



Welcome,

A warm welcome to all new students joining the SBE community.

Wishing you an inspiring start to your journey.

Prof. Dr. Gaby Odekerken-Schröder

Associate Dean Internationalisation and Impact

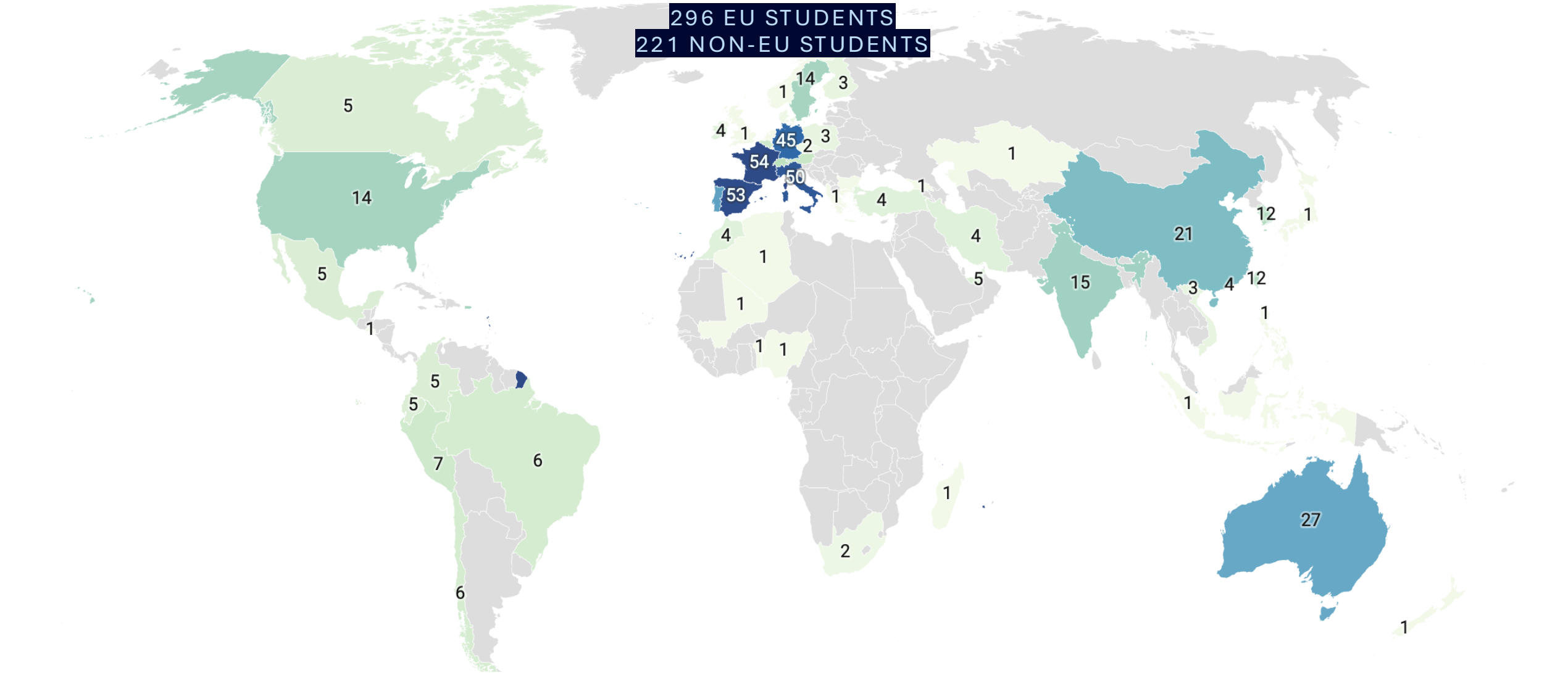
*Professor in Customer-Centric Service Science
Department of Marketing and Supply Chain Management*



Welcome to

296 EU STUDENTS

221 NON-EU STUDENTS



ALBANIA AUSTRALIA AUSTRIA BELGIUM BRAZIL CANADA CHILE CHINA COLOMBIA CZECH REPUBLIC DENMARK ECUADOR FINLAND
FRANCE GERMANY HUNGARY INDIA IRELAND ITALY JAPAN MEXICO MOROCCO PERU POLAND PORTUGAL REPUBLIC OF KOREA
SINGAPORE SOUTH AFRICA SPAIN SWEDEN SWITZERLAND TAIWAN TURKEY UNITED ARAB EMIRATES UNITED KINGDOM UNITED STATES OF AMERICA

Welcome to the School of Business and Economics

-  **6500+** SBE students
-  **195+** partner universities
-  **700+** exchange students per year
-  **35.000** SBE alumni
-  **750+** academic and support staff
-  **3350+** executive students



Recognitions

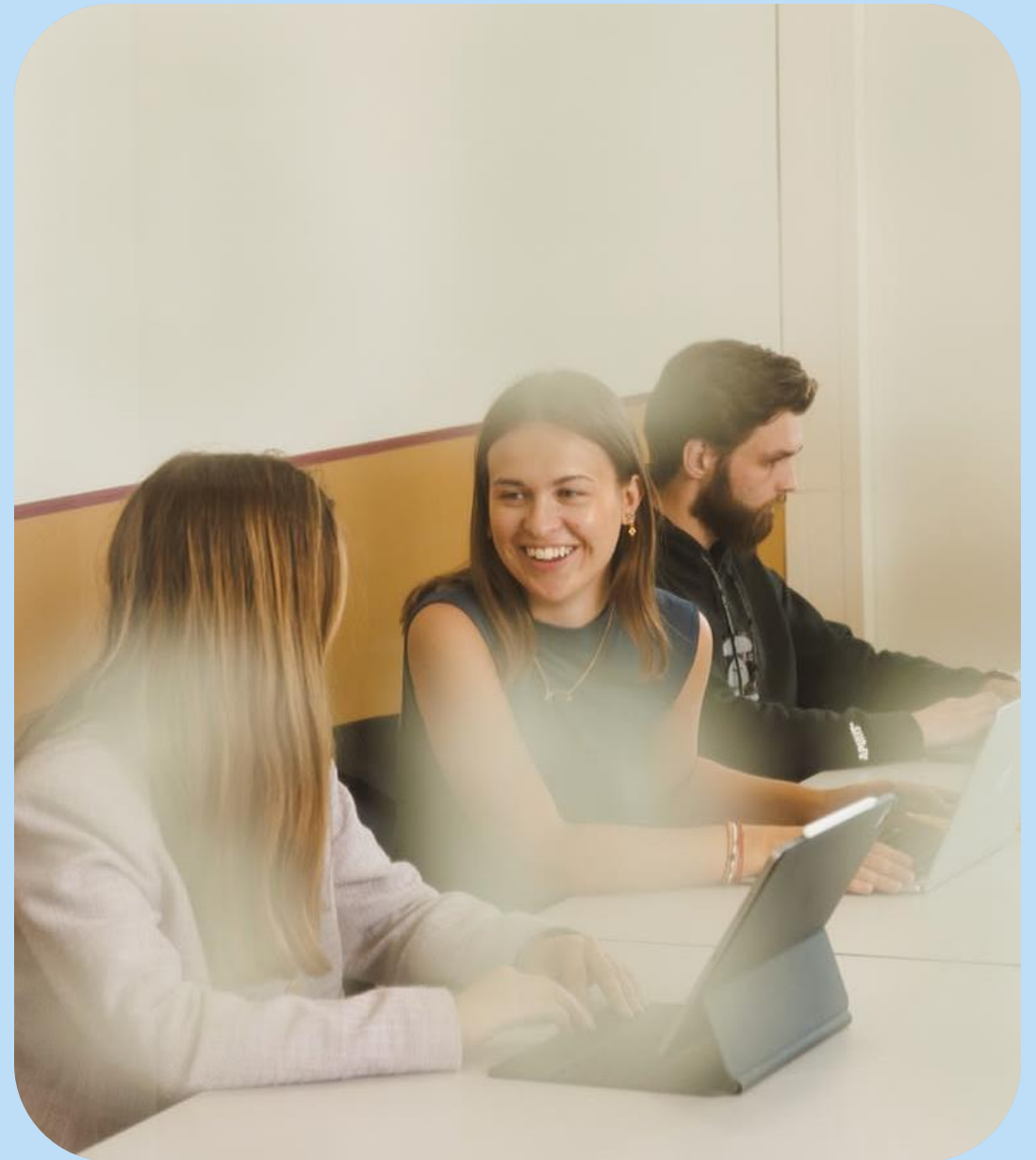
Triple Crown Accredited - Excellence in the quality of our education and services

