

# Maastricht Spring 2010

The usefulness of this handbook depends on student input.  
If you find erroneous information, please contact [overseas@indiana.edu](mailto:overseas@indiana.edu).



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## INTRODUCTION

This booklet is a supplement to the *Getting Started* handbook received earlier. While it contains specific program information, *Getting Started* contains information relevant to all students on Indiana University Overseas Study programs. Both booklets should be used now as you prepare to leave and later while you are abroad. Since most student questions are addressed in these handbooks, please consult them before calling the Office of Overseas Study.

## PURPOSE OF THE PROGRAM

The Maastricht program offers undergraduates the unique opportunity of studying the growing interdependence of American and European business at a Dutch university. The curriculum includes the study of European economics, politics and law. This curriculum is provided as a framework for understanding European business and trade policies. In addition, students visit multinational firms and government agencies for presentations concerning the nature of business at the international level and the complexities of production and work force management abroad. Special emphasis is given to the current integration taking place of the economies of the European Union countries.

All students in the program are expected to participate fully in all scheduled activities and events. Your acceptance of an invitation to join the program implies your willingness to go on all field trips, attend any special meetings or events, and participate in all activities of the program. **Your personal travel plans must not be allowed to interfere with your full participation in the above mentioned activities and class schedules.**

## **CONTACT INFORMATION**

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THE NETHERLANDS

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**In case of emergency:**

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# Preparing for Departure

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## IMPORTANT DOCUMENTS

### Visa

U.S. citizens do not need a visa to enter the Netherlands, although all students will be required obtain a Temporary Resident's Permit within a week of arrival. The cost of the permit is included in your IU fee. Citizens of other countries will need to submit additional documents for the visa.

### Rail Pass/Traveling

Traveling by train is the best way to see Europe. Trains are punctual, clean, comfortable, and they go nearly everywhere. Students recommend purchasing a Eurail pass for vacation travel. It gives you the freedom to roam about as you wish, without having to spend time in train stations trying to purchase tickets in a language or currency you do not understand. Since you obtain the pass in the U.S., you won't need cash for rail fares in Europe.

There are many Eurail options, all of which must be purchased in the United States. Check [www.raileurope.com](http://www.raileurope.com) to find the best option for you. Read carefully the instruction booklet, maps and schedules that accompany your rail pass. Prices increase at the beginning of a new

calendar year, so buy your rails pass for Spring term before the end of December.

#### Student Advice

"Pack light. Bring comfortable walking shoes, raincoat, umbrella, Let's Go:Europe, good backpack for travel, camera, batteries & charger, more than one pair of shorts, older clothes and one nice outfit. Get a cheap bike (no more than 40 euros). Get 2 month/15 day Eurail. Student ID card pays off."

There are now many discount airlines operating in Europe. Flying with these airlines is sometimes even cheaper than traveling by train, especially when you book far in advance, and of course much faster.

You might want to consider this before you decide about buying a Eurail pass. Of course, soem places are more easily reached by train.

## GUIDE BOOKS

Prepare yourself for life in Europe by reading student-oriented guide books, such as *Let's Go*, *Eyewitness Travel Guides*, *Lonely Planet* or *On the Loose*. Traveling will be easier if you understand in advance how to read a train schedule, identify a second class train car, change

### Student Advice

“Don't treat *Let's Go* like a bible.”

money, locate a youth hostel, etc. Take the guide book with you, as it can be difficult to obtain general European travel information in English in the Netherlands.

## PACKING

**PACK AS LITTLE AS POSSIBLE.** Experienced travelers rely on coordinated mix-and-match outfits and don't worry if they are seen frequently in the same skirt or jacket. Dutch students dress conservatively and are not sloppy. They seldom wear white socks or sneakers.

### Suggested Packing List

- one or two dressy outfits
- dark colored coat
- raincoat with hood, umbrella, scarf, mittens
- windbreaker
- warm coat and sweater
- good walking shoes, boots with waterproof soles
- warm bathrobe and slippers
- small knapsack for books
- larger knapsack (with zip-off bags) or weekend bag for travel
- iPod and dock
- batteries and battery charger
- travel alarm clock
- towels and washcloths

### Student Advice

“Pack light, bring 2 credit cards. Do not waste your time with traveler's checks. They are not recommended.”

