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# TU/e Guide for hybrid teachers

Get to know your way around TU/e

## Contents

<b>1</b>	<b>Introduction</b>	<b>3</b>
<b>2</b>	<b>Organization and culture</b>	<b>4</b>
2.1	Organization	4
2.1.1	Eindhoven University of Technology	4
2.2	Culture and professionalism	5
<b>3</b>	<b>Working at TU/e</b>	<b>8</b>
3.1	Welcome to the community!	8
3.2	Arrival: map and parking	8
3.3	Overview of all systems at TU/e on MyTU/e	8
3.4	TU/e card: access to bike parking lots, printing and free hot drinks	8
3.5	ICT services/helpdesk	9
3.6	Training	9
3.7	Evaluation	9
3.8	Reporting illness and recovery	9
3.9	Leave: days off	10
3.10	Privacy policy	10
3.11	Procurement of work equipment	10
<b>4</b>	<b>Safe work environment</b>	<b>11</b>
4.1	Dealing with emergencies on campus	11
<b>5</b>	<b>Contact and suggestions</b>	<b>12</b>

# 1 Introduction

This handbook is intended for hybrid teachers working at TU/e. It has been written to help you get to know your way around the university and serves as a reference document.

It has been prepared by Ineke Litjens and updated by Nadia Hagen and may be improved or supplemented as necessary. It is an ongoing document, so if you feel that anything is missing or wish to add some information, please send an e-mail to the project team at: [hybridteaching@tue.nl](mailto:hybridteaching@tue.nl)

Another note: Some links refer to intranet pages. Those are only accessible for TU/e employees. That means that you have to wait until your TU/e account is ready until you can visit those pages.

We hope that this guide helps you to get to know the university better.