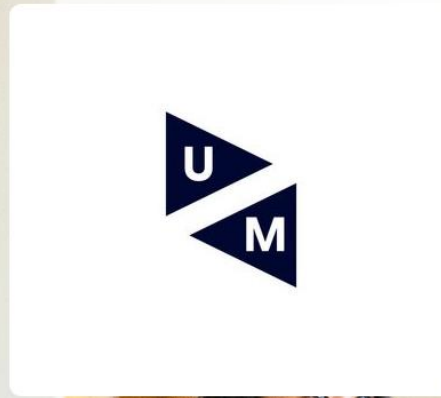
We are proud to be among the top 1% of business schools worldwide with Triple Crown accreditation.



Positive Impact Rating – Transforming school

A positive impact culture, embedded in governance and systems, with visible results and progress in many impact dimensions.





Join at

slido.com

#IROIntro26



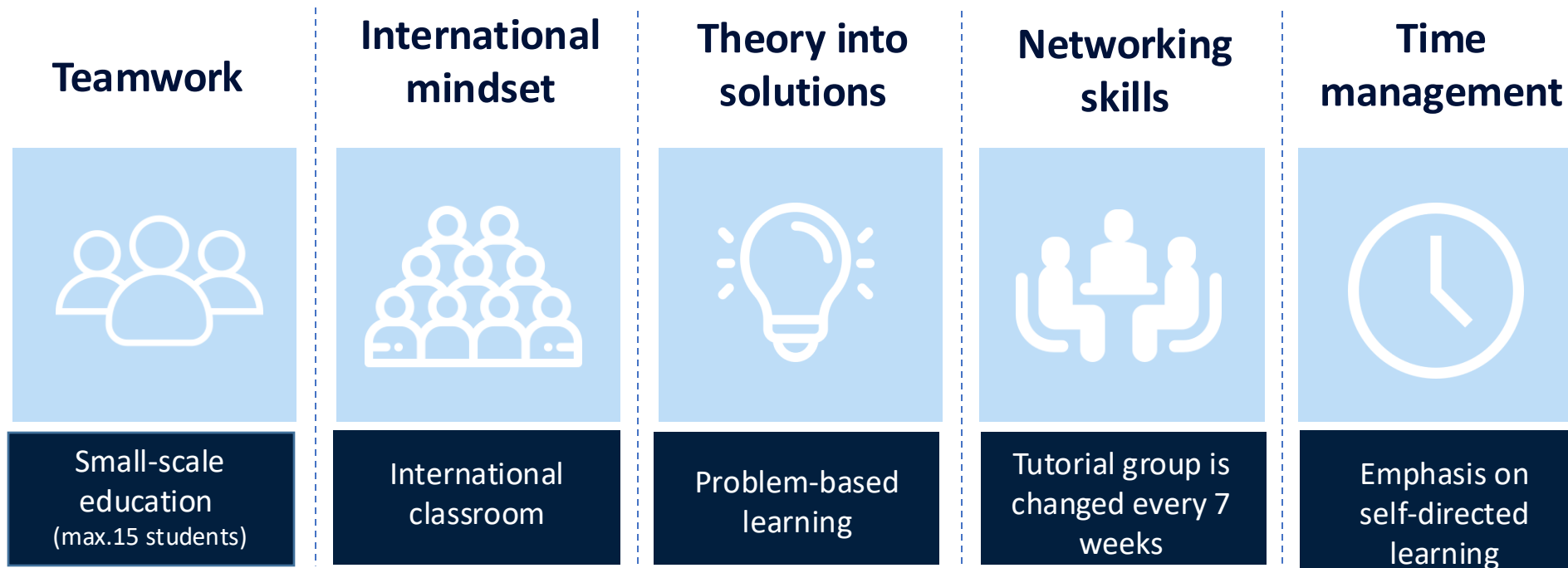


What do you expect from your exchange semester at Maastricht University?

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

Features and characteristics

School of Business and Economics





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 (& The Germans)