- sleeping bag for traveling (blankets, sheets, and pillowcases provided at the dormitory)
- laptop computer (strongly recommended)
- a good European map
- *Let's Go: Europe*, Lonely Planet, Michelin, or other travel guides
- International Student ID card
- locks for suitcases, backpacks
- tampons with applicators
- favorite recipes
- photos of family and friends
- pocket knife, small bottle opener, corkscrew for travel
- deodorant (Most European deodorant has no antiperspirant.)
- prescription drugs to last the duration of your stay
- typewritten copy of your prescription using generic, not brand name, terms
- first aid kit with medications for colds, headaches, stomach upset
- extra pair of glasses or contact lenses
- typewritten copy of your eye prescription
- Headset (for Internet calling, e.g. Skype)

### Student Advice

"Sew a full sheet in half to make a sleepsack. It doesn't take up as much space as a sleeping bag."

**Note:** U.S. electrical appliances work poorly in Europe, even with converters, and small items like hair dryers can be purchased inexpensively in the Netherlands. Also, traveler's checks are NOT recommended.

### Student Advice

"Bring bug spray. Leave room in suitcases, pack light (everyone wears same outfit twice a week—no big deal)."

# The Program in Maastricht

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## CALENDAR

January 18.....	Arrival in Maastricht
January 19-29 .....	Orientation Program + 5-day study tour through Europe
February 1 .....	CES & UM Block #4 classes begin
February 15-19 .....	Spring/Carnival Break
March 22-April 9 .....	Exams, Block #4 classes
April 12 .....	UM Block #5 classes begin
April 30 .....	National Holiday (Queen's Day)
May 5.....	National Holiday (Liberation Day)
May 13 .....	National Holiday (Ascension)
May 24.....	National Holiday (Whit Monday)
May 31-June 11 .....	Exam week, Block #5 classes
June 12 .....	Last day housing available

## ARRIVAL IN MAASTRICHT



You should fly into either Maastricht, Brussels or Amsterdam. Maastricht is most convenient, but probably more expensive than flying to Brussels or Amsterdam. Brussels is closer than Amsterdam. If all (or huge majority of) you will arrive on the same day (January 18) around the same time at the same airport, CES will arrange a bus from the airport to the dorms. If this won't work out, you will have to take a train to Maastricht. From the train station, take a taxi to the dorm where you will receive program information, sign a housing contract, and get the keys to your rooms.

## Orientation Days

During the first few days in Maastricht you will meet your professors and tour the university. Student mentors will show you around Maastricht, point out stores, restaurants and pubs popular with

students, and make themselves available to answer questions. Since you will still be getting acquainted with each other, recovering from jet lag, setting up your rooms and adjusting to new customs, schedules and language, this period is intensive and demanding.

The orientation program also includes:

- 5-day study trip to Bastogne, Brussels, Luxembourg, Bruges, Paris, Versailles and Reims.
- Lectures
- Social activities with Brasmus Student Network

## **Temporary Resident's Permit**

In the first week, CES staff will arrange for you to obtain your Temporary Resident's Permit during an information session. The cost is included in your IU fee.

## **ACADEMIC PROGRAM**



In Maastricht, you will enroll in four courses and earn 14 IU credits. Courses may not be taken on a pass/fail basis, nor does Indiana University permit withdrawals or incompletes for Maastricht course work. All courses are taught in English. Your academic program will consist of:

### **Block 4**

#### **I. Center for European Studies Course**

--*CES (Center for European Studies) courses* taught for U.S. students only, selected from options below

#### **II. University of Maastricht Block 4 Course**

--*University of Maastricht class*, selected from options below

### **Block 5**

#### **III. Center for European Studies Course**

--*CES courses* for U.S. students, selected from options below

#### **IV. University of Maastricht Block 5 Course**

--*University of Maastricht class*, selected from options below

**V. OPTIONAL: BUS X-488 - Current Topics in International Business** for students who want/need more than 14 credits

# **I. Center for European Studies Course - Block 4**

--*One of the CES courses, selected from the options below:*

Dutch Language and Culture

Economics of European Integration

## **Dutch Language and Culture —3 credits**

The course is divided into two sections of 14 hours each. The aim of the Dutch Language and Culture section is to build towards a level of competence in speaking, listening and reading skills that allows elementary communication in everyday language situations. This aim can be reached by training oral communication skills and through the acquisition of vocabulary and grammatical knowledge.

