

Standardised Policy

2026-2027

STUDY ASSOCIATION STRESS

Preface

Dear members,

We are pleased to present the restructured version of the Standardised Policy of Study Association Stress. This document highlights the parts of the policy and activities our association does the same way every year, and how we should reflect on our performance.

The Standardised Policy was written with the goal of decreasing the workload of the Candidate Board by writing down what is the normal for the board's policy, so only deviations have to be included in their yearly policy. Additionally this document is a way for members to look up why and how Stress does certain things, so it is more clear for members less involved in the association.

This version restructures the content around themes rather than board portfolios. We think this makes the document easier to navigate and reduces overlap. The content itself stays the same — topics are reorganised, not removed.

With highest regard,

GMA-committee Standardised Policy

0. Reader's Guide

How this document works and how it relates to the yearly policy

0.1 Goal of this document

The Standardised Policy has multiple goals: to help the candidate board, to inform the members, to keep an overview of what Stress stands for. To help the Candidate Board focus on a smaller set of plans in the Yearly Policy, without feeling like they have to think about everything at once. For more experienced members, this means they can quickly see what has changed without reading a lot of text. To inform new(er) members what Stress does and what the current policies entail. To keep an overview of GMA decisions and current policies, without writing many different yearly reports. This document also serves as a basis for reflection of an end-of-year report.

0.2 Structure of this document

Subjects in the Standardised Policy are organised in the format Why, How and What. The goal of this format is to ensure that the why stays central in the discussion and that the subject still fulfils what it was supposed to.

For any subject the following information is going to be provided:

- Why: what is the reason Stress does it. How it relates to the goals of Stress. What are the benefits?
- How: How does Stress reach its goal and the benefits?
- What: Explaining what Stress does. What do we arrange every year to do it? What can vary from year to year. What are the parts that aren't allowed to vary?

This document is structured around themes rather than board portfolios. This means a single board member may be responsible for content across multiple chapters. Which board member is responsible for which chapter is determined each year in the Yearly Policy.

0.3 Managing the document

The board is responsible for managing the document and keeping it up to date with the ideas and goals of the members of Stress. The Candidate Board gets the opportunity to deviate from the Standard Policy in their Yearly Policy Plan.

If their deviation is deemed positive and the board believes this should be the new standard, they can advise the GMA to make the relevant changes to the Standard Policy. Changes to the Standard Policy can be voted on at the end-of-year GMA. This changelog will always be a separate agenda item and a separate document.

All changes made will be in the appendix for 3 years after which they can be deleted.

0.4 Differences between Standardised & Yearly Policy

All deviations from the Standardised Policy should be documented in the yearly policy.

What to write for changes

Subjects in the Yearly Policy can be separated in two categories, changes to subjects in the Standardised Policy, and completely new plans. For both changes and new additions the following information needs to be present:

- Why: What is the reason for the change, why is it necessary? Or: What is the goal of the new plan, what does it aim to achieve? And: What will we learn from this change/plan?
- How: How will the change be implemented? Or: How will the new plan be executed (and reflected on)?
- What: What is the change? Or: What is the plan, describe and explain it.

Of course in the case of new ideas and significant changes a more expansive and thought out plan and explanation is required.

0.5 Reporting on the policies

In addition to the Standardised Policy and the yearly policies, the board writes a Mid-Year and End-of-Year report. In those reports, the board should reflect on both the policies described in the Standardised Policy and their Yearly Policy. We distinguish two separate ways of attaining this: the board should reflect on the policies in a qualitative way, and sometimes there are KPIs specified which should be reported on quantitatively. Where the Standardised Policy specifies KPIs for a topic, those KPIs are part of the standard and are reported on quantitatively. Where no KPIs are specified for a topic, or where the Candidate Board deviates from a standard topic, it is up to the Candidate Board to define the relevant KPIs in their Yearly Policy and to report on them in the Mid-Year and End-of-Year reports.

The yearly and standardised topics will be reported on in the same document, however it will be in separate chapters. This ensures that there will be a lively discussion on the newly tried topics, while on the standard activities a quicker functional check can be done by the GMA. A changelog for the Standardised Policy will be added in the appendix of the annual report. If adhered to the setup correctly, the new plans are reflected on properly, and when these are becoming “standard” a board can choose to add it to the Standardised Policy. When approving the annual report, these changes will then also be approved. This saves the hassle of approving the entire document every time a change is made.

1. Mission & Identity

What Stress stands for and what it aims to achieve

1.1 Mission Statement

“The mission of the Association is to stimulate the academic and personal development of members by offering its members the opportunity to expand, complement and practice the studies Business Administration (BA), Industrial Engineering and Management (IEM), and International Business Administration (IBA).”

The mission gives a very general description of what Stress does. Therefore, the mission is further worked out in a number of goals:

- To represent the study-related interests of the students in BA, IEM, and IBA at the University of Twente.
- To organise extracurricular activities.
- To act as an intermediary between students and companies.
- To develop the ability of members to organise events.
- To provide service to its members.
- To stimulate contact between students and former students BA, IEM, and IBA and employees of the faculty of Behavioural, Management & Social Sciences.

1.2 Boundary Conditions

These goals are, of course, not at the expense of everything. Several boundary conditions indicate the limits:

- First, being active within Stress should not lead to a not-compensable study delay.
- Secondly, the continuity of the study association must never be jeopardised, because Stress now and in the future can continue to achieve its mission.

1.3 Position within the University

Study Association Stress is the study association for the programmes Industrial Engineering and Management (IEM) and (International) Business Administration ((I)BA) at the University of Twente.

Stress falls under the Faculty of Behavioural, Management and Social Sciences (BMS), which is one of Stress's main stakeholders. The faculty provides the association with a subsidy and facilitates various activities. In return, Stress fulfils a bridging role between the faculty and the students of (I)BA and IEM: it represents the study-related interests of its members, helps the faculty reach students, and contributes to the recruitment and retention of students.

The board representative attends quarterly meetings with the faculty board to ensure that Stress stays informed about developments within the faculty and the university. Additionally, the Commissioner of Educational Affairs maintains contact with the programme management teams of both studies and helps to appoint the Programme Committees.

