



MENTOR BOOKLET TOP WINTER WEEK

January, 25-27 2022



Dear mentor or buddy,

We are very pleased that you will be guiding the new students during TOP Winter Week 2022. We created this booklet to prepare you in the best way possible. It contains all the information you need about TOP Winter Week 2022: tips, guidelines, and a detailed explanation of our program. Please read this booklet carefully so you know the full program and know what is expected of you as a mentor/buddy. Follow us on Instagram and download the TOP Week App in the App Store/Google Play Store to see the latest information about TOP Winter Week. The TOP Week App will be the main source of communication during TOP Winter Week. Via the app you can attend online activities, chat with your group, and join livestreams.

We hope you will enjoy TOP Winter Week! If you have any questions, please don't hesitate to contact us. You can send us a WhatsApp message at +31 6 42 09 21 70 or send an e-mail to topmentoren@tilburguniversity.edu.

Kind regards,

On behalf of TOP 2022,

Margot Hoffman
Internal Affairs



From left to right: Nienke Lapien, Melissa Riley, Lisa Corstanje, Lenny Hoevenaars, Margot Hoffman, Stijn Smits, Maaike Visser.

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Important information

TOP Week and COVID-19

Due to the current COVID-19 measures, the TOP Winter Week program will be online this year. This means that your role as mentor/buddy will be somewhat different than previous years and that you will have more responsibilities. We have every confidence that you and your fellow mentor/buddy are able to guide your group through their first week as new students and give them the best start of their student life.

The online events will take place in the TOP Week App. Via this app, you can join Zoom meetings, watch livestreams, and find fun online games to play with your group. This way you and your group can still get to know each other! Keep an eye on the website of the [Dutch Government](#) to see if it is possible to meet your group members in small groups. Please discuss with your group how you are going to do this and make sure that everybody is included! So always make sure to create a Zoom meeting for activities that don't contain a Zoom meeting created by us. See the detailed explanation of the program to find out which program parts contain Zoom meetings.

Please note: during TOP Winter Week, you will play a leading role. Make sure to adhere to the COVID-19 measures and address others if they fail to do so.

Contact information TOP Week

If you have any questions or if there is an emergency, please don't hesitate to contact us. During TOP Winter Week, you can reach us by calling us or using WhatsApp: +31 6 42 09 21 70.

Important information

TOP Week App

We have created a TOP Week app in which you can find all the important information about TOP Winter Week. This year, the TOP Week App is especially important. Via the app you can see the program, attend the online activities, register for the offline activities, and much more. You will also receive push notifications throughout the week to let you know when an activity starts. The app is available in the App Store and Google Play Store. Make sure to download the app before the start of TOP Winter Week and also tell your group to download it if they haven't yet!

You can find an explanation of the app in the chapter 'TOP Week App' on page 8.

Zoom

Most of our online activities use Zoom to give you and your group the opportunity to meet online. Every student at Tilburg University has access to a premium Zoom account. This means you can meet with your group online, without a time limit. For the activities that don't contain a Zoom link, you can still create a Zoom meeting for your group only to still do the activity together! Please encourage your group to use Zoom and to make sure that everybody is included.

How to set up a Zoom meeting:

1. Go to <https://tilburguniversity.zoom.us/profile>
2. Log in with your Tilburg University account
3. Click 'Host a meeting'
4. Make sure your computer audio is on
5. Copy the link of the meeting and send it to your group

Important information

Sleeping accommodation for participants

This year, we will not expect you to offer accommodation to participants in your group. If they wish to stay in Tilburg during TOP Winter Week, participants will have to arrange their own overnight accommodation. If you do choose to offer a place to sleep to someone in your group, make sure you can still comply to the COVID-19 measures. You can also ask other students in your group whether they have a place to sleep for one of their fellow group members. Please make sure to make any accommodation arrangements before the start of TOP Winter Week.