By Mark Vluggen

Mark Vluggen

Associate Dean of Teaching and Learning

Scientific Director SBE Education Institute





Some disclaimers

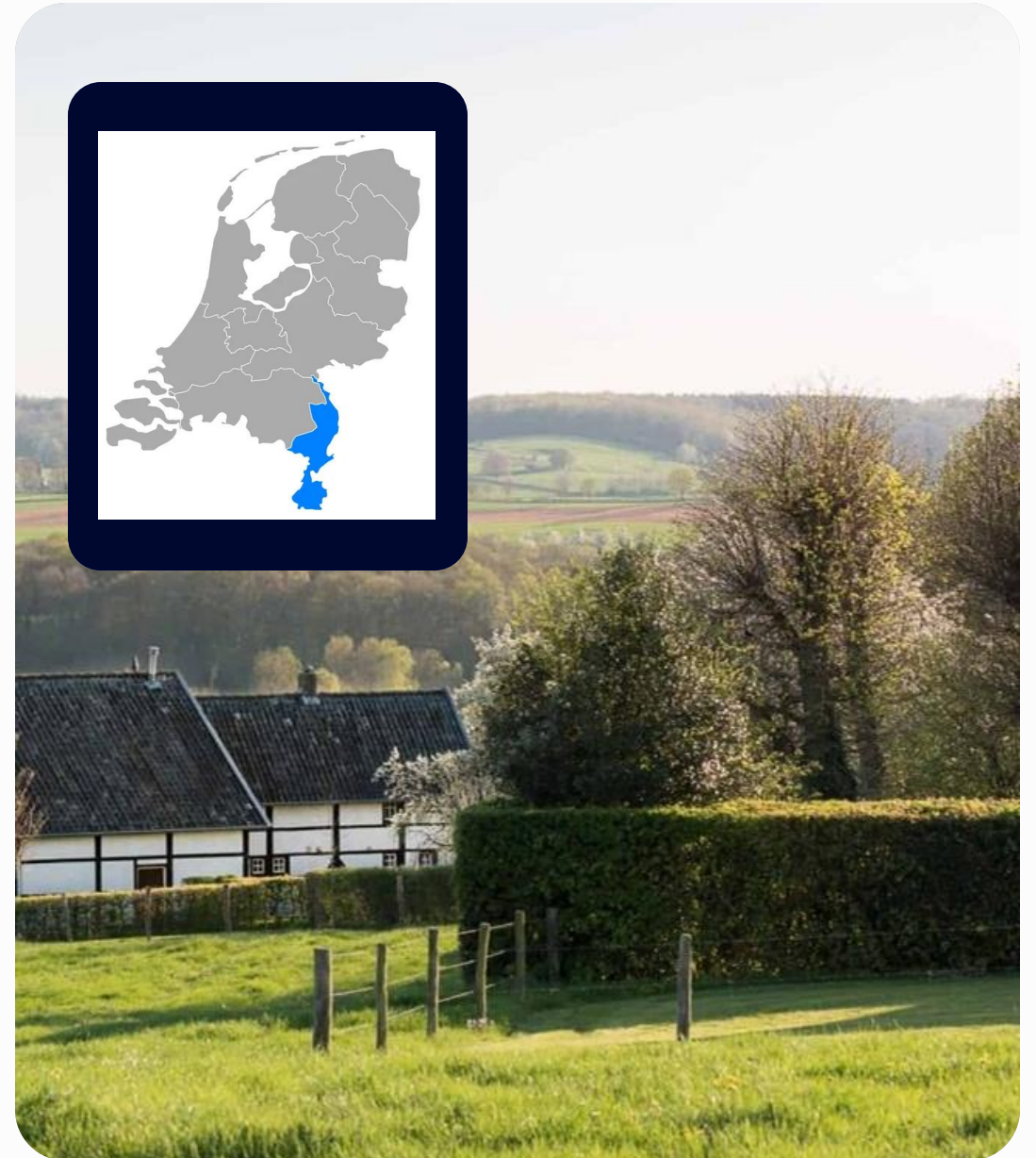
Culture ≠ some sort of collective personality
Limburg *versus* the Netherlands

In contrast to the rest of the nation:

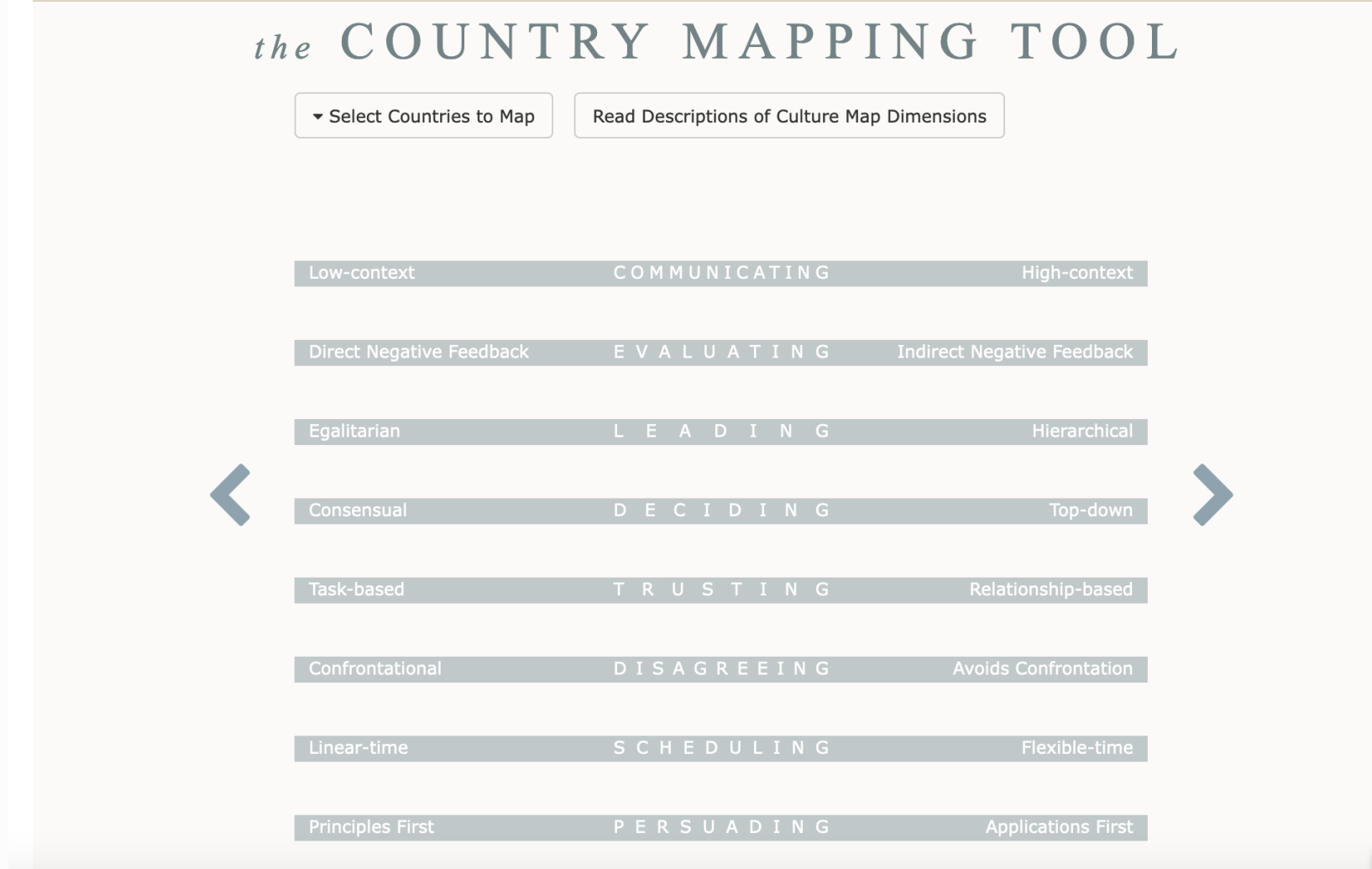
More outgoing, enjoying life's pleasures more

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



1. Communicating

Low-context

Good communication is precise, simple and clear. Messages are expressed and understood at face value. Repetition is appreciated if it helps clarify the communication.

