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INTRODUCTION

This guide is meant for new exchange students who have just started at the Department of Chemical Engineering and Chemistry (“faculteit Scheikundige Technologie”).

The aim of this guide is to lead you in your first steps in the university and in the department of Chemical Engineering and Chemistry. This guide also tries to provide you with all the existing tools and resources already available at the university and the department to help students finding all the information they need during their study.

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Email: mailto: Exchange.cec@tue.nl

Websites:
Home page of the TU/e : www.tue.nl
Home page of the Department of Chemical Engineering and Chemistry : www.chem.tue.nl
MyTU/e is the starting point for your study day: https://mytue.tue.nl
Websites Exchange students:
thttp://www.tue.nl/en/education/studying-at-tue/
thttp://www.tue.nl/en/education/exchange-programs/services-for-exchange-students/
Arriving in Eindhoven

International Office:

International Office of the Department of Chemical Engineering and Chemistry

For questions regarding administrative matters, timetable, etc: please contact **Gerda Baas** (contact person departmental international office) STW 2.39 (out of office on Monday afternoon and Wednesday).
For signing your study program / learning agreement: Please contact **Ouafae el Fahmi** (departmental exchange coordinator) STW 2.48.
In case you have any question, please do not hesitate to contact us (exchange.cec@tue.nl).

There will be an Introduction meeting for the new exchange students on the first monday from the first lecture week (12.45 – 13.30). If you are going to take part in a research project or an internship, please inform your supervisor of your arrival.

Education and Student Affairs / International Office (ESA).

On the first floor of MetaForum of the TU/e campus (MF 1.214), you will find the Education and Student Affairs / International Office.

At the service desk you can collect your student card (you need to upload a photo before your student card can be made). Information regarding your TU/e e-mail address and login information for OSIRIS will be sent to your personal e-mail before arrival. When you have received this information, you can upload a photo for your student card.

Education and Student Affairs / International Office offers many services to international students. Just go to the service desk for help. Usually you will get an immediate answer to your question or an appointment may be made with a student advisor or international relations officer. The Education and Student Service Center is open on weekdays from

- 08:30 - 09:30
- 12:00 - 14:00
- 16:00 - 17:00
Health and Liability Insurance

Since sufficient health and liability insurance are mandatory in the Netherlands, it is important that you arrange insurance either before you leave your country or immediately after arrival in the Netherlands.

For more information about insurance, please check the website: http://www.tue.nl/en/education/exchange-programs/services-for-exchange-students/insurance/

Residence permit

Most students from outside the EU who want to stay in the Netherlands for more than 3 months need an entry visa.

For more information about the Residence permit, please check the website: http://www.tue.nl/en/education/exchange-programs/services-for-exchange-students/visa-and-residence-permit/

General information on the university

Extra information concerning services and facilities you can find in the university campus is available in the Exchange booklet: https://assets.tue.nl/fileadmin/content/Education/4_BecomeTUeStudent/Exchange%20students/Exchange%20booklet%202019.pdf

Map

You will probably receive a map of Eindhoven during the introductory day with ESA – Education and Student affairs and when you register in the city hall as a citizen of Eindhoven. Otherwise you can buy one in a book shop (for example Bruna at the central railway station of Eindhoven) or at the Tourist Office at the central railway station. Map of the campus: here you can find a map of the TU/e campus: https://www.tue.nl/en/university/about-the-university/accessibility-tue-campus/accessibility-route-and-map-tue-campus/
Public Transport

If you have to make use of public transport in and around Eindhoven, the following websites might be useful:

- [www.ns.nl/](http://www.ns.nl/) (available in English) On this website you will find information on railway traffic. It is the official website of the Dutch Railway Company (Nederlandse Spoorwegen, NS).
- [www.9292.nl](http://www.9292.nl) – using this website it is also possible to plan a journey with alternative transportation (bus, bike etc.)

What to do in case of a calamity?

In the event of a life-threatening situation you should call 112!

For a life-threatening situation on the TU/e campus, you should call 2222

**Call (040-247) 2222**

**When every second counts...**

When a calamity or accident takes place in a TU/e building, it can be vital to report this as soon as possible to:

**TU/e alarm number (040-247) 2222 of the Security Center.**

When reporting a calamity, the department Safety & Security can be alerted within seconds. Depending on the report, the emergency rescuers, the security, the Fire brigade or any other help organizations are called. They support you and will fight the calamity.
The facilities of the Department of Chemical Engineering and Chemistry

Library
The library is located in MetaForum. With your student ID card it is possible to rent a book. More information can be found on the TU/e website: http://tue.nl/library. From this website it is also possible to consult the digital database of the library and make use of information portals such as Chemical Abstracts and Perry’s Engineering Handbook. The central library will be open until 22.30. Check out: www.tue.nl/library for exact opening hours (under ‘student information’) and much more information on the library!

Study rooms
In the Helix building of the Department of Chemical Engineering and Chemistry (ST) there are a number of study rooms that can be used by all students. Apart from these rooms, students can also use the studyseats in Metaforum for study purposes. In all buildings on the TU/e campus is a wireless network active. In addition, the department has equipped a room for self-tuition, called PRAXIS (Helix, STW 2.43), which is also available for all chemical engineering (ST) students.

