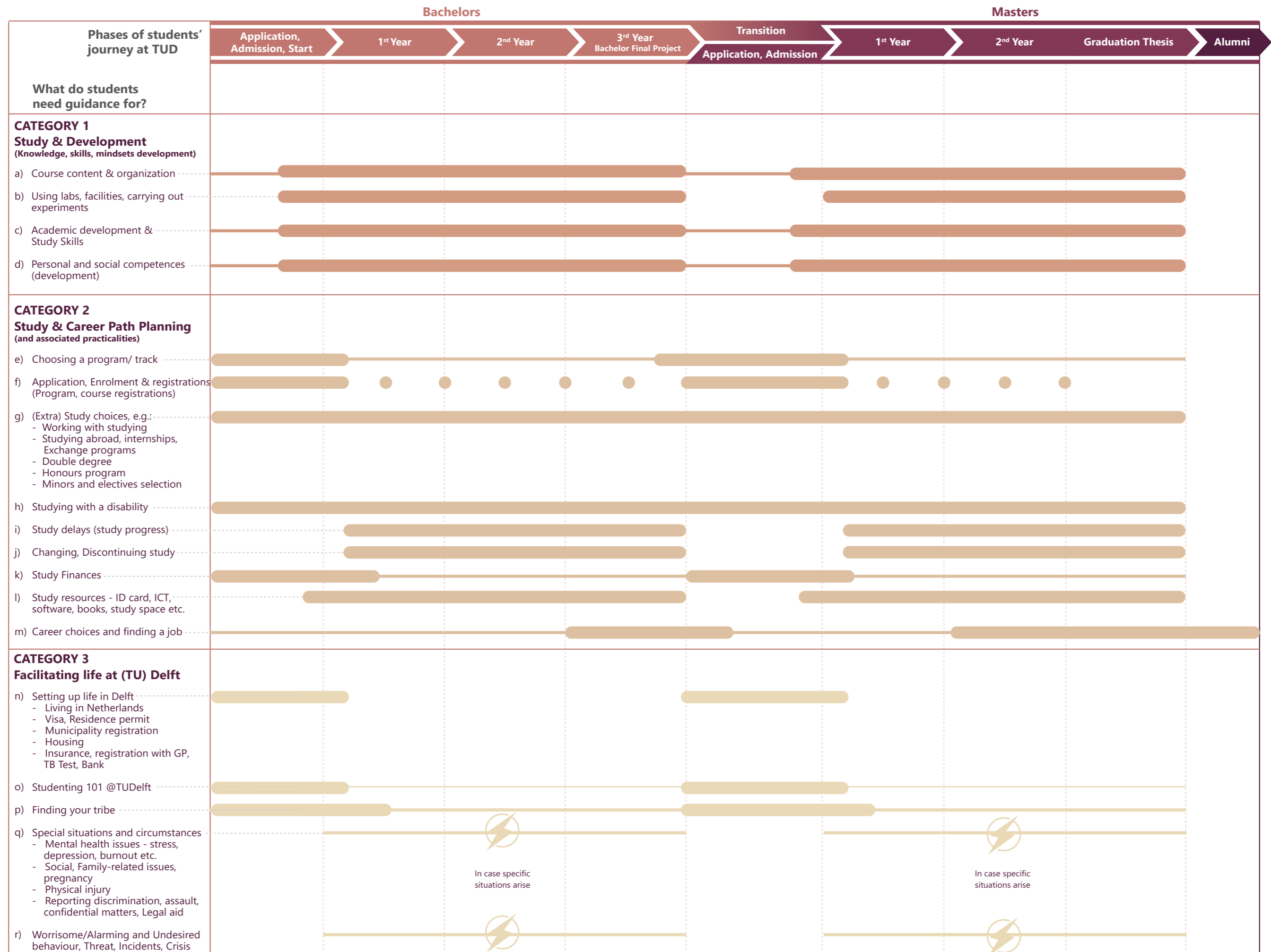


Aspects students need information, coaching and guidance for throughout their journey at TU Delft



Key / Legend: -Need maximum guidance / support on this aspect mostly in this phase of the student journey
 -May need guidance / support on this aspect throughout the journey-

CATEGORY 1 | Study & Development

(knowledge, skills, mindsets development)



Course content & organization

Guidance and support for all activities related to the core curriculum- competences (knowledge, skills, mindsets) taught.