Within the broader landscape of the University of Twente, Stress is a member of the Overleg Studieverenigingen (OS), the umbrella organisation for study associations at the UT. Through OS, Stress participates in discussions on topics that affect all study associations, such as facilities, university policy, and inter-association collaboration. Stress is also a member of the Stichting Borrelbeheer Zilverling (SBZ), the purchasing foundation for drinks at the Zilverling building, and maintains the MBasement as a designated drinking room for BMS associations.

2. Community & Engagement

How Stress creates a place where members feel at home

2.1 The Stress Room

Why

The Stress Room is the most visible community asset of the association. It is a space for both relaxation and community building. The Board is expected to safeguard the room as a neutral ground where all members feel comfortable, regardless of their study, social circle, or age.

How

The Board plays a central role in setting the tone of the Stress Room by acting as role models for the behaviour they wish to see. The Board should engage warmly with entering members and ensure that everyone feels invited and welcome, for instance, by encouraging members to speak English or actively inviting people to join the card games being played in the room.

What

Opening Times: The Stress Room is to be open from 09:00 to 18:00 on working days. While the room is open, a Board member or a designated representative should always be reachable in case of questions from members or any arising issues.

Habits: It is the Board's duty to provide members with tea and coffee and to ensure that fresh fruit is regularly available in the Stress Room. Screens in the room should remain on and display all upcoming events to provide a clear overview of the association's activities. The Board should also ensure that the SSS is functioning correctly.

Note: the operational side of the Stress Room (cleaning schedules, deep cleans, SSS maintenance, screen software) is covered in Chapter 9 — Infrastructure & Services.

2.2 Involvement

Why

It is important for Stress that the entire association is involved. This means that it is important that students from different studies and different years join events and become active.

How

By lowering thresholds for participation, organising a variety of events, and actively reaching out to members who are not yet involved.

What

Involvement is a shared responsibility. The board sets the tone, but committees, active members, and members themselves all play a part in making others feel welcome and in drawing people into the association, for example by bringing fellow students along to events, welcoming newcomers in the Stress Room, and including people who are not yet part of a group. This means:

A varied event calendar is maintained throughout the year: large and small, formal and informal, social and study-related event, so that there is something for every member. Which specific events fill that calendar can vary per year.

Members who are not yet involved are actively reached out to: people are invited personally, do-groups and year groups are encouraged to take part, and members who came once but did not return are followed up with.

Participation across the association is kept an eye on throughout the year, so it is visible which groups are underrepresented, and the approach can be adjusted. This feeds the reflection in the Mid-Year and End-of-Year reports.

2.3 Kick-in Delegation Stress (KIDS)

Why

- To give the first-years a warm welcome and create friendship between them.
- To show the first-years what Stress is.
- To fulfil our contract with BMS.

How

The KIDS committee organises the Faculty days of the Kick-in.

What

The KIDS committee organises the Faculty days of the Kick-in, which typically span three days. The standard programme structure is as follows:

- Day 1 introduces first-years to their study programme and to Stress, establishing initial contact with the Programme Management Teams.
- Day 2 consists of fun, informal activities, intended to build group cohesion among the first-years.
- Day 3 consists of workshops that introduce the first-years to what Stress has to offer as a study association.

Throughout the Kick-in, Stress and its activities are actively promoted. The exact content and schedule of the programme may vary per year, but the overall structure of a study day, an activities day, and a workshop day should be maintained. The KIDS committee also coordinates with the university's central Kick-in organisation and with the faculty to fulfil contractual obligations.

Any budget remaining from the Kick-in can be used to organise additional events for first-years during module 1, at the board's discretion.

2.4 Winter Kick-in

The Winter Kick-in is a programme organised in collaboration with the study programmes to welcome students who start in the second semester. The exact content is determined together with the programmes each year.

2.5 Freshman Intro Weekend

Why

- To give the first-years a warm welcome and create friendship between them.
- To show the first-years what Stress is.
- To get first-years enthusiastic for Stress.

How

In the first module there is an intro weekend organised for the freshmen, for them to extend their Kick-in.

What

The intro weekend is organised by the WISCie (Weekend Introduction Stress Committee) and takes place in the fourth week of module 1, so that it does not interfere with exams. The weekend is an overnight event at a location off campus where first-years can get to know each other and the association in an informal setting. The weekend was introduced because KIDS no longer has its own camp, so it provides the off-campus, overnight experience that the Kick-in itself no longer offers.

The programme typically includes a mix of social activities, games, and informal moments. The exact activities are determined by the WISCie each year. The key aim is that first-years leave the weekend with a stronger connection to fellow students and to Stress.

2.6 Tournaments

Why

- To create additional contact moments with first-years and active members.
- To involve active members more.

How & What

In module 1 a do-group tournament is hosted. In subsequent modules a committee tournament can be hosted. The specifics can vary per year.

2.7 Social Safety

Social safety within Stress is governed by two documents: the Code of Conduct and the Social Safety Policy, both of which are adopted by the GMA. This section summarises the key elements; the full documents are available separately.

Code of Conduct

The Code of Conduct describes how everyone is expected to behave within Stress. It applies to all members, board members, committee members, functionaries, and guests. It serves as both a guideline for behaviour and a framework for accountability and sanctioning.

The Code of Conduct identifies several forms of unwanted behaviour, including transgressive behaviour, intimidation, aggression or violence, bullying, and discrimination. In all cases, a person decides for themselves what they consider unacceptable behaviour.

Key behavioural expectations include: being respectful to all people, refraining from excessive alcohol consumption, not carrying or using drugs, watching language to prevent insults or discrimination, refraining from sexually suggestive comments, not touching others

against their will, and reporting violations to the board. All members are expected to be ambassadors of the association and its values.

Board members, committee members, and functionaries carry additional responsibilities: they must facilitate a safe physical and social environment, act as role models, be vigilant for signs of misconduct, respect the distinction between private and association life, prevent conflicts of interest, and not abuse their position.

Modifications to the Code of Conduct may be proposed by the Board, by at least one sixtieth of the members, or by the Social Safety Committee. Changes can only be adopted by the GMA.