High-context

Good communication is sophisticated, nuanced and layered. Messages are both spoken and read between the lines. Messages are often implied but not plainly expressed.

2. Evaluating

Direct Negative Feedback

Negative feedback to a colleague is provided frankly, bluntly, honestly. Negative messages stand alone, not softened by positive ones. Absolute descriptions are often used when criticizing. Criticism may be given to an individual in front of a group.

Indirect Negative Feedback

Negative feedback to a colleague is provided softly, subtly, diplomatically. Positive messages are used to wrap negative ones. Qualifying descriptors are often used when criticizing. Criticism is given only in private.

3. Leading

Egalitarian

The ideal distance between a boss and a subordinate is low. The best boss is a facilitator among equals. Organizational structures are flat. Communication often skips hierarchical lines.

Hierarchical

The ideal distance between a boss and a subordinate is high. The best boss is a string director who leads from the front. Status is important. Organizational structures are multilayered and fixed. Communication follows set hierarchical lines.

4. Deciding

Consensual

Decisions are made in groups through unanimous agreement.

Top-down

Decisions are made by individuals (usually the boss).

5. Trusting

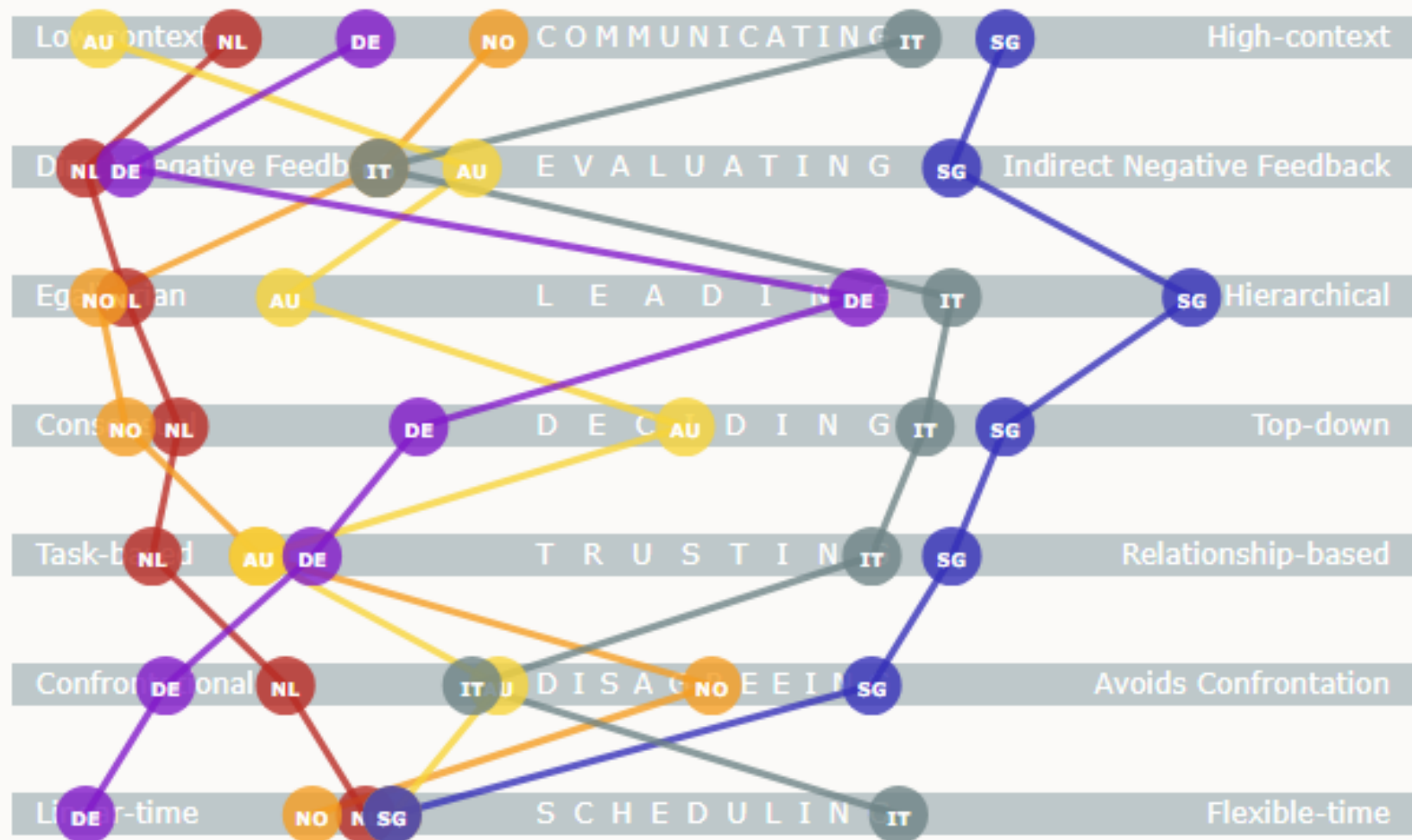
Task-based

Trust is built through business-related activities. Work relationships are built and dropped easily, based on the practicality of the situation. You do good work consistently, you are reliable, I enjoy working with you, I trust you.

Relationship-based

Trust is built through sharing emails, evening drinks, and visits at the coffee machine. Work relationships build up slowly over the long term. I've seen who you are at a deep level, I've shared personal time with you, I know others well who trust you, I trust you.

● Netherlands
 ● Norway
 ● Australia
 ● Singapore
 ● Germany
 ● Italy



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
- 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.