WhatsApp group

The weekend before the start of TOP Winter Week, you will receive an e-mail with all the names and phone numbers of the students in your group. Please create a WhatsApp-group for your group as soon as you receive this information. This will enable your group members to reach out to you for questions and help you make clear agreements, for example, about accommodation with everyone before the start of TOP Winter Week.

Different cultures

People from all over the world are participating in TOP Winter Week due to the rise of English-taught programs at Tilburg University. Consequently, you will have to take many different cultures and behaviors into account. We expect you to speak English at all times to make sure that everybody is included. Good communication is essential to creating a pleasant atmosphere within your TOP group and to make sure that everyone has a great week.

Food and drinks

No food or drinks will be served during TOP Winter Week. This means that all food and drinks are for your own account. If the measures allow you could grab a bite to eat together with some members of your group but make sure to follow the measures of the Dutch Government.

Important information

Alcohol and drugs

Since there won't be any offline activities during TOP Winter Week, we won't be serving any drinks. We would still like to point out the Dutch alcohol and drugs policy. In the Netherlands, alcohol cannot and will not be sold to students under the age of 18. It also isn't allowed to buy alcohol for students under the age of 18, should there be any minors in your group. In addition, possession of drugs are strictly prohibited.

It is your job as a mentor to keep an eye on your under-age group members and to make them feel just as enthusiastic about TOP Winter Week as the group members who are allowed to drink. Deal with alcohol wisely and make sure to keep an eye on everyone in your group.

TOP Week App

The TOP Week App contains all the information you need for TOP Winter Week, such as the program, information about all sorts of associations in Tilburg, access to the online activities, and much more. Because our program is entirely online, the TOP Week App is essential during TOP Winter Week! You can open the app on your smartphone, but also via your desktop.

You received an e-mail about creating an account for the TOP Week App in the week before TOP Winter Week. Make sure to download it and create an account before the start of TOP Winter Week!

For your smartphone

You can download the app in the App Store/Google Play Store by searching 'TOP Week'.

For your desktop

Go to TOP.introcloud.app in your browser for the desktop version of the application. This version could be useful for online activities because it makes it easier to join Zoom meetings and you will be able to see livestreams on a bigger screen.

The app has many handy features, like seeing your personal TOP Winter Week program, a chat with your group, TOP Matching via which you can meet other participants with the same interests as you, and a map of Tilburg with all student hotspots.

Please note: The app will be open for all participants the weekend before the start of TOP Winter Week, make sure to keep an eye on our Facebook and Instagram for the exact date and time of the launch.

Guiding your group

All TOP Winter Week participants will be assigned to groups. This year, TOP groups will consist of approximately 20 students. You will receive their contact information (if you haven't already) and we expect you to contact them and add them to a WhatsApp group. Your task is to support your group members where they ask you to. Do they need help with the application? Do they have questions about certain TOP activities? Do they have study related questions? Do your best to help them or direct them to someone that can answer their question. Try to involve all students in your group, so that they will be able to meet their fellow students.

Most participants don't know much about Tilburg, or the Netherlands in general and it is your job to guide and help the new students adjust to their new lives in Tilburg. The process of moving to and studying in a new city or country – as well as coping with a new cultural environment – can take some effort getting used to.

(Study) Program Introduction

The (Study) Program Introduction is organized by the various Schools of Tilburg University: this program component is separate from TOP Winter Week. This year, the (Study) Program Introduction will take place online.