Reporting and Confidential Contact Persons

Violations of the Code of Conduct should be reported to the board. Members who observe a violation are expected to take their social responsibility and report it. Members can also approach a Confidential Contact Person (CCP) to discuss a situation and learn about the available options. The CCP is there to listen and inform, not to advise or mediate.

Social Safety Committee

The GMA appoints a Social Safety Committee at the annual meeting. This committee reviews the social safety environment and structure of the association and reports on its findings. The committee consists of at least two persons who are not serving on the board or as a CCP.

Enforcement

The board is responsible for enforcing the Code of Conduct. All violations are judged and possibly sanctioned on a case-by-case basis. Sanctions can be appealed in consultation with a CCP. Full details on the sanctioning framework are described in the Social Safety Policy.

Guidelines for events

Alcohol may not be consumed before or during official occasions, including GMAs, panel meetings, and study evenings. Excessive alcohol consumption is not permitted. The board and committee chairs are responsible for ensuring events are inclusive and safe for all participants.

KPIs

- Unique subscribers (absolute and as percentage of total membership).
- Total attendance.
- Demographics of unique subscribers and attendance (study, nationality).
- Active member retention rate.

3. Integration of Target Groups

How Stress ensures that every member feels welcome

“To let everyone feel welcome at Stress, by organising events that are inclusive and listening to the needs of our members”

The events and services that Stress offers are for all its members, but from around 2200 members, only a small proportion joins events. We would like more of our members to join activities and be around the Stress Room. There are specific groups we put more emphasis on.

3.1 Freshmen

Why

Freshmen are not what we consider a hard-to-involve group, but a group we want to put additional effort into involving. These students supply a large portion of the active members and are easier to involve in the association at the moment that they are still orientating what their student life can and will entail, in their first year.

How

This is done by organising events to get freshmen to make and meet their friends at Stress activities. By having specific events for them to get to know each other and putting additional promotional effort into getting them involved in the usual activities.

What

During the Kick-in we already start with promoting Stress and its activities. Specifically the freshman intro weekend where the first-years can meet each other. During the first part of the year a do-group tournament will be organised so freshmen can be additionally attracted to specific events. Besides that throughout the whole year there is a Freshmen Committee.

3.2 Third-year Students

Why

A lot of third-year students will do a minor abroad. This means that we risk losing their involvement in the association as they are unable to participate in Stress events for two modules. Involving this group will in the long term also be beneficial for involving master students as a part of this group will do a master at the UT after their bachelor.

How & What

When third-year students return from their minor abroad, Stress actively tries to re-involve them in the association. The standard approach includes:

- Organising a committee market at the start of module 3, timed for when most returning students are back. This gives them an overview of which committees still have openings and how they can become active again.
- Hosting a welcome-back drink to reconnect returning students with the association and with each other.

- Personally reaching out to returning students who were previously active, to invite them back into committee work.

Re-involving this group is challenging because many of them are focused on their thesis in this period. However, the effort is worthwhile because these students often have valuable experience and their continued involvement also increases the chance of them staying active during a potential master's programme at the UT.

3.3 (Pre-)Master Students

Why

UT-wide, around 39% of the students are master students, but only 31% of our members are master students and among the active members, only 23% are master students. Master students are also underrepresented at events. This underrepresentation of master students within our association is something that we want to improve. Since it's also beneficial for our members to know students who have already done all of it before.

How

By organising events that are interesting to master students.

What

There is a MasterCie specifically for organising events for them.

In addition to the events organised by the MasterCie, the standard approach for involving (pre-)master students includes:

- Involvement in the faculty day during the winter Kick-in, where (pre-)master students are welcomed and introduced to Stress. The MasterCie can help the Programme Management Team organise activities for new master students.
- Creating a WhatsApp group for new (pre-)master students during the Kick-in, to keep them informed about upcoming events and to lower the threshold for participation.
- Inviting (pre-)master students to join committees, particularly those that benefit from more experienced members, such as the External Affairs Committee or the Education Committee.

3.4 International Students

Why

International students are not underrepresented during events in general, as around 32% of the attendees at events were international students and UT-wide 28% of the students are international students. However we see in the Stress Room and at the smaller social events relatively few international students. So, for international students, the point of improvement is to involve them more in and around the Stress Room and in the social events.

How & What

The standard approach to involving international students centres on creating a welcoming atmosphere where everyone feels included, regardless of their background. Key elements include:

Language policy: English is the first language in the Stress Room. The board actively promotes speaking English when international students are present. Official documents of the association are published in English. At GMAs, the official language is English, unless only Dutch-speaking members are present.

International events: Each year, an internationalisation input session is organised to hear from international members about their experience at Stress and to gather suggestions for improvement. A culture dinner is organised, ideally early in the year, to increase participation throughout the rest of the year.

International checklist for committees: Committees should be aware of the international composition of the association when organising events. This includes ensuring that events are accessible in English, that promotional materials are in English, and that activities are culturally inclusive.

4. Active Members & Committees

The engine of the association and how Stress values and develops its volunteers

“To create enthusiasm for being part of Stress and participating in/organising events.”

4.1 Committee Policy

Why

At Stress, we have a lot of different committees. Committees are of high value to our association, as they support the association by organising events or keeping track of things like education and promotion. It is also a great way for members to develop themselves.

How

Committees are tasked with fulfilling the goals stated for that committee as defined by the board. The committee is given independence on how they want to fulfil these goals ranging from picking their own activity to deciding on the order of activities on the day. Creating their own promotional plan and decide how to use their budget. **With the Board supervising and only stepping in when needed.** To ensure that committee members can put their own vision into their events and have the most learning opportunity as possible while maintaining consistent quality events for the members.

What

A committee within Stress consists of committee members (functions described below) and **a board responsible.** Stress committees usually meet during lunch and eat together since you need to eat lunch anyway! This facilitates group cohesion. Stress has standard budgets and agendas for committees to use.

4.2 Committee Roles

Chairman: The chairman is responsible for holding the meetings and responsible for the functioning of their committee. The chairman file will have the general agenda template, responsibilities of the chairman and a “How to chair” document.

Secretary: The secretary is responsible for taking the minutes of the meeting. To ensure that all topics, ideas and decisions are noted down. There is a “How to secretary” document file in the drive.