The Dutch Prime Minister

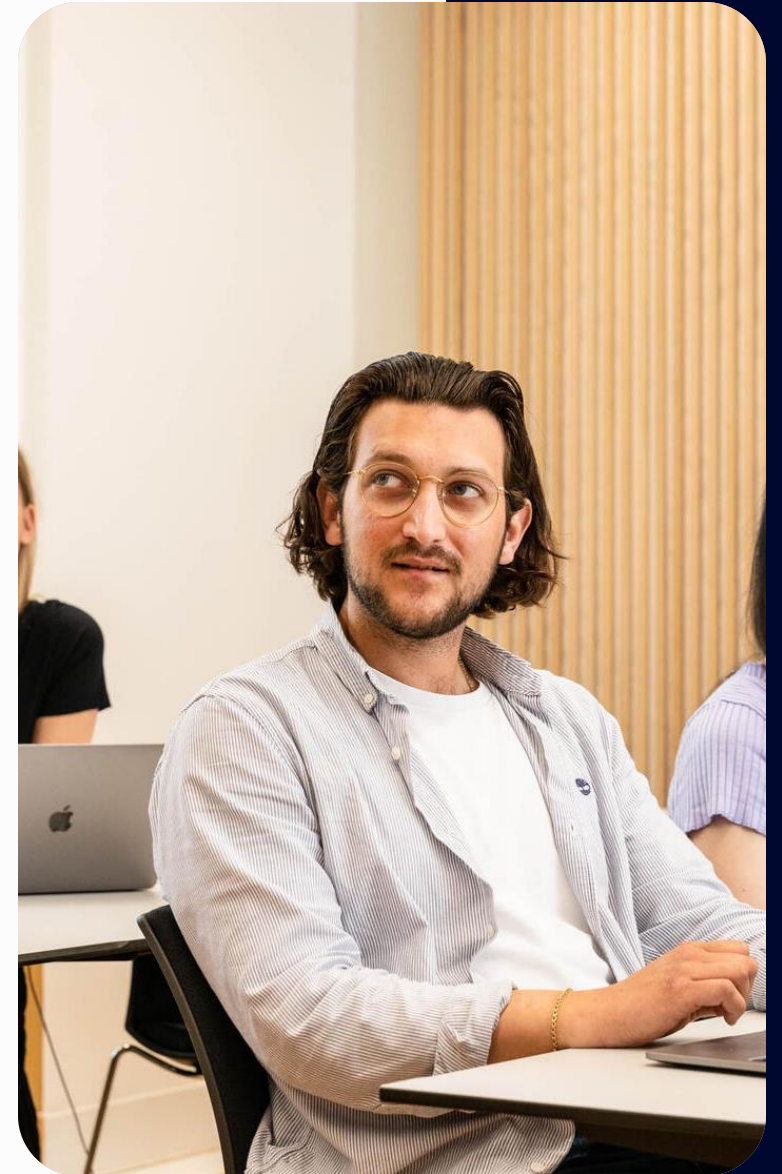
Attitude to Hierarchy in NL and our education system

✓ 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.



Grading system: 1-10

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

Dutch culture manifesting itself in UM's educational system: Grading

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"*)

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 teamwork.
- 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 teammates



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



My wishes for you for your stay in Maastricht

- Lots of joy
- Fruitful studies
- Lots of love, in whatever form it may come to you.



Serena van Werkhoven

Student Representative

BSc Economics & Business Economics

MSc Financial Economics

MSc Public Policy and Human Development





Student Council

'For students, by students'

- Creates and runs student focused projects
- Brings your suggestions to life

Project examples:

SBE Lounge

Language buddy program

Sustainability day

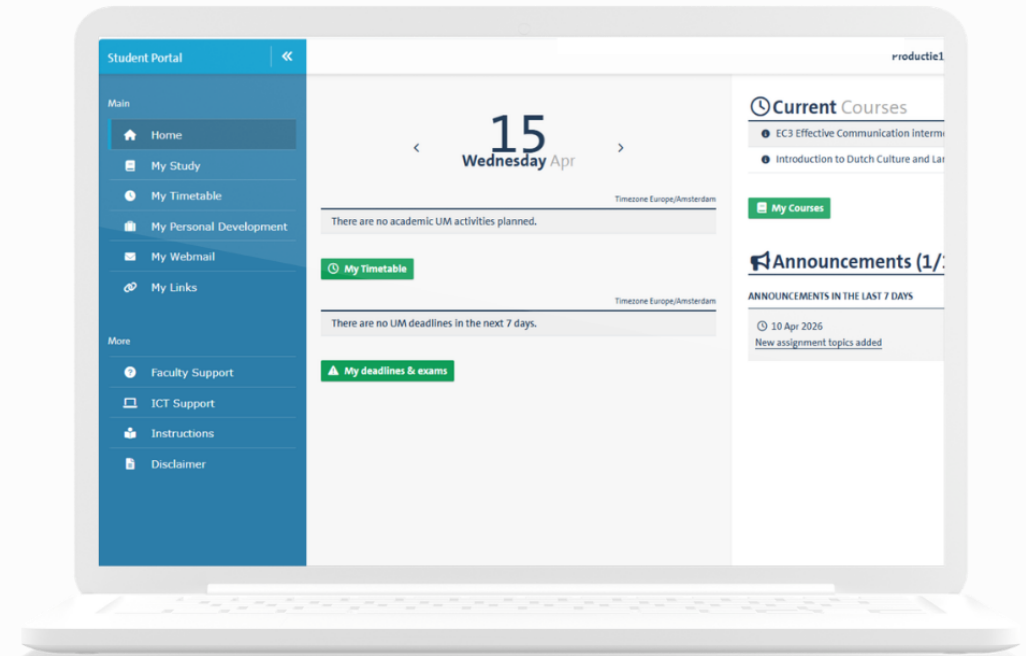
Faculty Inner Garden



Student Portal

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

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



studentportal.maastrichtuniversity.nl

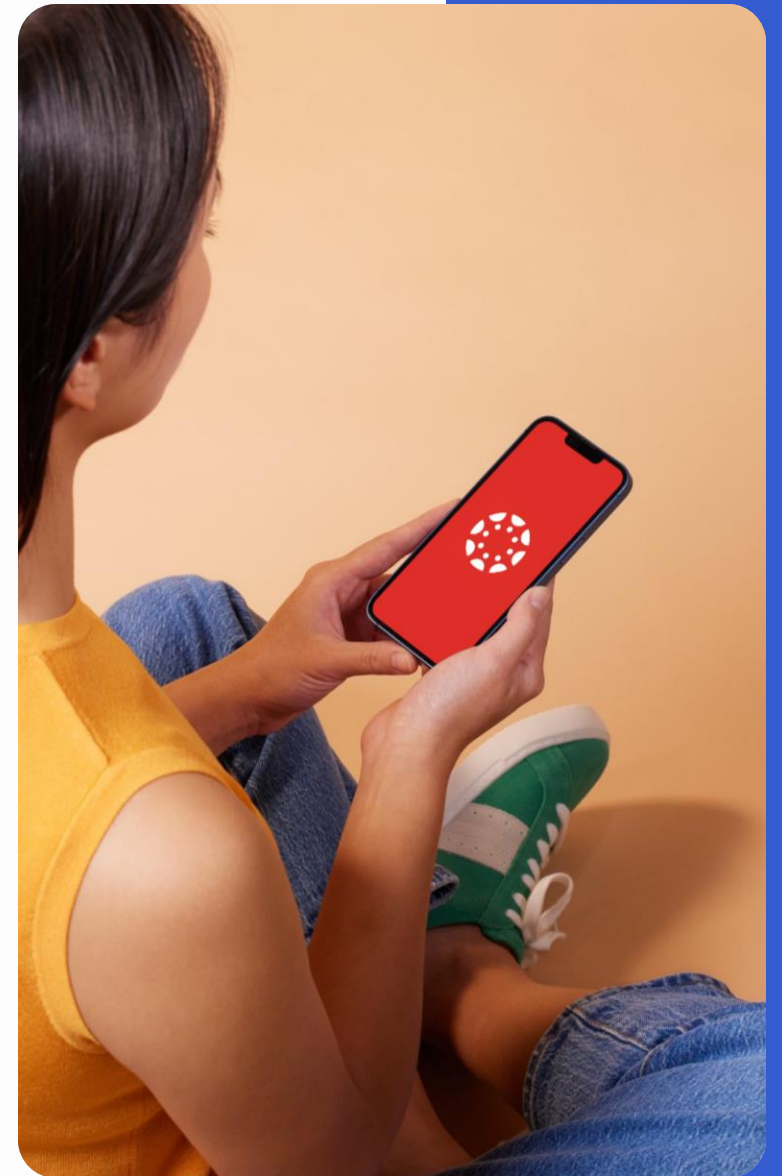
Go to: [Instructions Student Portal](#)

