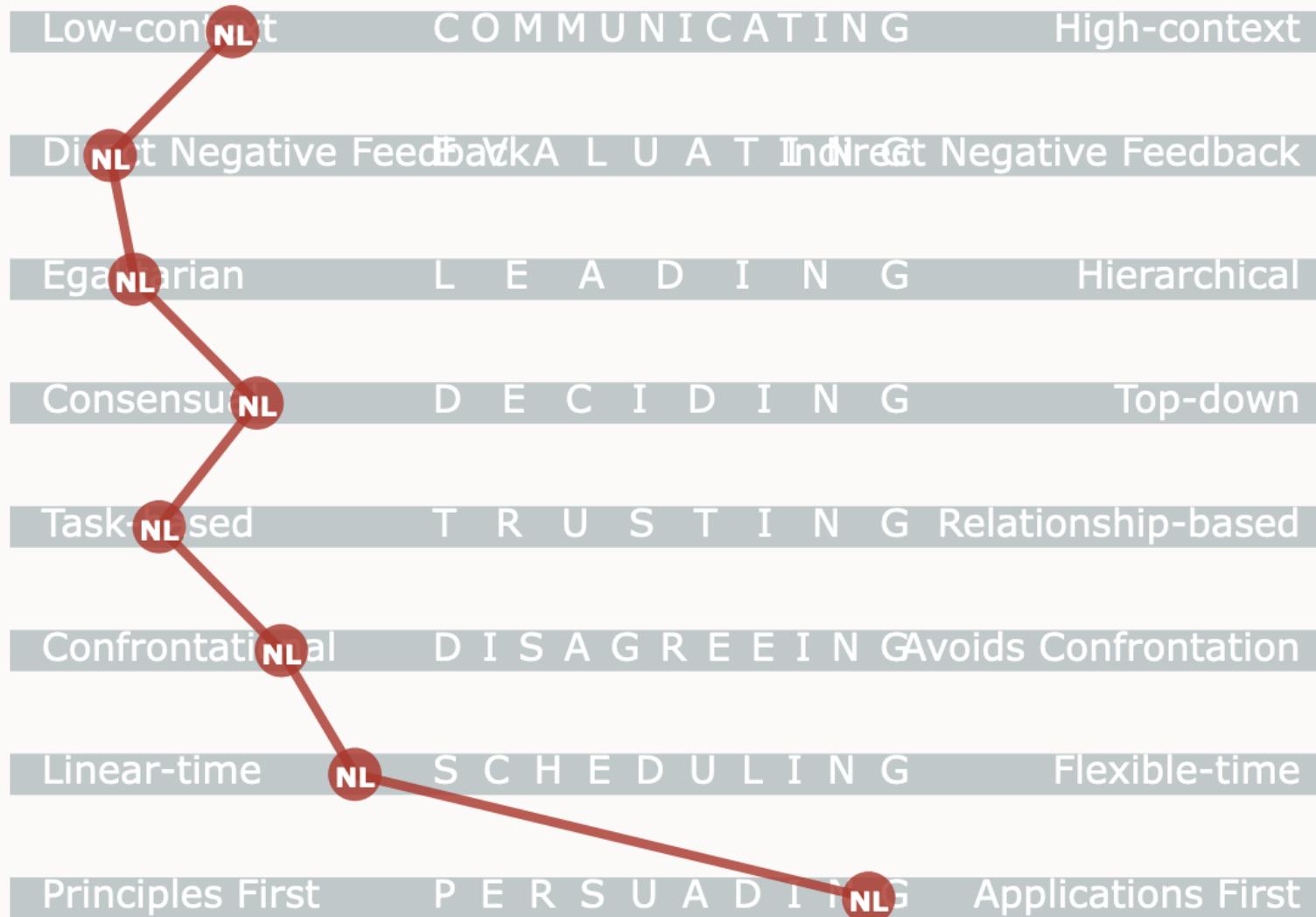
Consensual DECIDING Top-down

Task-based TRUSTING Relationship-based

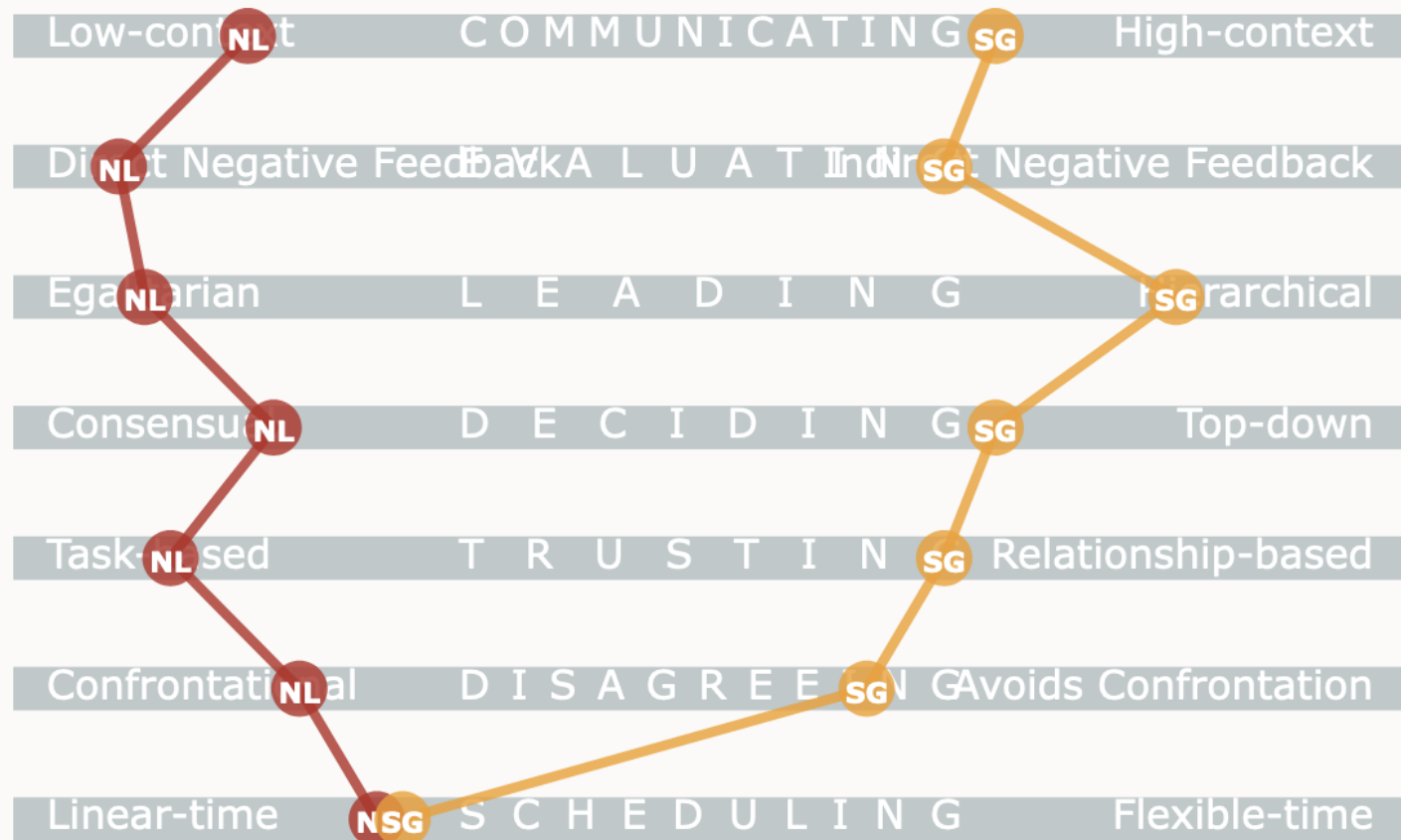
Confrontational DISAGREEING Avoids Confrontation