During this compulsory introduction to the study program, students will receive information on studying and details of their program's curriculum. For instance, they will get practical information on the online learning environment, the facilities available at the university, and places to go to if they have questions or problems. The Study Program Introductions are held at various times before, during, or after TOP Winter Week. Each student will receive more information about their Study Program Introduction from their School. If any of your group members have questions about their (Study) Program Introduction, please direct them to one of the following people:

Contact information for the (Study) Program Introduction:

- TiSEM: mak@tilburguniversity.edu
- TLS: L.Nederveen@tilburguniversity.edu (NL) & J.N.G.M.Ketelaars@tilburguniversity.edu (EN)
- TSB: TSB-pi@tilburguniversity.edu
- TSHD: TSH.est.secretary@tilburguniversity.edu
- Exchange (International Office): studyabroad@tilburguniversity.edu
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Please note: the (Study) Program Introductions are not organized by TOP

Registration Day

The Registration Day is on Friday, January 21, 2022. This day is organized by Tilburg University to give new students a warm welcome and to make sure they have enough time to arrange practical matters. Among other things, they can get information about opening a bank account in the Netherlands. Please encourage your group members to go to this [website](#) to give them the best start in the Netherlands.

TOP Winter Week Program



As mentioned before, TOP Winter Week will be entirely online. We worked very hard to make the program as fun a diverse as possible and to still give you the opportunity to get to know your fellow students, the city of Tilburg, all sorts of associations relevant for students and Tilburg University. Our goal is to give you the best possible introduction to your new student live.

If you want to attend the online activities together with part of your group (e.g., watch a livestream together), please take the Dutch measures against COVID-19 in mind. Visit the website of the Dutch Government to see the current measures and if these measures allow, you could meet part of your group to do the activities together. Do make sure to include everybody in your group so always create a Zoom meeting for your group if there isn't a general zoom meeting in the TOP Week App.

For more information about the current COVID-19 measures in the Netherlands, please visit the website of the [Dutch Government](#).

TOP Winter Week Program

Tuesday

Meet Your Family

Time: 12:30-13:30

TOP Winter Week starts with Meet Your Family. During this activity you will get to know your group members and they will get to know you. For this activity we will create a Zoom meeting for everybody, which you can join via the TOP Week App, with breakout room for each group. We ask you as mentors to join the meeting 10 minutes before the event starts so we can give you a short explanation of the activity and you can already go to the breakout room with your group number. We created a presentation that we will send to you before the start of the event. This presentation starts with you introducing yourself to the group and after this there will be various games to get to know each other.

City Tour

Time: 14:30-16:30

During the city tour, students can explore the city of Tilburg via the TOP Week App. We will show them some of Tilburg's greatest hotspots and they will learn fun facts about the city of Tilburg. We will give you some information about each hotspot and by answering a question or solving a puzzle you can earn points and go to the next location. You need to send in your answers individually and the person that earns the most points or solves all the questions the fastest, will earn a nice price.

This activity doesn't contain a Zoom meeting or livestream, but you can still do this activity together with your group! Create your own meeting, let someone share their screen and walk through the city tour together.

TOP Winter Week Program

Family Game Night

Time: 20:00-22:00

In the evening you can get to know your group even better during various fun games. Find out if one of your group members has ever missed a flight, been on a blind date or gone skydiving during never have I ever and find out who is most competitive during Pictionary and Thirty Seconds.

For this activity we will also create a Zoom meeting for everybody, which you can join via the TOP Week App, with breakout room for each group. Please encourage your group to come to the event on time. Once the event starts, we will explain each game to all of you and after the joint explanation and opening, you can go to the breakout room with your group number to play the games with your group.

TOP Winter Week Program

Wednesday

Campus Tour powered by SAM & Front

Time: 12:00-13:00

Get to know the Tilburg University campus with student party SAM and student party Front! They will give you an online tour around the campus and tell you everything about all the buildings, study areas, facilities, and other hotspots you need to know as a student at Tilburg University.

This event will be a video that you can watch via the TOP Week App. After the video you will have the opportunity to ask questions to SAM and Front.

Explore 013 Fair

Time: 14:00-16:00

During the Explore 013 Fair we will introduce all students to the associations in Tilburg so they can find out which ones suit them best. They can learn more about each association in various rounds. During each round they can choose which association they want to get to know better and the associations will provide them with some information and they will have the opportunity to ask questions.

