

GUIDE FOR TUTORING

INTERNATIONAL DEGREE STUDENTS

2009

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1. WELCOME!

The purpose of this guide is to offer you practical information about tutoring and to help you be the best tutor possible. While international students at the University of Turku also include exchange and visiting students, this guide is meant for the tutoring of new international degree students. The guide was originally written by Hanna Kukkonen and Johanna Kärki in Finnish. This guide is prepared specially for international degree student tutors, originally translated and edited by Leonard Pearl. With the help of feedback from international tutors and other international workers, we will continuously make an effort to update it yearly so that it can be the best source of information. Comments and suggestions for improvement are warmly welcome and can be sent to tyy-kvsihteeri@utu.fi.

This guide to international degree student tutoring covers the practical issues concerning the arrival of new international students and the beginning of their studies, gives tips on courses of action to take and gives advice on how to survive in the course of the first few weeks. We hope that the information given will be of use.

The University of Turku and the Student Union of the University of Turku wish to thank you for your valuable work contribution and wish you an outstanding and rewarding tutoring year.

Best wishes!

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University of Turku

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Secretary for International Affairs
The Student Union of the University of Turku

Turku, April 2009



2. BEFORE ARRIVAL

2.1. In general

There are annually over 1,000 foreign students studying at the University of Turku, about half being degree students. For the most part, foreign students study in English-language programmes or partake in different projects or internships. Some of these students also speak Finnish and are part of the regular Finnish curriculum or study Finnish.

Degree students are accepted by the faculties. The main part of administrative application matters is handled at the faculty to where the student has applied. There are also support services and materials provided by Student Services at the university Rector's Office. The faculty provides accepted students with an Information Package which can vary by faculty and programme. The Information Package normally has the letter of acceptance as well as the *Welcome Guide for International Degree Students*, which contains information about preparing for arrival to Turku, housing, registration with and studying at the University of Turku. The university also furnishes the *Information Guide for Students*, an online guide on **www.utu.fi/infoguide** containing essential and valuable information about studying at the University of Turku.

There are guides in English available on the Student Union of the University of Turku (TYY) website on **<http://www.tyy.fi/in-english>**, including the *TYY Guide for International Students* and *The Student's Handbook to the Environment*.

Amongst the most important jobs of a tutor is being in contact with your student, going to meet the student upon arrival and help with practical issues during the first few days and weeks. Being a tutor requires taking care of basic responsibilities. If the job is not taken care of, the possibility of getting a work certificate and salary may be withdrawn.

2.2. Contact

The application times of international degree students vary from programme to programme. However, in most programmes, the letters of acceptance are sent to them in April. The university will know at the beginning of August which accepted students have taken their study place. At that time, the international student and the tutor will receive each other's contact information. You should check with your contact person about practical matters, because they may vary with each Master's degree programme.

In addition to university and TYY employees, you will most often be an international student's only contact person in Finland. **So, you should contact your student without delay.** In your contact e-mail you should tell the student who you are and why you became a tutor. Every country does not always have a tutoring system, so, to avoid any misunderstanding, you should also explain that you are a student yourself, who voluntarily guides international

students that are coming to Turku. That is, you are not a university employee who can be expected to be available all the time. Your friendly message may help a new student overcome the possible anxiety about leaving home. At the same time, you will be able to give valuable information about life in Turku. It's also worth mentioning the following in your message:

- **Notifying the new international student's arrival time and place.** The new international student should be aware of the fact that there are no local bus connections between the airport and the student apartments late at night. Mention that it's always better to arrive on weekdays, during the daytime whenever possible.
- **Filling in the online form for housing with the Student Village Foundation** (TYS, *Turun ylioppilaskyläsäätiö*) as soon as possible and paying the first month's rent from the home country. If, for some reason, the student cannot get to the apartment upon arrival, Hostel Turku (www.turku.fi/hostelturku) offers reasonable accommodation.
- **Getting health insurance** is compulsory for non-EU/EEA citizens and recommended for others. This is because FSHS (Finnish Student Health Service, www.fshs.fi) cannot cover every type of health care. See section 5.3 about health care for international students.
- **Bringing extra passport photos** (digital picture for the student card)

You should also remind your student to bring along some cash, at least for the expenses of the first day. Not all credit cards can be used for getting money at automated teller machines!

If you don't hear from your student, you should turn to Student Services (admissions@utu.fi) or your faculty office. Your student may have notified only the university of his/her arrival time.

2.3. Meeting your student

Tutors must be prepared to be in Turku in the last days of August because this is when most new international students arrive. In most cases, you will get your student's arrival time well in advance, but there are of course always unexpected exceptions that may occur.

Before your student's arrival in Turku, you should confirm that there's **an apartment** waiting for him/her. When getting in touch with the TYS housing office, tel. (02) 275 0200, tell them that you are student X's tutor and you would like to know when the apartment will be emptied and when you can come and pick up the key. In order to receive this information, you must know your student's complete name and preferably his/her address at TYS. TYS will also need your contact information just in case you get your lines crossed with your student.

According to law, the previous tenant does not have to return the key until the first weekday of the month by 12.00. The key is picked up at the TYS housing office which is located at

Inspektorinkatu 4 (next to the bar Three Beers). You can also ask for a map at the housing office so it will be easier to help you locate your student's apartment.