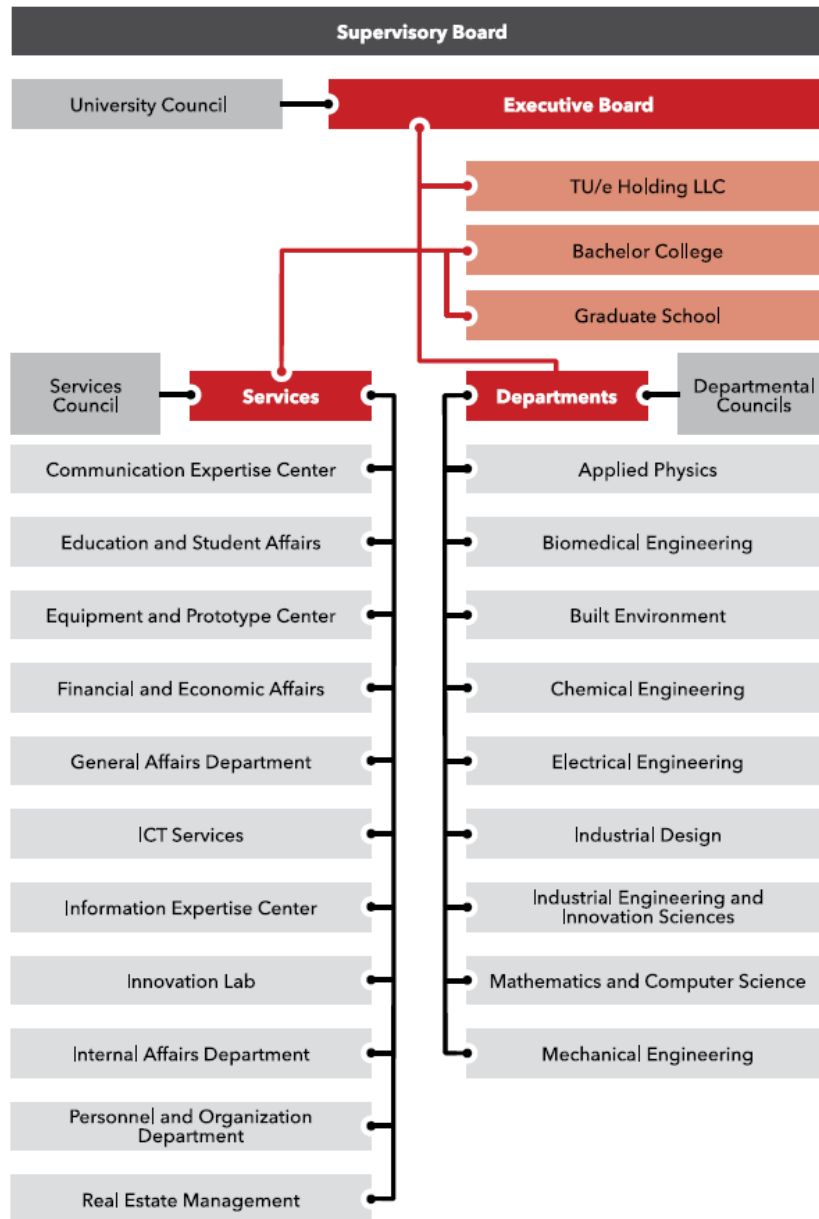
## **2 Organization and culture**

### **2.1 Organization**

#### **2.1.1 Eindhoven University of Technology**

The Eindhoven University of Technology (TU/e) is divided into various departments and services. The Executive Board manages TU/e. The university has nine departments and eleven services. The services provide support to the Executive Board and the departments. Eindhoven University of Technology's Supervisory Board (Raad van Toezicht) monitors the governance and management of the entire university. The university also has various representative bodies such as the University Council (Universiteitsraad), Services Council (Dienstraad) and a Departmental Council (Faculteitsraad) for each department.

Figure 1: TU/e organizational chart



TU/e bachelor’s programs are organized under the Bachelor’s College (BC): 16 majors in 12 bachelor’s programs. All the bachelor’s programs have the same structure. Study programs beyond the bachelor’s program are organized by TU/e Graduate School (GS). There are 15 graduate programs, each focused on a specific research area. A graduate program consists of one or more master’s programs and the possibility to transfer to a PDEng program (leading to the title of “PDEng”) or a PhD position in the same field.

## 2.2 Culture and professionalism

Besides the organizational setup, culture and professionalism are of course also very important. Our organizational culture includes the values described below. These can be divided into internal and external values. An explanation is provided of what each value implies.

## Internal values

### *Safe work environment*

- Trust
- Openness
- Honesty
- Personal involvement
- Respect
- Understanding
- Giving and receiving constructive feedback

### *Working together*

- Being open to each other
- Listening to each other
- Respecting each other
- Thinking along with others
- Reaching out to each other if needed
- Looking beyond your own work
- Asking for help, if needed
- Taking responsibility and informing others
- Making clear agreements
- Networking
- Forming partnerships

### *Result and development-oriented*

- Clear results per chain
- Formulating KPIs
- Learning to improve and learning from each other
- Following training programs and courses
- Personal interview to discuss career paths and what is or is not possible
- Chains are the key to development

### *Capacity for self-organization*

- Solving problems independently and with colleagues
- Knowing when to escalate issues and when not to
- Being aware of your own task/responsibility
- Keeping each other informed
- Knowing, maintaining and communicating the scheduled plans
- Eye for quick wins
- Improvement and expressing ideas
- Sufficient coordination with managers

## External values

### *Customer-oriented*

- Service-oriented
- Searching for solutions where possible
- Looking at things from the customer's perspective
- Involving the customer

### *Clear and transparent*

- Rules, processes and procedures are known to lecturers, students and colleagues
- Clear communication
- Providing an overview
- Sharing, being proactive
- Not providing unnecessary information, but concise information
- Who is responsible and who decides?
- What is expected from me?
- Who do I need and for what?
- Offering information in different ways and at different times

### *Fulfill*

- I say what I do, I do what I say
- Exceeding expectations
- Setting realistic goals
- Honoring agreements
- Prioritizing
- Eye for quick wins
- Improvement and expressing ideas
- Requesting help
- Willing to continue learning
- Suggesting solutions

### *Hospitable/Friendly*

- I make time for you
- I understand your problem
- I feel responsible
- Not sending people from pillar to post
- Listening
- If something is not possible, explaining why
- No false promises
- Motivated to really want to help wherever possible
- Open attitude

## 3 Working at TU/e

For questions regarding personnel and organization, you can contact the intranet page of the department Human Resources Management: [Human Resources Management \(tue.nl\)](#). An overview of HR advisors and HR service employees at your service or department can be found here: [HR Teams \(Advice & Services\) \(tue.nl\)](#)

The services explained below are available for TU/e employees, after signing the TU/e guest statement form. This form is sent to you through TU/e Insite, the HR system of TU/e.