To attend this activity, everyone needs to join the Zoom meeting in the app. Once you enter the meeting you will see an overview of the fair and discover which associations are present. After that, you can join the breakout room of the association you want to get to know. At the end of each round you can choose the next association. This activity is mainly organized for the participants, but you can still encourage your group to attend the activity.

ESN Night

Time: 20:00-23:00

On Wednesday night ESN will introduce all participants to their association and they will host a pub quiz for all TOP Winter Week participants. This event will also be a general Zoom meeting that you can find in the TOP Week App.

TOP Winter Week Program

Thursday

Workshops

Time: 11:00-13:00

Thursday morning there will be various workshops. Parties such as the Tilburg University Sports Center and ABN AMRO will organize these workshops. Check the TOP Week App to see all topics.

By going to the event in the TOP Week App you can join the workshop you like best! We have some really interesting topics so make sure to promote this activity to your group.

Speed dating

Time: 11:00-13:00

On Thursday afternoon participants get the opportunity to get to know other participants of TOP Winter Week. During the speed dating activity, they need to join a Zoom session we will create, and they will be placed in breakout rooms with other TOP Winter Week participants. This way they have the opportunity to meet fellow students and will be able to talk about their experiences so far. During this activity we will also open the TOP Tinder in the TOP Week App. Via this function you can meet and chat with participants that have the same interests and hobbies. If you would like to meet other participants or mentors during TOP Winter Week this activity is perfect for you!

TOP Show

Time: 20:00-22:00

We end the week with the TOP Show. This will be an interactive live show that you can watch via the TOP Week App. During the TOP Show we will introduce everyone to several Dutch holidays and student life in Tilburg in a fun way. By answering questions and doing challenges you can earn points. We arranged some great prizes for the winners, so you don't want to miss this. There will be lots of music, fun and interaction so make sure to encourage your group to attend this spectacular ending of the week!

Guidelines and tips

Make sure to adhere to the COVID-19 measures. You as a mentor are responsible for creating a safe environment for your group members during TOP Winter Week. Even if you personally don't take the COVID-19 measures very seriously, bear in mind that the safety of the students is all-important. Make clear agreements about this topic with your fellow mentor/buddy and group members, so everyone is aware of the rules and measures. Also make sure to listen to the needs and wishes of everyone in your group regarding this topic. If, for example, someone doesn't want to attend TOP Winter Week physically because of COVID-19, make sure to include this person via Zoom. For a complete overview of all measures regarding COVID-19 that, of course, also apply during TOP Winter Week, see the website of the [Dutch Government](#).

Make all students in your group feel welcome in Tilburg and at Tilburg University. By having a friendly and inviting attitude and by considering the different personalities and cultures in your group, you can make everyone feel included. Most participants don't know much about Tilburg, or the Netherlands in general and it is your job to guide and help the new students adjust to their new lives in Tilburg. The process of moving to and studying in a new city or country – as well as coping with a new cultural environment – can take some effort getting used to.

Make clear agreements with your fellow mentor/buddy and take your responsibility. As a mentor/buddy, you are responsible for your group of kids that week, so make sure you take that responsibility seriously. Make clear agreements about how you will act in certain potentially problematic situations. For example: what do you do if group members disagree about compliance with the COVID-19 measures.

Make sure you know the program and inform your group members about the different activities. For your group members, all activities are new, and they don't know what to expect. Please tell your group members what is on the program, what (not) to bring, and what to expect.

Guidelines and tips

Follow the program of TOP Winter Week and be on time. Remember that participants paid for TOP Winter Week. TOP organizes this week for these new students, and it is your job as a mentor to make sure they can join every TOP activity if they want to.

Please be open-minded and show new students as much as possible. Make sure that you do not only show them what you like but show them as much of student life and Tilburg as possible. Listen to the needs of ALL the students in your group.