Picking up the key to the apartment beforehand is practical because you can go check that the previous renter has not left any surprises for the next tenant. The tutor's job is not, however, to work as a cleaner, so any unexpected circumstances must be reported to the TYS Housing Office. If the student has reserved a furnished apartment, there should be a bed, mattress, chair, desk, and a table lamp. You should also check the toilet paper situation. Remember, that when going to your student's shared apartment, you're going into somebody's home! Always ring the doorbell first and leave your shoes in the front hallway. You can tell the other tenants when your student will be arriving so they won't be startled if, for example, he/she arrives in the middle of the night. If a degree student will be renting a non-furnished apartment, there won't necessarily be any lights. In that case, the international tutor might be able to lend a lamp for the first night, if possible.

If your student will be arriving during office hours, you can of course go together to get the key. When going to the housing office with more than one new student, each student must take their own number and wait their turn. At the beginning of a new month (especially in September), the queue at the housing office can often last for hours, so you save both time and stress by getting the key beforehand. N.B. If your student arrives later than agreed, you must immediately notify the TYS housing office of the situation.

When the apartment matters have been taken care of, you can prepare to meet your student at his/her arrival point (i.e. the airport, bus station, train station or harbour). The new student pays for his/her transportation him/herself but you should have some money on hand, just in case he/she needs to borrow it for bus or taxi fare. You can also ask on the international tutor list, kv-maisterituutorit@lists.utu.fi, if someone will be meeting their student who will be arriving on the same flight and if he/she has a car or if they want to share a taxi.

If your student does not show up on when he/she as originally planned, you should figure out when the next arrival may be. The tutor should have the bus timetables between Helsinki-Vantaa and Turku on hand. You can stand around waiting for the next bus, but in this day and age of mobile phones, your student will probably send you a text message or call as soon as he/she arrives in Turku. It's hardly worth hanging around the harbour, waiting for the next ship, but you can always check at other cruise ship terminals.

The tutor is responsible for meeting his/her student. So, if you yourself cannot make it there, it is your responsibility to find someone else, who will take care of your work for you, to meet your student! Contact your fellow tutors well in advance!

Useful contact information:

Turku Airport

www.finavia.fi/lentoasema_turku

Tel. timetables: +358 (0)2 271 4611

SAS/Blue One: +358 (0)2 4154 782

Finnair: 0600 140140

Trains

www.vr.fi

You can check VR timetables by phone with VR Telephone Service tel. 0600 41 900 from 7.00 to 22.00 (€1/call + local network charge) or automated timetables (in Finnish only) 24 hours a day tel. 0307 20 906 (€0.08/call + €0.03/min for land lines, €0.19/min for mobile phones)

Buses

www.expressbus.com

www.matkahuolto.fi

Tel. 0200 4000

(€1.50/min + local network charge) Mon-Sat 7.00-21.00 and Sun 8.00-21.00

Silja Line

www.siljaline.fi

Tel. 0600 174552 Mon-Fri 8.00-21.00, Sat and Sun 10.00-18.00

Viking Line

www.vikingline.fi

Tel. 0600-41577

(€1.64/min + local network charge)

Taxi

Tel. 10014 or by mobile phone 02 10041

€0.58/call + local network charge

From all over Finland 0100-0041

3. FIRST STEPS IN TURKU

3.1. TYS and the TYS apartment

If you picked up your student's key beforehand, he/she must sign the TYS lease as soon as possible after arrival.

After moving into the apartment, the student must then fill in an online **apartment form** without delay under "A view to the personal tenant information". The student needs to state in the form if there is something noticeable about the apartment's condition, so that he/she

won't end up paying for damage that someone else did. Special attention must be made to cracks in the bathroom furnishings. Make sure that your student has understood the importance of this form.

You should advise your student to read the *Tenant's Guide* which can be found in Finnish, Swedish and English on the TYS website (www.tys.fi). Basic information, such as laundry facilities and sauna locations, is available in the guide. *Maintenance Instructions for Student Residence* is also available on the TYS website. You should also mention the guide for international student residence on www.soa.fi/en/studenthousing, which is available in English.

Recycling is available at all TYS housing locations, so you should advise your student at least about handling glass, metal, paper and mixed waste. Please note also, that according to the TYS regulations, tenants are obligated to compost all organic waste if there is a compost in the residential area.

TYY will distribute *TYY Guide for International Students* during Orientation Week. This guide includes instructions on how recycling and other environmental issues work.

The Tenants' Association (TA, <http://org.utu.fi/yok/vy>, in Finnish VY, *vuokralaisyhdistys*) is an organisation that promotes the interests of TYS tenants and also offers free-time activities, trips and rental services. TA rents out all types of necessities to TYS tenants: e.g. digital cameras, sewing machines and party space.

Tell your student that in Finland, doors automatically lock themselves when shut. Therefore, the key should not be left in the apartment. If the key is locked inside, a spare key can be picked up at the TYS housing office during office hours, without a fee. At other times, maintenance (tel. 0204 28 2000) takes care of opening locked doors for a fee of €30.50. Spare keys are given to and doors are opened only for tenants, so the student must be able to provide proof of identification. If something gets broken in the apartment, notification is given by filling out a *notice of defect* online or at the TYS housing office. It is recommended that international students get home insurance.

3.2. Opening a bank account

New international students should without delay open a Finnish bank account for themselves during the first few days and the international tutor's help is needed in doing so. Opening up a bank account in Finland is free which you should mention to your student because it might be expensive in other countries. Although opening an account is certainly not compulsory, it is evident that, for example, paying bills is less expensive through an automated teller machine or online banking. **When opening up a bank account, international student must bring his/her passport** (an ID card is enough for EU citizens) **and a certificate of study**

from the University of Turku. You should also guide your student in the wondrous world of the automated teller machines because of the fact that with a Finnish ATM card, the machines naturally “speak” Finnish! You can also get familiarised with online banking along with opening the account. An international student can have problems with some banks, for example, English bank statements are not necessarily available at all banks or not all banks give online banking PIN numbers to those coming from outside the EU.