Teachers, coaches, course coordinators, lecturers

Teach subject matter, coach* in assignments/ projects, provide course materials, assess, evaluate and provide feedback on content and skills

* not all faculties have coaches

★ Teachers take on multiple roles including the role of coaches incorporating considerations of student well-being and development in didactics. Cooperation & division of tasks between Academic counsellors and teachers is necessary/advantageous

Give tasks, instruction on how to guide students

Teaching assistants, Student assistants & mentors

Teach specific content, guide in assignments and practical questions about course/ program organisation; sometimes involved in assessment of assignments

* Academic counsellors instruct and train student mentor groups, and in some cases TA's and peer groups about how to deal with specific topics and their roles.

Support teachers, act as intermediaries between students and teachers

Program coordinators, Track coordinators

Organise program introductions; at times organise feedback moments to get student input about the program/ track in general

* In some faculties quality control teams, ESA of the faculty, study associations etc. are involved in getting student feedback and input on the courses, tracks, programs.

Q Do Program/ track coordinators provide any other guidance to students directly?
Q Do all program/ track coordinators organise feedback/ input moments with students?

Using labs, workshops, facilities (as part of projects in curriculum)

Guidance on carrying out experiments, handling machinery, tools etc.

Teachers, coaches, course coordinators

Direct / instruct students to use a lab, workshop or facility for assignments and projects

Handover information about courses / projects that need lab work

Lab, workshop assistants

Guide students in using tools, equipment; with experiments, in making models etc.

Q Is there communication between teachers and lab assistants about upcoming courses that need students to work in labs - for capacity and resources planning?
Q What is the level of involvement/ support provided by lab assistants when it comes to carrying out experiments?
Q Do lab assistants play any role in evaluation of students' work, project, experiments done in the labs, workshops?

Teaching assistants, Student assistants & mentors

Q Do they guide students with experiments; support them in the lab/workshops?

Academic development, Study and Employability Skills

Guidance on gaining academic skills such as research, academic writing & study skills like time management, planning etc.

Teachers, coaches, course coordinators

Provide assignments; through hidden curriculum; Organise coaching moments (not a practice in all faculties).

★ Academic, study and employability skills development becomes an integral part of core curriculum especially during the start of the bachelor and master. Teachers and student mentors play a key role here.

Send students to academic counsellors if they need extra support with academic and study skills. Back and forth dialogue between teachers and counsellors based on needs of the students.

Academic counsellors (faculty)

Coach, guide students in academic and study skills when students approach them for help or teachers send them for extra support. Organise individual sessions or group workshops available to all based on different learning goals. Monitor groups of students in their progress. In case of big delays either students come themselves for help or are invited.

* Due to confidentiality and privacy norms, they cannot signal the students progress or worries to teachers or other staff. Unless the student gives explicit consent.

Sometimes send students to C&CS if they need extra support with study and employability skills.

Student Counsellors + Career Counsellors (Central)

Guide students in study choices and employability skills through group workshops. Coaching on making decisions (MSc/new BSc choice, getting an internship etc.)

Teaching assistants, Student assistants & mentors

(In)formally provide tips and tricks about academic and study skills; peer-peer feedback; coaching moments, guide students in projects

Tools, courses available on TUD C&CS and Well-being Website-[HTTPS://www.tudelft.nl/en/student/counselling/essential-study-skills](https://www.tudelft.nl/en/student/counselling/essential-study-skills)

Centre for Languages and Academic Skills

Pre-university courses; MOOC's

Personal and Social Development

Guidance on developing competences like interpersonal skills, self-management, self-awareness, autonomy, resilience, social-awareness, ethical responsibility etc.

Teachers, coaches

Through hidden curriculum; coaching moments (not a practice in all faculties).

★ Personal and social competence development becomes an integral part of core curriculum. Teachers can play a key role here.

Send students to academic counsellors if they need extra support, guidance. Back and forth dialogue between teachers and counsellors based on needs of the students.

Academic counsellors (faculty)

Coach, guide students in personal/ social competences when students approach them for help or teachers send them for extra support. Organise individual sessions or group workshops available to all based on different learning goals. Also help students in choosing Minors (by reflecting on learning goals)

* Due to confidentiality and privacy norms, they cannot signal the students progress or worries to teachers or other staff. Unless the student gives explicit consent.

Electives, Minors, JIP etc.

Participating in specific electives, minors, projects help in developing specific personal and social competences.

Extra-curricular - Dream teams, X!lead, Honours program, student/study associations, Delft design labs, Delft institute of entrepreneurship; Special initiatives events by Studium Generale, X; Opencourseware

Participating in these teams / initiatives helps students gain these skills. These teams organise specific trainings/ skill development activities.

Tools available on TUD Website, Gezondeboel <https://www.tudelft.nl/en/student/counselling/awareness-self-management>

CATEGORY 2 | Study & Career path planning (and associated practicalities)



Choosing a program/ track

Information, Support, Guidance about programs and tracks and choosing one.