Linear-time SCHEDULING Flexible-time

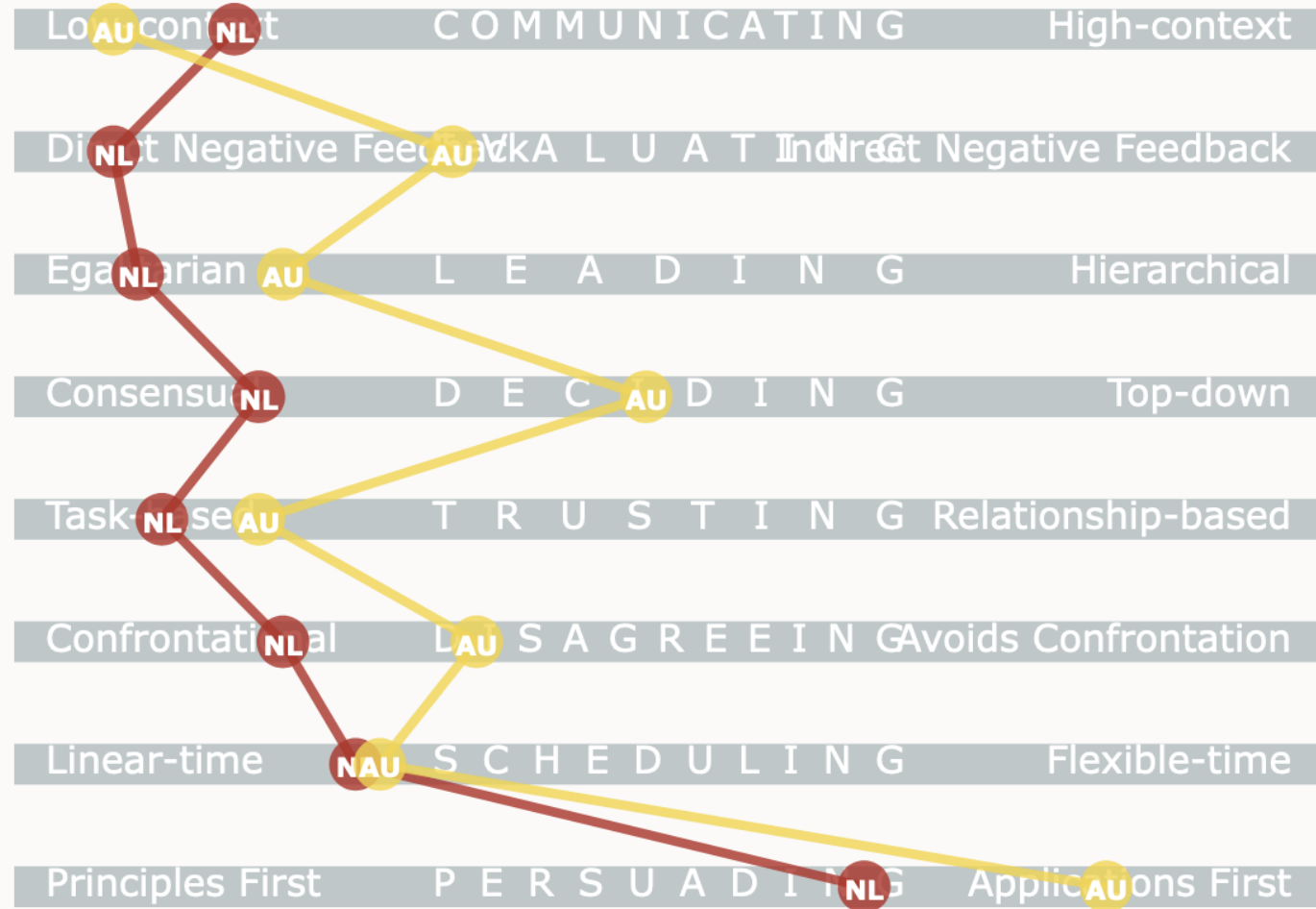
Principles First PERSUADING Applications First