Treasurer: The treasurer is responsible for keeping track of the budget and advising the committee if something is viable to do in their budget. The treasurer file will have the “How to treasure” document, responsibilities of the treasurer and committee budget templates.

Marketing officer: The marketing officer is responsible for the strategy of promoting the event and to make sure the event is promoted on the Stress channels. The marketing officer file will have information about the responsibilities, a “How to register events” document and tips on writing a promotional text. Besides this, it will have additional information which can be used for doing more than the minimal requirements. This is the standard Stress promo template and the Stress logo.

4.3 Active Members

A member becomes an active member if they are part of one committee or more. Active member demographics are tracked every year (total, Dutch, international, (I)BA, IEM, other, retention rate) and reported on in the Mid-Year and End-of-Year reports.

4.4 Active Members Appreciation (AMA)

Why

- To show appreciation to our active members.
- To contribute to the personal development of active members.
- To increase the integration of active members.

How

We do two types of active member events: trainings and fun activities.

What

Standard AMA activities include Sinternklaas, pubquiz, AMA training, AMA Weekend and AMA gifts. The exact programme and budget division per event is up to the board each year.

4.5 Bartender and ERO Appreciation

Why

To thank the bartenders and ERO for their hard work during the year.

How & What

The bartenders get their first appreciation during the Bartenders training where they get to drink for free. If a bartender/ERO does a shift during dinner time there is a food compensation. If a bartender/ERO does 3 shifts in a year they are allowed to join the appreciation activity of that year in module 4. Bartenders have the option to get the Bartenders subscription where for a monthly cost they get to drink with a 1 coin discount.

For a shift during dinner time, a bartender or ERO can declare up to €7.50 for food.

4.6 Graduation Gifts

When members were active during their bachelor and/or master we try to say thank you and congratulate them on their success and efforts by giving them a gift. Please note that the gift is only for the study phase the member was active in.

The exact type and budget of the gift are intentionally not specified, so that it can remain a nice surprise.

4.7 Special Initiatives

Why

Not all activities fit neatly into a standard committee structure. Some projects — like the Stress Band, sports events with company sponsoring, or commemorative events — are driven by active members but work differently from regular committees. Having a clear policy for these initiatives prevents ad-hoc decision-making and ensures continuity.

How

Special initiatives follow a cycle of proposal, board approval, budgeting, execution, and evaluation. The board determines the appropriate level of support (financial, logistical) on a case-by-case basis.

What

Members who have an idea for an event or initiative that does not fit within the standard committee structure can submit a proposal to the board. On the Stress website, a form is available under Member Initiatives for this purpose. The process is as follows:

- The member fills in the proposal form describing the idea, the intended goal, an estimated budget, and a rough plan for execution.
- The board evaluates the proposal based on its alignment with Stress's mission, feasibility, expected reach, and available budget.
- If approved, the board determines the appropriate level of financial and logistical support. The initiative receives a budget from the designated budget post for member initiatives.
- After the initiative, the organiser provides a short evaluation to the board on how it went and what was spent.

KPIs

- Total number of active members.
- Active member retention rate.
- Active member demographics (study, nationality).
- Number of committees filled.

5. Education & Study Support

How Stress supports members in their academic development

“To support members by giving them all the tools and information they need, so that they can thrive in their studies”

The Commissioner of Educational Affairs is responsible for the education part of the association, of which the goal is to help with the academic development of our members and continuous improvement of the study programmes.

5.1 Summaries and Tutor Programme

Why: Summaries

To support our members with learning for their exams.

How: Summaries

By encouraging students to submit their learning materials and summaries to Stress so Stress can share it with our members.

What: Summaries

Any student can submit a summary to Stress. These summaries are then checked on completeness by the Education Committee. The student is given a compensation between 0 and 15 euros based on the quality of the summary and the number of summaries already available. For making a summary, a format is available on the website. If a student adheres to this format, a maximum compensation of 15 euros can be given, otherwise a maximum of 10 euros.

Why: Tutor Programme

Connect experienced students with students who need help in certain subjects.

How: Tutor Programme

Tutors are listed on the website with their first name, subjects, and expected pay. Optional pictures are available to make approaching tutors easier. This platform is only accessible to logged-in members. Tutors are sorted by (I)BA and IEM.

What: Tutor Programme

Students can choose a tutor through a form and receive their contact information via email. Thus, Stress only acts as the middleman to connect those who want to tutor and those who want to be tutored. Every year tutors are asked to indicate if they want to stay on as a tutor on the website. If there is no response, they will be removed.

5.2 Study Sessions

Why

To motivate students by studying together. To help students with preparing for their exams.

How

Organising study sessions where experienced students can help students that require help. Where students can work on it together.

What

A WhatsApp poll is sent in year group chats of students to estimate what the level of interest is in a study session for specific courses and which date would be most helpful for them. In case there is enough interest, a study session is organised with a teaching assistant and snacks present. Also, general study sessions can be organised, which are without a TA, and mainly serve as motivation for students because they can study together.

5.3 Contact with Programme Management

Why

- To improve the education our students receive.
- To help students voice their opinion about their study programme.

How

By talking to both students, teachers and the programme management.

What

The Commissioner of Educational Affairs attends meetings with the programme management, or approaches the programme management directly when needed. Since there can be difficulties in understanding the issues of the study that the Commissioner of Educational Affairs is not following, someone from the board that follows the other study will be the Vice-Commissioner of Educational Affairs. In case all board members follow the same study, another solution needs to be found, such as more actively involving Education Committee members or another active member following the other study. Additionally Stress helps to appoint the Programme Committee of both studies.

5.4 Kreiken Study Square

Context

The Jan Kreiken Study Square was created as part of the symposium to commemorate Prof. Dr. Jan Kreiken. The project aimed to provide a functional study space for students rather than a purely symbolic memorial, resulting in the renewal of the square adjacent to the Stress Room.

Agreement with BMS

- BMS grants Stress the right to steward the square for study-related purposes while keeping it open to all students.
- Stress arranges the furnishings and retains ownership of them; BMS remains responsible for cleaning and general upkeep.
- Should relocation or removal be necessary, both parties will collaborate to find an alternative space.
- The agreement remains in effect for the foreseeable future and may be amended by mutual consent.