3.3. Registering with the University of Turku

A foreign degree student at the University of Turku is studying in an international Master’s degree programme, will be completing a Finnish basic degree or will be completing a postgraduate degree. **Student union membership is compulsory for Master’s degree students.** Membership is voluntary for postgraduate students, however benefits are more restricted. **Before registering with the university,** the new international degree student must go to the faculty office and present his/her original degree certificate. They should also remember to inform faculty of their Finnish address. Degree students then register by paying the TYY membership fee with a bank transfer slip, which will be provided by the faculty upon their visit. A separate visit to Student Services is not required. A Certificate of Registration and Basic Information Sheet will automatically be sent to the new international degree student’s Finnish address. If the student needs to change his/her address, it can be done through NettiOpsu or at Student Services.

3.4. Post

Mail will not be delivered without a **change of address notification** (*muuttoilmoitus*). The change of address form is now available also in English and can be filled out at any post office or printed out at the web page **www.posti.fi/changeaddress**.

3.5. Bureaucratic matters for new international students

REGISTERING THE RIGHT TO RESIDE IN FINLAND

o EU/EEA citizens

EU citizens are not required to have a residence permit before arriving in Finland. **They must, however, register their right to reside in Finland.** This means that new international degree students should go to the police station to register their right to reside (Turku Police Station, Eerikinkatu 40–42, A-rappu, Lupapalvelut, open Mon–Fri 8.00–16.15 and Thu 8.00–17.30).

In addition to Finland, the European Union (EU) member states are: Austria, Belgium, Bulgaria, the Czech Republic, Cyprus, Denmark, Estonia, France, Germany, Great Britain, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

The corresponding regulations of mobility rights concerning EU member state citizens are applied to citizens of **Iceland, Liechtenstein, Norway and Switzerland. Citizens of these states are considered equal to EU citizens.**

When registering the right to reside in Finland, EU/EEA citizen must provide:

- an arrival document (passport or, for EU citizens, an ID card)
- the application for the right to reside (at the police station or online on www.migri.fi)
- the EEA card application (at the police station)
- a passport-sized photograph
- the letter of acceptance to the university
- a free form explanation about how the student will be able to finance his/her studies in Finland
- €55

The processing time for the EEA card (proof of the right to reside in Finland) is approximately two weeks.

N.B. Citizens of the Nordic countries (Denmark, Iceland, Norway and Sweden) **are not required to have a visa or residence permit to study in Finland, they must, however, register at the local register office** (see page 11).

○ **Citizens of non-EU/EEA countries:**

Students coming from outside the EU/EEA countries must obtain their first residence permit from the Finnish consulate/embassy in their home country before arrival to Finland. If the residence permit is not applied for before arriving to the country, the student's entry into Finland may be denied and he/she must return to his/her home country at his/her own expense. In order to obtain the residence permit, the letter of acceptance from the university and clarification of how the student will finance his/her studies are required. In practice, the student must be able to show that he/she has access to €500/month or €6,000 bank account balance per year. The student must also provide a document showing that he/she has valid health insurance with the residence permit application. Specific instructions about health insurance, in addition to other residency questions, are available in English and Finnish on the Finnish Immigration Service webpages at www.migri.fi. In exceptional cases, if a foreigner who has been in Finland but has not applied for a residence permit, the application must be submitted at the police station, although the Ministry for Foreign Affairs grants the permit. Non-EU/EEA students arriving to Turku usually have their residence permit in check, but it's always worth the tutor to ask his/her student just in case.

The residence permit granted to **non-EU/EEA citizens** for studies is normally a fixed-term (*määräaikainen*) permit. When studies last more than a year, the permit is usually renewed one year at a time. The extension requires that the student is still in his/her university records, that he/she is studying full-time and has completed the studies required by his/her university. The renewal can be denied if the student has not completed a sufficient amount of studies. The application for renewing the residence permit must be submitted at the police station.

REGISTRATION TO THE POPULATION INFORMATION SYSTEM

All new international degree students should register at the local register office (*maistraatti*). Local register office in Turku is located at Aurakatu 8, open Mon-Fri 9.00-16.15.

A registered person will be integrated in the Population Information System and he/she will receive a Finnish personal identity number. Registration proves to be very useful for those students studying in Finland for a long period of time, even with a fixed-term residence permit. The duration of a student's stay in Finland is taken into consideration when the State determines if he/she has a right to Kela benefits. Registration works as proof of residence in Finland.

Together with registration, it will be decided if the person has a **place of domicile** (*kotikunta*, also known as **place of residence**) in Finland. Registering the place of domicile gives the right to certain municipal services. From a student's point of view, the most significant include local health centre services and hospital care. When a residence's permanency is being qualified, Kela also takes the place of domicile into consideration. However, having the right to the place of domicile does not mean that the individual will automatically get the right to social security benefits administrated by Kela.

In order to register with the Population Information System, student must go to the local register office where she/he fills in personal information form and change of address form. The student needs to bring:

- proof of identification
- birth certificate
- residence permit
- marriage certificate (if the student is married)
- children's birth certificates (if the student has children)

All of these papers must be original, legal documents and translated by an official translator (if other than Finnish or Swedish). International students who have registered must always remember to submit a **change of address notification** to the local register office when moving.

