Please note:
With this guide we hope to familiarise you with our faculty. However, this guide only applies to regular circumstances. Please visit the website tudelft.nl/corona for more information and the latest updates about Corona related measures.
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The Campus Facilities

Aula
Building 20, Mekelweg 5
+31 15 278 8022
aula-ICTFM-balie@tudelft.nl

Monday - Friday
08.00 - 22.00

Grand Café Aula:
Monday - Friday
08.00-20.00

Restaurant:
Monday - Friday
11.00 - 14.00

TU Delft shop:
Monday - Friday
08.30 - 21.30

The Aula Congress Centre houses the Auditorium, several lecture halls and the central TU Delft restaurant.

Library Learning Centre
Building 21, Prometheusplein 1
library.tudelft.nl
library@tudelft.nl
+31 15 278 5678

Monday - Sunday
08.00 - 24.00

The Library Learning Centre is the headquarters of the TU Delft Library. Special opening hours apply in examination periods and holidays.

Student Administration
Building 30a, Jaffalaan 9a
studelft.nl/studenten/administratie
contactcentre-esa@tudelft.nl
+31 15 278 8012

The Student Administration is the office to contact for queries concerning registration at TU Delft, tuition fees, campus card, studielink and confirmation of attendance/enrolment. Registration for each academic year via Studielink (www.studielink.nl) is required.

Students can see the status of their registration at TU Delft in their Studielink account.
X TU Delft
Mekelweg 8-10
tudelft.nl/x
hosts-x@tudelft.nl
+31 15 278 2442

Monday - Friday
07.00 - 01.00

Weekends
07.00 - 23.00

X TU Delft is a place on campus where you can develop yourself in areas that are not always part of the academic curriculum, but invaluable none the less. X focuses on the needs of young people and has an extensive offer in the fields of sports, games, arts, crafts, reflection & lifestyle. The offer ranges from courses, ticket hours, events and projects to free use of a student kitchen and living room and initiating activities and / or programming yourself.

Interactive map
map.tudelft.nl

TU Delft Campus is easily accessible by bicycle, public transport and car. You can walk to your destination from the central parking areas and bus stops. Building numbers are used to help you find your way around the campus. On this website you find the accessibility of the campus.

The interactive map shows all places where you can find food and beverages. The campus has plenty of places to eat and drink on any budget. There is always something you fancy, whether it’s breakfast, coffee, lunch, drinks or an evening meal.

Also, an overview of all the major (building and maintenance) activities which are taking place on campus is shown on the website.
Bouwkunde

Facilities

Service Desk
servicepunt-bk@tudelft.nl
+31 15 278 9805

Monday, Tuesday, Wednesday, and Friday
08.00 - 20.00

Thursday
08.00 - 21.00

The service desk is the primary point of contact for students, staff members and visitors for all Education & Student Affairs, ICT and facility questions.

Students and employees are welcome here for questions or support on:
- NetID
- First aid
- Official hard copy of transcript / study progress report (SPR)
- Reporting breakdowns
- Borrowing equipment
- Handing in or retrieving lost property
- All general questions regarding the faculty

If the requested SPR is incorrect, please contact the Study Programme Administration office: SPA-bk@tudelft.nl

@Hok Student ICT Support
adhok.bk.tudelft.nl

Monday - Friday
09.00 - 17.00

@Hok is the place where students help other students with all kinds of software and hardware problems.

Visit @Hok if you need:
- Help on how to use frequently used programmes like Rhino, Grasshopper, Maya, Photoshop and InDesign.
- Help with installing software.
- Advice about laptops and other hardware.
- Any other information regarding software and hardware.

Visit @Hok online for:
- Software installation guides.
- Manuals offered by ICT on ictmanuals.tudelft.nl for all kind of TU services like wired and wireless internet, vpn, email and printing.
- Tutorials offered by TOI on wiki.bk.tudelft.nl/toi-pedia.
Waltman’s Bookshop
waltmanbouwshop@tudelft.nl
+31 15 278 3529

Monday - Friday
09.00 - 17.00

Waltman is the faculty’s official bookshop, selling: textbooks for all courses, books on architecture and urbanism, study materials and modelling materials.

