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).
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](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: [https://www.tue.nl/en/our-university/library/](https://www.tue.nl/en/our-university/library/)

**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 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: [https://www.tue.nl/en/our-university/student-sports-centre-eindhoven/](https://www.tue.nl/en/our-university/student-sports-centre-eindhoven/)

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

CHEOPS is our departmental study association. Exchange students can sign up free of charge 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

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

Institutional Erasmus code: NL EINDHOV17

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
Tel.: +31 (0)40 247 4376
E-mail: a.r.l.a.dijkhuis@tue.nl

Department of the Built Environment

Graduate Program Director
Prof.ir. H.H. (Bert) Snijder
Building Vertigo – room VRT 9.19
Tel.: +31 (0)40 247 2153
E-mail: h.h.snijder@tue.nl

Head ESA team Built Environment
Ir. Jan van der Meulen
Building Vertigo – room VRT 2.15
Tel.: +31 (0)40 247 8591
E-mail: j.v.d.meulen@tue.nl

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 14.00h. → 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
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 February 2020 these safety instructions take place on Wednesday February 5, Thursday February 6, and Friday February 7. The daily sessions are scheduled from 8.15 – 8.35h. (before the start of the lectures). The number of participants per group is limited to 15. 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 February 4). At the day of their instruction, students should gather at 08.10h. at the workshop’s entrance. 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, springe 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 cuter. 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:

1. Online through https://pasweb.tue.nl An instruction manual is available on https://intranet.tue.nl/printcredits
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 you can consult the following webpage: https://intranet.tue.nl/_assets/fileadmin/content/Diensten/IMS/Hulp_en_Ondersteuning/Print_scan_copy/EN_HLEerste_keer_inloggen_op_een_MFP_en.pdf

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/
Remark for research students: if you come to TU/e only for a research internship or MSc/PhD thesis project, not everything in this e-mail will apply to you. In this case you do not need to sign up online for any courses and/or projects. Some items however, like the TU/e Campus Card, apply to all mobility students. This means that you are still advised to read the relevant parts in the e-mail below.

Dear mobility student,

You have been accepted by TU/e Department of the Built Environment for a study semester and/or research internship. Once your student mobility application has been processed by our institutional Education and Student Affairs (ESA) office, you will receive an automatically generated e-mail with the login information you need to access our only education portal MyTUe. If you do not receive this e-mail (please check your SPAM mail first!) you should contact our ESA helpdesk. With this login information and by using the attached manuals, you should sign up for the courses of your choice. Deadline for registration for quartile 3 courses is Sunday January 5, 2020.

The MyTU/e portal gives you access to the following educational systems:
- **Osiris**: here you can sign up for courses and exams, check your grades, and keep track of your study progress.
- **MyTimetable**: here you can find lecture and exam time tables, that you can easily synchronize with your personal digital calendar in Outlook, Google calendar, or Apple agenda.
- **Canvas**: the TU/e learning management system – the digital platform for all your course information, and a way to communicate with teachers and fellow students.

We advise you to make the MyTU/e portal your start page, and to install the app from the IOS App Store or Google Play.

**Support:**
If you are having problems with Osiris, MyTimetable or Canvas, you can consult the ESA helpdesk, phone: +31 (0)40 247 3826.

**TU/e Campus Card (student ID card) – photo upload required!**
During your TU/e enrollment you will need a TU/e campus card. You should use this card (a.o.) as your proof of identity (e.g. at exams), and to get access to the multifunctional printers at TU/e. Architecture students will furthermore need this card to open the electronic entrance doors of
our departmental student model workshop. Do note however that to enable TU/e to issue this card, you are required to upload a photo in Osiris as per the instructions in the automatically generated e-mail that was/will be sent to you. This digital photo should meet exactly the requirements as listed in the attached document “ID photo specifications”. When your card is ready, you will receive an e-mail when and where you can collect it. Duly note however that without a timely and correct photo upload, no student card can be made for you!

Course and exam registration – do’s and don’ts

Important: Before starting the online course registration, you should first carefully read all the additional instructions and points of attention below!

Academic calendar
The 2019-2020 academic calendar can be downloaded here.

Study load
All our courses are a multiple of 2.5 credits. 1 ECTS credit corresponds with 28 hours of study load (combination of lecture hours and self-study hours). The average study load in a semester is 30 ECTS.

Study program
Exchange students and free movers should choose their courses from our departmental master study program “Architecture, Building and Planning (ABP)”. Look here for a survey of all courses offered within this ABP program. For more detailed course information you can consult Osiris catalogue (please make sure to select the academic year 2019!).

The ABP program consists of 4 specializations (tracks). Each track consists of core courses, specialization electives, and free electives. This indication however is only relevant for our regular students. As an exchange students you can select any of these courses, as long as they relate to your own field of study. If you would like to take courses from another ABP specialization, you should make sure to meet the course prerequisites. In case of doubt you can consult the responsible lecturer. In any case we strongly recommend you not to sign up for any 10 ECTS project outside your own field of study.

Semester A is divided in quartile 1 (Q1) and quartile 2 (Q2). Semester B is divided in quartile 3 (Q3) and quartile 4 (Q4). Each quartile has its own registration deadline as indicated below. If you sign up for a course with a written exam, you will automatically be registered for the corresponding exam. Should you however need to take a re-sit, you should sign up for this re-sit yourself. You should always receive a confirmation of your course registration per e-mail. No e-mail is no course registration!