- TUD Communication - Central+ Faculty (channels- website, open days, marketing, events etc. https://www.tudelft.nl/en/education/information-and-experience)**
Give detailed information about programs at TUD; and what the study will look like.
https://www.tudelft.nl/en/education/programs
- Digital Study Guide**
Provides detailed information about courses offered.
- Contact Centre ESA**
Answer specific questions by prospective students. Forward requests to specific stakeholders. Strive for Click-call-face approach.
- Students currently studying the program, student mentors, peers, Social media communities, Study associations**
(In)formally provide information about the study programs and their own experiences.
- Academic counsellors (Faculty)**
On request, coach students through reflection with choosing a study, provide information about the programs tracks and workshops.
- Study Choice counsellor (Faculty)**
On request, help students with choosing a study, provide information about the programs tracks.
- Teachers, Program coordinators**
On request, help students with choosing a study, provide information about the programs; Specifically on open days, **Kick-off day of new semester**
- Program choice check (Studiekeuzecheck) - ESA faculty**
Mandatory at some faculties to check eligibility of students in specific tracks, programs
Q Is this a digital tool / website? What is the procedure?

Application, Enrolment and registrations

Guidance on applying to a program at TUD, Enrolment in the program (Start of bachelor / master) and course, exam registrations (each quarter /semester)

- TUD Communication (admission/ application website to enrol to TUD, marketing events)**
Give detailed information about application and enrolment process.
- Contact Centre ESA**
Provide guidance based on students' questions via website (email), on call or in person appointments. Strive for Click-call-face approach. Refer students to different stakeholders based on their needs.
Work closely with ESC-ESA teams
- Admission team within ESC; Enrolment within ESC**
- Academic counsellors (Faculty)**
Provide information and help with bridging between Bachelors and Masters
- Studielink, Osiris**
Provide detailed information about application procedure; Send email updates, notifications about next steps.
- Osiris, Brightspace, Faculty website, My.TU Delft (Course, exam registration)**
Provide detailed information about registration for different courses, exams.
- Exam Desk**
Q Does each faculty have an exam desk or officer / ESA employee in charge of course and exam registrations?
Q What is the role of the Study Program administration team?
Q Does each faculty have an Admissions office/ team? What is their role?
Q What is the role of International office(r), ESA, and selection committee at each faculty?
Q Does each faculty have an Admissions office/ team? What is their role?

(Extra) Study choices

Guidance on study choices (working with studying, studying abroad, internships, exchange programs, double degree, honours program, JIP etc.) and associated practicalities