Printshop
www.csinbkcity.nl
info@csinbkcity.nl
+31 15 278 4444

Monday - Friday
08.00 - 17.30

In the faculty printshop students can find everything they need regarding print work:
- Printing
- Plotting
- Laminating

The faculty’s printshop is a branch of the Copie Sjop printshop in the city centre of Delft. To be able to print at a student discount at both shops, students can order a ‘reproticket’ at the print shop in the faculty.

Stylos
www.stylos.nl
info@stylos.nl
+31 15 278 3697

Monday - Friday
09.00 - 17.00

Stylos is the faculty student association that organises all kinds of supplementary activities such as: workshops, excursions, competitions, lectures, trips and parties for and by students. As a member of Stylos, you can participate in all these events and even organise them yourself by joining a committee.

FSC
The FSC is the Faculty Student Council (see page 41).

Bnieuws
bnieuws-bk@tudelft.nl
b-nieuws.bk.tudelft.nl

Bnieuws is the independent platform of Bouwkunde, curated by students. Bnieuws publishes content and hosts student initiatives. The free faculty magazine is available across BK and online at issuu.com/bnieuws.
**Study spaces**
Most of the study spaces in the faculty are dedicated to BSc and MSc studios. Because of the Covid-19 measures tables are used by different groups during the week. Some readily available study spaces can be found in the Oostserre. This year, not all tables in the Oostserre will be assigned to specific studios.

**Zuidserre**
Machine Workshop and CAMlab:
Monday - Friday
09.00 - 12.15
13.00 - 17.15

The Modelling Hall is located in the centre of the building. It houses tables for model-making, machinery and the CAMlab. The CAMlab offers 3D printing, laser cutting and CNC milling.

**Architecture Library**
library.tudelft.nl
library@tudelft.nl
+31 15 278 4251

Monday - Thursday
09.00 - 18.00

Friday
09.00 - 17.00

The faculty library offers a large collection of academic and professional literature. It contains an extensive collection of books, journals, serial works, magazines and loose-leaf publications. The Architecture Library also houses the Map Room

Search the online catalogue on library.tudelft.nl. The campus card functions as library card for the university, it allows you to check out books and use the project rooms.

Special opening hours apply for both examination periods and holidays.

**Map Room**
maproom.library.tudelft.nl
library@tudelft.nl

Monday - Friday
09.00 - 13.00

The Map Room of TU Delft can be found on the mezzanine floor in the faculty library. Here, students can find information about the paper and digital map collection and consult the maps.
The VR-Lab has several VR computer systems and headsets available for use in education and research projects.

**Lift**
There are two lifts in the building. Use of them is restricted, students and employees can temporarily request a pass at the Service Desk.

**Lockers**
Lockers can be found all around the faculty. Using your campus card, you can activate one locker at a time.

**Printing**
webprint.tudelft.nl

The multifunctional printers are available everywhere on the campus. After logging on with your campus card you can scan, copy and print A4 or A3 sheets.

First install the ‘FollowMe’ printer on your laptop using the install manual on ictmanuals.tudelft.nl and activate your campus card at one of the printers.

To pay for printing and copying, students need to have credit on their account. You can check your balance by logging on to one of the printers, or check and top up your balance on: tudelft.nl/en/student/ict/ict-facilities/printing-scanning-and-copying/

To print:
- Send your documents to the ‘FollowMe’ printer.
- Your documents are sent to your personal printing queue and will remain there for 36 hours.
- Log on to a printer using your campus card.
- Choose ‘print’ and select the documents you want to print.

For support go to @Hok (see page 18) or check: ictmanuals.tudelft.nl
Communication
communicatie-bk@tudelft.nl

Contact Communication for communication advise, news and event communication.

Stay up-to-date with everything happening at the faculty:

- Regularly check the website www.bk.tudelft.nl.
- Read the bi-weekly digital newsletter BK Highlights for event highlights, news and announcements.
- Follow the faculty on social media: Facebook, Instagram, Twitter and LinkedIn.
- Read the announcements from (facility) management received on your TU Delft e-mail address.
- Have a look at the screens around the faculty for urgent updates and announcements.
- Read the faculty magazine Bnieuws, found in the faculty or online at issuu.com/BNieuws (see page 20).