The aim of Intercultural Communication section is the acquisition of intercultural communication skills, i.e. helping students to communicate optimally with people from other parts of the world.

## **Economics of European Integration- 3 credits**

The aim of this course is to provide a deeper understanding of the vicissitudes of European cooperation and integration. US managers working in Europe appreciate the significant role of the European Union, as market integration proceeds through the completion of the EU's internal market and toward economic and monetary union. A thorough analysis of the EU addresses the economic principles, which drive the integration process as well as the legal and institutional policies, which affect internal commerce and external trade and investment relations. Knowledge of the EU experience also places the American 'common market' into perspective and provides an insight into other regional integration arrangements, such as the North American Free Trade Area. The course provides a comprehensive and accessible introduction to the historical development, institutions and policies of the European Union and examines the key issues and debates surrounding European Economic Integration.

## II. University of Maastricht Course - Block 4

--*University of Maastricht class*, selected from the options below:

Production Management

International Financial Management

Organisation Design

### **Production Management —4 credits**

The development of new products, services and processes is predominantly carried out in project groups. That means that people from different sectors of the organization are brought together on a temporary basis to accomplish a complex task. The project management part of this course offers and insight into the role of project management in different organizational contexts. Special attention is given to the following issues: project selection, the project manager, project planning, resource allocation and project control. The production management part of this course deals with issues regarding the management of production systems (that have been created as an outcome to a project). In this part of the course, the following issues will be discussed: Operations strategy, Process management (Project, job, batch, line, continuous), Capacity, location and lay-out decisions, Inventory Management, Aggregate planning, (Enterprise) resource planning; ERP, MPS, MRP-I, MRP-II, Lean production systems: JIT, KANBAN.

### **International Financial Management—4 credits**

The last two decades witnessed an unprecedented period of change in the international economic scene. There has been an accelerated movement towards integration of national financial markets. This has been due to the deregulation of most national markets and the rapid improvements in communication technology. Moreover the growth of multinational firms with worldwide financing, productions and distribution networks has continued since the end of the second World War. The course is divided into two parts. The purpose of the first part is to provide a general background knowledge and to study key international economic concepts that are significant to the financial process. Topic areas are: foreign exchange markets, theories of exchange, rate determination, forecasting exchange rate changes,

basic relationships in international finance, financial innovations and international portfolio diversification. However, even here a managerial view is maintained. The focus of the second part is on the managerial aspects of multinational firms. Among topics are foreign exchange exposure management, multinational working capital and foreign investment analysis.

## **Organization Design—4 credits**

This course gives an advanced level treatment of those aspects of organising which deal with larger organizational aggregates, their processes and structures. Think of: multidivisional firms, and networks of (multidivisional) firms. It is clear that economic transactions can be conceived of and organised in a variety of ways. As a result, several different types of organizational paradigms and forms can be observed. The main aim of the course Organization Design is to understand both the causes and implications of alternative organizational concepts and structures. In addition, attention is given to the processes by which structures are historically developed, adapted and changed. Organizational phenomena at the level of the working, managing and decision-making individual, face-to-face relationships and small groups, power and conflict are only marginally considered here. These are covered in depth in the course Organizational behavior. The Organization Design and the Organizational behavior courses are complementary. The course has the following learning objectives: to develop a foundation of knowledge about existing organizational theories, models and concepts; to develop the capacity to analyze the strengths and weaknesses of different organizational theories and practices, compare and contrast approaches, and evaluate and assess these different models; to develop the ability to apply the theoretical and conceptual ideas to concrete empirical cases and problems; to develop a tolerance and appreciation for, as well as an ability to manage, conflicting perspectives, ambiguity, paradox, and contradiction; and to develop an ability to analyze organizations in the context of the fundamental and persistent tensions that characterize all organizational efforts.

### **III. Center for European Studies Course - Block 5**

--*One of the CES courses, selected from the options below:*

Leadership and Management in a Global World  
Dutch Art History

#### **Leadership and Management in a Global World - 3 credits**

This course focuses on topics as change, leadership and the role of management. Factors that have an impact on change are described and elucidated. Different stages in the approach for change are discussed. Different styles of leadership and management in a global world are studied. Through case studies of major reorganizations a picture of differences between approaches will be obtained.