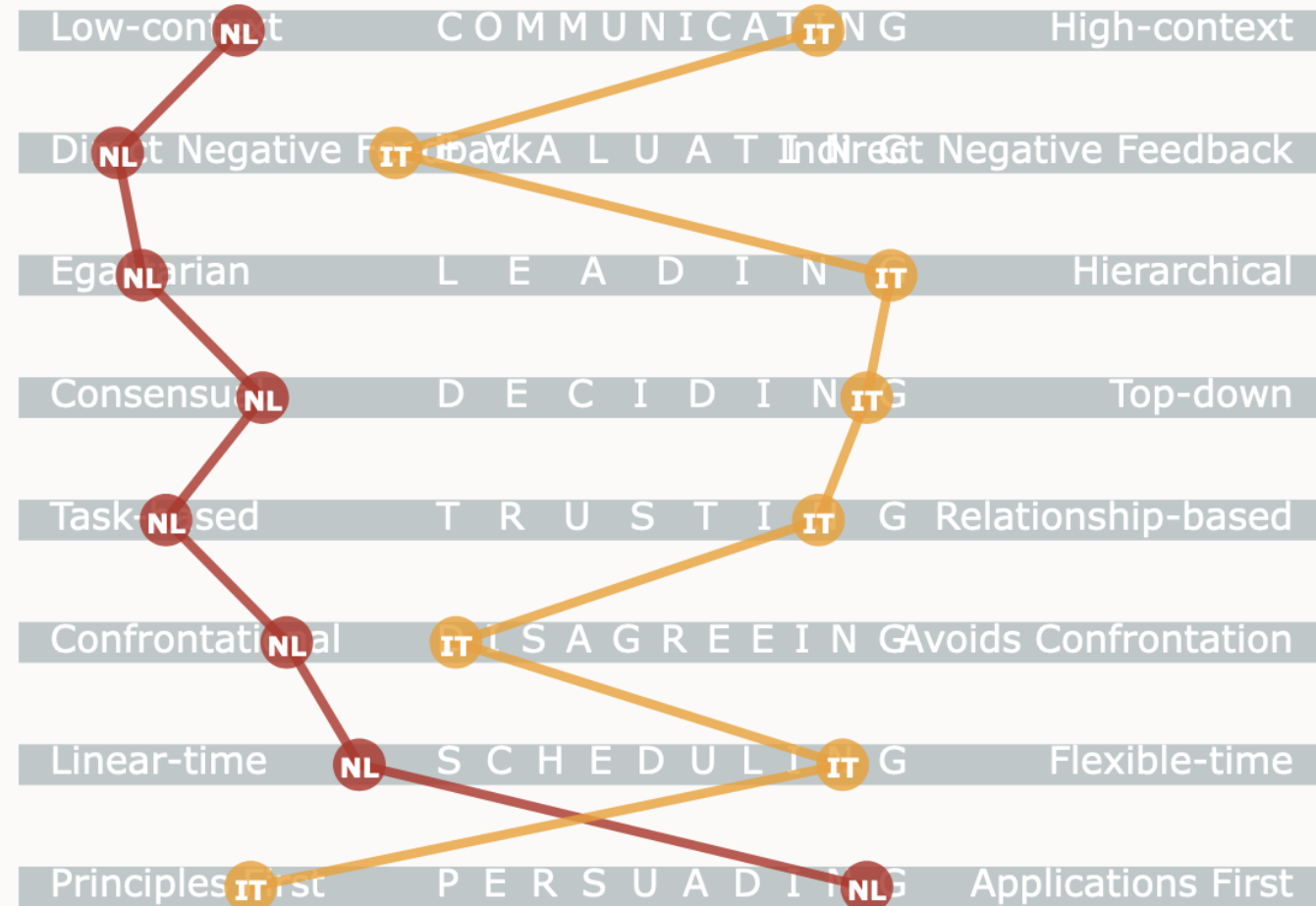
● Netherlands ● Singapore



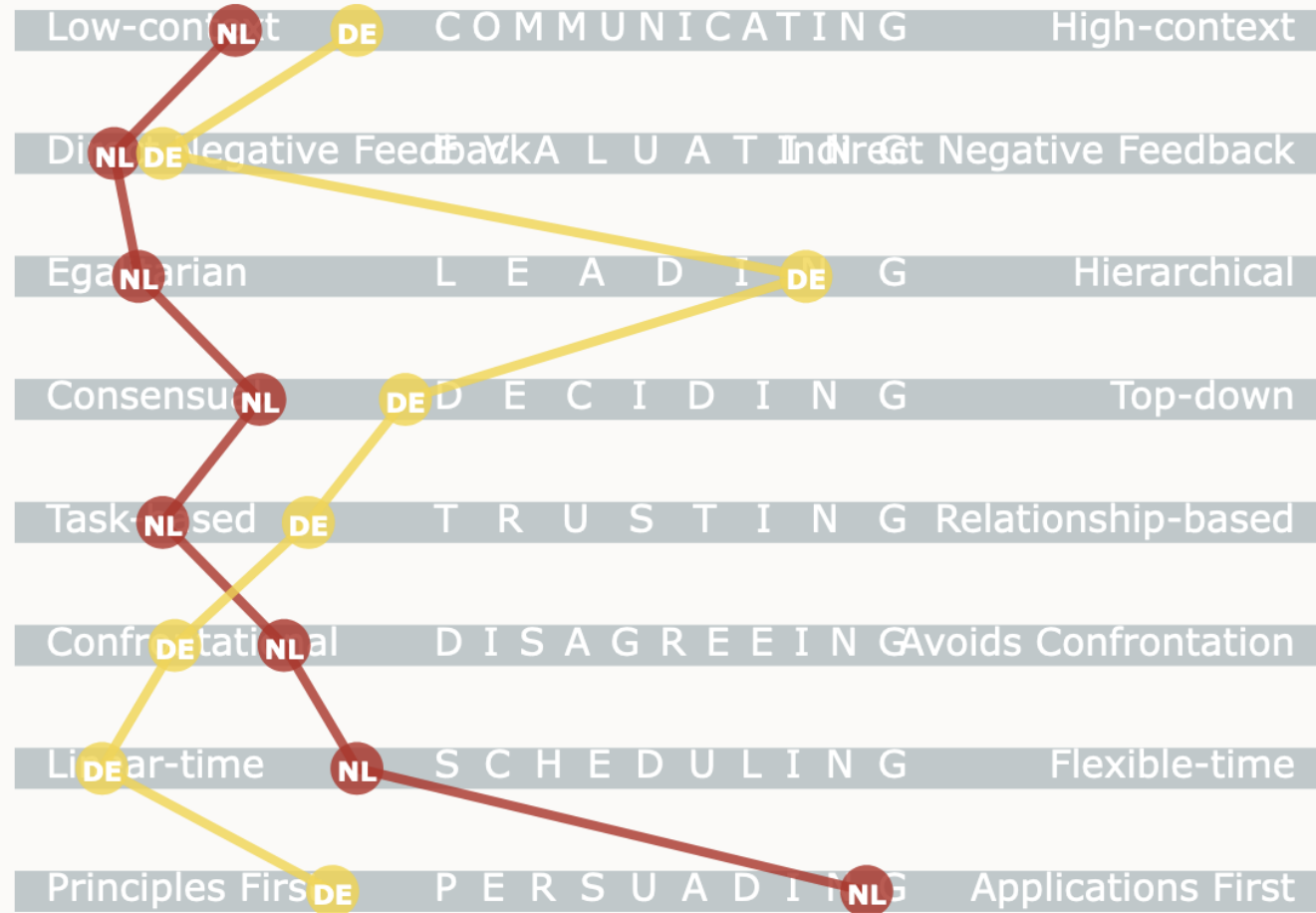
● Netherlands ● Australia



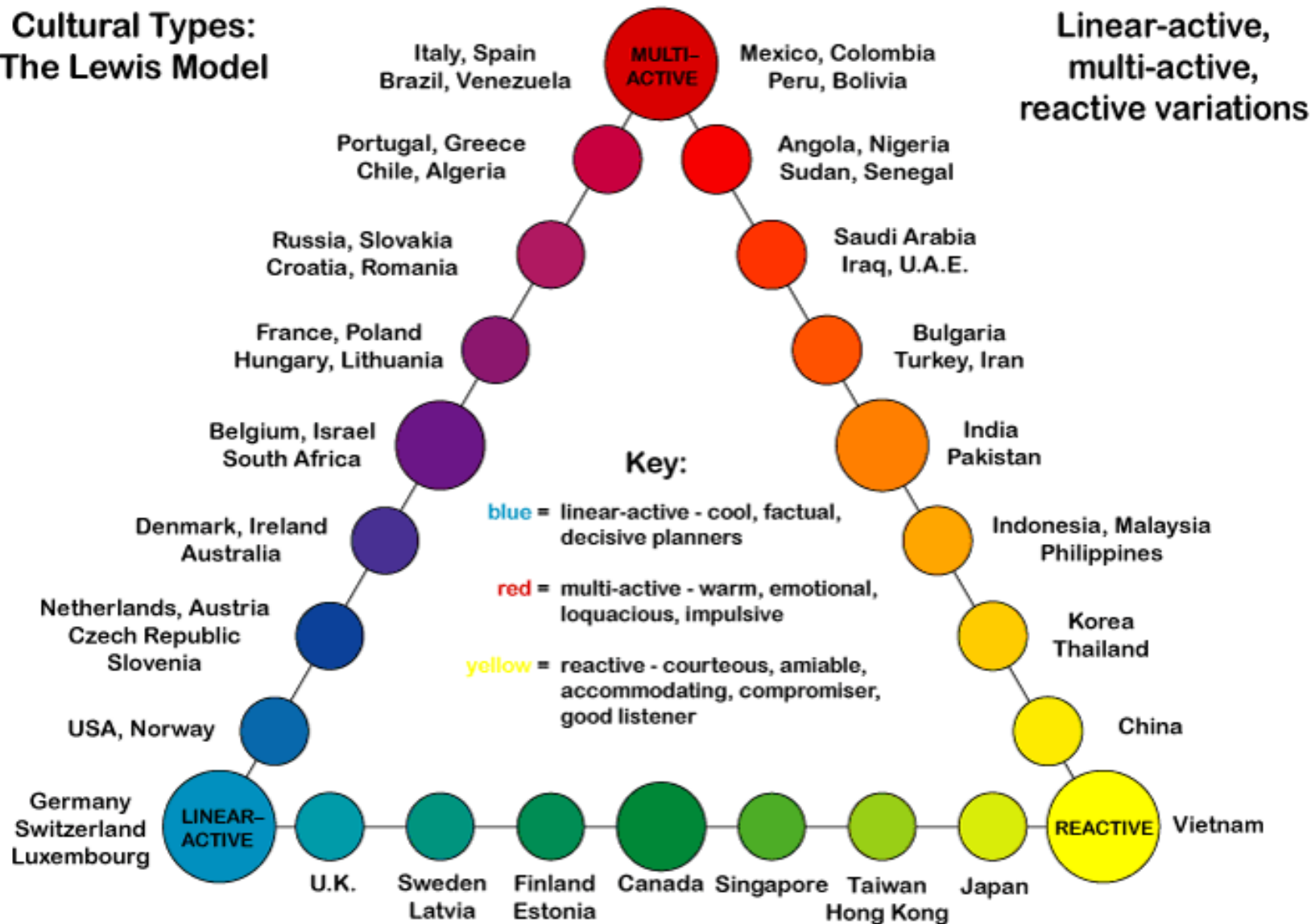
● Netherlands ● Italy



● Netherlands ● Germany



Cultural Types: The Lewis Model



Hierarchy and the Dutch problem with it...

Egalitarianism:

“A sense of everyone being equal from a moral point of view”

- “Just act normal, that is strange enough”
- Should not openly pride yourself on your achievement
- Moral not a material position

The Dutch Prime Minister



Attitude to Hierarchy in NL

- On a global scale The Netherlands scores pretty low on Power Distance (a way to measure the role of hierarchy in society).
- Dutch try to ignore hierarchy – make it invisible as much as possible.

Attitude to Hierarchy in NL and our education system

✓ Problem Based Learning

- ✓ Tutor is a coach, rather than an instructor;
- ✓ Hardly any lecture based learning

Don't be misled:

- Our tutors are very well trained;
- They know how to judge your performance;
- Many of them get very high evaluation ratings;
- The courses are designed by experienced senior professors.



Dutch directness

- Reputation for being very direct
 - Opinions differ: 'very honest' but also 'blunt' and 'rude'
 - Yes is yes, no is no; we don't wrap these words up
- People openly disagree with their superiors
- 87% of the Dutch people speak English (English proficiency as a 2nd language index: 3rd in the world)
 - 'Dunglish'
