



Vision on Hospitality Phase 3 – The Vision

MARCH 2024

Overview

Vision on Hospitality

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Introduction

Society faces significant challenges. Energy, digitalization, climate—complex issues and transitions in which TU/e plays a pivotal role. On this campus, you'll find the people who can help discover the answers that will drive our world forward.

How can we create the optimal conditions to uncover these answers? It starts, naturally, with excellent education. But more is needed to enable people to bring out the best in themselves—and in each other. To craft the ultimate environment where everything converges. That seemingly intangible combination of atmosphere, sentiment, well-being, safety, and support.

That is what we strive to contribute to this university. That is how, in collaboration with our users, we aim to support excellent education, research, and valorization. In this vision document, we outline how we will realize this ambition.

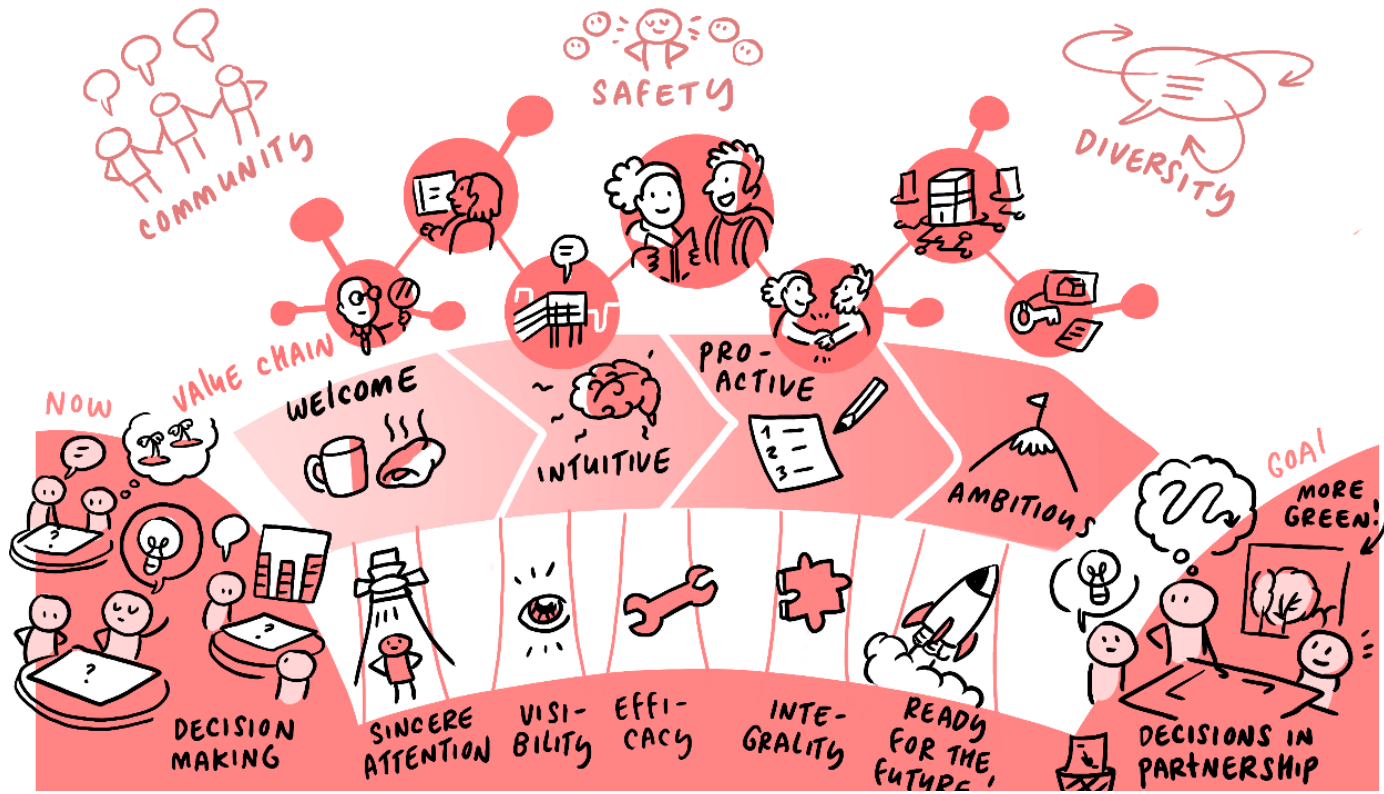


Our vision on hospitality

At TU/e, we are working today on the solutions of tomorrow. People are at the heart of it all. Education is essential. Hospitality is where everything comes together.

