General Information

Opening hours departmental international office
The departmental International Office (IO) is part of the departmental Education and Student Affairs (ESA) team, and is located on the 2nd floor in building VERTIGO (room VRT 2.12). On weekdays students can visit the information desk between 12.00 and 14.00h. (ask for Ms. Henny Houben).

Opening hours institutional International Office
Our institutional ESA / IO office is located on the first floor of building MetaForum. (e-mail: esa@tue.nl tel. +31 (0)40 247 4747).
Till October 1, 2019 the service desk is open on weekdays from 8.30 – 17.00h.
As of October 1, 2019 the service desk is open on weekdays from 8.30 – 9.30, from 12.00 – 14.00h. and from 16.00 – 17.00h.

Exchange booklet
Do not forget to download the most recent TU/e exchange booklet:
https://assets.tue.nl/fileadmin/content/Education/4_BecomeTUeStudent/Exchange%20students/Exchange%20booklet%202019.pdf

Opening hours building Vertigo
Monday through Wednesday: 08.00 – 19.00 hrs.
Thursday: 08.00 – 20.00 hrs.
Friday: 08.00 – 19.00 hrs.

Library
Our centralized library in the MetaForum Building offers over 950 study room seats, a self-service book loan system and interactive displays of research output. All study seats are equipped with wireless internet access. The library is open from Monday through Friday from 08.00 – 23.00 hrs. and in the weekends from 10.00 – 22.00 hrs. Further information is available at:

E-mail
E-mail will either be sent to your TU/e e-mail address (name@student.tue.nl) or to your private e-mail address, so do not forget to regularly check both inboxes!

Student Sports Centre
The student sports centre is located at the campus of the university and offers a wide range of (about 70) sports. A sports card can be bought at the sports centre. The rates are very friendly. For more information, see:

TU/e International Study Association COSMOS
See facebook page: https://www.facebook.com/cosmos.tue
Departmental Study Association CHEOPS and “Skybar Underground”

CHEOPS is our departmental study association. Exchange students can sign up as a member for the duration of their TU/e enrollment. CHEOPS is located in building Vertigo (first floor, at the green flying bridge next to the reception desk). They are opened daily from 09.00 – 17.00 hrs. Every Thursday afternoon between 16.00 and 19.00 students meet in the “SkyBar Underground” (building Vertigo, floor -1 and -2) for an informal drink and chat. Feel free to join!
(http://www.cheops.cc/)

TU/e common room

The common room can be used by international TU/e staff and students as a sitting room and meeting place. Staff and students can use it to hold meetings, show movies, listen to music or study in a separate space. The common room is a place where TU/e internationals can act as hosts to their Dutch colleagues and fellow students, who are also very welcome.

The common room is situated on the ground floor of the TU/e MetaForum building. Look for it in the south west corner of the building, adjacent to the big plaza. Room number: MF 0.090. The common room is open Monday to Friday from 15.00 to 21.00 hours, and on Saturday from 12.00 to 18.00 hours. You can find more information about the common room on webpage: https://www.tue.nl/en/our-university/about-the-university/facilities/common-room/

Useful websites

Campus map

Calendar academic year 2019/2020
https://educationguide.tue.nl/studying/planning/academic-year-agenda/

TU/e international students Facebook group
https://www.facebook.com/groups/152274400453/

Work alongside your studies – for more information, see:
http://www.studyinholland.nl/practical-matters/working-while-studying?searchterm=working

Public transportation in the Netherlands

If you want to go anywhere in the Netherlands by means of public transport, you can use the following website to get from door to door: from door to door: http://9292.nl/en#
The website from the Dutch Railways is: http://www.ns.nl/en
Addresses and contacts

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Technische Universiteit Eindhoven
P.O. Box 513
5600 MB Eindhoven
The Netherlands

Education and Student Affairs (ESA) / Institutional International Office (IO)
Building MetaForum, Floor 1
Tel.: +31 (0)40 247 8015
E-mail: esa@tue.nl / io@tue.nl

Institutional Erasmus Coordinator
Mrs. Drs. Anneroos Dijkhuis
International Office – MetaForum MF 1.148
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E-mail: a.r.i.a.dijkhuis@tue.nl