When leaving Finland, the registered international student must submit a **notification of migration** (*maastamuuttoilmoitus*) to the register office. The change of address notification to the register office can be submitted by using the form available in post offices and on the web page www.posti.fi/changeaddress. A change of address notification must be made one month before the actual date of moving or within seven days from the date of moving.

4. TYY STUDENT SERVICES

4.1. Student union membership

The Student Union of the University of Turku (TYY) is a community of University of Turku students. All **Bachelor's and Master's degree students** are student union members since membership in a student union is, by law, compulsory for all basic degree students. Student union membership, however, is voluntary for students working on postgraduate studies.

TYY will introduce itself to new international students during orientation in September. Along with The information package given by the university, your student will receive a student union packet containing, e.g. the *TYY Guide for International Students*, information on the student organisation International Students of Turku Universities (ISTU) and a ticket for the Welcome Party. **N.B. If your student, for some reason, does not receive an information packet, please get one at Student Services after the Orientation Course.**

Students join the student union by paying a membership fee. The membership fee for basic degree students is **€89.00** for the whole academic year and **€44.50** for one semester. The membership fee for postgraduate students is **€35.00** for the academic year. The fee must be paid to the TYY account by using a bank transfer slip, which will be provided to the new Master's degree students at the faculty office.

Along with the membership fee, students can make a donation to TYYs development cooperation project in Mexico, which supports the culture and right's to land of the indigenous Wixarika. Students can also support the Threshold Association (*Kynnys Ry*) project, which will improve the study possibilities of student with disabilities in Ethiopia, and also the WWF project aimed at saving the rainforests of Borneo. You can find out about donations in the brochure *A big one* and information on the projects online at <http://org.utu.fi/tyykehy>.

4.2. Student card

TYY uses the new Lyyra card which new students **order online** themselves at www.lyyra.fi. The card can be ordered before paying the TYY membership fee. The student needs a digital photograph for ordering the card. The €15.00 fee for a new student card can be

paid together when placing the order or with a bank transfer slip. The fee for the student card is no longer paid with the TYY membership fee. The processing of the card takes about two to four weeks. When the card is ready for pickup, the student will receive an e-mail or text message (the student can choose how he/she would like to be notified when ordering the card) and will be available at the TYY Office. N.B. The student card is not an official form of identification!

4.3. Student Union benefits for basic degree students

Membership benefits for Bachelor's and Master's degree students are:

- **Counselling services:** The Student Union offers its members specialist help when problems arise. For example, the TYY secretariat is available to help in issues related to students' welfare and living (tyy-soposihteeri@utu.fi) and in study issues and matters in the legal protection of students (tyy-koposihteeri@utu.fi). TYY lawyers are available for legal advice on Tuesdays and Thursdays from 18.00 to 19.00 at the TYY Office. Furthermore, the TYY Secretary for International Affairs (tyy-kvsihteeri@utu.fi) is available to help with, e.g., questions dealing with the special interests of international students.
- **FSHS (Finnish Student Health Service) services.** See section 5.3.
- **Discounts on trains and long-distance buses:** The students get a 50% discount on VR and Matkahuolto. There is a €2.50 discount at hostels of the Hostelling International Finland and a €5.00 discount off when purchasing an Hostelling International card.
- **Subsidised student lunches** for €2.60
- **Free time activities organised by the Erasmus Student Network division of TYY**
- **TYY Library** services
- **TYY Student Loan Fund:** €20–€700 can be loaned out from the loan fund at a 4.5% interest for four to six months. In order to receive money from the loan fund, a personal identity number and two guarantors are required.
- **Turku Student Newspaper** (*Turun ylioppilaslehti*, also known as *Tylkkäri*).
- **TYY sub-organisation** (culture, athletics, non-profit activities...) membership, within the sub-organisations' own rules.

4.4. Student union benefits for postgraduate students

The benefits for postgraduate students are somewhat more restricted than the membership for basic degree students:

- **Counselling services:** The student union offers its members specialist help when problems arise. For example, the TYY secretariat is available to help in issues related to students welfare and living (tyy-soposihteeri@utu.fi) and in study issues and

matters in the legal protection of students (tyy-koposihteeri@utu.fi). TYY lawyers are available for legal advice on Tuesdays and Thursdays from 18.00 to 19.00 at the TYY Office. Furthermore, the TYY Secretary for International Affairs (tyy-kvsihteeri@utu.fi) is available to help with, e.g., questions dealing with the special interests of international students.

- **Subsidised student lunches** at Assarin Ullakko for €4.25
- **TYY Library** services
- **TYY Student Loan Fund:** €20–700 can be loaned out from the loan fund at a 4.5% interest for four to six months. In order to receive money from the loan fund, a personal identity number and two guarantors are required.
- **Turku Student Newspaper** (*Turun ylioppilaslehti*, also known as *Tylkkäri*).
- TYY **sub-organisation** (culture, athletics, non-profit activities...) membership, within the sub-organisations' own rules.