#### **Dutch Art History - 3 credits**

Dutch Art History includes the study of the great Dutch Masters, such as Rembrandt and Van Gogh. The course will include tours to various museums in Amsterdam, the Hague or Arnhem to view the original works.

The students will be required to write a paper and sit an examination at the end of the course. This always includes the assessment of one or more paintings of the masters discussed. Therefore the visiting of museums is a crucial component of the course and students are provided with a museum card to facilitate this integral aspect. Visits to the Rijksmuseum, the Van Gogh Museum and local Bonnefantemuseum are obligatory.

### **IV. University of Maastricht Course - Block 5**

--*One University of Maastricht class, selected from the options below:*

Services Marketing  
International Business Strategy  
Business Innovation

## **Services Marketing- 4 credits**

This course expands on the international dimension of marketing management by focusing on four themes: marketing across cultures, the globalizing firm, the standardization/ adaptation dilemma, and international marketing performance. Students will learn: how to interpret and analyze cultural differences; how to adapt marketing strategies and tactics to different cultures and market settings; the internationalisation process of firms; and how to analyze and increase international marketing performance.

## **International Business Strategy - 4 credits**

This course focuses on designing strategies from the market back to create, deliver and sustain customer value. To do so, this course views marketing as both a general management responsibility (building capabilities and firm processes) and an organizational orientation (culture and structure). Thus, the course will not pay attention to the tactical decisions (e.g. sales, advertising, pricing) or formal models or marketing decision-making (e.g. forecasting or product diffusion models) featured in other marketing courses. Finally, our level of analysis will be on the business unit and its network of channels, customer relationships and alliances.

## **Business Innovation- 4 credits**

The course is aimed at developing the students' understanding of sustainable development as a co-evolutionary, adaptive process that related to both human societies and the natural environment. With the help of concepts, methods and examples, the complex and ambiguous term of sustainable development will be illuminated. Students will learn about the challenges of contemporary sustainable science, and about the opportunities and pitfalls related to the methods used. The main objective of this course is to understand the principles of sustainable development by understanding the possibilities, constraints and interactions of its academic definitions, decision-making tools and practices.

## **V. OPTIONAL: BUS X-488 - Current Topics in International Business**

*--Offered online by Kelley Faculty for students who want/need more than 14 credits.*

BUS X-488 discusses current global business models that cover finance, marketing, operations, technology, management issues and cross-cultural communication. The readings provide insight on multicultural issues and strategies for positioning and organization in a global world. Students are asked to provide detailed analysis of the models and issues surrounding globalization and to contrast it with the first hand experiences they gain through observations and experiences abroad.

The course is offered online using software created for the Executive MBA program, Kelley Direct. In order to follow the course, students will only need access to a computer with Internet. The course is cross-listed to count as an international business elective OR an S&H general education credit. Additional IUB enrollment fees apply.

### **DUTCH INSTRUCTIONAL STYLE**

You will find a striking difference between instructional styles in the U.S. and those in the Netherlands. Adjusting to the new academic environment will be part of the challenge of the program. The European educational tradition gives the student greater responsibility and initiative in a much less structured environment. Professors often provide an extensive bibliography, but no specific reading assignments per lecture, no study questions, no syllabi, and few quizzes. As a result, you may be lulled into feeling that the first part of a course is easy and the last few weeks unbearably intense. You should be reading throughout the semester, setting a reasonable pace so you cover the recommended readings.

### **PROBLEM-BASED LEARNING**

The most distinctive educational element at the University of Maastricht is Problem-Based Learning (PBL). Problem-based learning minimizes or eliminates formal lectures and relies instead on direct student involvement in problem solving. Classes are small,

with no more than 15 students. Each class is expected to select a leader and work together as a group.

### Student Advice

“Take classes seriously, but do not let them stop you from traveling. [I] learned as much from seeing different places as [I] did in class.”