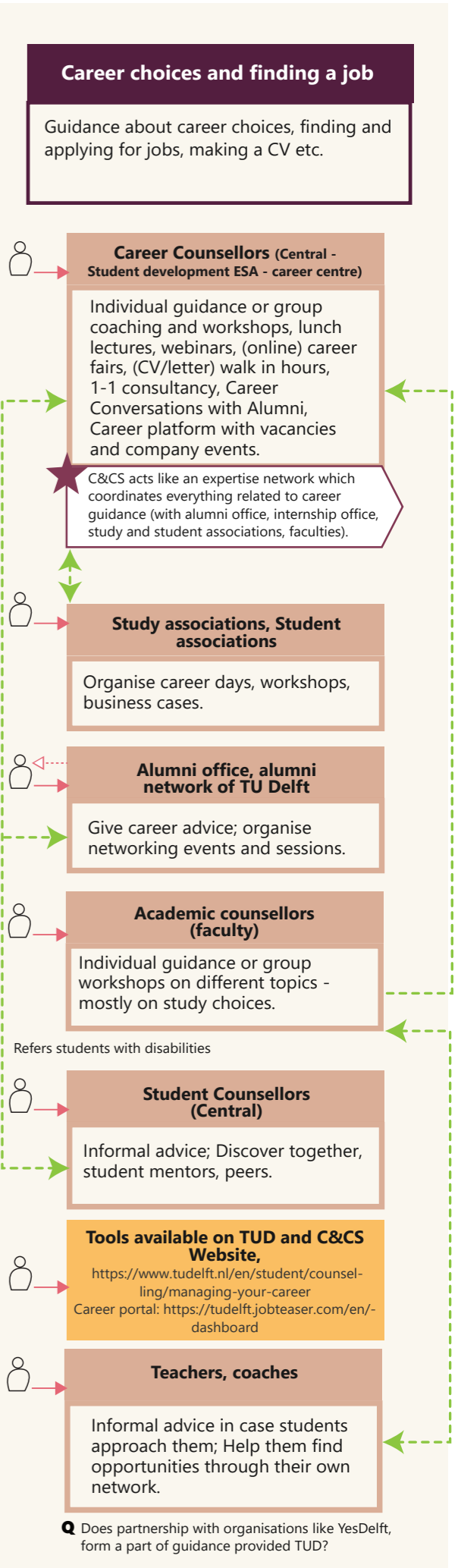
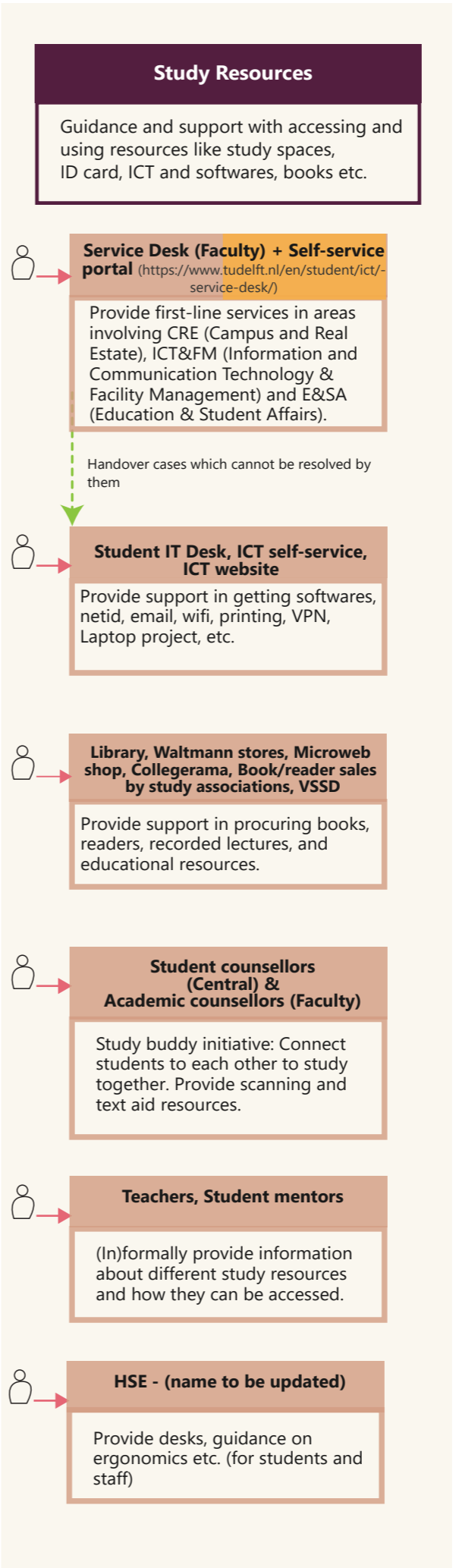
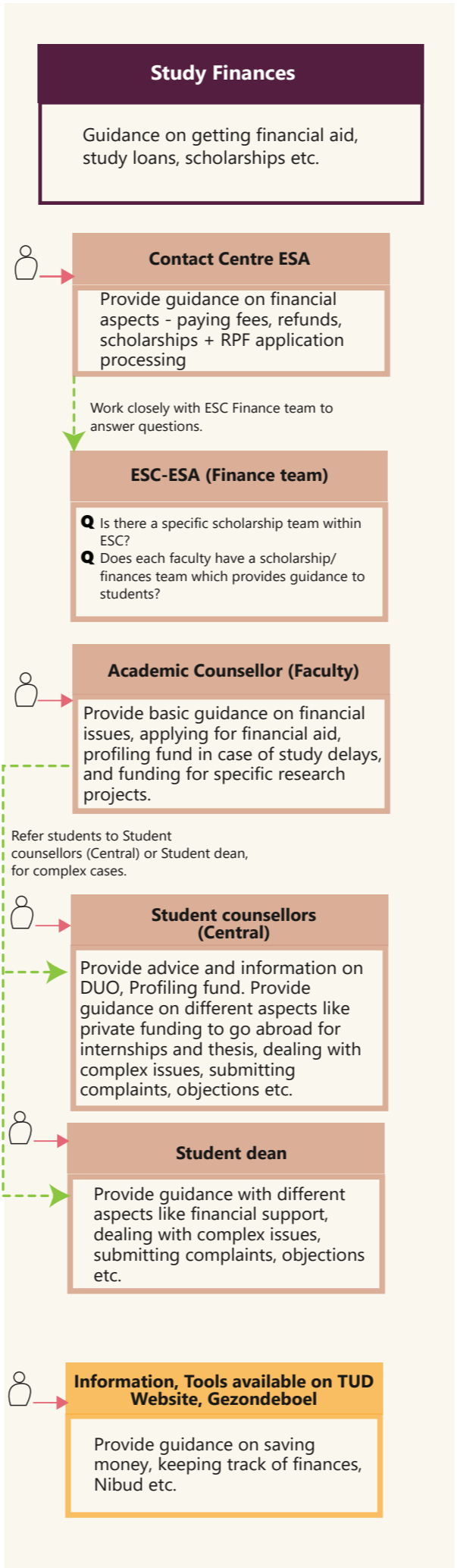
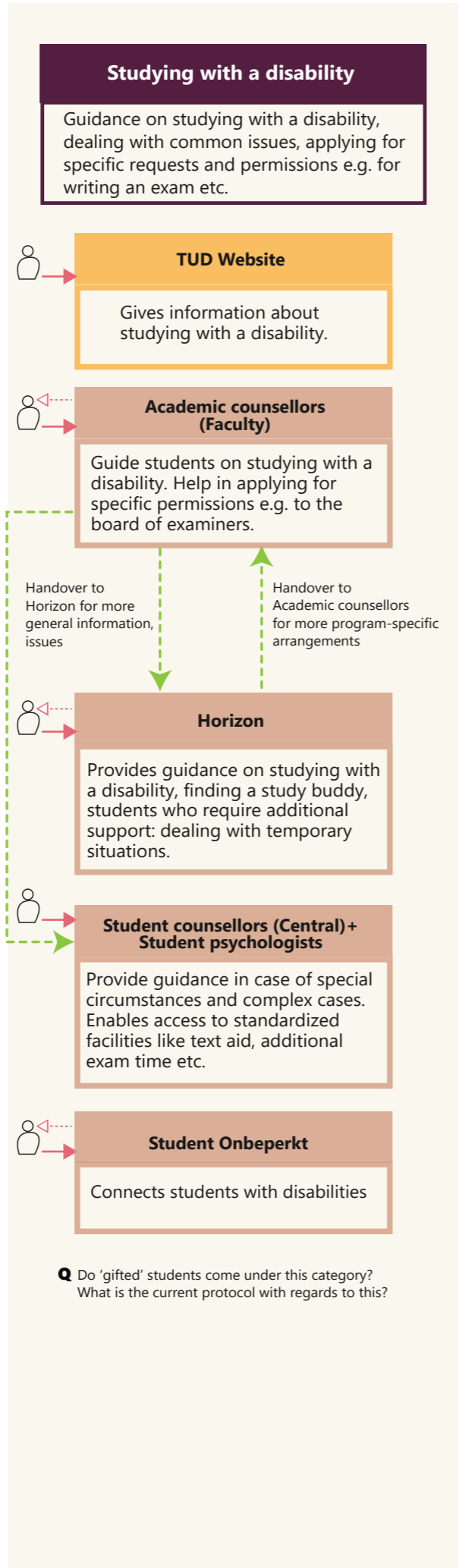
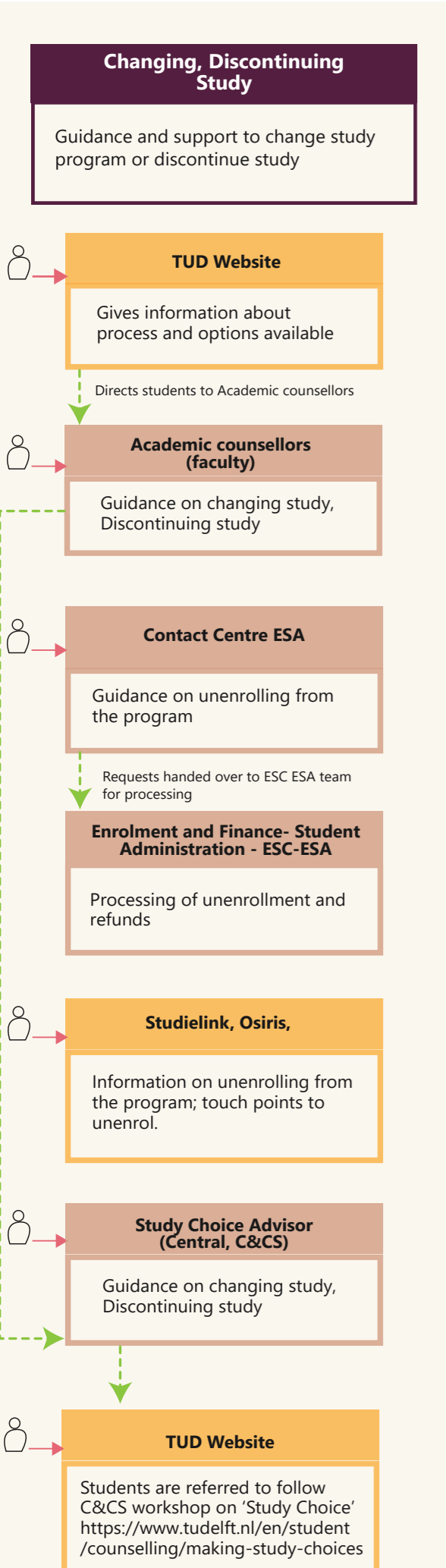
- Academic Counsellor (Faculty)**
Provide guidance on planning study path, minor/ elective selection. Also in case students have specific needs, circumstances (e.g. disabilities student is part of national sports team, illness, functional disorder, exceptional family circumstances, pregnancy etc.)
Refer students to different stakeholders based on their needs - Contact centre ESA, C&CS, SPA, Admissions office (TUD), Internship & exchange coordinators, Honours programme etc.
- International officers, Study choice advisor (Central), exchange coordinators (Faculty)**
Provide guidance on doing an exchange programme, doing an internship. Also arrange travel abroad, safety training, help in getting funding etc. Coach on making decisions (MSc or new BSc choice)
- Student counsellors (Central)**
Provide guidance with different aspects like financial support, dealing with complex issues, submitting complaints, objections etc.
Refer students to central student counsellors in case there are special circumstances.
- Honours Program (coordinators - Faculty)**
Provide guidance on pursuing the honours program
- Extra-curricular- Dream teams, X!lead, Honours program, student/ study associations, Delft design labs; Special initiatives events by Studium Generale, X**
Participating in these teams / initiatives helps students to be more challenged.
- Information, Tools available on TUD Website, Gezondeboel**
Provide guidance on study planning