Study Associations
Besides Stylos (see page 20), the faculty also has several study associations specifically aimed at each master track. They organise events, trips and more.

The study associations for each master track are:

**Architecture**
Argus
BG.Oost.500
www.argus.cc

**Urbanism and Landscape Architecture**
Polis
01.West.350
www.polistudelft.nl

**Building Technology**
BouT
02.West.090
www.praktijkverenigingbout.nl

**Management in the Built Environment**
BOSS
02.West.610
www.bosstudelft.nl

Forum
02.West.060
www.forum-vhv.nl

**Geomatics**
GEOS
www.geostudelft.nl
Ketelhuis (canteen)
The Ketelhuis is located in the former boiler room of the faculty building and serves as the canteen of the faculty. It provides lunch and dinner, and offers seating inside and a terrace outside.

Espressobar
The espressobar is the place to meet fellow students and employees while enjoying good coffee. The espressobar offers assorted coffee and lunch.

Snack & coffee machines
The snack and coffee machines are located on several spots around the faculty. Payment is done via ‘contactless payment’. Students and employees need a credit or debit card suited for this.

Microwaves
Several microwaves are available around the faculty to heat up your lunch or dinner.

Bouwpub
bouwpub-bk@tudelft.nl
+31 15 278 3333

tudelft.nl/studenten/faculteiten/bk-studentenportal/voorzieningen/stichting-de-bouwpub/

Tuesday
17.00 - 19.00

Thursday
16.00 - 20.00

The Bouwpub is located in the small building next to the east entrance of the main building. Staff and students meet here informally. The Bouwpub also organises themed drinks several times a year, and can be booked to serve drinks at parties on location throughout the faculty.
Safety

In case of an acute emergency trigger the manual alarm.

In case of theft, fire or emergencies, immediately contact the TU Delft emergency centre: +31 15 278 8888

To ensure a safe working environment at Bouwkunde please obey the following rules:
- Keep emergency exits clear.
- Always follow the instructions of safety staff.
- Do not leave valuables unattended. The TU Delft is not responsible for theft or disappearance of personal items.

In case of evacuation:
- Immediately react to the alarm signal.
- Always follow instructions of safety staff.
- Follow the signs to emergency exits. Evacuation plans are present at all working space.
- Do not use the lift.
- Follow the signs to the assembly point.
- Assemble at the closest assembly point.

House rules

Please obey these rules to keep the faculty a pleasant place of work and study for all students and staff:
- Keep all spaces in the faculty clean and clear your workspace before you leave.
- Only use the dedicated magnetic boards to hang posters, presentations and drawings.
- Do not cause noise disturbances.
- Smoking is prohibited on the TU Delft campus, including the faculty.
- Place bicycles in the bicycle racks in the dedicated areas near entrances of the faculty.
- Do not take bicycles, skates, skateboards etc. with you inside the building.
- Park your car in the dedicated car parks around the faculty (close to the East and West entrances).
- It is not allowed to bring any pets inside the building.
Organisation
Departments

The faculty has four departments:

- Architecture
  01.Oost.700
  architectuur-bk@tudelft.nl

- Architectural Engineering + Technology
  01.West.130
  bouwtechnologie-bk@tudelft.nl

- Management in the Built Environment
  01.West.700
  MBE-bk@tudelft.nl

- Urbanism
  BG.West.520 & 530
  urbanism-bk@tudelft.nl

Supporting services

- Human Resources
  BG.Oost.090
  HR-bk@tudelft.nl

- Project Office & Finance
  BG.Oost.010
  info-finance@tudelft.nl

- Communication
  BG.Midden.140
  communicatie-bk@tudelft.nl

- PhD Council
  PhDCouncil-bk@tudelft.nl

- Graduate School
  BG.Oost.220
  ABE@tudelft.nl

- 100% Research
  BG.Oost.220
  research-bk@tudelft.nl

- International Office
  BG.Oost.240
  internationaloffice-bk@tudelft.nl

- Education & Student Affairs
  BG.Oost.110
  Secr-OS-bk@tudelft.nl
## Academic Calendar