### 3.1 Welcome to the community!

As you probably can imagine, you are not the only hybrid teacher working at TU/e. We actually have a lively community organizing meetings about every quarter. On the [community website](#) you can find useful information and announcements on events.

Would you like to contribute to the community, please contact the “informal board members”. Their contact details, you can find on the website.

### 3.2 Arrival: map and parking

You can find a map of the TU/e grounds here: [Map of TU/e Campus](#)

We have several smaller and larger car parking lots. You can register your vehicle license number in the (H)eerlijk parkeren application, after which you can transfer credit to your account so you do not need to get a ticket when entering the TU/e grounds. You can find the application and log in here: [TU/e \(H\)eerlijk parkeren](#)

Once registered, the barriers will open and close automatically (reading your license plate) and you can park at a reduced price of 2 EUR per day. You need to charge your TU/e parking credit on the (H)eerlijk Parkeren website to be able to park at this reduced price.

Next to that almost every building has its own bike parking lot. Some are outdoors, some below the buildings. For accessing indoor bike parking lots, you might need to use your TU/e card.

### 3.3 Overview of all systems at TU/e on MyTU/e

At TU/e students and staff work in various systems in order to manage their studies or work. The dashboard called [MyTU/e](#) gives you an overview of most systems which are used at TU/e. Some might not be relevant for you. Therefore the most important systems are explained below.

The dashboard can be personalized by colors, order or simply deleting tiles you might not need. Take a look around to find out what can help you during your work as hybrid teacher.

### 3.4 TU/e card: access to bike parking lots, printing and free hot drinks

The secretarial office of your department will contact you regarding your TU/e card. Once you uploaded the requested photo, a TU/e campus card (pass) will be made for you. With this card, you can use all printing machines at TU/e (unless indicated otherwise), access bike parking lots and you can get hot beverages at the coffee machines for free.



Tip: Is your contract renewed but your TU/e card doesn't work anymore. Please visit the selfservice portal: [Self Service \(cardyourself.com\)](https://cardyourself.com). Make sure to switch on VPN when you're not at TU/e when visiting this website.

### 3.5 ICT services/helpdesk

In the Metaforum building, on the 1st floor, general ICT services for TU/e employees and hybrid teachers is located. If you have any issues with your TU/e laptop (if you have one) or have any other ICT-related questions, you can stop by their helpdesk (please check the opening hours and if you have to make an appointment). You can reach them by phone on extension number 2000 or send them a question via [Topdesk](#).

### 3.6 Training

Hybrid teachers still not familiar with coaching students get a short training on coaching skills offered before starting at TU/e. It consists of an introduction to TU/e and best practices in coaching students. The training is tailor made. Haven't you been offered a training and would you like to have one, please contact Rachelle Kamp at [r.j.a.kamp@tue.nl](mailto:r.j.a.kamp@tue.nl).

The University offers a wide range of workshops and trainings to its internal and external employees, free of charge for employees. We have made a selection of interesting courses and workshops for hybrid teachers. We specially recommend the various trainings on teaching and coaching skills. You can find the overview of courses and recommendations on the [hybrid teachers' community website](#).

### 3.7 Evaluation

At the end of your hybrid teaching appointment, an evaluation can take place within your department or service. The evaluation is mandatory for departments, which like to renew the contract of the hybrid teacher. The responsible teacher for the course/class/subject you are working on, can organize an evaluation where you can provide feedback to the teacher/professor and he/she can indicate how you performed. This is not only helpful for us, as it might give us suggestions for improvement, but can also be valuable for you. The teacher/professor can give you some helpful insights and tips for the future (e.g. if you wish to continue teaching in the future). If the responsible teacher or professor does not initiate this, but you have a need for an evaluation, you can initiate this yourself. Some organizations might want to have a meeting with the supervisor of the hybrid teacher, as part of the appraisal process. Also in this case the hybrid teacher ought to take the initiative.