Study Progress and Study Delays

Guidance in case students face delays in their study due to special circumstances.

- Teachers, coaches**
Provide guidance in understanding study progress and in case of delay how to deal with it. Sometimes monitor students' progress and approach them in case they notice a delay.
Refer students to academic counsellors in case they observe study delays
- Academic counsellors (faculty)**
Provide guidance on planning study in case of delays due to illness, functional disorder, exceptional family circumstances, financial issues, pregnancy and parenthood etc. Help in getting the 'Verklaringen/statements' in case of study delay.
Help in sending a request to board of examination or other specific stakeholders to get permissions to postpone exam or come to formal solutions. Also for students with disabilities, additional time on examinations, low stimulus environment etc.
- Board of examination**
- Student counsellors (Central)**
Provide guidance with different aspects like financial support, dealing with complex issues, submitting complaints, objections etc.
Refer students to central student counsellors if they need more specific help
- Study Progress administration via Contact centre ESA**
Provide guidance in issues related to MoMi, BSA study progress tracking, registering delays etc.
- Studielink, Osiris, BSA, MoMi**
- Peers, Student mentors**
Play an informal role. If they observe a delay amongst peers, should advise them to go to academic counsellors.
- Contact Centre ESA; (ESC-ESA- Student administration)**
Provide guidance in applying for financial aid e.g. DUO funding, Prolifing fund, Holland scholarships, Faculty scholarships.
Refer students in case they need financial help; Help students in applying for financial aid.
- Student ombudsman, Confidential advisor, Legal desk, Central Complaints Desk**
Provide (unbiased) guidance on dealing with specific situations, filing complaints, legal help etc.
Refer students in case they need legal or confidential advise.
- Student psychologists (Central), BOOST (X)**
Provide guidance in dealing with mental health, social well-being issues and circumstances.
Refer students to psychologists in case students have psycho-social issues, circumstances.
Refer students to external specialists in case they need extra support, medication
- (External) GP, Psychologist, Motiv**
Provide guidance with mental health issues, social and family situations, life coaching.

CATEGORY 2 | Study & Career path planning (and associated practicalities)



CATEGORY 3 | Facilitating life at (TU) Delft (1/2)

(and associated practicalities)



Setting up life in Delft

Guidance and support about practical and administration aspects of living in Delft e.g. Visa, Residence permit, Municipality Registration, Housing, Insurance, GP, Bank account, TB Test etc. + In general about living in the Netherlands.