### Autumn semester

<table>
<thead>
<tr>
<th>Calendar Week</th>
<th>36</th>
<th>37</th>
<th>38</th>
<th>39</th>
<th>40</th>
<th>41</th>
<th>42</th>
<th>43</th>
<th>44</th>
<th>45</th>
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</thead>
<tbody>
<tr>
<td>Teaching week</td>
<td>1.1</td>
<td>1.2</td>
<td>1.3</td>
<td>1.4</td>
<td>1.5</td>
<td>1.6</td>
<td>1.7</td>
<td>1.8</td>
<td>1.9</td>
<td>1.10</td>
</tr>
</tbody>
</table>

#### Calendar Week

<table>
<thead>
<tr>
<th>Mon</th>
<th>Tues</th>
<th>Wed</th>
<th>Thurs</th>
<th>Fri</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug</td>
<td>Sept</td>
<td>Oct</td>
<td>Nov</td>
<td></td>
</tr>
<tr>
<td>31</td>
<td>7</td>
<td>14</td>
<td>21</td>
<td>28</td>
</tr>
<tr>
<td>1</td>
<td>6</td>
<td>15</td>
<td>22</td>
<td>29</td>
</tr>
<tr>
<td>2</td>
<td>9</td>
<td>16</td>
<td>23</td>
<td>30</td>
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<tr>
<td>3</td>
<td>10</td>
<td>17</td>
<td>24</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>11</td>
<td>18</td>
<td>25</td>
<td>2</td>
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### Spring semester

<table>
<thead>
<tr>
<th>Calendar Week</th>
<th>46</th>
<th>47</th>
<th>48</th>
<th>49</th>
<th>50</th>
<th>51</th>
<th>52</th>
<th>53</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teaching week</td>
<td>2.1</td>
<td>2.2</td>
<td>2.3</td>
<td>2.4</td>
<td>2.5</td>
<td>2.6</td>
<td>——</td>
<td>——</td>
<td>2.7</td>
<td>2.8</td>
<td>2.9</td>
<td>2.10</td>
</tr>
</tbody>
</table>

#### Calendar Week

<table>
<thead>
<tr>
<th>Mon</th>
<th>Tues</th>
<th>Wed</th>
<th>Thurs</th>
<th>Fri</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug</td>
<td>Sept</td>
<td>Oct</td>
<td>Nov</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>16</td>
<td>*23</td>
<td>*30</td>
<td>7</td>
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<tr>
<td>10</td>
<td>17</td>
<td>*24</td>
<td>8</td>
<td>15</td>
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<tr>
<td>11</td>
<td>18</td>
<td>*25</td>
<td>9</td>
<td>16</td>
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<td>12</td>
<td>19</td>
<td>*26</td>
<td>10</td>
<td>17</td>
</tr>
<tr>
<td>13</td>
<td>20</td>
<td>*27</td>
<td>11</td>
<td>18</td>
</tr>
</tbody>
</table>

### Summer period

<table>
<thead>
<tr>
<th>Calendar Week</th>
<th>27</th>
<th>28</th>
<th>29</th>
<th>30</th>
<th>31</th>
<th>32</th>
<th>33</th>
<th>34</th>
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</thead>
<tbody>
<tr>
<td>Summer period</td>
<td>5.1</td>
<td>5.2</td>
<td>5.3</td>
<td>5.4</td>
<td>5.5</td>
<td>5.6</td>
<td>5.7</td>
<td>5.8</td>
</tr>
</tbody>
</table>

#### Calendar Week

<table>
<thead>
<tr>
<th>July</th>
<th>Aug</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon</td>
<td>5</td>
</tr>
<tr>
<td>Tues</td>
<td>6</td>
</tr>
<tr>
<td>Wed</td>
<td>7</td>
</tr>
<tr>
<td>Thurs</td>
<td>8</td>
</tr>
<tr>
<td>Fri</td>
<td>9</td>
</tr>
</tbody>
</table>