5. ON CAMPUS

5.1. Navigating around the campus area

During the first few days you and your student will go walking all around the campus area. The whole area may seem confusing, especially when there are no directions in English on University Hill. The tutor should prepare a small campus tour for the new student within a few weeks of his/her arrival. University of Turku international students can take courses at other institutions in the city, so it is also important to introduce these buildings to your student. The recommended route is for example:

1. Åbo Akademi University Main Library
2. Gadolinia
3. Fennicum, Language Centre
4. Juslenia and the Juslenia computer classroom
5. Main Library
6. Main Building, Student Services, International Office
7. Natural Sciences Buildings
8. Academic Career Services
9. Fänriken
10. Arken
11. Contemporary History, Political Science, Musicology
12. Educarium, University Sports facilities, Computing Centre, computer classroom
13. Course Library
14. Macchiavelli
15. Publicum
16. FSHS & Tottisalmi

17. Calonia
18. Arcanum
19. Turku School of Economics & Monttu
20. Proffa, S-Osis, TVO
21. Assarin Ullakko
22. Iskeri & the swimming pool
23. ICT building, Mikro, Hammas, Datacity, Biocity, Electrocitiy
24. Sirkkala garrison area
25. TYY Office, Turku Hall, TYY sauna, TYY Library
26. University Sports

5.2. Orientation Course

The University International Office organises an Orientation Course for new international degree students **on the first week of September**. During orientation, the students will receive an abundant information package about living and studying in Turku. It's important that all new international students attend the first week's orientation programme. **You should help your student find the various lecture halls**. There will be plenty of useful information given throughout the week, so you should advise your student to participate in all of the presentations. If, for one reason or another, the new international student will be arriving after the Orientation Course, you should collect all of the material distributed for him/her, which will be available at Student Services.

There will be a Welcome Party, arranged by all the student unions in Turku and their ESN sections, for both international tutors and their students on 9 September at Klubi (Humalistonkatu 8a). The tutors and all new international students will receive a complementary pass to the event. Please remember to tell your student about the event!

The tutors should come with their students, so that they will be able to find their way around a new city.

5.3. Health care for international students

The new international student's position, when it comes to questions concerning health and illness, depends on his/her nationality and student union membership. **Health insurance is compulsory for all students coming from outside of the EU/EEA**. However, the University of Turku recommends that all international students have health insurance regardless of their nationality or student status. Degree students who are staying in Finland for at least two years and have Turku as their place of domicile have the right to municipal health care services. Please make sure that your student remembers to apply for Turku as his/her place or residence at the register office. More information about the place of domicile can be found in section 3.5.

Since a Master's degree student is a student union member, he/she can use the FSHS health,

medical, dental, mental health and web services. After having paid the student union fee, membership rights for autumn semester start at the beginning of August 2009. Those who have paid for the whole academic year have the right to use FSHS services until 31 July 2010. FSHS in Turku is located at the Kirkkotie Health Centre, Kirkkotie 13, and is open Mon–Fri from 8.00 to 16.00. More information is available on www.fshs.fi. For appointments: Health and nursing 046 710 1050, dental care 046 710 1047, mental health 046 710 1045.

A foreign student may have to pay full prices of services if FSHS directs the new international students to follow-up treatment or the student ends up having to resort to municipal or private health care, for example in the evening or on the weekend. This may be the case if the student is not an EU or EEA citizen or a citizen of a country with which Finland has a social security agreement. An international student from an EU state can get a European Health Insurance Card in his/her home country which authorises his/her rights to municipal health care.

In case of emergency illness, students can turn to the Turku Main Health Centre, Kunnallissairaalan tie 20, tel. 100 23 or (02) 251 1008, (02) 231 4543. (when using a mobile phone), outside of FSHS office hours. The phone numbers are automated with an answering service, where after leaving a message and phone number, a nurse will call back. The Finnish answering service may be difficult for an international student who needs immediate care, so you should advise your student to get someone who speaks Finnish to help with the call or go directly there. If the student has private health insurance, he/she can also consult a private health clinic. For example, Mehiläinen (Kauppiaskatu 8, tel. (02) 41400, www.mehilainen.fi) offers on-call doctors who speak English 24 hours a day.

In case of emergency dental problems outside of FSHS office hours, students can turn to a private, on-call dentist (tel. 0400 69100). FSHS, however, does not compensate these costs.

FSHS offers mental health care services to foreign students in English. Appointments: Mon – Fri from 9.00 to 11.00, tel. 046 710 1045.

If the appointment needs to be cancelled, it **must be cancelled as soon as possible**. In FSHS, the cancellation is done by calling the automated answering service: health care and medical treatment 046 710 1051, dental care 046 710 1048 and mental health care 046 710 1046. There are also instructions on the FSHS website at www.fshs.fi. The penalty for not cancelling an appointment is €15.00 in addition to the cost of the visit. This fine will also be charged for free-of-charge visits.

5.4. Computing Centre

New international degree students get their user ID the same way as all other degree students at the University of Turku

Until getting a user ID, the student cannot use the computers at the university. However, he/she can use the internet at, for example, CyberCafé (Hämeenkatu 12, open Mon–Fri 9.00-21.00, Sat and Sun 10.00-21.00) to check e-mail in the meantime. There are also computers with internet access, which do not require a user ID, at Turku City Library. The computers can also be reserved for a longer period of time with a library card. Anyone with a Finnish address may receive a library card.

There is a computer lab on the third floor of Educarium for all students. There are forty computers in the lab and it is open 24 hours every day. A magnetic key is required to enter and it is available at the Computing Centre Help Desk (Educarium 4th fl. from 8.00 to 16.00). The key costs **€15.00** and €10.00 will be refunded upon its return. The student must bring ID along in order to receive a key. The key is personal property of the owner, and may not be given to anyone else!

The computer rooms on Educarium 4th floor can also be used during the day, so long as classes are not being interrupted. In addition to the computer labs in Educarium, **public computers** maintained by the Computing Centre can be found in the lobbies of e.g. Juslenia, Calonia and Publicum. If the student is enrolled in the Faculty of Humanities, he/she can get an entry code to the computer lab at Juslenia. The code is available at the Computing Centre Help Desk (Educarium 4th fl. from 8.00 to 16.00). The student must bring ID along in order to receive the code.