- TUD Website**
Gives detailed information on all the above aspects to students joining bachelor / master programs
- Contact Centre ESA**
Provides guidance on specific questions. Strive for click-call-face approach.
Forward queries and questions to specific stakeholders.
- Student Administration -ESC ESA**
Team Admissions and mobility, Team Enrolment and finances, Team services
Q New students receive several emails about the above aspects - who sends those emails - student communication or ESC ESA?
Collaborate with
- IND**
- Housing agencies e.g. DUWO**
- Registration day - organised during and by team OWEE, IP**
Connects students to different external parties for registration
Invite external agencies to help students with registration
- Gemeente (Delft, Rijswijk, Den Haag, Rotterdam)**
- International insurances**
- Other students, peers, student mentors**
Provide (in)formal guidance on practicalities (also based on personal experiences)
- Social media communities, pages**
Provide informal guidance on practicalities; finding a house specifically

Studenting 101 @ TU Delft

Guidance on how to be a student at TU Delft Expected behaviour, responsibilities of a student, how to study etc.

- Student Mentors**
Answer students questions about everything based on personal experiences. Provide guidance on specific topics defined by the academic counsellors of ESA employees who hire / train them.
Wish for the future: Some faculties introduced mentors only during COVID-19. Future vision: Mentors connect with students soon after they receive admit letter. They touch upon several topics other than just 'Living in Delft' to set better expectations. See report by working group 'Good Start MSc. under Study Climate program.
- Academic counsellors (faculty)**
Guidance with orientation and registration. Get students in touch with each other. Provide a presentation at the Introduction Programme at each faculty
- Students who in the 2nd year, peers, Social media communities**
Provide guidance on above aspects based on personal experiences.
- Information and resources on TUD website**
Provide information on life at TU Delft addressing different topics such as social communities, academic integrity, available resources, TUD map, food options on campus etc.
- Program directors, academic counsellors, international officers, teachers**
Provide information and guidance on what to expect during the program / course and different study resources and support available during faculty introduction day, or kick-off moments for programs and courses.
Wish for the future: More focus on setting expectations and providing information about different aspects to new students to ensure they are ready for the program and can deal with challenges they face. attn: Communication dept., OWEE / IP teams, Academic counsellors, C&CS etc. Example- videos by Calvin Rans.

Finding your tribe

Support / Guidance on finding friends, peers and having a sense of belonging and connection.

- Social media communities initiated by students, TUD communication**
Connect prospective students to students already studying at TUD; Connect students with similar interests and backgrounds etc. Serve as a channel to get information and informal guidance / support.
- Student and Study Associations, Student communities**
Participating in the student communities and the events, activities, initiatives organised by them helps students find their tribe.
- OWEE, IP, Introduction events, organised by faculty ESA, program teams**
Participating in activities organised by these teams help students in finding their tribe.
- Activities organised through UNILIFE app, X, and participating in (extra) curricular teams and projects like Dream teams, JIP etc.**
- Student Onbeperkt**
Connects students with disabilities
- Student Mentors**
Help in finding peers, communities based on interests. Being first point of contact, play a key role in helping students find a sense of connection and belonging to TUD.

Special situations and circumstances

Support in case of physical injuries, mental health issues (stress, burnout, depression..), social circumstances (family issues, dealing with loss, pregnancy).

- Teachers**
If they observe unusual behaviour, or if the student approaches them, give informal guidance and direct to other stakeholders /experts to seek help.
Refer students (advise them to go) to academic counsellors
Q Can and should teachers directly refer students to the psychologist, GP etc.
- Academic counsellors (faculty)**
Guide students in dealing with different circumstances. Help them identify the consequences for their study and further action.
Refer students in case student needs more specific help, in case of complex cases
- Counsellors (Central - Student development ESA)**
Guide students in more complex cases and to take further action.
- Student psychologists (Central), BOOST (X)**
Provide guidance on mental health, social well-being issues and circumstances.
Refer students to psychologists in case students have psycho-social issues, circumstances.
- (External) GP, Psychologist, Motiv**
Provide guidance with mental health issues, social and family situations, life coaching.
Refer students to external specialists in case they need extra support, medication
- Contact centre ESA- Student administration (ESC)**
Provide guidance in applying for financial aid -DUO, Profiling fund etc.
Refer students in case they need financial help; Help students in applying for financial aid.
- Student ombudsman, Confidential advisor, Legal desk, Central Complaints Desk**
Provide (unbiased) guidance on dealing with specific situations, filing complaints, legal help etc.
Refer students in case they need legal or confidential advise.
- BHV-ers**
Provide first aid (for physical injuries) and are trained in safety protocol and dealing with emergency situations
- Security Guards (Bikers)**
Provide security, surveilling the campus, trained to resolve security issues.

Q What is the role of Diversity and Inclusion (D&I) Office (central) and diversity officers in faculties in providing guidance?