Impact for Stress

The creation of the Jan Kreiken Study Square has a direct impact on Stress by requiring the association to fund and maintain the furnishings, ensuring the space remains usable and well-kept. Stress retains ownership of the furniture and covers costs related to installation and maintenance. This includes new furniture in case of damage.

KPIs

- Number of summaries handed in per subject, and which subjects need summaries.
- Number of tutor contact information requests, and successful connections made.
- Attendance per study session,

6. Careers & Professional Orientation

How Stress prepares members for their future beyond university

“To offer a wide variety of valuable career-related events so that students feel supported in discovering their professional opportunities.”

The Commissioner of External Affairs is responsible for handling collaborations with companies. The goal of these collaborations is to help students prepare for their career by bringing them in contact with interesting companies, both if they are seriously interested or to orientate themselves. Additionally it is done to gather additional income for the association.

6.1 Career Events

Why

- To ensure that every student has the opportunity to get a specific example of what a career in their sector or specialisation of interest looks like.
- To offer all members a selection of external events that fit their interests and needs.
- To provide members with opportunities to develop themselves professionally.

How

Stress organises both orientating and in-depth events, which can be either formal or informal. These events can be organised by the Commissioner of External Affairs and the External Affairs Committee. It is desirable that the career events are focused on a variety of sectors, such that every student has a career event that is interesting for them. The Commissioner of External Affairs decides every year which number of external events is appropriate, which is reported upon in the Policy Plan, Mid-Year and Annual Report.

What

Types of career events include lunch lectures, excursions, business cases, informal activities, trainings, and company dinners. The exact mix varies per year.

6.2 Thesis Market

Why

To help students find an interesting thesis.

How

A thesis market is organised in November in which several companies attend. Also, teachers and the programme management are invited to ask questions about the graduation process or to inform about other thesis opportunities than those presented at the thesis market.

What

Promotion for the thesis market is done at the thesis introduction talks of bachelor and master students, and through the regular promotion channels of Stress.

6.3 Stress Congress

Why

- To give our members the opportunity to get to know multiple companies at once.
- Learning opportunity for the organising committee.

How

The Stress Congress is the biggest external event of the year. It is a symposium where Stress members can get in contact in various ways with various potential future employers.

What

The event includes an opening speech, company fair, cases, trainings, after-drink and company dinner. This way different employers and different students can connect in their own way. The goal is more than 200 students and more than 20 companies.

6.4 Career Vision

Career Vision is a collaboration between Stress, Curius (Delft), Industria (Eindhoven), and Synergy (Nijmegen). The collaboration was originally structured as a foundation (Stichting Business Course / SBC), but has since been transformed into a contractual collaboration between the four associations expressing the desire to work together in organising career-related events.

Purpose

The purpose of Career Vision is to facilitate contact between students and companies on a larger scale than each individual association could achieve alone. By pooling their networks, the four associations can offer companies access to a broader audience of business and engineering students across multiple universities.

Standard activities

Historically, the main activities under the Career Vision banner were in-house days and promotional mailings. In-house days — career events organised at company locations that gave students an in-depth look at potential employers — are no longer organised. The collaboration now mainly consists of jointly organising events or mailings on a voluntary basis, whenever the participating associations see added value in doing so.

Note: since the dissolution of the foundation, direct mailings are no longer sent through Career Vision but are handled directly by each association. The income from these mailings is reported under the Promotion category of external income.

Governance

Each year, the Commissioners of External Affairs of the four associations maintain contact and coordinate on joint activities. A meeting with all associations and their successors takes place annually (typically in the summer) to hand over contacts and align plans for the upcoming year.

7. Visibility & Communication

How Stress presents itself to members and the outside world

“To both showcase everything Stress has to offer in a varied way, applicable to each corresponding activity and to offer sustainable items wherever possible.”

The Commissioner of Public Relations is responsible for the promotion and visibility of the association, which is necessary to be visible for new members, and for our members to know what Stress organises.

7.1 Promotion and Visibility

Why

- To inform students of (I)BA and IEM about what Stress is and what it has to offer.
- To inform our current members about the activities and services that Stress offers.

How

Stress has a house style that is used for online promotion, with standard templates per event type to maintain a professional and neat appearance, but with room for custom posters. Online promotion is done on Instagram and WhatsApp. Promotion can be done for certain events, but also for services that Stress offers to their members or other non-event related content.

To increase visibility, lecture talks are also done at every study and study year when there is a new Candidate Board and for the first-years in September. Additional lecture talks can be done for big events like the Stress Congress, or when this is deemed necessary for other purposes.

7.2 MediaCie

Why

To have pictures of events for memories and future promotion.

How & What

The MediaCie is the committee which takes pictures at events and afterwards uploads them to the website.

The MediaCie should consist of at least five members. With fewer than five, situations frequently arise where no member is available to attend an event to take pictures.

The standard process is as follows:

- For each event, at least one MediaCie member is assigned to attend and take pictures.
- After the event, the pictures are selected and edited if necessary.
- The goal is to have pictures uploaded to the website within one week after the event.
- The board responsible for Public Relations keeps oversight of whether pictures are uploaded on time and provides guidance to the committee when necessary.

A pool of additional photographers can be considered, provided that regular MediaCie members retain priority for event assignments.

7.3 Poster Requests

Why

Often committees do not have a member that is proficient in the creation of promotion material, delegating this task to a dedicated group that is aware of the expectations and requirements for the posters. Additionally, a somewhat standardised template for event promotion gives a more professional look to Stress as an association.

How

The committees should hand in a poster request on the website at least four weeks before the sign-up deadline of their event with all the required information. This way the PR committee will be able to create the poster in time for promotion of the event. The marketing officer of the committee will be responsible for requesting the posters in time.

What

All committees should be made aware of how to request a poster and who is responsible. Additionally, the board keeps an eye on whether the posters are requested in time, and if not, how this can be improved.

7.4 Merchandise

Why

- To improve the brand awareness of Stress on campus.
- To provide our members with fun and/or useful items.

How

Merchandise items are arranged by the PR committee and sold through the website to members of Stress.