An atmosphere that feels just right. Coffee at the perfect moment. Comfortable facilities. Informal encounters. Inspiring art and nature, just a few steps away.

Wherever you come from, whoever you are—whether you're here to learn, work, relax, connect, or research—you are invited to bring out the best in yourself. With care, precision, and a forward-thinking approach: that's what defines our services. Ensuring you find exactly what you need, at the right time and in the right place.



Our ambition

From the very beginning, over 60 years ago, we've been part of this journey. Since then, the Facility Management Center has grown alongside and become an integral part of TU/e.

The rhythm of this university, its heartbeat, its DNA... it's part of who we are. Nobody knows this campus like we do. Its vibrant community, every square centimeter, every faucet, every outlet.

We know how you like your coffee. We ensure your guests feel welcome and safe. We make lecture halls, labs, and meeting spaces impeccable. In doing so, we create the perfect conditions for groundbreaking discoveries—and for the small moments that make life meaningful.

This is how we, as a partner to our users, aim to contribute to excellent education, research, and valorization.

Building blocks of the vision

These building blocks characterize the approach of FMC, and this is tangible for the user:

Spot-on

Our services are both efficient and effective. We focus on doing the right things and doing them well. We are transparent and clear about what you can expect from us, and we take full responsibility for delivering on that.

With attention

Attention means that you, as an individual, feel welcome, seen and heard. While our services are centrally coordinated, we always pay attention to local circumstances and needs.

Ready for the future

We are constantly working to improve and are eager to try new things. Our services are future-proof and proactively respond to changing needs of the TU/e community.

From interviews with focus groups, it is clear that **connection, safety, and inclusivity** are essential for a positive experience on our campus. These principles are therefore an integral part of our vision on hospitality.



WHO ARE WE?



The beating heart: TU/e

We are innovative, we are open minded, we are at the heart of society. [We are Eindhoven University of Technology.](#)

We, TU/e, are the beating heart of the high-tech innovation ecosystem of Brainport. We belong to the top 1% in global rankings for co-publishing and cooperating with industry. No surprise, since TU/e was established on Eindhoven industry's initiative, and with the clear mission to educate engineers for and cooperate with the regional companies. We are distinguished by our position in this region.

We are firmly rooted in Brainport region Eindhoven, one of the smartest regions in the world, with a powerful presence of high-tech companies such as ASML, Philips, NXP and DAF PACCAR. We are a crucial engine behind innovation in this ecosystem. We are a crucial engine behind innovation in this ecosystem and every challenge offers an opportunity for growth.

Students, researchers, professors and companies from all over the world come together at TU/e to study, research, develop, meet and create. Together we form a thriving ecosystem with one common aim – to improve quality of life through sustainable innovations. The campus of Eindhoven University of Technology is not only literally the heart of the region, but it is also figuratively the beating heart of the high-tech ecosystem of Brainport.



The perfect place

where innovation starts

The campus motto, "an inner-city campus with outer-city qualities," has proven effective and will remain the guiding principle for the future.

The campus is a place where students, employees, researchers and entrepreneurs come together to meet and live. In the future, this will not only further develop around the Groene Loper but will also extend to the northeast with the creation of additional attractive meeting spaces.

The recreational function of the campus will be enhanced by adding more walking paths, play areas, and cycling and jogging tracks. In addition to new buildings, there will also be a focus on green spaces. Parking at the edges of the campus and innovative public transport systems are part of the scope for further development.

The campus will continue to play a vital role for the TU/e community, providing spaces for meeting, collaboration, studying, and living, supported by facilities that enhance these functions. The campus will remain the heart of the community and the place where we grow both personally and professionally. With the addition of two new residential towers, the emphasis will shift further towards the living aspect of the campus, strengthening the sense of community.

We feel welcome in this safe environment.