The first day of class you may be given a hypothetical situation and asked to identify both the problems involved and the best methods of resolving them. The course bibliography will give you a general idea of the resources available, but your group will have to scan the texts and decide which are most relevant for the problem

at hand. When you return to class, you will discuss your proposed solutions with the professor. He/she will not give specific reading assignments, study questions, syllabi or quizzes. Course grades will be based on presentation of a group assignment, class participation, and an essay-style final exam. Classes meet for two hours with a 10-15 minute break.

Adjusting to the new problem-based learning will be part of the challenge of the program. University Maastricht students will be more familiar with the system, but you will have greater facility in English. IU students who have studied in Maastricht give these tips for succeeding academically:

1. *It is essential to keep up with the work.* “Most classes don’t take grades until the final, so be sure to keep up with the reading assignments to be sure you understand the material.” “Don’t get behind in studies—easy to do because there is a lot of influence to have fun.”

2. *The final exam is the basis for 70-100% of your final grade.*

3. *You must keep up with the readings.* “You must be prepared for classes because profs expect students to teach one another....” “Making a contribution to the class and keeping up with the work is very important.” “One must keep up with reading material in order to participate. Participation and opinions are required.” “Be prepared for class—if not, you will be embarrassed.” “Teachers grade on participation so skipping class was not feasible (and yes, we had classes on Fridays or Mondays).”

4. *Coursework is demanding, but not overwhelming.* “Very much studying to be done, sometimes more than at IU.” “Don’t expect ‘blow-off’ courses.” “Classes are quite demanding and need plenty of work to do well.” “It’s not that bad; if you study during the week you can travel on the weekends.” “Work is probably slightly easier than courses at home.”

## GRADES

Grades in Maastricht courses are normally based on different components: a midterm, a final exam, participation, essays and presentations can all be part of your final grade. Professors use the Dutch 1-10 scale. CES courses are more traditional (like you will be used to at IU), University Maastricht courses are all taught according to the PBL-system. Grades are equated to IU's A-F system based on the equivalency scales below.

<b>University Maastricht grade</b>	<b>IU equivalent</b>
8.0 - 10	A
7.7 - 7.9	A-
7.4 - 7.6	B+
7.0 - 7.3	B
6.7 - 6.9	B-
6.4 - 6.6	C+
6.0 - 6.3	C
5.5 - 5.9	C-
5.4	D+
5.0 - 5.3	D
0.0 - 4.9	F-

  

<b>CES grade</b>	<b>IU equivalent</b>
9.0- 10	A
8.5 - 8.9	A-
8.0 - 8.4	B+
7.5 - 7.9	B
7.0 - 7.4	B-
6.5 - 6.9	C+
6.0 - 6.4	C
5.5 - 5.9	C-
5.0 - 5.4	D+
4.5 - 4.9	D
4.5 or below	F

## LIBRARIES

The University Library and Learning and Resource Centres hours are as follows: Monday through Thursday: 8:30 a.m.-10 p.m. (from 5 p.m., no loan facilities), Friday: 8:30 a.m. - 6 p.m., Saturday: 11 a.m.-6 p.m. (from 2 p.m., no loan facilities); and Sunday: 11 a.m.-6 p.m (no loan facilities). Library resources are *much* more restricted than what you are used to at IU. Back issues of important periodicals are kept only one year, and the library does not subscribe to many of the periodicals you would like access to. Ten to 12 copies of each important textbook or reference book are available in open stacks in several large reading rooms in the Economics library. This departmental library has computer-assisted reference catalogs and several photocopiers, where Dutch students routinely copy important texts instead of purchasing them.

## TEXTBOOKS

Textbooks for CES courses are included in your IU program fee, but textbooks for the University Maastricht courses are not.

## COMPUTERS AND E-MAIL

You will be provided with e-mail accounts in Maastricht. Computers are available in the library and each room at the dormitories will have a wireless Internet connection. Most students decide to buy a printer with a few students to have printing facilities at the dorms as well.

### Laptop Computer

With your own laptop computer you can write papers at your convenience in your dorm room and avoid the end-of-semester crush of students at the computing center. The dormitory rooms you will live in are wired for Ethernet connections. Also bring a good case or sleeve.