 - The word 'please' can be omitted in Dutch without being rude
- Tutorials

Time Rhythm at UM

SBE has an extreme form of continuous examination

- very short blocks (7 weeks)
- only 2 courses at a time
- heavy reading assignments
- lots of in course assignments: presentations, essays, cases etc.

Implication:

- Complete relaxation for 4 weeks makes it very tough to pass a course.

Dutch culture manifesting itself in UM's educational system:

Grading

Grading system: 1-10

1 = worst possible grade
<= 5.0 insufficient

5.5 = sufficient
6.0-6.5 = satisfactory

7.0-7.5 = good (normal, average grade)
8.0-8.5 = very good
9.0-9.5 = excellent
10 – exceptional (*"9 for the teacher, 10 for Our Lord in Heaven"*)

Netherlands	USA	UK	Definition
10	A+	A+	Excellent
9.5	A+	A+	Excellent
9	A+	A+	Excellent
8.5	A+	A	Excellent
8	A	A/A-	Very good
7.5	A/A-	B+	Very good
7	B+	B	Good
6.5	B	C+	Good
6	B-/C	C/D	Satisfactory
5.5	D	D	Sufficient
5	F	F	Almost sufficient
4	F	F	Insufficient
3	F	F	Low
2	F	F	Bad
1	F	F	Bad

Attitude to achievements

as a cultural phenomenon

- Appreciation of competitiveness varies a lot around the world (not just in education).
- In The Netherlands an interesting mixture:
 - + Achievements important
 - + High standards
 - Don't show off
 - Low profile expected.
- Dutch version of Calvinism
- High grades very important on the German labour market

What if the two meet?

- Quite some friction sometimes in team work.
- Of course, not everybody fits into the picture.