### Education

- No regular education
- MSc education / BSc education and examinations
- MSc education or examinations and presentations / BSc education
- MSc examinations / BSc education and examinations
- Results 3rd and 4th quarter
- Workshops MSc 1 AUBS and Geomatics
- and Opening Academic year

### Public Holidays

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christmas period</td>
<td>Dec. 21 up and until Jan. 1</td>
</tr>
<tr>
<td>Spring Break</td>
<td>Feb. 1 up and until Febr. 5</td>
</tr>
<tr>
<td>Good Friday</td>
<td>April 2</td>
</tr>
<tr>
<td>Easter</td>
<td>April 5</td>
</tr>
<tr>
<td>Kings Day</td>
<td>April 27</td>
</tr>
<tr>
<td>Liberation Day</td>
<td>May 5</td>
</tr>
<tr>
<td>Ascension Day</td>
<td>May 13 (and 14 free)</td>
</tr>
<tr>
<td>Whit Monday</td>
<td>May 24</td>
</tr>
</tbody>
</table>

### Pre-enrolment period Master education

- November 2 till 13 and April 19 till 30

### Enrolment for spring semester:

- November 23 up and until December 4

### Enrolment for autumn semester:

- May 10 up and until May 21

### Results design projects Bachelor:

- July 5 up and until July 16
Personal Timetable
mytimetable.tudelft.nl

In MyTimetable you can view, download and connect your timetable to calendar applications such as Microsoft Outlook, Google Calendar, Apple Calendar or a calendar app on your smartphone.

You can compile your timetable by joining timetables from various courses, groups or other students into one timetable. You can also choose the corresponding group for each course. Sometimes your timetables are added automatically. Depending on your institution’s settings, you might not have access to all features.

Find an explanation of how MyTimetable works on mytimetable.tudelft.nl/help. If you have any questions, please refer to this help page first. If you are experiencing any (technical) issues or incorrect timetables, please contact the Service Desk at your faculty for support.
Education & Student Affairs

Academic Counsellors
BG+.Oost.090 &070 &050
academiccounsellors-bk@tudelft.nl

tudelft.nl/studenten/faculteiten/
bk-studentenportal/organisatie/
studieadviseurs/

Open consultation hours: Tuesday and Thursday 12.30 - 13.30

If you have any questions or problems that go beyond the scope of the Faculty’s administrative departments, the academic counsellors are the people to ask. Thanks to their independence, they can discuss all kinds of topics in confidence. You can consult them on anything to do with your studies and your personal matters. The academic counsellors will help you explore the steps that can help you tackle – and enjoy – your studies. If necessary, through consultation or referral, they will be able to call in the help of others.

Visit during open consultation hours, or make an appointment by sending an e-mail stating your student number and, if applicable, the name of the academic counsellor you have consulted before. Personal circumstances must be reported within 3 months in order to be allowed to use special arrangements for your studies and finances.

Confidential advisor
tudelft.nl/en/student/services/
confidential-advisor/

In case of undesirable behaviour you can request advice and help from a confidential advisor.

Honours Programme
honours.tudelft.nl

The Honours Programme Delft is for BSc and MSc students looking for a challenge over and above what their curriculum offers. It's a challenging additional programme for students with higher than average performance. Admission requirements apply.
Internships are not integrated in the education programme. Bachelor students can opt for an internship during their minor. Internships for Master students are always extra-curricular.

Students can find internship offers on stylos.nl/en/career/student/vacancies or ask the internship coordinator for each Master track:

- Architecture (BSc only):
  Olindo Caso
  O.Caso@tudelft.nl

- Urbanism (BSc only):
  Leo van den Burg
  L.P.J.vandenBurg@tudelft.nl

- Urbanism (MSc only):
  Kristel Aalbers
  K.P.M.Aalbers@tudelft.nl

- Building Technology:
  Frank Schnater
  F.R.Schnater@tudelft.nl

- Management in Built Environment:
  Louis Lousberg
  L.H.M.J.Lousberg@tudelft.nl

Graduation
afstuderen-bk@tudelft.nl
Contact this address for all questions concerning graduation.