Our community

Our community consists of students, staff, researchers, business partners, service partners, and visitors. At TU/e we have many flourishing communities of staff and students from the Netherlands and abroad. We value our open, healthy, informal and caring community in which we create an atmosphere that enables us to excel. We encourage everyone to play an active part and be actively involved in this TU/e community, because we believe that when we are personal, passionate, curious and connected, our community is the place where innovation truly starts. Everybody is welcome, regardless of gender, sexual orientation, religion, age or cultural background.

The composition of the TU/e community is constantly evolving. The growth and internationalization of our community is bringing about a shift, impacting the culture and type of interactions taking place.

These developments affect the experience of our community on campus. The importance of connection and a shared sense of responsibility will be even more critical in the coming years. Additionally, growth and internationalization will influence the expectations of our services and collaborations.

Within our community, we have identified several types of users. These are outlined on the following pages along with their needs.



Supporting staff

The support staff predominantly comes from the Netherlands. The campus is familiar and provides a pleasant environment for meeting colleagues. The support staff understands and represents the TU/e vision. Additionally, this group serves as the main point of contact for other campus users.

The key needs of the support staff are:

- Support in achieving work-life balance, through flexible working hours and hybrid work options
- Clear communication and transparency
- Facilities for meeting colleagues
- Personal attention
- Workspaces available close to colleagues



Academic staff

The academic staff comes from all over the world. The campus serves as a place for visibility and recognition. The academic staff plays a proactive role in developing solutions.

The key needs of the academic staff are:

- Support in achieving work-life balance, through flexible working hours and hybrid work options
- Support for personal life, including access to sports facilities, a hairdresser, package pickup, childcare, and a supermarket
- Clear communication and transparency
- High-quality research facilities
- Extended opening hours for buildings and facilities
- Representative spaces for meeting and hosting guests



PhD

The PhD candidates come to TU/e specifically for their research and have short-term contracts. Half of the PhD candidates are from the Netherlands, while the other half comes from all over the world, with the majority from within the EU. The campus is where they feel heard and seen, but also the place where they can focus on their research. The PhD candidates take good care of the campus, which they use intensively.

The key needs of the PhD candidates are:

- Variety in catering options, both in terms of price and food origin
- Extended opening hours for buildings and facilities
- Support for personal life, including access to sports facilities, a hairdresser, package pickup, childcare, and a supermarket
- Timely mail and package services



National students

The largest group of campus users are students, some of whom are from the Netherlands. They want to contribute to solutions and take care of the campus, which they use intensively.

The key needs of the students are:

- Facilities for independent and group study
- Facilities for meeting, such as cafés and seating areas
- Laboratory facilities
- Affordable sports facilities
- Affordable meals with a diverse selection
- A green campus, both outdoors and inside buildings
- Extended opening hours for buildings and facilities

International students

An increasingly larger portion of students comes from abroad, with the largest group of international students hailing from within the EU.

International students generally have the same needs as national students. One key difference is the social aspect. The social life of international students primarily takes place within the TU/e community, which means they have a greater need for spaces to meet and relax on campus.

Campus residents

A growing group of international students uses the campus not only for studying but also for living and recreation. This is their home in the Netherlands. The needs of this group overlap with those of both domestic and international students.

Additional needs of the campus residents are:

- A sense of a second home
- Support for personal life, including access to a hairdresser, package pickup, and a supermarket



Service partners

The service partners on campus work towards an optimal user experience. This group of users is often employed by another organization but is a familiar face within TU/e. The service partners have a proactive attitude towards other users.

The key needs of the service partners are:

- Feeling like part of the community
- Access to the same facilities as staff, such as free coffee



Business partners

Several companies have established themselves on campus to work alongside TU/e towards a better future. For this group, the campus is also their workplace. The business partners are open to being surprised by the campus and want to feel like part of the TU/e community.

The key needs of the business partners are:

- Opportunities to meet and connect
- Variety in catering options, both in terms of price and food origin
- Support for personal life, including access to sports facilities, a hairdresser, package pickup, childcare, and a supermarket
- A green campus



Visitors

The diversity of visitors is vast. This user group includes alumni, family members of students, event attendees, business visitors, prospective students, government officials, and more.

The key needs of visitors are:

- Clear signage
- A warm welcome, feeling heard and seen
- Catering facilities
- Representative spaces
- Opportunities to meet and connect