Recommendations:

1. Don't judge, just be curious
2. Be inclusive
3. Go around with an open mind
4. Use cultural information as background knowledge only
5. Have an open exchange of *individual* preferences: your aspirations and the aspirations of your team mates

Dutch food

Haring, stamppot and erwtensoep



Quote from an Italian student

“The Dutch apparently have other ways of having a good time”

Some local/Dutch dishes you should try:

1. Zuurvlees
2. "Knien in 't zoer"
3. Limburgse vlaai →
4. Maatjesharing
5. Hutspot
6. Pea soup
7. Drop



Thank you

Have a **great journey at
the School of Business and
Economics!**



Maastricht University





Cedric Pots

Student Representative

*MSc Econometrics and Operations Research
LLM, Corporate and Commercial Law*





Student Portal

Your one-stop location for accessing and managing your personal university information.

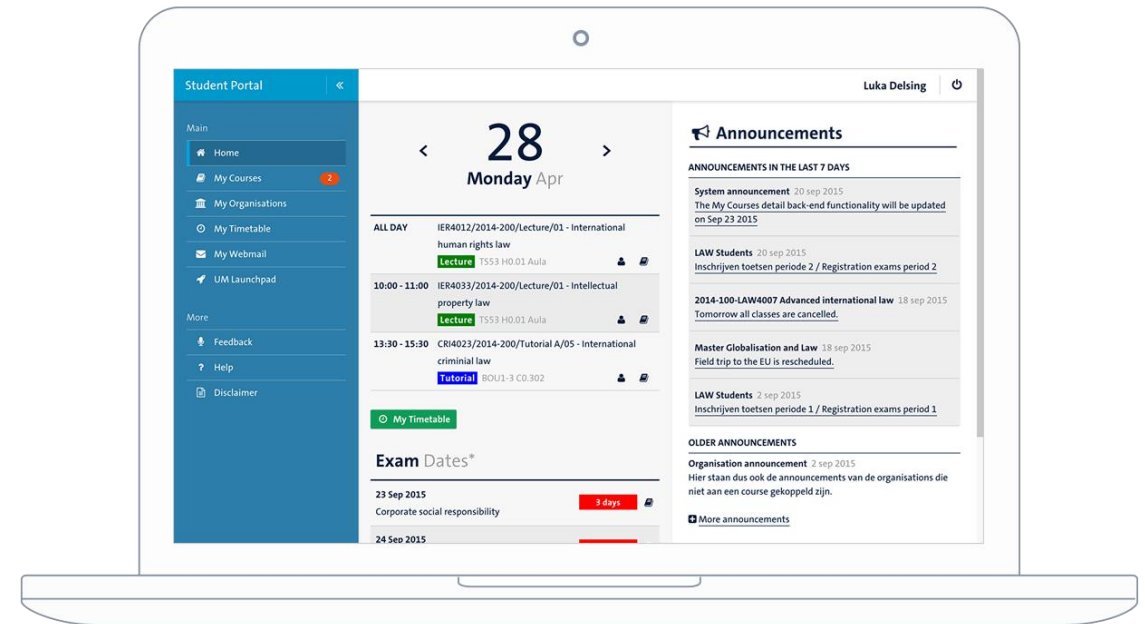
For accessing your **course material**, answering your **e-mail** and browsing your **timetable**, managing your **course registrations**, and checking your **grades**.

To the Student Portal

studentportal.maastrichtuniversity.nl

Instruction video Student Portal

um-sbe.com/instructions-student-portal



Canvas

Your *learning management system (LMS)* to access all **course materials** such as **articles**, **assignments** and **messages** for your courses.

To Canvas

studentportal.maastrichtuniversity.nl > **My Courses**

Instruction video Canvas

um-sbe.com/instruction-canvas

Canvas Student App

um-sbe.com/canvas-app



Check your **UM mail (!!)** and join us on **Instagram** to stay updated!



@maastricht_sbe



@iro_sbe

Follow for updates & news

Other social media channels



**Maastricht University School of Business
and Economics**



School of Business and Economics



@maastrichtsb

Tips



SBE Student Intranet

Study related questions? Check intranet.maastrichtuniversity.nl
> SBE Stud.



Ask SBE

Cannot find the answer on the SBE Student Intranet? Ask our staff a question via www.asksbe.nl



Information Desk

During opening hours, you can also visit the Information Desk at Tongersestraat 53

Tips



Books

Books can be bought via
WO4YOU: www.wo4you.nl



UM card

Details on how to pick up
your UM card will be sent
to your UM mail



Wifi

Choose *UMnet* or *Eduroam*
and log in with your UM
username followed by
@unimaas.nl. The password is
your UM password

Course and exam registration

You will need to register for courses via the Student Portal before the deadline. You will automatically be registered for the exam. If you fail a course, you will be registered for the resit. However, if you receive a NG (no-grade) you have to register for the resit yourself.

- Your Timetable is visible via the Student Portal > My Timetable
- Not registered for courses in period 4? Please contact the International Relations Office
Iro-incoming-sbe@maastrichtuniversity.nl



Printing, copying & scanning

- Multiple ways to print:
 - Print portal** - print.maastrichtuniversity.nl
 - Campus Print app** for iOS and Android
 - UM_Printer** on Student Desktop (Anywhere) or install the UM Internet Printer on your own device
- Print jobs can be collected at **any** printer ("follow you queue")
- Pay with your **UMcard**
- Scans are free of charge
- Visit the **Canon shops** for custom printing and supplies (@Inner City Library and Randwyck Library)



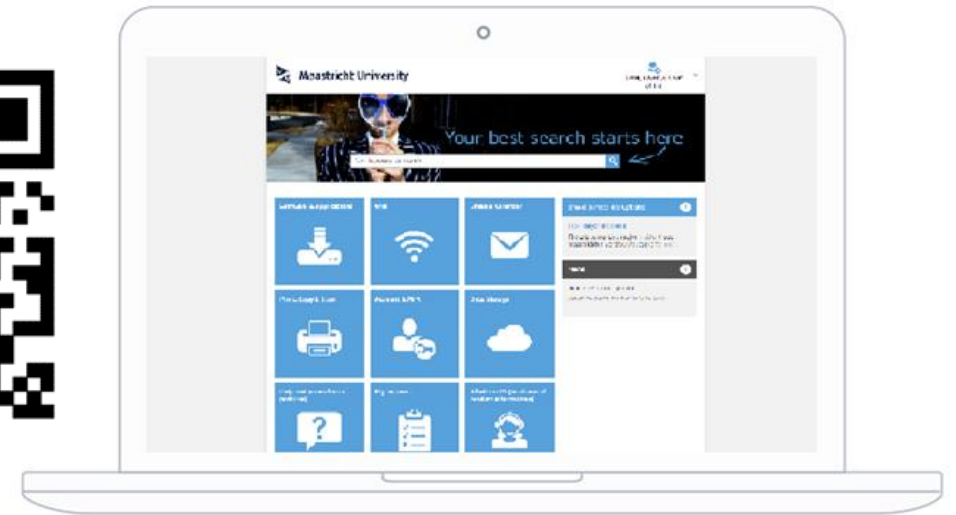
IT support by ICTS

Do you want to...