What

Merchandise ranges from pens, beer openers and thermos flasks to stickers.

8. External Relations & Partnerships

How Stress relates to other organisations

8.1 Stichting Borrelbeheer Zilverling (SBZ)

Stichting Borrelbeheer Zilverling (SBZ) is a non-profit purchasing foundation for the sale of drinks to seven study associations on the University of Twente campus in Enschede, one of which is Stress. The drinks are purchased for the associations to be used during drinks in the drinking rooms in the Zilverling building, on the campus of the University of Twente, and drinks which take place at other locations, such as the intro camps or outdoor drinks at the O&O square. The purpose of SBZ is the purchase and sale of drinks in the drinking rooms managed by the foundation.

MBasement

The MBasement is a designated drinking room for the BMS associations.

8.2 Stichting Economisch & Bedrijfskundig Overleg (SEBO)

SEBO is a consultation platform that brings together thirteen business and economic associations in the Netherlands. It was originally established to organise National Business Courses under the name Stichting Business Course (SBC), in collaboration with companies. As this initiative proved less effective over time, the foundation gradually evolved into an informal consultation body where member associations could discuss shared issues and developments. One or two board members of Stress participate in these consultations, which take place approximately four times a year.

8.3 Stress International Study Projects (SIS)

SIS is a separate foundation established alongside Stress with the purpose of organising international study trips and managing the associated financial and legal risks. Although there is partial overlap in board membership between Stress and SIS, the two foundations are distinct legal entities and must remain clearly separated in both governance and operations. In particular, the treasurer positions of Stress and SIS must always be held by different individuals. SIS operates under its own branding and formal governance structure.

8.4 Overleg Studieverenigingen (OS)

The Organisation Overleg Studieverenigingen (OS) is the umbrella association for the sector study at the UT. Study Associations are viewed as members of OS and are represented by the board members in different meetings. At the GMA of OS, a representative of Stress should always be present for the discussion about the themes that are currently dealt with. It is important since Stress should have a say in decisions being made there.

8.5 Faculty BMS

The faculty is one of the main stakeholders of Stress, since they provide it with the necessary subsidy and facilitate various activities. The faculty offers a variety of studies: Business, Public Administration, European Studies, Health Sciences, Industrial Engineering & Management, International Business Administration, and Psychology. The board

representative must attend quarterly meetings with the faculty board to ensure that Stress is always up to date with the current ongoing issues within the UT.

8.6 Bekader (Alumni Association)

We believe that a close relationship with alumni can be of great value to our members in their future professional life. That is why we want to support those connections between the members of Stress and alumni through the alumni association Bekader and other alumni connections.

Why

To support our members when transitioning from student to alumni and to help our members in having connections with alumni.

How

Stress tries to maintain a good relationship with Bekader and organise events with them.

What

The board member with the Alumni portfolio is part of the board of Bekader every year, which is helpful for maintaining the formal and informal contact with Bekader. Next to that, Stress takes a collaborative approach with Bekader by e.g. offering them a stand at the Stress Congress and organising an alumni event. Vice versa, Stress members are also invited to several Bekader events. A couple times a year alumni events are organised.

8.7 Alumni Office

Over the past few years, we have also been collaborating with the university's Alumni Office. We make use of their services to strengthen our network within and around the university and to facilitate access to funding opportunities.

9. Infrastructure & Services

The digital and physical resources that keep Stress running

“To optimise and design the digital processes within Stress and make them as efficient and effective as possible”

Stress has been managing its own ICT systems for a long time. Even though issues have arisen from time to time, these have not caused major problems. The reason why Stress wants to be self-sufficient regarding these systems are: learning opportunities for members, and increased flexibility in making changes and decisions.

9.1 Website / Congressus

Why

Stress needs a central location for managing the member database, members to sign-up to events and stay up-to-date with the happenings of the association, outside organisations to view what Stress has to offer, and a lot more.

How

The back-end of the website allows the board to manage all the members, events and their sign-ups, sending invoices to members, among other things. While the front-end is used by members and outside parties for information about Stress and signing-up to events.

What

Every year the website is used to send out invoices to members, do direct debits, sign-out members, and gather information about membership trends and event attendance and popularity. All events on the website have to be added manually by the board, and periodic changes have to be made to certain pages like the information about the (former) boards, committees, tutors, vacancies, companies, etc. The overall design of the website requires no further work.

9.2 Exact

Exact is used for the financial administration of Stress. The technical system is described here; the financial policy and budgeting process are covered in Chapter 11 — Finances & Budgeting.

In practice, the standard use of Exact concerns the processing of declarations submitted through the website and the integrations between Exact and the other systems. No further detail is needed here.

9.3 GSuite

Why

An email and file management system is necessary for the proper functioning of the association. GSuite allows Stress and its active members to have (in)formal contact with outside organisations, and to conveniently manage and share files within Stress. This means the board of Stress has to spend a minimum amount of time on managing files and emails,

allowing them to put this time into more important tasks. GSuite also allows Stress to gather information about website visits and views.

How

The email domain of @stress.utwente.nl itself gives a lot of credibility to mails sent from our domain, as well as clearly being associated with the University of Twente. There is also the benefit of aliases allowing groups to have a clear contact point, and separate inboxes making sure email history stays accessible as well. Additionally, the multitude of shared drives allows the board and committees to share and store files, while simultaneously functioning as an archive and way for the board to keep track of progress made by committees.

What

Every year Stress creates shared drives for new committees, creates email addresses for the new active members, and adds them to the shared drives of their committees, in addition to removing access to files and aliases that members no longer need access to. Data from website activity gathered through GSuite can be used to measure progress towards other goals.

9.4 Stress Snack System (SSS)

Why

The biggest benefit of the SSS is to draw more members towards the Stress Room and to give our members cheap snacks.

How

The low costs of the snacks and drinks in the system incentivise hungry students to come to the Stress Room, creating an additional contact moment that can be used to draw them closer to Stress, receive feedback and complaints about their studies, and more. Since the students can use their student card for paying and get billed once a month, the barrier to quickly get something tasty is reduced.

What

The back-end of the SSS runs and is managed in Mendix by the SITcom, this committee does periodic updates of the software, while the Secretary is end-responsible for stocking the system and determining the assortment of snacks and drinks.