Canvas

Your application to access all course materials

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

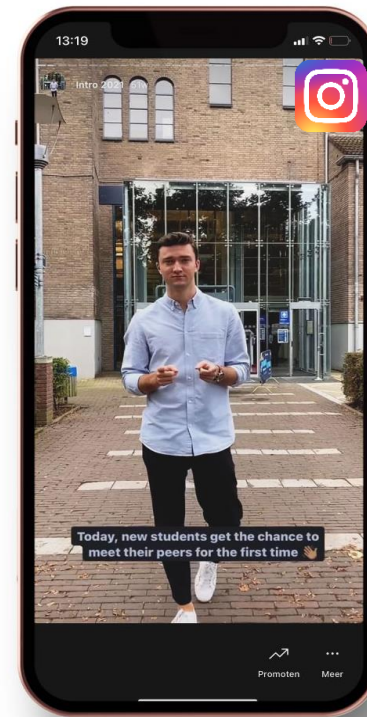
- **To Canvas**
studentportal.maastrichtuniversity.nl > My Study
- **Instruction video Canvas**
um-sbe.com/instruction-canvas
- **Canvas Student App**
um-sbe.com/canvas-app



Check your UM mail (!)



Join us on Instagram @iro_sbe



- ✓ Community content
- ✓ Faculty news
- ✓ Events
- ✓ Career
- ✓ Maastricht

Study related questions?



SBE Intranet

Source of study-related information:
intranet.maastrichtuniversity.nl
School of Business and Economics.

Student Portal > My Links > MySBE

Step #1



How to reach the IRO team

Phone: +31 43 38 83706
Email: iro-incoming-sbe@maastrichtuniversity.nl
-> please mention your UM student number

Step #2

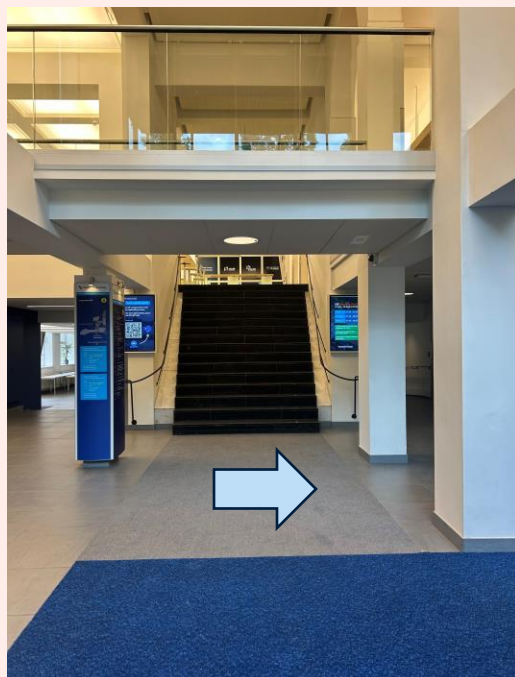


Information Desk

Open office hours:
Tuesday 10.00 - 11.00h
Thursday 10.00 - 11.00h
Make a personal appointment
with the IRO team:

Step #3

Open office hours



Tips to get you started

First things first!

Tip #1: Buying study books

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

Tip #2: UM card

This morning, during registration, you received your UM card in the envelope provided.

Tip #3: WiFi

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



Printing, copying & scanning

Easy printing, different options

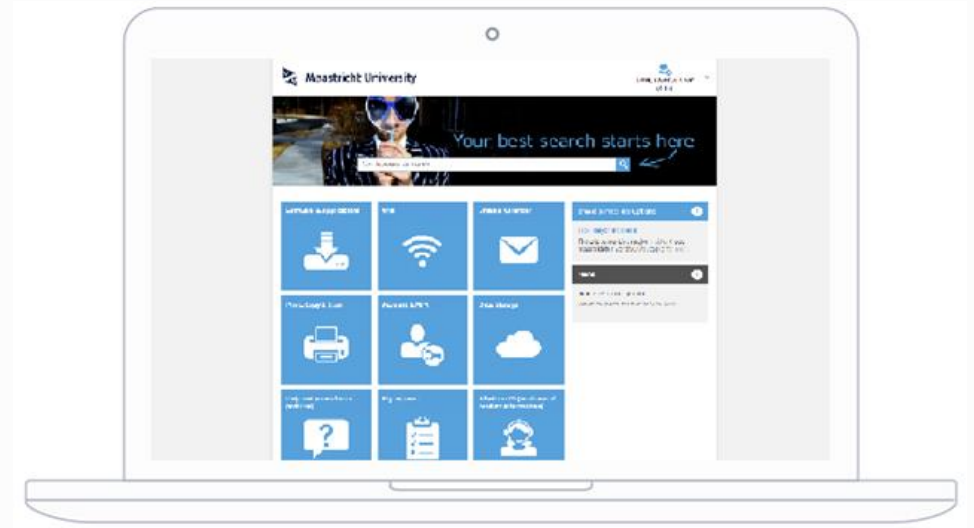
1. **Print portal (website)** - print.maastrichtuniversity.nl
2. **Campus Print (app)** for iOS and Android
3. **UM_Printer (desktop)** on Student Desktop (Anywhere) or install the UM Internet Printer on your own device
 - Print jobs can be collected at **any** printer ("follow you queue")
 - Pay with 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

Find your perfect place to focus

**Need a place to study? Choose from
3000+ spots across 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?

For example about the **payment of tuition fees**, uploading a **diploma** or copy of your **passport**, or picking up your **UM card**?

Visit the Student Service Centre
study@maastrichtuniversity.nl
Bonnefantenstraat 2



Didn't catch everything?



Download this presentation

um-sbe.com/intro-iro



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!

Thank you!

Welcome to our community,
have a great journey at the
School of Business and
Economics.

Questions?

We are here to help

- 1 Ask your **buddy**
- 2 Send an email to iro-incoming-sbe@maastrichtuniversity.nl
- 3 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 one event:

Which example does NOT have an element of sexual violence?

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 sexy 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.