Information about and instructions on applying for the internet connection used in the apartments of Student Village Foundation of Turku, the Student Village Network, can be found at www.yok.utu.fi.

You should remind your student about the following:

- The computer labs and classrooms are used for studies! Let everyone work in peace and quiet and go outside if you have to speak to a friend or be on the phone.
- The University of Turku computer labs and classrooms are for University of Turku students only!
- You shouldn't use the computer room's printer to print out multiple copies of your work. The university has copy machines for this purpose.
- Your personal password must be changed every three months.

5.5. E-mail

The student gets a university (utu.fi) e-mail address with registration, but he/she is not obligated to take it. However, the utu.fi address is required if the student wishes to request an English or Finnish e-mail transcript. It's absolutely useful to join e-mail lists which will keep the student up-to-date on news and events in regards to the university and the student union. The most important mailing lists for international degree students are **istu@lists.utu.fi**,

through which the sub-organisation ISTU informs students of its activities, and **tyy-degreestudents@lists.utu.fi**, which is the official University of Turku and TYY mailing list. International degree students can also subscribe to **tyy-esn@utu.fi**, to which the ESN division of TYY sends information on its activities and events. Remind your student to subscribe to these lists as quickly as possible. More specific information about joining these e-mail lists can be found in the *TYY Guide for International Students*, the university webpages and the TYY webpages (ESN's own webpage is www.esntyy.eu).

The organisation of international degree students Tsemppi, which operates under the Student Union of the University of Helsinki, has information on its website **www.tsemppi.com** which can also be useful to international degree students in Turku.

5.6. Libraries

The University of Turku Course Book Library is a very important library for all students. You should teach your student how to use **Volter**, especially in using the database in English and how to use the search engine. Your student can attend courses which are arranged in the autumn that show how to use library. The university has many library branches, each of which having their own lending practices and sanction of fines. Explain to your student the differences between the Course Book Library, the University of Turku Main Library, the seminar libraries and the TYY Library. It would also be useful to show him/her the Åbo Akademi University and Turku School of Economics libraries as well as the Turku City Library.

5.7. Language courses and Language Circles

The University of Turku Language Centre organises language studies for both Finnish and international students. Finnish courses can be found in the Language Centre study guide and webpages at <http://kielikeskus.utu.fi>. There are also Finnish courses at Turun iltalukio, Turun suomenkielinen työväenopisto, International Meeting Point, the Summer University of Turku and the Centre for Continuing Education at Åbo Akademi University.

The language courses other than Finnish for Foreigners are usually in Finnish, so international students may only be able to participate in the levels where the language of instruction is the language being taught.

The Language Centre organises language circle meetings where all University of Turku students may join. The groups get together once a week at Juslenia or outside the university. On their own terms, language circle groups offer the opportunity to get to know international students, their language and their culture as well as the opportunity to enhance international students' knowledge about Finland. Every semester there have been groups made for approximately 15 different languages. More information about language circles: Amanuensis Ms Katja Arola, Horttokuja 2, tel. 333 5419, katja.arola@utu.fi.

You should advise your student to take Finnish language courses even though they are not compulsory. Finnish will be of use to students not only at the university, but also the job market and in society. Learning Swedish is also important if the student intends on staying in Finland to work.

5.8. Career Services and working in Finland

Turku Academic Career Services (Henrikinkatu 1 b, open from Mon to Fri, from 9.00 to 16.00) supports and promotes international students in getting placed in working life. There are also international services at the local employment office (Linnankatu 52 B, 3rd fl., tel. 010 19 4384) that can assist international students in job seeking. Employment in Turku is not at its best and getting a job can be difficult, especially if the student does not speak Finnish. International students cannot count on financing their studies alone by working in Turku. It's particularly important for degree students to get work experience during their studies, because it will help them get placed in Finnish working life. So, you should familiarize your student with the Academic Career Services.

EU/EEA citizens do not need a work permit, because they have the right to full-time work in addition to their studies.

Non-EU/EEA citizens have the right to work a maximum of 25 hours per week without a work permit during their studies and full-time during holidays (15 December – 15 January and 1 May – 30 September). A work permit is also not required if an internship or training is a part of the study programme. Wages earned from doing part-time work during the academic year can, according to consideration of the authorities, reduce the total amount required of the student for the clarification of his/her livelihood. However, guarantee of a job or even proof of a signed work contract will not do this when applying for the first residence permit.

Many international students may ask about on-campus student jobs, for example in a university cafeteria, which is quite normal in other countries. You need to explain to your student that this type of work is not available in Finland.

5.9. University Sports

The services of University Sports are available to international students. University Sports covers both indoor and outdoor sports activities. The main part of these activities takes place at the sports facilities of Educarium, Sport Henrik, the old garrison field and Iskeri Sports Hall along with the student houses. There are also classes available in the spaces of some of the City of Turku schools as well as private fitness centres. Information on sports and athletics offered by University Sports is available in the *Turku University Sports* booklet which will be distributed during orientation.

The sports fee must be paid to *University Sports (yliopistoliikunta)*, under NORDEA account number 166 030 – 115 199 with the message (*viesti*) *sports fee (liikuntamaksu)*.

Those who have paid the sports fee will get a sticker for their student card. The sticker can be redeemed with proof of payment at Student Services (Main Building, ground floor), the University Sports Office (Rehtorinpellonkatu 4b) or from the evening controller at Educarium.