<table>
<thead>
<tr>
<th>Deadlines online registration of courses and exam re-sits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester A – Q1</td>
</tr>
</tbody>
</table>

If you miss the registration deadline
In this case you should immediately send an e-mail to the ESA helpdesk with the request to still sign you up. In your e-mail you should mention your TU/e student ID number, course code, course name, and start date of the course. Late registrations are only possible if your e-mail request has been received by the ESA helpdesk before the deadlines mentioned below. The fine involved is EUR 20,-- per course. If your e-mail is received after this final deadline, it is no longer possible to get registered!

<table>
<thead>
<tr>
<th>Quartile</th>
<th>Late registration courses</th>
<th>Late registration exam re-sits</th>
<th>Fine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Q2</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Q3</td>
<td>January 7 – 10, 2020 (17.00h)</td>
<td>Till March 22, 2020</td>
<td>EUR 20,-- per course</td>
</tr>
<tr>
<td>Q4</td>
<td>March 23 – 27, 2020 (17.00h)</td>
<td>Till June 7, 2020</td>
<td>EUR 20,-- per course</td>
</tr>
</tbody>
</table>

Points of attention:

Conflicting schedules
Before signing up for a course, you should always verify that its course and exam dates are not in conflict with your home university’s academic calendar. This to avoid that you still need to take an exam at TU/e while you are supposed to already have resumed your studies in the home country.

Course availability
All courses are subject to availability. Even if a course is part of your approved learning agreement, this does not automatically mean that it is actually possible to sign up for it. Some courses can only take in a maximum number of students. As a courtesy to other students, you should only sign up for courses that you really intend to take. Courses that you sign up for, but do not actually take, will show on your academic transcript later on with a NS (= no show) grade.

Approval home university
Always make sure that your home institution approves of any changes that you would like to/need to make in your original study plan (learning agreement).

Course selection
You can sign up for core courses (marked orange), specialization electives (marked blue), and free electives (marked pink) from your own field of study. You are not allowed to sign up for a graduation project, and you are also not allowed to sign up for the internships (marked grey). The average workload per semester is 30 ECTS. To avoid a too heavy workload, students cannot sign up in Osiris for more than 20 ECTS per quartile (= max. 40 ECTS per semester).

**Time slots**
Make sure not to pick any courses that are scheduled for the same time slot, as this will cause problems in your personal time table (collision of time tables and/or exam times). Note that our department only uses full time slots (A, B, C, etc. instead of a subdivision in A1, A1, etc.). A course usually does not take up a full time slot though. Once you have signed up for a course in Osiris, it will automatically appear in MyTimetable, where you can view the exact course schedule and exam times. This however does not work the other way round: if you add a course in MyTimetable, you will not automatically be registered for this course in Osiris! You however might want to use this option to check your intended schedule for possible course/exam clashes.

**Taking courses from another TU/e study program**
Signing up for courses from another TU/e master program is only possible with the prior consent of the international offices of both TU/e departments involved. You however cannot be allowed to take more than 1/3 of your total amount of credits from another TU/e department.

**Research and thesis projects**
Students that would like to do a MSc thesis project or research internship at TU/e, can only do so, if they have found one of our academic staff members willing to supervise it. Note that the departmental international office does not provide any service whereby individual student requests for an internship, are matched with ongoing research projects. The graduation of architecture and urban design students is organized in graduation studios that all run over 3 quartiles (= 1.5 semester) and that are credited with 45 ECTS. It is neither possible to have these studios split up in smaller projects, nor to get accepted for a tailor made MSc thesis project.

**Project and seminar registration**
A brochure with descriptions of the available AUDE master projects and seminars can be downloaded from this page (see downloads on the right). The brochure for semester B will be uploaded on this page in the afternoon of November 15 (= AUDE brochure semester B 2019-2020).

**Seminars**
- You are not allowed to sign up for more than one seminar. As all seminars have the same course code, it is not possible to obtain credits for it twice.
- Registration for a seminar is based on the “first come, first served” principle. Students that do not show up when the seminar starts, risk to be debarred from further participation.

**Projects**
- All 10 ECTS courses are considered projects. All projects run over one semester. Exchange students are not allowed to sign up for more than one project per semester.
- If you intend to sign up for a project outside your own field of study, you first need to
contact the responsible lecturer to check whether or not your participation in that project could be successful.

- For the 10 ECTS architecture projects you can subscribe with a 1st, 2nd, and (preferably) 3rd choice (see attachment for instructions!) Osiris will automatically assign students to the available projects, whereby everyone’s preferences will be taken into account as far as possible. However, no rights can be derived from these preferences. All projects that are offered in the field of architecture are considered equipollent. Shortly after the registration deadline you will be notified which project you have been assigned to (this will also be visible in Osiris).

- Information on the start and location of your project can either be found in Osiris, or the lecturer will send it to your TU/e e-mail address.

- If you miss the project kick-off, it will be hard (or sometimes even impossible) to successfully participate. You are therefore required to immediately inform the lecturer if you really cannot make it to the 1st group meeting of your project.

To make sure that you do not miss any information, you should regularly check both your TU/e e-mail inbox, and your private e-mail inboxes. Information on your TU/e e-mail address has been sent to you (or will soon be sent to you) by means of an automatically generated e-mail.

Good luck with your study semester in Eindhoven!

Best regards,

Henny

Ms. Henny Houben
Internationalization Officer / Erasmus Coordinator
Education and Student Affairs (ESA) – Team Built Environment

Department of the Built Environment
Technische Universiteit Eindhoven
P.O. Box 513
5600 MB Eindhoven
The Netherlands

tel: +31 (0)40 247 3471