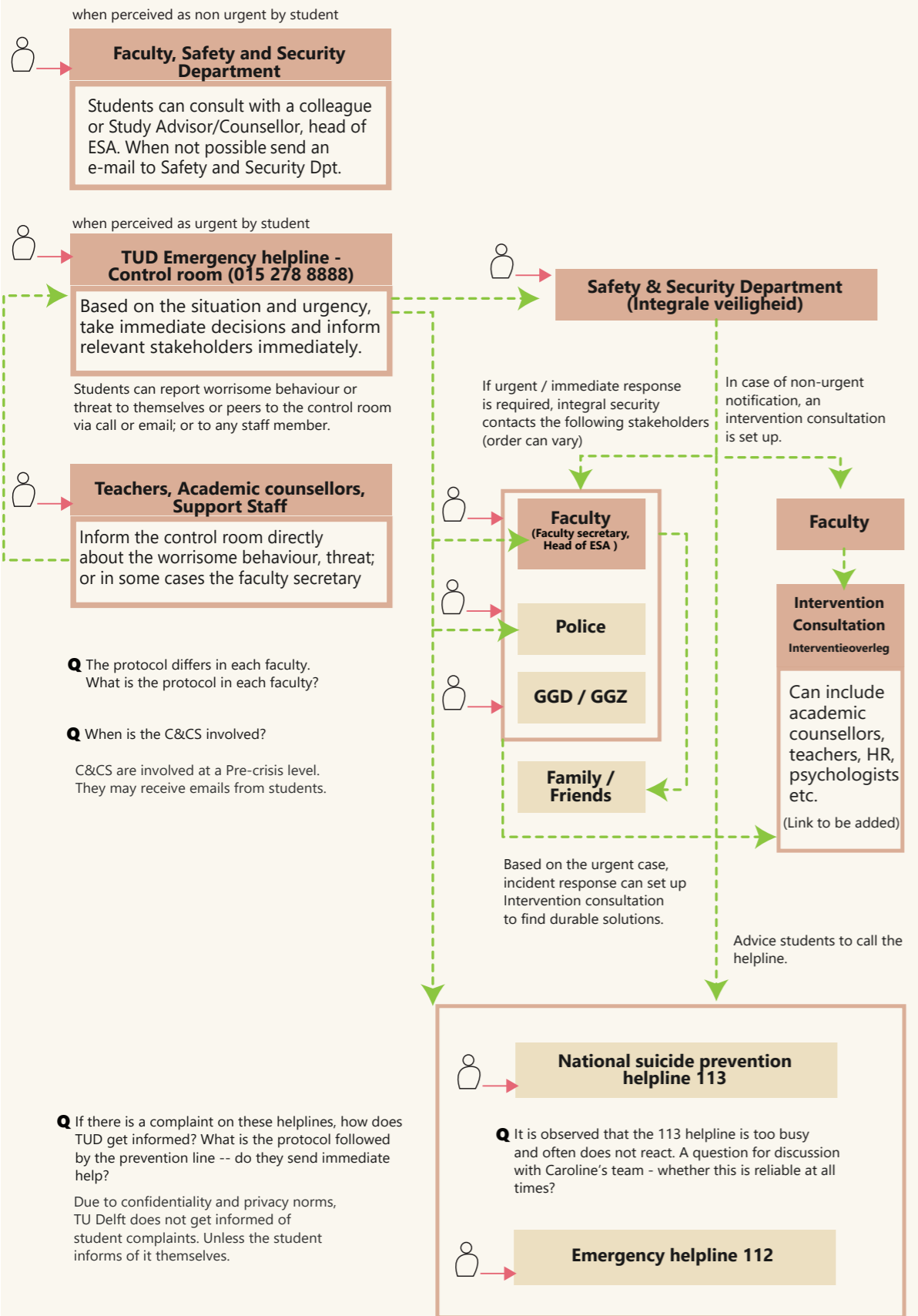
CATEGORY 3 | Facilitating life at (TU) Delft (2/2)

(and associated practicalities)



Worrisome/Alarming behaviour, Undesired behaviour, Threat

All forms of behaviour by a student or employee with which the student or employee (possibly) endangers themselves or others. e.g. suicide, domestic violence, psychotic outbreaks etc.



Incidents, Crisis

Incidents are undesired events that can be resolved by the 'normal' operations or protocols already established. e.g. traffic accident, first aid accident, burglary, small fire etc. These also include incidents between students such as stalking, harassment etc.

Crisis is an undesirable event that can no longer be handled within the regular processes of the organization due to a large degree of uncertainty, urgency and/or threat affecting a large group of students and staff. e.g. Corona crisis, Large fire, terrorism, successful ransomware attack, failure of crucial IT systems, riots etc.