9.5 Stress Room Operations

Why

A clean and well-maintained Stress Room is essential for the atmosphere described in Chapter 2. These are the practical tasks required to keep the room running.

What

The Board is responsible for the cleanliness of the room on a daily basis; this includes tasks such as removing trash, washing tablecloths and surfaces, and regularly running the dishwasher. Additionally, the Board must prevent the accumulation of forgotten belongings or old food to ensure the space remains fresh and inviting for members. On a broader scale,

the Board is responsible for conducting a deep clean of the room every month or at the end of each module.

10. Governance, Decision-Making & Advisory Bodies

How Stress is governed, how decisions are made, and how the board is held accountable

10.1 Association Council

The Association Council (AC) serves as a consulting body for the board to seek unbiased and varied advice with a more long-term perspective. To achieve this, it is important that the members are:

- Familiar with Stress and its goals and position on campus.
- Experienced with associations.
- Not involved in the day-to-day operations of Stress.
- Available for one physical meeting each year, and a number of (online) meetings dependent on the board.

In practice this means the AC often consists of former board members that have been gone from the UT for more than a year. The AC has 5 members that decide for themselves when it is time to leave, at which point the current board looks for a replacement.

10.2 Council of Trust

The Council of Trust (CoT) serves as a place for board members to share their personal struggles that come from doing a board year at Stress. Each board chooses their own CoT, where it is important that the board feels comfortable sharing their problems and feelings with this group. Mostly the CoT consists of former board members still present on campus, as it is easier for them to understand board-related issues. This is not a requirement, however. The board members should have regular contact moments with (members of) the CoT, the specifics determined by the board and CoT itself.

10.3 Audit Committee

This is a committee appointed by and in service of the GMA. The Auditing Committee checks the books of the association. Each change and mid-year GMA, it makes a statement to the GMA on the accounts for the past year. By means of a letter, they will elaborate on the collaboration with the treasurer and his/her vice, as well as the treasurer's performance over the past period. Anything that is relevant to add is also included in that letter. In essence, the Audit Committee is the only committee that does not report to the board, but to the GMA. However, the committee is also used for advice.

10.4 General Members Assembly (GMA)

Role of the GMA

The General Members Assembly (GMA) is the highest governing body of the association. All powers that are not assigned to the board by law or the statutes belong to the GMA. The GMA approves the annual budget, the annual report, changes to the Statutes and Operational Regulations, and appoints and discharges the board.

Meeting frequency

The board convenes at least two GMAs per association year: the annual meeting (within two months after the end of the financial year) and a mid-year GMA. Additional GMAs are convened when the board deems it necessary, or when at least one sixtieth of the voting members submit a written request.

Quorum and voting

A GMA can only take decisions if at least one sixtieth of the voting members are present or represented. If this quorum is not met, the meeting authorises a draft decision, which becomes effective 21 days later unless a member requests a new GMA. Decisions are taken by simple majority of the votes cast, unless the Statutes or Operational Regulations require a qualified majority (such as two-thirds for changes to the Statutes or OR). Blank votes and abstentions are not counted. **Votes on persons are always by written, anonymous ballot.**

Members who cannot attend may authorise another member to vote on their behalf, in writing. A member may hold at most one proxy.

Attending a GMA as a member

Every member is welcome to attend a GMA. Several documents are discussed during a GMA, typically the minutes, the policy, and the budget, and sometimes additional documents. It is useful to at least read the policy plan beforehand, but members do not need to know everything to take part. The documents can be found on the website after logging in, under 'association documents'.

A GMA can take a fair amount of time, and members are free to join or leave at any point. Members who cannot attend can authorise another member to vote on their behalf by sending an email to secretary@stress.utwente.nl.

Comments, feedback, and suggestions from members are very welcome and can be raised at any time during the meeting. Although a GMA is a serious and formal event, it is also a social occasion: Stress provides snacks and drinks, and there is almost always an after drink that members are welcome to join.

Minute-making

Minutes of the GMA follow a decision-focused format. Rather than verbatim transcription, the minutes focus on decisions taken, action points assigned, the reasoning behind decisions, and relevant additional information from the discussion. This format was adopted following a GMA decision in 2013;2025 and is intended to make GMA decisions easier to locate and the minutes easier to read.

Draft minutes are made available to members within eight weeks after the GMA and are approved at the subsequent GMA. In addition, the board includes a list of all action points from previous GMAs and their status as a supplement to the GMA documents.

GMA committees

The GMA may establish ad-hoc policy committees to work on specific topics that span multiple board years or require broader input than the board alone can provide. When establishing a GMA committee, the following should be determined:

- The scope and objective of the committee.
- The expected timeline and deliverables.

- The composition of the committee (including whether it includes board members and/or external experts).

Experience has shown that GMA committees work best when at least one board member participates to keep the committee aligned with deadlines and GMA preparations. The committee reports its findings and recommendations to the GMA.

11. Finances & Budgeting

How Stress manages its financial resources and ensures long-term sustainability

This chapter describes how Stress manages its financial resources and the policies that govern budgeting, income, and financial administration.

Budgeting process

The Candidate Board drafts a budget as part of their policy plan, which is presented and approved at the annual GMA. The budget is structured around budget posts for different cost categories (e.g. committees, representation, education, ICT) and income categories (e.g. external income, subsidy, membership fees).

Since the 2025/2026 association year, budgets use a dual-column approach: each budget post has a goal and an upper bound. The goal is the amount the board aims to spend; the upper bound is the maximum the board may spend on that post without additional GMA approval, should changes elsewhere in the budget necessitate it. Both amounts are proposed by the Candidate Board and approved by the GMA. The upper bound was introduced by the 110th GMA as a measure to move closer to the desired decrease in equity. When the GMA approves the budget, it thereby approves spending up to the upper bound of each post, even though the aim is for every post to come in at its goal.

The budget may be revised at a mid-year or financial GMA if circumstances require it.