N.B. The sports fee does not include insurance coverage. The student must make sure that his/her own insurance for accidents is up-to-date.

6. STUDENT LIFE IN TURKU

6.1. The student in public transportation

If the new student wants to get a student bus card, you should go along with him/her to the Local Transport Service Office (Eerikinkatu 10, Forum). The office is open Mon–Fri 9.00–17.00 and Sat 9.00–14.30. **Student-priced bus cards are not available for postgraduate students.** Have your student bring along the Lyyra card and the form for a student bus card, which is available at Student Services. The university stamp is requested to be on the bus card form. The form can be stamped as soon as the TYY membership fee has been updated in the study register (two to three business days). The most reasonably priced alternative is the 30-day seasonal card (*kausikortti*) for students at €28.00 (in April 2009).

Bachelor's and Master's degree students of Finnish citizenship who are over 30 years old are ineligible to receive student discount on buses, unless they receive state financial aid for students. However, international students who are over 30 and are studying in Finland for a minimum of nine months, may get a student bus card providing they show proof of residence in Turku in addition to TYY membership. If the student will be staying at TYS apartment, the stamped student bus card application will be sufficient.

There are a few basic things to remember to explain about the bus system in Turku: passengers must hail the bus to come to the bus stop and go through the door at the front of the bus, the bus ticket must be saved during the ride, passengers exit out the door in the middle or back of the bus. The buses run the same time on Sundays and holidays which is indicated by the word *pyhäpäivä* ('holiday') on the timetables (the word *sunnuntai*, 'Sunday', is not printed on timetables). For a few euros, timetables can be bought at the transportation office. In addition to on the buses and the Local Transport Service Office, bus cards can be reloaded at the service desks of departure stores Stockmann and Sokos Wiklund.

6.2. TYY international activities

The international sector is one of TYYs most active areas. International tutors are welcome to join TYY international activities, e.g. through ISTU, ESN or TYY Committees. In addition to the Secretary for International Affairs and the international representative on the Executive Board, the following committees and sub-organisations are included in the international sector of TYY:

TYY COMMITTEE ON INTERNATIONAL AFFAIRS

Amongst seven committees at TYY, which are open to students, is the TYY Committee on International Affairs. The committee, which was established in the beginning of 2008, organises events included in the line of activities of the TYY international sector and provides information about them.

The committee aims at promoting contact between local and international students, encouraging students to go on exchange and developing the position of English information. It focuses on the value of internationalisation, local internationalisation, tolerance and multiculturalism on campus. The committee is also active in questions concerning promoting international special interests.

Meetings are arranged every two to three weeks and everyone is welcome. Students may also participate in other events as well. The best way to participate is by going to a meeting, but students should also join the mailing list, shared with the TYY Committee on Development Cooperation, on <https://lists.utu.fi/mailman/listinfo/maailmaninfo>.

INTERNATIONAL STUDENTS OF TURKU UNIVERSITIES (ISTU)

ISTU is a TYY sub-organisation of international degree students. In addition to organising free time activities, ISTU is a special interest group of international degree students. The student organisation has its own e-mail list which your student can join by visiting <https://lists.utu.fi/mailman/listinfo/istu>. Find out more about ISTU by sending an e-mail to the ISTU Board at istu-board@lists.utu.fi. You should absolutely tell your student about ISTU, because through this organisation, your student can get to know other international degree students.

ERASMUS STUDENT NETWORK (ESN)

ESN is a non-profit organisation run by internationally-minded members of TYY. Although ESN arranges free time activities for exchange students, their goal is to promote contact and socialisation between the local and international students in Turku and to have fun.

ESN will be organising, e.g., the Welcome Party at Klubi on 9 September for all international students in Turku and their tutors.

If your student would like, he/she can join the ESN e-mail list so that he/she can find out about its various activities. This can be done before coming to Finland by visiting <https://lists.utu.fi/mailman/listinfo/tyy-esn>.

If you yourself are interested in the activities of ESN and would like to find out more about the organisation, you can join the ESN active students' list at <https://lists.utu.fi/mailman/listinfo/tyy-esnaktiivit>.

TYY COMMITTEE ON DEVELOPMENT COOPERATION

The TYY Committee on Development Cooperation organises multifaceted activities for all those interested in development. The committee also organises events in English. More information about these events is available via an e-mail list and on the TYY webpages. For more information about the committee and TYY development cooperation please email the TYY Secretary for International Affairs at tyy-kvsihteeri@utu.fi.

6.3. TYY sub-organisations

Every year a list in English of TYY sub-organisations is put together for international students. However, there is often a high threshold when joining an unfamiliar organisation.

Bring your student along to a student organisation!!!

If your student is studying an area different from yours, you should introduce him/her to a student organisation in his/her field. Even though you yourself may not work in the organisation, they play a core part in Finnish student culture. Many students want to get to know Finnish students and in light of integration, it's very important, for international degree students in particular, to make connections with local students.

Many international students want to get their own overalls (*haalari*), which won't be a problem in the autumn as long as you send your student in time to speak with his/her student organisation. In spring, however, smaller organisations won't have any left. Larger clubs may have a few left and, if an international student doesn't mind wearing the "wrong colour", the student can get in touch with them.

The student organisations especially geared towards international students are, for example, ISTU, AEGEE, ISHA and ELSA. There are also sub-organisations that are associated with TYY music, such as choirs and bands which will gladly accept foreign support in their rows.