In addition, we would love to know how you experience(d) your time as hybrid teacher. Someone from the department will contact you about the course of your appointment to evaluate your time (so far), what can be improved, what you like (best), and whether you have any questions. If you wish to discuss anything else, feel free to send us an email at: [hybridteaching@tue.nl](mailto:hybridteaching@tue.nl).

### 3.8 Reporting illness and recovery

Of course, you may sometimes fall ill. If you do, you must report sick by calling the responsible teacher or professor of the course/subject you are teaching/supporting. Please do this as soon as possible. If possible, your company can send a replacement hybrid teacher. If not, you and the responsible teacher/professor can

discuss how to make up for the missed class/time (if needed). Please also Inform the responsible teacher/professor as soon as you recover.

### 3.9 Leave: days off

Please plan your leave/day off consultation with the responsible teacher/professor. When scheduling leave, please discuss with the responsible teacher/professor whether this leave fits in with your responsibilities as a hybrid teacher.

### 3.10 Privacy policy

The General Data Protection Regulation (GDPR) has been in effect since May 25, 2018. This Regulation ensures that the same privacy legislation applies throughout the EU. The GDPR ensures that privacy rights are reinforced and expanded and increases the responsibilities of organizations such as TU/e. Therefore, it is important for us to realize that we work with privacy-sensitive information in the case of students and their files, for example. So make sure that you handle this with care!

### 3.11 Procurement of work equipment

If you need materials or equipment for your work, please ask the responsible teacher or professor, or the secretariat of your department, who to contact for this as this may differ between services and departments. This may concern office supplies and things that you need to properly organize your workplace, or material you need to teach the class and/or to support the students.

## 4 Safe work environment

TU/e is different from other employers because of the presence of students in the work environment and the diverse and often groundbreaking scientific research that is carried out here. Moreover, there is a 'floating' population consisting of temporary staff from the Netherlands and abroad with different cultural backgrounds. In addition, the organization is divided into more or less autonomous management units such as departments, services, institutes and spin-off companies that may or may not be housed in university buildings.

The nature of the risks present in our organization is accordingly complex. To prevent these work-related risks resulting in damage or injury, TU/e has an **Occupational health, safety and security organization (Arbo-en Veiligheidsorganisatie)**.

This service is made up of centralized and decentralized divisions. Together they pursue an active policy in the area of occupational health and safety, the environment, safety, security and radiation protection that employees, students and visitors must adhere to.

### 4.1 Dealing with emergencies on campus

The following rules apply in an emergency on campus:

- In case of an accident or incident, use TU/e emergency number: +31 (0)40 -247 22 22.
- In case of an emergency, follow the instructions of TU/e Emergency Response Team (BHV).
- Report incidents, dangerous situations and accidents or near misses to your supervisor.

There is an Emergency Response Team for each building. The members of this team are responsible for providing first aid, fighting an incipient fire, leading evacuation of the building and communication issues. Periodic exercises are also carried out to practice evacuating the building. All these measures are aimed at creating a safe work environment! Here you can find an **overview of BHV members** for each building.

## 5 Contact and suggestions

Each department has Teacher Supporters. In the beginning of your stay at TU/e one of them will introduce you to TU/e and the systems we use. Furthermore these educational experts help lecturers with designing courses or other educational innovations.

Didn't you get an introduction, please contact your responsible lecturer. Do you have a question for your teacher supporter? Please have a look in your Outlook contacts. The e-mail address is as follows: `teacher.support.[shortage of the department]@tue.nl` (e.g. `teacher.support.ee@tue.nl` for Electrical Engineering).

Do you have suggestions on how to improve this handbook? Please let us know at [hybridteaching@tue.nl](mailto:hybridteaching@tue.nl).