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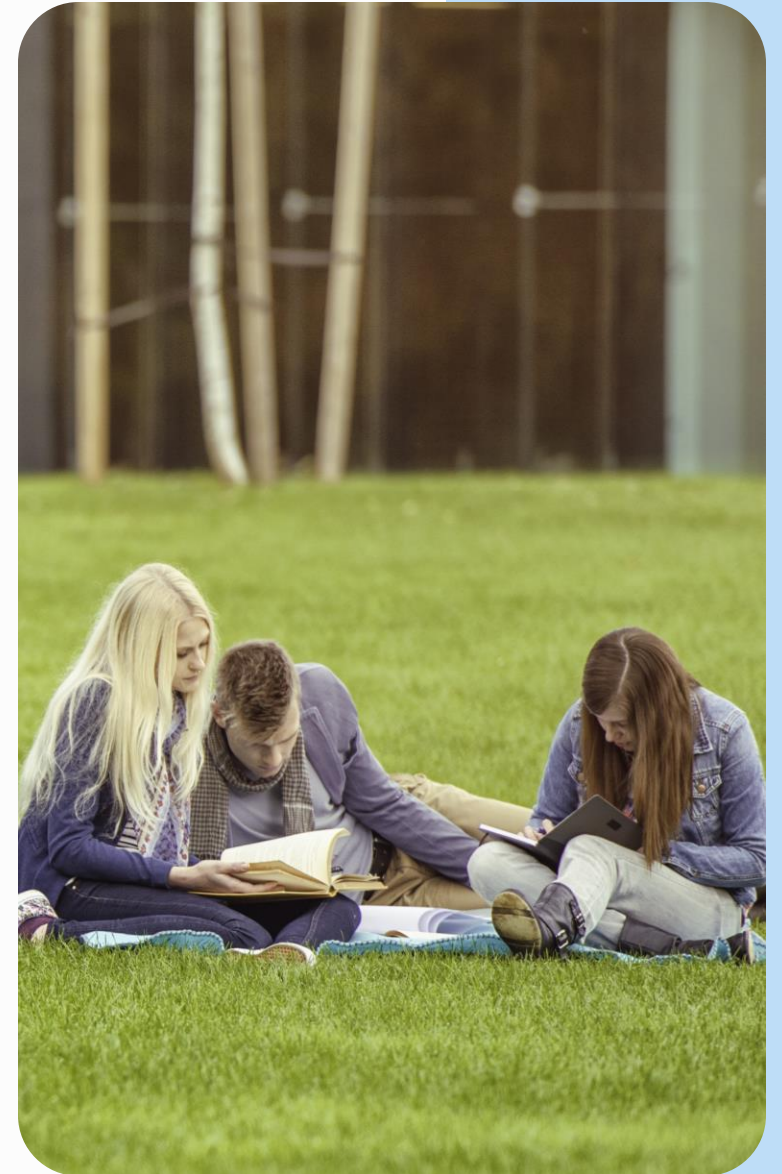
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F

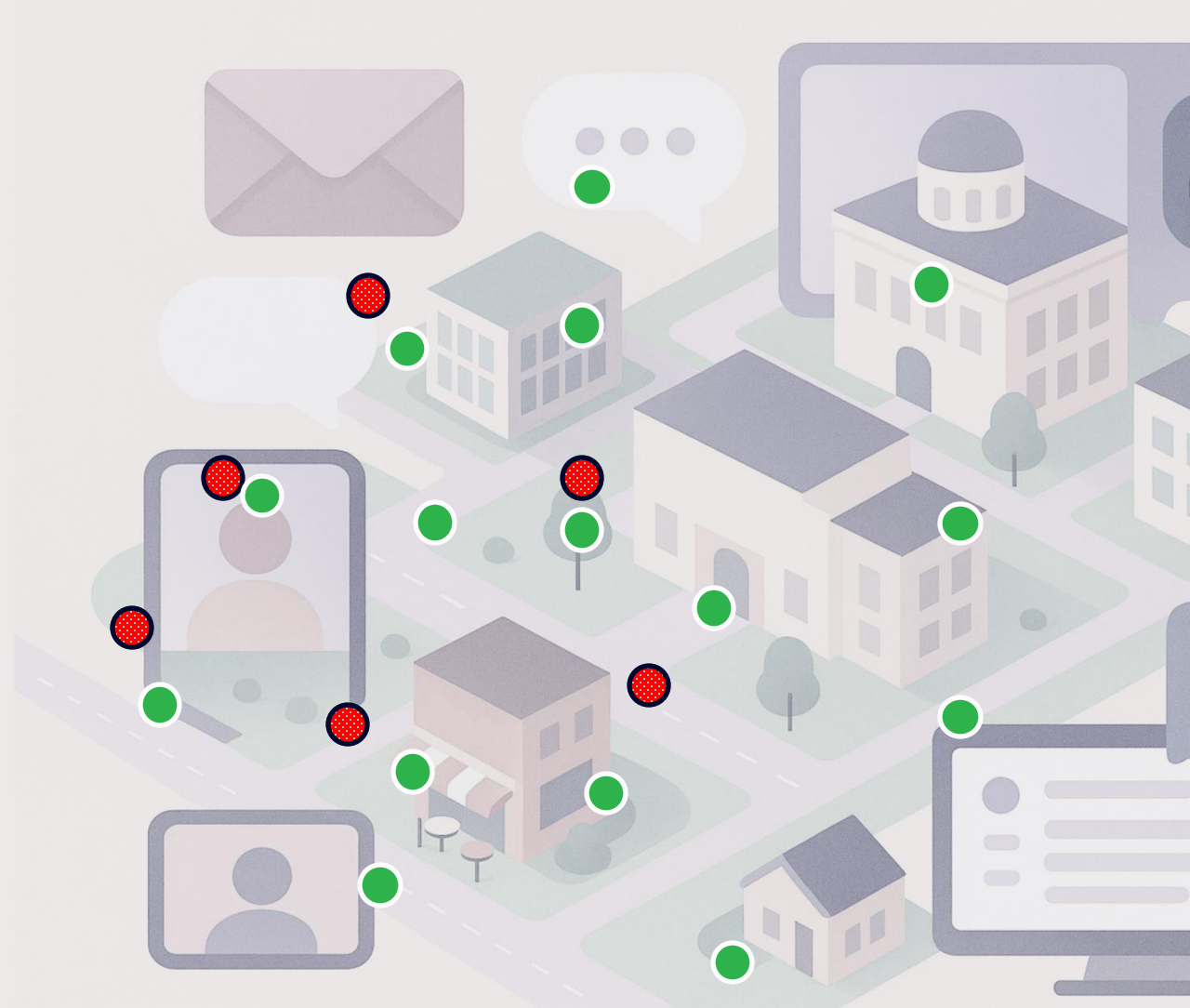
A group of friends passing around the Instagram profile of a peer and all of you are making sexual remarks / comments.