## STUDY TRIPS

A 5-day study trip is included in the spring semester. Students embark on a mini-tour of Northern Europe and visit Belgium, Luxembourg and France. Some of the destinations include the European Union Parliament, The United States Mission to the EU and visits with international companies. Students will travel to important sites of European culture and history such as WWII memorials, historic cathedrals and cities. You will purchase your own meals during the study trips.

# Life in Maastricht

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## HOUSING



The Universiteit Maastricht has no central campus, and Dutch students live in rooms all over Maastricht. All IU students will be housed together in Guesthouse Universiteit Maastricht, a comfortable and spacious dormitory not far from the city center. Bedrooms are normally doubles and have a kitchen in the room. Singles are also available for an additional fee. The single rooms do not have a kitchen in the room like the doubles. Every corridor has sufficient bathrooms and toilets, washing machines and dryers. Kitchens are equipped with dishes, hot plates, sinks and refrigerators. Most other international students are assigned to Guesthouse Universiteit Maastricht, and the chance to meet students from all over the world is a major advantage of living there. No dormitory is perfect, and Guesthouse Universiteit Maastricht has its share of problems, including echoing corridors and noise.

### Student Advice

“Get to know other foreign students; it is nice to visit their homes on breaks.”

You will have to adjust to some differences between Guesthouse Universiteit Maastricht and IU dorms. For example, you may need creative new cooking techniques to cope with the absence of freezers and microwaves.

Pillows are provided as well as bedding and linens. (However, you should bring a sleeping bag for traveling.) Bring your own towels and washcloths.

## Damage Deposits

Housing for CES students is handled by an independent housing authority called the *Guesthouse*, which has an office in Guesthouse University Maastricht. When you arrive, you will have to sign a Guesthouse housing contract. Before the last day of the program, there will be a scheduled inspection, and both your room and the communal rooms (for which all students are held collectively responsible) are

expected to be immaculate and all dishes and furnishings intact. You will be held accountable for any damage. The Center for European Studies does not charge a deposit, but if damage occurs, CES will not send your transcript to IU before all bills are settled. In the past, the Guesthouse has been strict and unyielding in its standards. Note that

### Student Advice

“Get involved. Don’t limit yourself to Americans, the Dutch are interested in the U.S. and in being friends. Watch and be perceptive concerning social customs and you will do fine.”

you may check out only on weekdays between 9 a.m. and 5 p.m., not on weekends. If you depart on the last day of your contract, check-out must be done by 12 p.m. at the latest. If you have housing problems, contact the Guesthouse, not the Center for European Studies. CES recommends to check-out during office hours. If many people would have a flight back to the US on Saturday, June 13, CES can assist in arranging transportation to the airport and having the final check-out in the early morning of Saturday, June 13.

## TELEPHONES

Guesthouse University Maastricht has one telephone on each corridor where you can receive incoming calls, and public telephones in the lobby where you can place outgoing calls with a calling card or your credit card. Bring a headset to use free, Internet-based calling services such as Skype ([www.skype.com](http://www.skype.com)).

**Cellular Telephone** Cell phones purchased in Maastricht are inexpensive and popular. There is no monthly service fee. You purchase a prepaid telephone card in the amount you wish and dial a special access number for the best rates.

## TIME



The Netherlands is six hours ahead of Eastern Standard Time. When it is noon in New York, it is 6 p.m. in Maastricht.

## MAIL

Letters and packages should be addressed to the CES office, where you will pick up your mail. You may want to have packages sent to

the Guesthouse if you would rather not carry packages from CES to your dorm.

## FOOD AND GROCERY SHOPPING

You will shop for groceries and prepare your own meals at Guesthouse University Maastricht. All shops, including grocery stores and markets, are closed on Sunday and many are closed on Monday mornings as well. In general, supermarkets are open from 9 a.m. to 6:30 p.m. on the other days. On Thursdays in Maastricht, most shops stay open until 9 p.m.; in other cities, it may be Thursday or Friday that shops stay open later. In Dutch shops, bargaining is not customary; the customer is expected to pay the price that is marked. Bring a shopping bag with you when you shop for groceries, as bags are provided for an additional fee.