Scheduling
roosters-bk@tudelft.nl
Contact this address for all questions concerning scheduling.

International Office
BG.Oost.240
internationaloffice-bk@tudelft.nl
Consultation hours:
Monday, Tuesday and Thursday 12.30 - 13.30
The faculty offers exchange programmes in the BSc and MSc. These are coordinated by the International Office. They can help you with questions concerning your stay abroad and will sign the official documents/forms.

Further, the faculty’s International Office helps international students with the start of their studies in Delft.

Visit the international office during consultation hours or send an e-mail.

FSC
FSC-bk@tudelft.nl
01.Oost.810 (second floor Oostserre tribune)
The Faculty Student Council (FSC) is the official representative body of the Faculty’s students. The FSC strives to protect, monitor and improve the quality of education in the faculty and the position of its students. In order to achieve this, the FSC works closely with students, the Dean, the management team, coordinator and teaching staff.

For all questions or ideas, visit the office, Facebook (@fsc.bk), Instagram (fsc.bk) or send an e-mail.

Board of Examiners
boardofexaminers-bk@tudelft.nl
BG.Oost.110
+31 15 278 4252
The Board of Examiners looks into questions, problems and applications for evaluations (peilingen), exemptions, minors, accreditation of academic achievements abroad, graduation and certificates of incorporation. All possible cases of fraud and plagiarism are reported to and investigated by the Board of Examiners.

Educational Quality Assurance
kwaliteitszorg.bk.tudelft.nl
Educational Quality Assurance conducts interviews and evaluations on courses and semesters, and works with teachers on improvements to ensure the quality of education. Visit the website for results of past evaluations.
Online

The University organises most educational affairs online. Make sure to regularly check for updates.

Enrolment

The University requires you to be enrolled for all education. Make sure to enrol in time for each part.

Academic year

Enrol as a student for the TU Delft for each academic year before the start of the first semester on Studielink ([www.studielink.nl](http://www.studielink.nl)) (see page 11).

Courses

Enrol for courses and study programmes for the next semester twice a year during the appointed enrolment period via BIS ([bis.bk.tudelft.nl](http://bis.bk.tudelft.nl)). This will be announced on Brightspace (see page 44).

Course information

Enrol for your courses on Brightspace to receive announcements and additional information ([brightspace.tudelft.nl](http://brightspace.tudelft.nl)) (see page 42).

Exams

Enrol for written exams in the weeks before the examination period via Osiris ([osistud.tudelft.nl](http://osistud.tudelft.nl)) (see page 43).

NetID

Your NetID is used to log in to all TU Delft services. Your print account is linked to your NetID. If you encounter a problem with your NetID, go to the Service Desk (see page 18).

Brightspace

[brightspace.tudelft.nl](http://brightspace.tudelft.nl)

Brightspace is the online education environment at the TU Delft. Almost all online communication between students, lecturers and members of staff takes place via Brightspace. Log in to Brightspace using your NetID.

Enrol for your courses on Brightspace to receive announcements and additional information. Additionally, download the Brightspace app (Android / iOS).

Osiris

[osistud.tudelft.nl](http://osistud.tudelft.nl)

Osiris is the online platform where you can:

– Enrol for exams, from 56 up to 14 days prior to the exam.
– View your grades and Study Progress Report (SPR).

Enrolment for education on BIS does not mean you are automatically enrolled for the related examinations; this has to be done in Osiris.

All locations for exams are published in Osiris at least one week before the exam takes place.

If you plan on not taking the exam after you enrolled, you must unenrol. This enables students that were too late or unable to enrol to take part. You can do so up to 3 days before the exam.

If you are too late to enrol for an exam, you can apply for a place on the waiting list via Osiris up to 3 days before the exam. Available places will be filled on a first come first served basis. You can check your registration or place on the waiting list in Osiris.