Equity management

The Faculty BMS expects Stress to gradually decrease its equity to a level that is appropriate for a study association. For some years Stress has held more equity than the amount agreed with the faculty; the level the faculty considers appropriate is around €50,000. In practice, this is a structural challenge because budget posts tend to go under budget rather than over, meaning the association often ends the year with a smaller equity decrease than planned. The dual-column budgeting approach was introduced to help address this by giving the board more flexibility to spend within pre-approved limits. Because the original equity target did not reflect the faculty's intention well, this was raised in the lump sum talks, where liquidity gives a more accurate picture. As a result, the current rule is that the balance on the bank account should remain below €60,000.

External income

External income is generated through collaborations with companies and is the responsibility of the Commissioner of External Affairs. The main categories of external income are:

- Career activities: income from career events such as lunch lectures, excursions, business cases, and the Stress Congress.
- Promotion: income from promotional activities such as website advertisements, social media posts, and direct mailings to members.
- Thesis promotion: income from companies promoting thesis opportunities to Stress members.
- Career Vision: income from joint activities with the Career Vision partner associations (where applicable).

Each year, the Commissioner of External Affairs sets an external income target as part of the budget, which is reported on in the mid-year and end-of-year reports.

Subsidy from Faculty BMS

Stress receives an annual subsidy from the Faculty BMS. This subsidy comes with conditions, including reporting obligations and the expectation of responsible financial management. The board representative maintains contact with the faculty about the subsidy and related financial matters.

Financial administration

The Treasurer is responsible for managing the funds of the association, drafting the budget, and preparing the annual financial report. Transactions up to \$2,500 can be authorised by the Treasurer alone; larger amounts require co-signature from another board member.

The Audit Committee, appointed by the GMA, examines the accounts of the board and reports on its findings at each GMA. The committee consists of at least two persons who are not serving on the board.

Snack system finances

The Stress Snack System (SSS) generates revenue through the sale of snacks and drinks at low margins. The Secretary is end-responsible for stocking the system and determining the assortment. Revenue, spoilage, and theft are tracked and reported on as part of the regular financial reporting.

12. KPIs & Evaluation

How Stress measures its progress and reflects on performance

Stress reflects on its performance in two ways: qualitatively, by reflecting on how the standard topics and the yearly plans went, and quantitatively, through KPIs. Both forms of reflection come together in the Mid-Year and End-of-Year reports.

The KPIs that belong to the standard policy are defined within the relevant chapters, so they stay in context. These are reported on quantitatively, while every standard topic is also reflected on qualitatively.

Not every topic has a fixed KPI in this document. Where the Standardised Policy specifies no KPIs, or where a Candidate Board deviates from a standard topic, defining suitable KPIs is part of the Yearly Policy; section 0.5 describes how this works.

13. Appendix

Reference materials and historical records

13.1 Committee List

The standard committees are listed below, organised by pillar and by priority. Within each pillar, a distinction is made between committees that are essential (must have) and committees that are desirable but not essential (want to have). Descriptions per committee are intentionally left out of this table for now.

Education

Must have: Education Committee, Boeken.Com.

Want to have: MasterCie, Quest.

Social

Must have: Freshmen Committee, KIDS Committee, PilsCie, WISCie.

Want to have: GalaCie, PartyCie, Dies Committee, Bartenders, ConnecCie, EscalaCie, SportCie, Stress Band, WeekendCie, Events Committee, StressTrip Committee.

Careers

Must have: Stress Congress Committee, External Affairs Committee (EAC).

Want to have: Symposium.

Organisational

Must have: SITcom, PR Committee.

Want to have: MediaCie, Almanac Committee.

13.2 Old Committees

We intend to add a list of old committees and what they did, as an inspiration list for Candidate Boards.

13.3 GMA Decisions

Here the GMA decisions currently in effect are recorded.

Maximum compensation rule

The maximum compensation per participant will be 50 euros. If the board and/or committee wants to go over this 50 euros per participant, there has to be a clear reasoning and it has to be approved by the GMA. This of course does not mean that every event has to have a budget of €50 p.p. A critical look at the added value of the event and what budget matches that is needed.

The following activities will be exceptions to the maximum compensation rule:

KIDS and intro camp: The activities hosted during the Kick-in and the intro camp for first-year students will not fall under this rule. It is very hard to estimate the number of participants for these events beforehand and these activities are very important as they are

the first Stress event(s) that the first-year students experience and can contribute a lot to the activism amongst first-year students.

Active Member Activities: Since activism is decreasing, we believe that it is important to not limit the possibilities of active member activities by the maximum compensation rule. For this post, there will be an agreed amount for all active member activities and it is up to the board how they will spend this/what the budget division per event will be.

Sauces in the Stress Room

There has once been voted about whether the costs of sauce in the Stress Room can go from the Stress budget. Since we now offer grilled sandwiches in the SSS and see many of our members enjoy them with sauce in the room every day, the costs of sauces are on the same budget post as the coffee, tea and lemonade.

13.4 Changes to the Document

A table keeping track of all changes and by which board they are made.

This table records changes to the Standardised Policy. Changes are kept for three years, after which they can be removed.

(No changes recorded yet. This is the initial version of the restructured document.)

13.5 Glossary

AC — Association Council

AMA — Active Members Appreciation

BMS — Faculty of Behavioural, Management and Social Sciences

CCP — Confidential Contact Person

CoBo — Constitution drink

CoT — Council of Trust

CV — Career Vision (a collaboration to facilitate contact between companies and students)

EAC — External Affairs Committee

ERO — Event Responsible Officer

GMA — General Members Assembly (Algemene Ledenvergadering)

(I)BA — (International) Business Administration

ICT — Information and Communication Technology

IEM — Industrial Engineering and Management

KIDS — Kick-in Delegation Stress

MBase — Designated drinking room for BMS associations in the Zilverling building

OR — Operational Regulations

OS — Overleg Studieverenigingen (umbrella organisation for UT study associations)

PMT — Programme Management Team

PPP — Pils Payment Process

PR — Public Relations

SBZ — Stichting Borrelbeheer Zilverling

SEBO — Stichting Economisch en Bedrijfskundig Overleg

SIS — Stress International Study Projects

SITcom — Information Technology committee of Stress

SSS — Stress Snack System

UT — University of Twente

WISCie — Weekend Introduction Stress Committee (formerly SICCie)