- ✓ Know how to set up Multi Factor Authentication (MFA)?
- ✓ Know how to connect your UM email to your personal email?
- ✓ Link your Timetable to your online calendar app on your phone or laptop?
- ✓ Download software like Office 365 or SPSS for free?
- ✓ Know how to connect to the WiFi?
- ✓ Know how to storage your data?
- ✓ Reach out for IT support?

Go to the ICTS Self-Service Portal

servicedesk.icts.maastrichtuniversity.nl



UM Library

Getting acquainted with the Library

> 3000 study places

6 locations

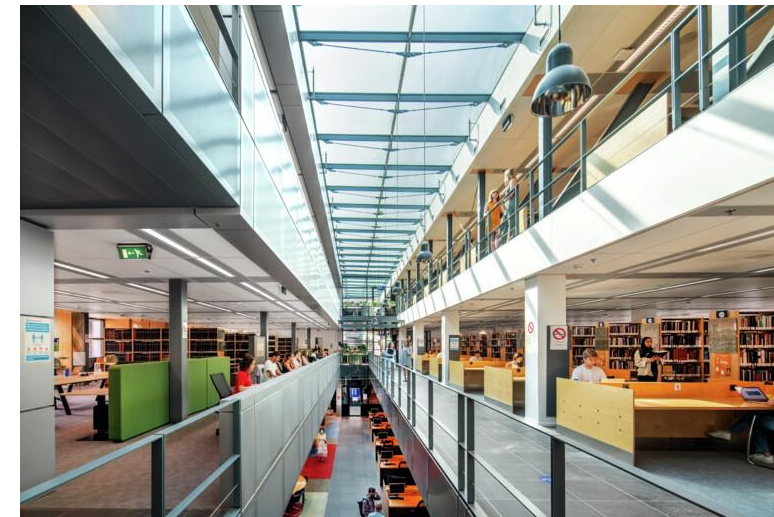
- Inner City Library
- Randwyck Library
- Tapijn 11 + Tapijn Loods V
- University Sports Centre
- Paul-Henri Spaaklaan

Reserve your study place

umlib.nl/studyplace-reservation

More information

umlib.nl/newstudents



Questions about your registration at UM?

Ask the International Relations Office
iro-incoming-sbe@maastrichtuniversity.nl



Didn't catch everything?



Download this presentation
um-sbe.com/intro-exchange



Check your UM e-mail

In the following weeks, we will share important information, as well as tips and tricks, to offer you a smooth start at SBE!

Questions?

- Ask your **buddy**
- Send an email to iro-incoming-sbe@maastrichtuniversity.nl
- Visit the open office hours on Tuesday and Thursday 10:00 - 11:00 near the reception



‘Are you okay?’ lecture



**Be(come) an ally against sexual violence and find
out where you can get support at UM**

Welcome!



Prevent. Educate. Support.



Create a culture where people can:

- Feel safe
- Participate in respectful behaviour
- Feel encouraged to speak up

Sexual violence is:

- ... an umbrella term that refers to any form of inappropriate sexual behaviour, ranging from non-consensual photo sharing, catcalling, and passing inappropriate comments, unwanted kissing or touching, sexual abuse, and rape.
- ... is an approach or behaviour that is sexual in nature, and crosses the sexual boundaries of a person. This does not have to be a physical event.

Pick two events:

The least unacceptable and the most unacceptable

A

The person you are making out with continues after you have told them you want to stop.

B

You overhear some classmates making sexual remarks about one of your tutors/peers after they've left the room.

C

The person you are about to have sex with insists on not using a condom because allegedly it does not feel as good.

D

A classmate flirting and dressing provocatively and then not wanting to date you.

E

Arguing with the person you were about to have sex with, because they changed their mind late in the process.

F

A group of friends passing around the Instagram profile of a peer and all of you are making sexual remarks / comments.

Pick two events:

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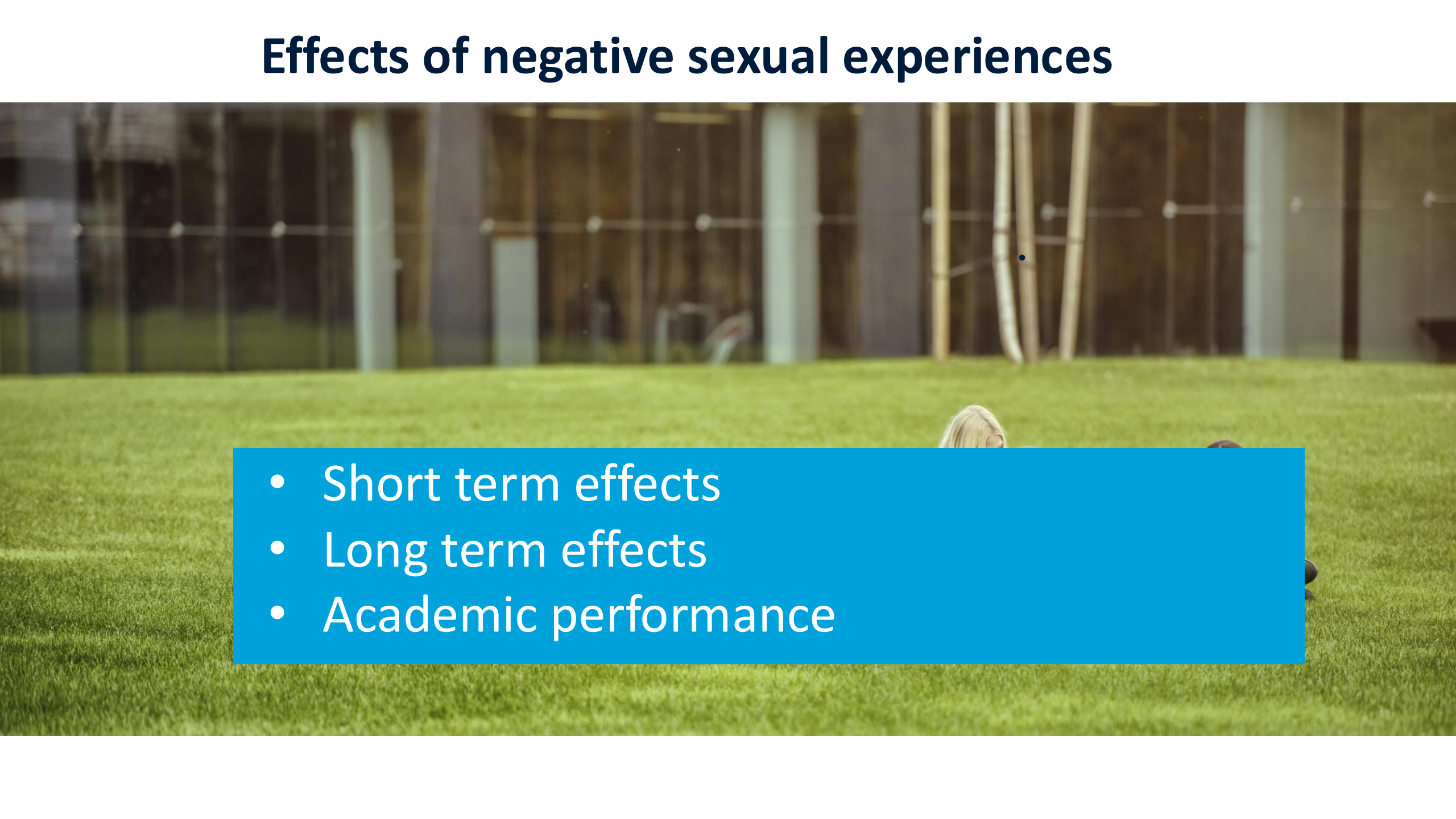
E