Effects of negative sexual experiences

- - Short term effects
- - Long term effects
- - Academic performance



The Metaphor



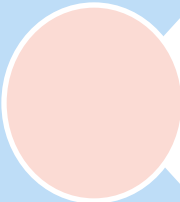
Each time there is an act of sexual violence a small **red dot** appears in one of your spaces

A behaviour someone can do to stop a red dot from happening or progressing is **Green Dot**.

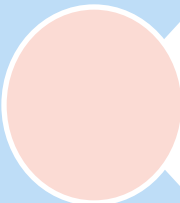
Goal is to have more **green** than **red** dots.

Do a Green Dot 😊

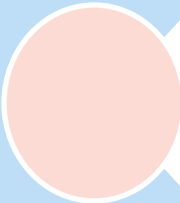
You overhear some classmates making sexual remarks about one of your tutors/peers after they've left the room.



Voicing how the comments make you feel



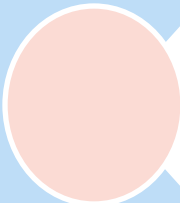
Putting someone in the shoes of a loved one



Support a Green Dot or ask for support

Do a Green Dot 😊

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

Sexual Safety Team - Students



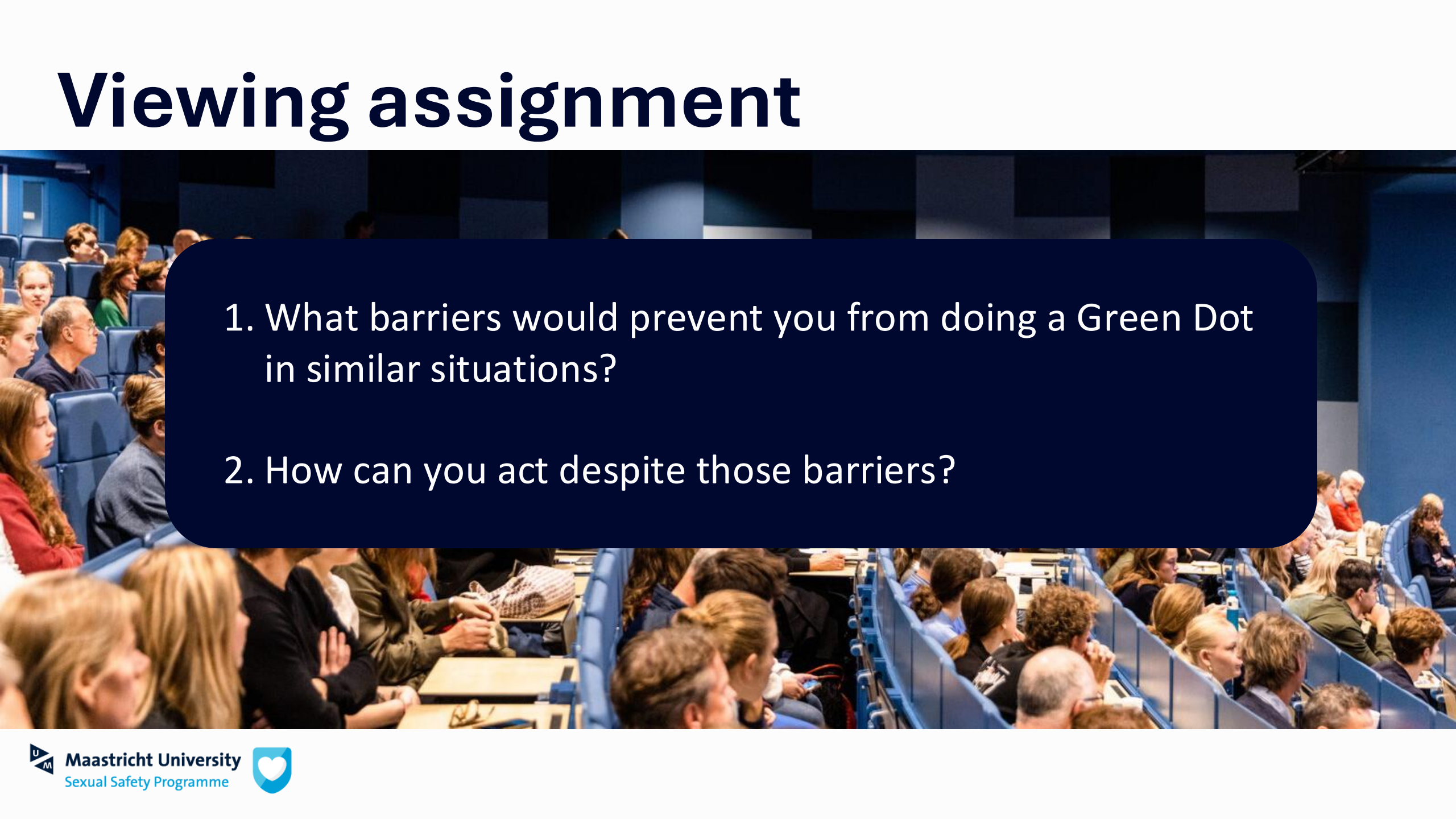
Sexual safety and sexual wellbeing are not merely the absence of sexual violence.

But rather:

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



Viewing assignment

- 
1. What barriers would prevent you from doing a Green Dot in similar situations?
 2. How can you act despite those barriers?



Prevent. Educate. Support.

What you can do?

- Do Green Dots
- Sign up for activities and follow us on Instagram @sexualsafetyum & @olelve_um
- Raise awareness



'Are you okay?'

Lecture

**Thank you for
your attention!**

Meet the Incoming Team



Chantal Tossings

Incoming Students Officer



Severine van de Berg

Coordinator Incoming Students



Kyra Jacobs

Incoming Students Officer

Exchange Guide



Academic Calendar



Important Information

- **Check your UM email regularly;**
You will receive important updates and deadlines by email.
- **Classes start next Monday;**
You received your timetable two weeks ago. If you haven't seen it yet, Serena has informed you where to find it 😊.
- If you encounter problems after your first class; Please contact us immediately during the **first** week, preferably before Thursday.



Good to know

Open office hours:

Tuesday 10.00 - 11.00h

Thursday 10.00 - 11.00h

How to reach us:

+31 43 38 83706

iro-incoming-sbe@maastrichtuniversity.nl

Please mention your UM student number

-> Check your student mail regularly

Appointment link



Any questions?

iro-incoming-sbe@maastrichtuniversity.nl

+31 43 38 83706

Open office hours between 10:00 and 11:00:
On Tuesday and Thursday @ SBE Information
Desk in TS53



What is next?

Rotation Schedule

Group 1 - 18		Group 19 - 36	
12.10 – 12.50	Campus, Student Services Centre and Library Tour	12.10 – 12.50	Lunch (Mensa)
12.50 – 13.30	Lunch (Mensa)	12.50 – 13.30	Campus, Student Services Centre and Library Tour

13.30 – 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