Lockers and coat racks
On the ground floor you will find some coat racks where you can leave your coat during all time you want. Also on each floor you will find some lockers where you may keep your backpack or books. The use of these lockers is limited. You can inform at the reception about the administrative procedures to use the lockers. No money is charged for renting a locker; you only have to pay a deposit.

Opening hours of Helix building
The Chemical Engineering building is open from 07.30 until 18.00. It is not possible to leave the building after 18.00! In the weekends the building is closed. There are five floors in the Chemical Engineering building that are used. In the appendix a map of each floor is given. Rooms are numbered as follows:

Example: STW 1.91
The first two letters (ST) are short for Scheikundige Technologie, which is Dutch for Chemical Engineering. Sometimes the abbreviation HE is used, this is short for “Helix”, this is the name of the Chemical Engineering building.
The third letter is either an ‘O’ or ‘W’. ‘W’ stands for “West”, meaning the west wing of the building. ‘O’ is short for “Oost”, which means that the room can be found on the east side of the building.
The first number tells you on what floor you can find the room; 0 is the ground floor, 1 is the first level, etcetera.
The last two numbers implicate the room number.
Room STW 1.91 from this example will be found on the first floor, in the west wing.

There are two lecture-halls, namely STC 0.01 and STC0.02. The C stands for “Collegezaal”, which is Dutch for lecture-hall. These can be found on the ground floor, in between the two wings.

Working conditions, environment

Please check the website for more information about the working conditions and environment: https://intranet.tue.nl/en/university/departments/chemical-engineering-and-chemistry/department/information-for-new-employees-and-guests/


ICT
If you have any questions regarding your laptop first visit the Notebook Service Centre (NSC) in MetaForum https://intranet.tue.nl/en/university/services/ict-services/ict-servicesstudent/

Printing and photocopies
To print / scan and copy you can use the MFP’s on the campus https://www.tue.nl/en/university/library/practical-information/services-overview/printing/

Print Accounting System (PAS)
All students receive a balance worth a value 15 euro at the beginning of the year. This balance can be used for printing on printers and copiers on the campus. In case your PAS-balance has become zero it is possible to buy extra credits at the reception of the department.

Display current print balance
Webpage to display your PAS balance in Euro’s: http://www.tue.nl/en/university/library/practical-information/facilities/photocopying/pas-account/ (login with "tue\user code" and your password ).
You need your account and password to access MyTU/e, the TU/e education portal that provides you with direct access to all the necessary education systems. MyTU/e is the starting point for your study at TU/e. You will find MyTU/e at https://mytue.tue.nl.

Via MyTU/e you have access to the following systems:

- Osiris: here you can register for courses and exams, check your grades and keep track of your study progress.
- MyTimetable: here you can find your lecture and exam timetable, which you can easily synchronize with your personal digital calendar in Outlook, Google Calendar or Apple Agenda.
- Canvas: is the TU/e learning management system. The digital platform for all your course information and a way to communicate with teachers and fellow students.

TIP: make this page your start page, and install the app from the iOS App Store or Google Play. Here you can find a video with instruction how to use MYTU/e: https://youtu.be/_plkU7O9VAQ.

**Osiris**

Use MyTU/e to log in to Osiris, the student information system. Here you can register for courses and exams, check your grades and keep track of your study progress.

Please note that the course you enroll in, determents the regulations you have to follow. If you take a Bachelor College course, Bachelor College regulations apply (even if you are a Graduate School Student) and vice versa.

- [Enrollment courses and examinations Bachelor College](#)
- [Enrollment courses and examinations Graduate School](#)

**MyTimetable**

Use MyTU/e to go straight to MyTimetable. Here you can find your lecture and exam timetable, which you can easily synchronize with your personal digital calendar in Outlook or Google Calendar, for example.

**CANVAS**
You can also use MyTU/e to access Canvas, the learning management system. Here you find the course material you need and all group discussions.

The Education Guide
https://educationguide.tue.nl/ provides all study information you need. You can find information about the curriculum, coaching facilities, practical information about campus life and much more.

Lecture hours
The first lecture starts at 08.45 and all lectures take 45 minutes. In between each lecture a 15 minute break is taken, so the second lecture of the day starts at 09.45. There is a lunch break from 12.30 till 13.45, after which the lectures will restart.