Arguing with the person you were about to have sex with, because they changed their mind late in the process.

F

A group of friends passing around the Instagram profile of a peer and all of you are making sexual remarks / comments.

Effects of negative sexual experiences

- 
- A photograph of a person lying on their back on a lush green lawn. The person's head is visible, and they appear to be looking towards a modern building with large glass windows and columns in the background. The building is out of focus, and the overall scene is bright and sunny.
- Short term effects
 - Long term effects
 - Academic performance

Reacting as an ally 😊

You overhear some classmates making sexual remarks about one of your tutors/peers after they've left the room.



Voicing how the comments make you feel



Putting someone in the shoes of a loved one



Support an ally or ask for support

Reacting as an ally 😊

To the person in question:



I just witnessed what happened, are you okay?



Can I do anything for you? Stay with you maybe?



What do you need?

Here is where you can go

- Social Safety Team - Students



Ivanka Smitsmans - Coördinator



Wendy Geijen



Romy Beuken



Tessa Fox



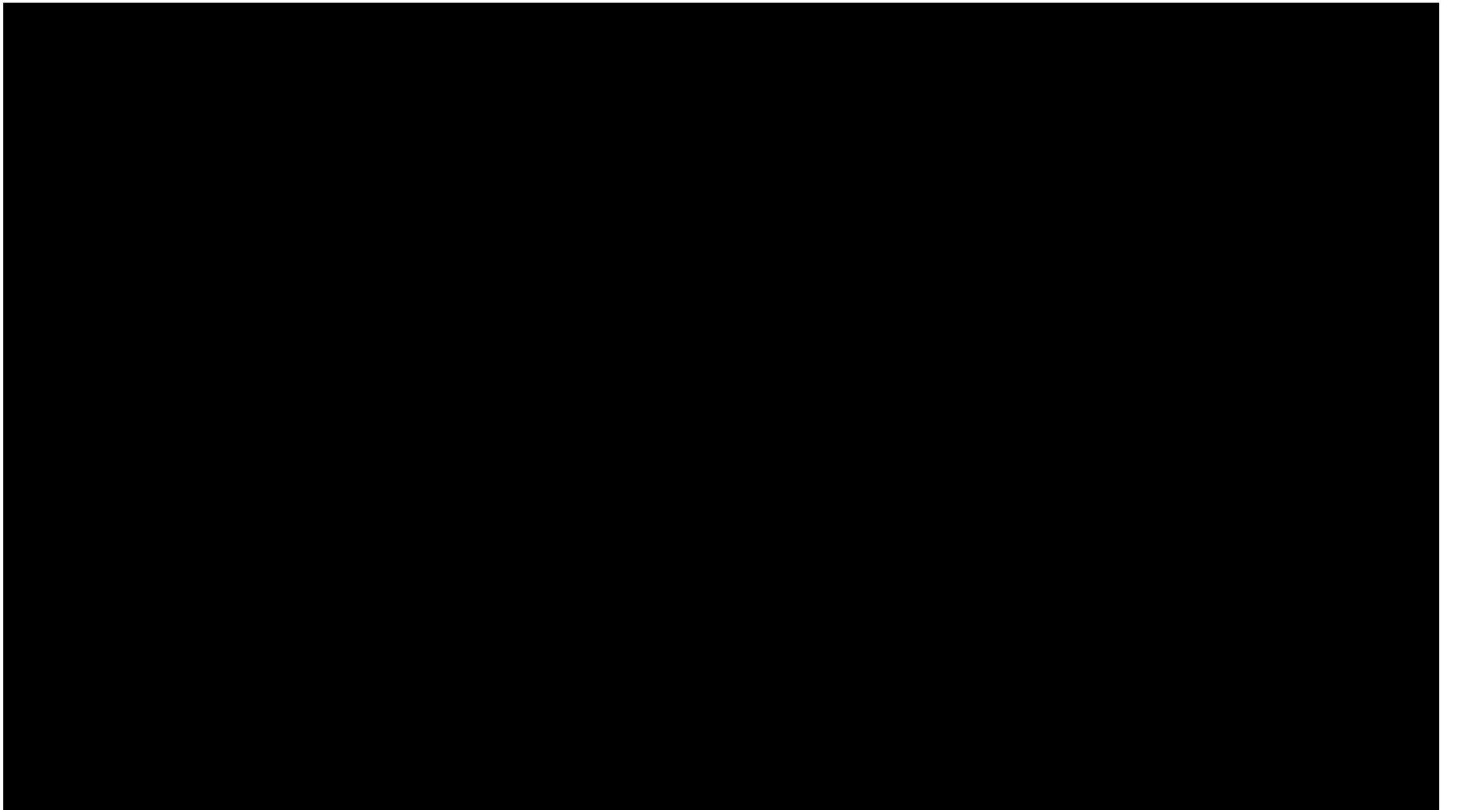
Wendy Brandt

Confidential advisors

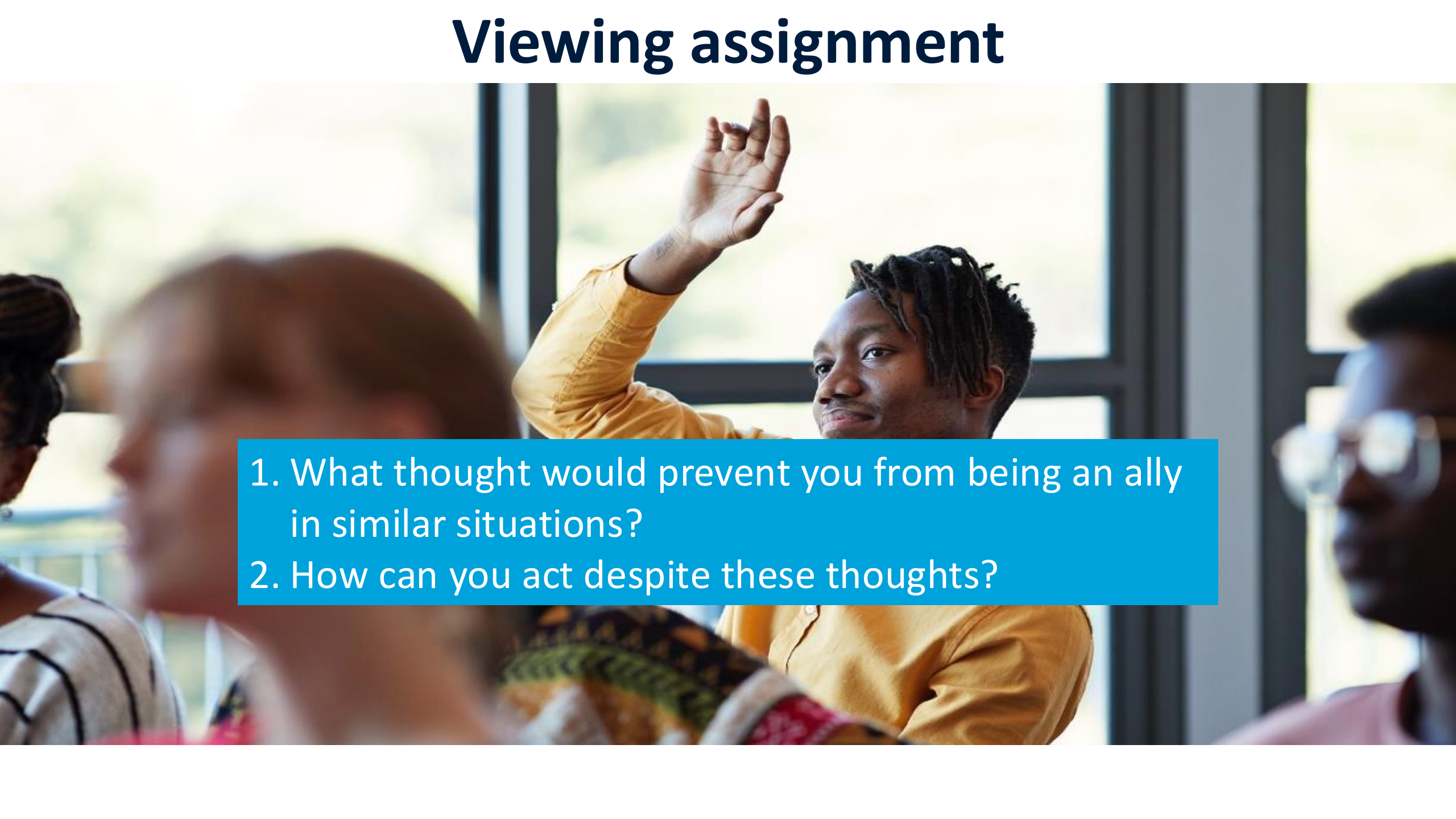
**Sexual safety and sexual wellbeing are not merely
the absence of sexual violence.**

But rather:

- Having your voice heard and respected
- Freedom of self-expression
- Freedom of movement and behaviour
- The right to bodily autonomy
- Enjoyable interactions



Viewing assignment

- 
1. What thought would prevent you from being an ally in similar situations?
 2. How can you act despite these thoughts?

Prevent. Educate. Support.



What you can do:

- Provide support for yourself and others
- Be an ally
- Sign up for activities or training via our canvas course or sexual safety website
- Raise awareness

‘Are you okay?’ lecture

**Thank you for your
attention!**



Sexual safety and wellbeing lecture

Meet the IRO Incoming Team



Severine van de Berg
Coordinator Incoming Students



Chantal Tossings
Incoming Students Officer



Jenna Lagas
Incoming Students Officer

Good to know

Open Office Hours:

Tuesday 10:00 – 11:00

Thursday 10:00 – 11:00

How to reach us:

+31 43 38 83706

lro-incoming-sbe@maastrichtuniversity.nl

Please mention your UM Student number