For more information:

[examdesk.tudelft.nl](http://examdesk.tudelft.nl)
[examdesk@tudelft.nl](mailto:examdesk@tudelft.nl)

If you encounter problems with Osiris, contact Brightspace Support:

[brightspace-support.tudelft.nl](http://brightspace-support.tudelft.nl)
[brightspace@tudelft.nl](mailto:brightspace@tudelft.nl)
[+31 15 278 4333](tel:+31152784333)

For errors in your SPR contact the Study Programme Administration office: [SPA-bk@tudelft.nl](mailto:SPA-bk@tudelft.nl)

My TUDelft app

With the My TUDelft app, you can easily gain access to your personal study information: timetables, registration for courses, exams and minors.

You can download the app in the Apple App Store or Google Play Store.
You have to enrol for courses you want to follow well before the start of each semester. Enrolment takes place twice a year, in November and May (see academic calendar on page 34). Enrolment is done in BIS, the Bouwkunde Inteken Systeem. The web page is only open during enrolment periods. Information on courses can be found in the study guide on: studyguide.tudelft.nl.

For questions, contact: enrolment-bk@tudelft.nl

Every student and employee registered at the TU Delft has a TU Delft e-mail address. The Faculty expects you to regularly check this address, as important information is sent to your e-mail.

Find your inbox at webmail.tudelft.nl and log in with your NetID.

For questions visit the Service Desk (see page 18).

Online Reader Store

readers-tudelft@webedu.nl

Here you can order all readers required for courses. Payment is done by iDeal or credit card. Readers can be delivered to your home or picked up at the TU Delft Library.

Transcript / SPR
servicepunt-bk@tudelft.nl

The SPR (Study Progress Report) shows an overview of your study progress. It can be printed from Osiris, or an official hardcopy can be requested in person at the Service Desk (see page 18; bring your campus card).
The psychologists from Career & Counselling Services can provide you as a TU Delft student, PhD or PDEngs candidate with treatment and support in the event of psychological problems that prevent you from studying effectively or completing your PhD/PDEng. Their treatment is meant for problems related to, or leading to, stagnation in your studies or PhD process.

The TU Delft psychologists offer, apart from group courses and workshops, short-term individual guidance and treatment sessions.

E-Health modules
tudelft.nl/wellbeingtool

The wellbeing tool provides people with care in an accessible way. Everyone can be confronted with a difficult situation, such as a changed situation at work, an unpleasant event in your private life or a personal challenge you would like to tackle.

This can get your mental health out of balance for a short or longer period of time. Everyone can start improving their mental healthy quickly and effectively by using the inspiring programmes from the wellbeing tool.

If you want you can also engage online guidance. The broad approach allows everyone, wherever and whenever they want, to work on the best version of themselves.

Student counsellors
tudelft.nl/en/student/counselling/meet-us/student-counsellors/

centralcounsellors@tudelft.nl
+ 31 15 278 8004

The academic counsellors are your first point of contact if you have questions or problems concerning your degree programme. Your academic counsellor may refer you to the student counsellors for:

- Financial support if you fall behind with your work because of exceptional circumstances
- Facilities and short-term support for those studying with a disability or chronic illness
- Support in submitting an application to a particular fund or in dealing with complex issues concerning the (future) funding of your degree programme
- Support in submitting a complaint or objection (education-related)
- Support with complex issues concerning schemes, regulations and/or facilities

It is advisable to seek help in good time. This not only increases the chance of your receiving effective support; eligibility for some schemes is conditional on enlisting support at an early stage.
International student information
International student information

Find information about studying at the TU Delft at:

welcome.tudelft.nl

International Office BK
BG.Oost.240
internationaloffice-bk@tudelft.nl

Consultation hours:
Monday, Tuesday and Thursday
12.30 - 13.30

The faculty’s International Office provides support at the start of your studies at our faculty and offers exchange programmes. Visit during consultation hours or send an e-mail.

Education & Student Affairs
education.tudelft.nl
contactcentre-esa@tudelft.nl
+31 15 278 8012
Jaffalaan 9a, Building 30

The Central Education & Student Affairs provides support on all questions concerning:
– VISA
– Accommodation
– Bank account
– Insurance
– Any other inquiries relating to registration
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## FAQ

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- How do I log in?

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- Where can I order course material readers?

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- Where can I get a campus card?

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- What to do in an emergency situation?

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