The traditional Dutch diet consists primarily of bread and vegetables: bread with cheese, thinly sliced cold meat, or jam for breakfast; much the same for lunch with the addition of tomato or fruit; and for the evening meal large quantities of potatoes and other vegetables together with fish or a small serving of meat. As you would expect, this diet is also the most economical in Holland. Vegetables especially are plentiful, of high quality, and inexpensive, in particular on the weekly market in the city center on Wednesdays and Fridays. Restaurants are expensive. The best bargain in dining out is a meal at one of the many Turkish restaurants.

## SOCIAL CUSTOMS

The Dutch seldom fail to keep an appointment and are usually punctual. Professors expect punctuality. If you are invited to a Dutch home, it is customary to bring a small gift, most often flowers. It's the thought that counts so don't go too far with an expensive gift. It will only embarrass you and make them

### Student Advice

"The Dutch are very open and speak their mind, so don't be offended or surprised. Everyone is nice and willing to help. Europeans dress nicely as opposed to our college look, and they don't drink to get drunk."

feel obliged to do the same if they are invited to your home. When Dutch people are out in company, everyone expects and is expected to pay their share of the costs. Tipping is not as widespread as in the

U.S., but if you are satisfied with service, give a 5-10% tip to waiters and taxi drivers.

Despite being basically reserved, the Dutch speak in a manner that may startle you with its directness. They may sound abrupt but they do not mean to be impolite. They are quite literal in their speech and like to come to the point quickly.

## MEDICAL CARE

The CES Staff in Maastricht will give you the names, addresses and telephone numbers of reputable physicians. The CES staff can assist you in case of a medical emergency.

## CLIMATE

Chilly, wet winters are typical of Holland's coastal climate. There will be less snow and fewer subfreezing days than in an Indiana winter, but the Netherland's wet, windy weather makes the winter cold penetrating. Expect lots of rain and mild temperatures.

## PUBLIC TRANSPORTATION

### Trains

Public transportation in the Netherlands is excellent. The trains run frequently and on time. The distances are short: Amsterdam-The Hague, 45 minutes; The Hague-Delft, 10 minutes, Delft-Rotterdam, 15 minutes, Maastricht-Amsterdam, 2 hours 30 minutes, Maastricht-Paris, 4 hours 15 min. Train carriages are first or second class, all nonsmoking (*niet roken*). A first class ticket is about 50 percent more expensive than a second class ticket and the difference in comfort is slight. Tickets must be purchased in the station. There you can also inquire about the many special bargain rates offered by the Dutch Railways.

Schedules are posted on every *spoor*, or track. Trains stick to their schedules and stop only briefly at each station. You may assume the train scheduled to be on a given track is the correct one and board it whether it carries an identifying sign or not. Inside the Netherlands take advantage of the inexpensive day passes. Three persons

traveling together may purchase a cheaper group ticket called a *voordeelurenkaart*, good after 9 a.m. on weekdays and anytime on weekends.

### Student Advice

"The Go Pass is a great deal. It pays for itself on your second trip!"

If you are under 26 and plan on traveling to Belgium much (which you will be doing if you fly Ryan Air), buy a "Go Pass" from a train station in Belgium. This costs 45 Euros and gives you ten days to travel anywhere in Belgium. You can also split Go Passes with others.

When traveling by train overnight you may wish to reserve a bed (couchette) in a compartment that sleeps six passengers. These cost about \$15. Train seats may be reserved for a small fee, a good investment on crowded routes and mandatory on all German overnights.

## Buses

Outlying villages are linked by bus. At the train station you can buy a *busboek*, which contains a complete schedule for all the rural buses. For city buses, purchase a *strippenkaart*, good for multiple rides, at the post office or train station. They are cheaper and more convenient than tickets purchased individually on the bus. You can also save money by purchasing a one-month bus pass.

The central station in each city is its transportation hub. There train, bus, taxi, and bicycle routes converge, and you will find travel information, connections, and food. Near most central stations is the office of the VVV, which offers tourist information and assistance in booking rooms in pensiones or hotels (for a small charge). Do not confuse the central station with the *centrum*, which is the town center.

Local bus transportation is frequent and inexpensive. Weekly or monthly passes are available. Take a passport photo the first time you buy one. Strips for three or eight rides can be purchased for about 50 cents per ride.

## Bicycles

For short distances or for poking around the country roads, no form of transportation is better than the one used most by the Dutch themselves. In a country of 16.5 million people, there are about 10 million bicycles.