-> Check your student mail regularly

Appointment link:



Academic Calendar

Exams

- Be on time
- Exams cannot be taken online or at home
- You need your UM card to identify yourself
- Written exams take place in an UM building

Academic calendar 2024-2025					
Fall semester			Spring semester		
Period 1	Period 2	Period 3 Skills period	Period 4	Period 5	Period 6 Skills period
Spring semester					
Compulsory Introduction Day		30 January			
Period 4	Education	03 February - 28 March 2025			
	Exams	31 March - 04 April 2025			
	Resits	16 June - 20 June 2025			
Period 5	Education	14 April - 06 June 2025			
	Exams	10 June - 13 June 2025			
	Resits	07 July - 11 July 2025			
Period 6	Skills	23 June - 04 July 2025			

Course registration deadlines

Spring 2025

Education period 4 – deadline 01 December 2024

Education period 5 – deadline 16 February 2025

Education period 6 – deadline 20 April 2025

- Please know it is not possible to switch tutorial groups
- You have to be available for education from 08:00 – 18:00h on weekdays
- After you finished your course registration, you will also be able to submit your (un)availability for evening education starting from 18:00h
- In case you have registered for two courses, you may drop one course in the first two weeks of classes (please check this with your home university)



Official exchange documents

- Acceptance Letter
 - Statement of Arrival
 - Learning Agreement
 - Statement of Departure
-
- Ending date
 - Only completed documents will be signed
 - Contact details are to be found in the exchange guide
 - Please use your UM Student number when emailing us



Any questions?

iro-incoming-sbe@maastrichtuniversity.nl

+31 43 38 83706

Open Office hours between 10:00 – 11:00

On Tuesday and Thursday at the SBE Information Desk in TS53



What is next?

Rotation Schedule

Group 1 - 9		Group 10 - 18	
12.10 – 12.40	Campus, Student Services Centre and Library Tour	12.10 – 12.40	Lunch (Mensa)
12.40 – 13.10	Lunch (Mensa)	12.40 – 13.10	Campus, Student Services Centre and Library Tour
13.20 – 14.20	"Problem Based Learning, the concept" PBL practice session		PBL room
14.20 – 14.30	Explanation City Game by group buddy		PBL room
14.30 – 15.00	City Game Explore the city and get to know your fellow exchange students		City Centre
15.00 – 16.30	Welcome Drinks Join us for drinks, Dutch snacks & music		External location