Be enthusiastic, well-prepared, and stay positive! You and your fellow mentor/buddy will set the mood. Make sure you have a good icebreaker at the start of the week to get to know each other. In this way, you will create a good team spirit and a more connected group.

Reach out to your group by sharing your background and experiences. Encourage an active dialogue by asking open-ended questions and try to answer their questions.

Pack list

There are some important things you will need to bring every day. Below please find a list of things that are important during TOP Winter Week.

- Your phone (with full battery), so you can keep in contact with your mentors and group and to use the TOP Week App and to show your COVID-19 Certificate at the entrance of offline activities.
- Your laptop/desktop to join Zoom meetings and to watch livestreams.
- An account for Zoom. All students at Tilburg University have access to a premium Zoom account. This means you can meet with your group online, without a time limit. Check page 5 of this booklet to see how to create a Zoom meeting.

Important addresses and contacts

Tilburg Orientation Program (TOP)

Esplanade Building, room E2.02

Warandelaan 2, 5037 AB Tilburg, The Netherlands

top@tilburguniversity.edu

+31 (0)13 466 28 49 or +31 (0)6 42 09 21 70

Please note: this is our general address. During TOP Winter Week, you can reach us by calling this number +31 (0)6 42 09 21 70.

In case of emergency

Emergency (Police, ambulance, and fire department): 112

Emergency at Tilburg University: +31 (0)13 466 2525

Local police (non-emergency): +31 (0)900 88 44

First aid (non-emergency): +31 (0)900 332 22 22

All emergency numbers and the TOP mobile phone number (+31 (0)6 42 09 21 70) are available 24 hours a day.

Tilburg University

Warandelaan 2, 5037 AB Tilburg

The Netherlands

+31 (0)13 466 9111

Student Desk

Academia building, A 301

+31 (0)13 466 – 8000

You can call the Student Desk from Monday to Friday from 08:30 - 17:30 hrs.

Opening hours Student Desk

Tuesdays: 10:00 – 16:00 hrs.

Thursdays: 10:00 – 16:00 hrs.

Important addresses and contacts

Immigration Office

Academia Building, room A3.01

immigration@tilburguniversity.edu

Opening hours Immigration Office

Tuesdays: 10:00 – 12:00 hrs.

Thursdays: 14:00 – 16:00 hrs.

Please note: Due to COVID-19, there are currently no in-person office hours. You can discuss immigration-related questions and/or concerns with the Immigration Office by phone during the opening hours mentioned above.

Study Abroad and Exchange Office

International Office

Intermezzo building

Room I 612

Tel: +31 (0)13 - 466 4477 (phone office hours are Mon-Fri 10:00 - 12:00 and 14:00 - 16:00 hrs.)

E-mail: studyabroad@tilburguniversity.edu

Please note: Due to COVID-19, the Study Abroad & Exchange Office is currently not offering physical Front Office hours or appointments.

Tilburg University Student Psychologist

studentpsycholoog@tilburguniversity.edu

The student psychologists can help you to deal with personal and study-related circumstances that affect your study progress. All registered Tilburg University students are welcome to seek help from the student psychologists. If you want to consult a student psychologist, you need to fill in the online application form (see the Tilburg University [website](#)).

TOP Organization

We hope we can still give the new students the most amazing start to their student life in Tilburg, despite COVID-19. TOP Winter Week would not have been possible without a large number of dedicated people. We would like to thank you all for committing to give the new students the best start of their student life. Furthermore, a warm thank you to all the organizations and associations that collaborated with TOP for TOP Winter Week 2022!

The TOP Organization, which consists of seven board members, has worked really hard these past few months to make TOP Winter Week a great success. TOP Winter Week is organized by students like you and we really value your opinion. The week after TOP Winter Week, we will send you a survey in which you can give your opinion and feedback on TOP Winter Week and help us improve it next year.

TOP's socials

[Facebook](#)

[Instagram](#)

[Website](#)

[E-mail](#)