Timeslots
The courses are divided into different time slots to prevent you should follow lectures, tutorials and exams at the same time. With these time slots so you can build yourself a feasible schedule.
The timeslots are the same for Bachelor College and Graduate School. In the Graduate School however, timeslots are divided in 1 and 2, which makes it possible to have 2 courses within 1 timeslot.
The week is divided in timeslots:

<table>
<thead>
<tr>
<th>Timeslots college weeks:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1+2</td>
</tr>
<tr>
<td>08.45-10.30</td>
</tr>
<tr>
<td>A1</td>
</tr>
<tr>
<td>C1</td>
</tr>
<tr>
<td>B1</td>
</tr>
<tr>
<td>E1</td>
</tr>
<tr>
<td>D1</td>
</tr>
<tr>
<td>3+4</td>
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<tr>
<td>10.45-12.30</td>
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<tr>
<td>A2</td>
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<tr>
<td>C2</td>
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<td>B2</td>
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<td>E2</td>
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<td>D2</td>
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<tr>
<td>5+6</td>
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<tr>
<td>13.30-15.15</td>
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<td>B1</td>
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<td>E1</td>
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<td>D1</td>
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<tr>
<td>A1</td>
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<tr>
<td>C1</td>
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<tr>
<td>7+8</td>
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<tr>
<td>15.30-17.15</td>
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<td>B2</td>
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<td>E2</td>
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<td>D2</td>
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<td>A2</td>
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<td>C2</td>
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<tr>
<td>9+10</td>
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<tr>
<td>17.30-19.15</td>
</tr>
<tr>
<td>E3</td>
</tr>
<tr>
<td>D3</td>
</tr>
<tr>
<td>A3</td>
</tr>
<tr>
<td>B3</td>
</tr>
<tr>
<td>C3</td>
</tr>
</tbody>
</table>

Location of lectures, buildings etcetera
The location of the lecture is found at the schedule information on the website of MyTimetable. This is usually an abbreviation, for example AUD15 is room 15 in the Auditorium. The abbreviations of the chemistry building were explained above.
Here you can find a map of the campus: Accessibility, route and map TU/e Science Park
Please pay attention that the building of the Department of Chemical Engineering and Chemistry is called Helix (HE in short). For this building both the abbreviations HE as ST are used.
Structure of the year
The academic year is divided in two semesters. Each semester is divided in two blocks or quartiles. Each block consists of eight weeks of lectures and at the end two weeks of examinations (and re-examinations), followed by the next block. The quartiles are just numbered 1, 2, 3, and 4. Here you can find the calendar academic year:  
https://educationguide.tue.nl/studying/planning/academic-year-agenda/

Examinations
It goes without saying that you want to perform as well as possible in your exams. The best way to ensure that you can do your best is by having clear rules in place for what is and is not allowed during examinations. Please check the website:  
https://educationguide.tue.nl/studying/planning/examination-schedules/

Grading system
In the Netherlands all subjects are finally graded with a mark between 0 and 10. You need at least a 5.5 to pass. A 10 is the maximum obtainable score. For each course you are rewarded with a number of credit points (cp or ECTS). One credit point is equivalent to approximately 28 hours of work. Via the website of OASE (results) you can look up your list of grades and the number of credit points you have already obtained.

Study Association
Japie (http://www.tsvjapie.nl/) is the study association of the department. If you have any questions on for example where to find things, how the website of OSIRIS works etc. it is a wise thing to go to Japie first (Helix, STW 0.25). This is an association run by students and they will be able to help you out with all the small questions you might have. If they can’t help you, they’ll know who to refer you to. One of the things that Japie does is selling books, which is mainly for the Bachelor’s program, but they also sell the required books for the specialization ‘process engineering’. Japie also organises trips, excursions, lunch meetings and they offer you a chance to come into contact with different companies in the field of Chemistry and Chemical Engineering. Very frequently parties are organised, every Thursday from 16.00 until 18.30 there’s a social drink with all students and employees of the department. This is in the F.O.R.T. (Facultaire Ontmoetings Ruimte Scheikundige Technologie), which is just across the street of the Helix building, in the Matrix building.

Study material
The study association Japie sells some of the books needed (they sell all books for the Bachelor’s program) at an interesting discount. Some courses work with readers instead of books (‘dictaten’ in Dutch):  
https://educationguide.tue.nl/studying/services/lecture-notes-shop/
Make sure you first go to the lecture and check with the teacher what material is required for the course, information on web pages frequently isn’t kept up-to-date.
APPENDIX 1: Map of the Helix building

There are 5 floors in this building in use of which you can find a map here. A room in this building will be presented as follows:

Example: STW 0.25
- The first 2 characters (ST) stand for “Scheikundige Technologie” (Chemical Engineering). Sometimes these characters are replaced by He, the abbreviation of Helix.
- The third character is a W or an O. The W stands for “west”, which means that the room is situated in the west wing of the building. The O stand for “oost”, which means that you can find the room in the east wing of the building.
- The number in front of the dot tells you on which floor the room is situated; 0 means the ground floor, 1 the first floor, etc.
- The number behind the dot indicates the room number.
Room STW 0.25 from this example is situated on the ground floor (0th floor) of the west wing.

The two lecture halls on the ground floor make an exception on these rules. They are situated in between the two wings and are indicated with the names STC 0.01 en STC 0.02.

Important places in the building are indicated with a number on the map, which you can find again in the legend.
Appendix 2: What to do in case of an incident, accident or emergency.

What to do in case of an incident, accident or emergency?

- Always call: 2222
- Always report:
- Your name
- Where you are (Helix building, room)
- Kind of accident
- Other important information

Slow whoop alarm
(additional information via public-address system)

Leave the building via the emergency exits.
Go to the meeting point !!

Instructions issued by firemen, industrial aid workers or via the intercom must be followed strictly.

Don’t use elevators