Buying a bicycle is not expensive, especially if you choose a simple model. Second-hand bicycles are readily available, and you can sell the bike before you head back to the U.S. Don't buy a flashy model. The Dutch are usually honest, and the general crime rate in the Netherlands is low, but for some reason bicycle theft is almost a sport. Invest in a stout bike lock and use it. Seek advice from CES staff on a good place to get an inexpensive bike. Buy one quickly because they often run out and prices increase. Do not spend more than 40-50 Euro!

# The Netherlands

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## LAND USE

The Netherlands is extremely flat. There are a few hills in the southeast corner of the country. There are no obstacles to the wind, which is an almost constant feature. Water criss-crosses the land with perfect geometric regularity; even the fields where Holland's five million cows graze are separated not by fences, but by water. Land is very precious in the Netherlands. Through enormous efforts over the centuries thousands of hectares have been reclaimed from the sea. Creating dikes along the coast and rivers with draining polders behind them has added a great deal of land. Forty percent of the country lies below sea level.

Hardly any patch of ground is wasted. Complexes of garden allotments, called people's gardens, occupy land that cannot otherwise be used. The allotments are rented very cheaply by city dwellers who leave their flats behind on weekends to get out in the fresh air and tend their vegetables and flowers.

The high value placed on land can also be seen in the careful spatial planning. Urban areas are kept within strict bounds. Extreme care in land use permits the second most densely populated country in the world (after Bangladesh) to be an exporter of food. It is possibly this attitude toward the land that has caused the Dutch to place great value on cleanliness and orderliness.

## POPULATION DIVERSITY

Over 15 million people live in an area that is less than 37,000 square kilometers, or about 1/3 the size of Indiana. The area defined by drawing a line connecting Amsterdam, The Hague, Rotterdam and Utrecht has four million inhabitants. This area, known as the West Holland conurbation, or *Randstad*, has a high population density.

The Netherlands is inhabited by a largely homogeneous population, but there are small minorities of Indonesians and Surinamese, testimony to Holland's former colonial role. In the 1950s and 1960s when Dutch industry was growing fast and there was a shortage of

cheap unskilled labor, workers were brought in from Turkey, Italy, Spain, Morocco, Yugoslavia and Tunisia. Many of these *gastarbeiders* (guest workers) brought their families to Holland and settled permanently.

The employment situation has now been reversed because of automation, more working women, population growth and economic stagnation, and unemployment is a serious and persistent problem.

The Netherlands has a wealth of different religious and political persuasions. The largest religious group is Roman Catholic (27 percent), followed by the various groups of Protestants (12 percent). On the nation's two television channels and four radio stations, broadcasting time is divided among nine different organisations, each with its own political or religious bias. Each organisation is allotted time according to the number of its supporting members.

## POLITICS

The Netherlands is a monarchy, whose Queen, Beatrix of Oranje Nassau, has been on the throne since 1980. But the monarch has had very little real power since the present constitution was adopted in 1848. All men and women have had the vote in the Netherlands since 1922. In order to govern, the Cabinet needs a majority in the two chambers of parliament. The first chamber, or Senate, is elected by the members of the Provincial States, the elected officials who govern the provinces. The second chamber is the main arena of Dutch politics. Its 150 members are engaged full-time, unlike the 75 members of the first chamber whose positions are part-time. The first chamber reviews all proposals that have been approved by the second chamber but hardly ever presents a divergent point of view.

General elections for the second chamber must be held at least every four years. The Netherlands has a multiple-party system (and more than 20 political parties), so it relies on coalitions for governing.

### Student Advice

“Many foreigners feel Americans are loud; don't play into this stereotype. Get involved with foreigners. You can learn more staying in Maastricht with new friends than traveling. Do not just stick with Americans.”

Arriving at a workable combination to form a cabinet can take months. The major parties are: the Labor Party, or social democrats (PvdA), the Christian Democratic Alliance (CDA), the People's Party for Freedom and Democracy, or liberals (VVD), the Democrats '66, a progressive liberal party founded in 1966 (D'66).

There is probably no other country with as many protest demonstrations as the Netherlands. The orderly, often silent, demonstration or vigil has become a fairly standard form of political expression in recent years. Many demonstrations focus on the courtyard of the parliament buildings in The Hague.