Department of the Built Environment

Graduate Program Director
Prof.ir. H.H. (Bert) Snijder
Building Vertigo – room VRT 9.19
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Head ESA team Built Environment
Ir. Jan van der Meulen
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Internationalization officer / Erasmus Coordinator
Mrs. Henny Houben
Building Vertigo – VRT 2.12
Tel.: +31 (0)40 247 3471
E-mail: h.a.m.houben@tue.nl
Available for students:
Weekdays between 12.00 and 13.30 hrs. → dept. ESA / IO information desk VRT 2.12

Contact for accommodation and insurances
E-mail: services.io@tue.nl
MetaForum – MF 1.146
Tel.: --

Contact for residence permits and visa applications
Ms. Loes Buijssen
MetaForum – MF 1.146
Tel.: +31 (0)40 247 3932
E-mail: l.p.f.buijssen@tue.nl
Student model workshop
Department of the Built Environment


You are required to carefully read the safety guidelines and the code of conduct!

e-mail: student.workshop.be@tue.nl
tel.: +31 (0)40 247 4655

You can find the workshop on the ground floor of building Vertigo.

Important - workshop access
To be able to open the electronic entrance to our student model workshop, you need a TU/e campus card with authorization for the workshop. This authorization can be added to your card once you have followed a short compulsory safety instruction of approx. 30 minutes.

For students starting in September 2019 these safety instructions will take place in the week of September 2nd. That week daily sessions are scheduled from 8.15 – 8.35 (before the start of the lectures). The number of participants per group is limited. Students can sign up for his instruction by adding their name to the registration lists on the VRT 2.12 information desk (available as of Tuesday August 27). At the day of their instruction, students should report themselves at the entrance of the workshop at 08.10h. If you need access to the workshop, but cannot attend one of these group instructions, you should contact the workshop yourself to schedule a new appointment.

Opening hours
Workshop: Monday through Friday from 08.00 - 16.30h.
Sales desk: 08.30 – 12.30h and 13.00 – 16.00h

Payment of materials
At the sales desk in the student workshop you can buy tools like pincers, cutters, scissors, scribing rules, measuring rods and safety glasses, but also materials as paper, paperboard, wood and synthetic materials. A detailed price list can be downloaded from the website.

It is not possible to pay for these materials in cash. Students must pay either by debit card or by credit card.

Laser cutter
Exchange students are not allowed to use the laser cutter. Only in very rare cases an exception can be made. For more information you should contact one of the workshop employees.
IT and facility services

Printing, scanning and copying

For questions about printing, scanning, copying, accounts, mailboxes or issues regarding your notebook or study related software, you can contact the ICT Services/Student counter in building MetaForum. The support not only concerns notebooks (incl. privately purchased notebooks) but also all study related basic software.

Location: 1st floor MetaForum building
Opening hours desk: Monday through Friday from 8.00 - 18.00 hrs.
Telephone: 040 247 8888
E-mail: ictservices@tue.nl

TU/e uses multifunctional printers (MFP’s) that can be used for printing, scanning and copying. In addition to these multifunctionals TU/e provides special printers, e.g. network printers. In order to access the MFP’s on campus you need a TUEPAS that is paired to your student card. This pairing procedure is only required once. For detailed instructions, see: https://assets.intranet.tue.nl/fileadmin/content/Diensten/IMS/Hulp_en_Ondersteuning/Print_scan_copy/EN_HLEerste_keer_inloggen_op_een_MFP_en.pdf

Charging print credit

There are two ways to put money on your TUEPAS account:

2. Print credits can be purchased, with PIN card, and uploaded at the ICT Services/Student counter. Please be aware that it may take one working day to upload purchased credit. Upgraded print credit cannot be refunded.

For more information on IT services for students please consult the following webpage: https://intranet.tue.nl/en/university/services/information-management-services/help-and-support/manuals/workplace-services/print-services/print-scan-copy-uc/

Departmental facility services desk

For department specific IT questions, you can contact the departmental facility services desk. This desk is located in room VRT 1.50 (= reception desk, next to CHEOPS). You should also go to there if you would like/need to work overtime. Their support includes help with plotting, and the loan of notebooks, beamers and other small computer accessories. It is also possible to rent a bicycle pump.

Departmental plotters

From 8.00 – 13.30h. the reception is staffed by a receptionist and from 13.30 – 18.30h. by a student assistant of the Plot Service. It is therefore recommended to make your copies of A0 plots after 13.30h. as only in the afternoons assistance is available on the spot.
For plotter instructions and plotter installation, see the departmental facility services webpage: https://intranet.tue.nl/en/university/departments/built-environment/department/facility-services/