Student parties can also be found in places other than bars in the city centre. You should tell your student about student happenings such as the River Aura Rowing Competition (*Aurasoudut*), freshman showers (*kastajaisbileet*), pre-Christmas parties (*pikkujoulut*),

Shrove Tuesday sledging (*Jaskiainen*), Vappu and the Academic degree of the Skipper of the River (Aurajokilaivuritutkinto).

7. MISCELLANEOUS

...or things that you should make your student be aware of when appropriate

- The concept of time: one o'clock truly means one o'clock. It's courteous to let someone know if you'll be late. It's also a good idea to explain the concept of 15 minutes in academic time. Registration or application sent after a set deadline is never taken into consideration!
- Cheating and plagiarism are unacceptable and those caught will be penalised.
- There are newspapers and magazines at Turku City Library in over 30 languages and also the library's virtual journal database has numerous foreign magazines.
- You can get to any place you want by bike. Inexpensive used bikes are sold at police auctions or the flea markets Emmaus and Ekotori. Riding your bike on pavements that are not designated for cyclists is prohibited and there must be a light on the bike when it's dark or else risk getting a ticket. Every cyclist must legally wear a bicycle helmet.
- You should also wear a reflector when it's dark.
- Low-priced fruits and vegetables are sold at the Market Square (*kauppatori*), especially 30 minutes before closing time.
- There is a wide array of flea markets and thrift stores in Turku where you can find everything from clothes to furniture. There are handy lists, for example, in the *Survival Guide* and the *Student's Handbook to the Environment*.
- Prepaid connections are a great solution when it comes to phones. They are a bit more expensive than other alternatives, but foreigners who have fixed-term or temporary residence permit in Finland are sometimes required to pay high service charges for "normal" mobile phone connections. A prepaid connection can still receive phone calls even if the talk time has run out. If the SIM card is not loaded after six months, the number will expire. Used phones are usually quite inexpensive, however their batteries usually do not last very long. If the new international student wants to get a "normal" mobile phone connection, we do not recommend the international tutor to be the guarantor of the contract!
- It's customary in Finland to remove your shoes and leave them in the hallway.
- Smoking in Finland: Smoking in public buildings is by law now prohibited in Finland. People obey the smoking law even if it means shivering on a balcony in -20° weather.
- Follow the "bring your own bottle" (BYOB) policy when going to someone's house party.
- The TV licence and licence inspector: You can get a TV licence at www.tv-maksu.fi. A television however is no good without a digital receiver (*digiboksi*).

- Tap water is perfectly drinkable in Finland.
- Tell your student about recycling! Recycling household waste in Finland may be quite a new experience to many new international students. In the Student Village, where many international students live, the largest type of waste is not, for example, always meant for mixed but burnable trash. There usually is no English on trash receptacles that tells you what goes where. If the student does not know about recycling in Finland, he/she might throw trash in the wrong place the whole time he/she is in the country!
- The University Book Store (Kerttulinkatu 1), among other places, sells items with the University of Turku logo. University of Turku t-shirts, mugs etc. are popular items for mementos or gifts.
- The freedom to roam and nature trail possibilities of Turku, e.g., in Kuhankuono.

8. WRAP-UP

The tutor's job is to be a new international student's first university student contact, friend and guide. The international tutor aims at helping and advising when needed, but remember that your student is an adult – use your common sense and instincts when giving straightforward advice and subtle suggestions.

As a tutor, you may be the only link to university students. So, we hope that you will stay in touch with your student even after the primary tutoring. Take your student to student happenings and other free time events: the larger the group of people the student knows, the better he/she will prosper.

Amidst all of the responsibility and obligation, you should also keep in mind that the tutor also gets to enjoy the time spent in volunteer work. So don't be nervous and don't stress out about the job. A relaxed approach and common sense will help out in difficult situations. The new student is in the end responsible for his/her own studies, health and free time. Neither you, the University of Turku nor TYY is responsible for the new student's happiness in Finland. Remember, however, that as an international tutor, you work as a representative of the University of Turku and you are committed to your assignment, even when the personal chemistry between the tutor and the student doesn't always work out.

You can turn to, for example, the TYY international sector for assistance with problems. The international persons at TYY are students who have been, at one time, international students themselves. Don't hesitate to turn to them if needed! You can contact the TYY international Executive Board member at tyy-kv@utu.fi and the Secretary for International Affairs at tyy-kvsihteeri@utu.fi. You can also contact the TYY International Select Committee.

Student Services is open weekdays from 10.00 to 14.00 and ready to help you with questions about, e.g., registration, the study register and transcripts. If your student will be moving, remind him/her to change his/her address either through NettiOpsu or at Student Services. Orientation course for international degree students is arranged by the Students Services (Study Administration Planning Officer Ms Marja Lehto, tel. 333 6397, marja.lehto@utu.fi).

The international tutor e-mail list is available for tutors of new international degree students: kv-maisterituutorit@lists.utu.fi. You can send messages and ask for other tutors' opinions or help with transportation as well as share useful tips.

In academic matters, the staff of the new student's department or faculty Student Adviser or Head of Academic and Study Affairs will be the best help. Your job is not to be a study adviser.

Faculty International Officers:

Humanities kv-hum@utu.fi, tel. 333 6090

Mathematics intsci@utu.fi, tel. 333 5662

Medicine intmedi@utu.fi, tel. 333 8405

Law tls@utu.fi, tel. 333 6307

Social Sciences intsoc@utu.fi, tel. 333 5363

Education education@utu.fi, tel. 333 8846

Master's degree programme coordinators:

Master's Degree Programme in Baltic Sea Region Studies

Coordinator Ms Tarja Hyppönen, baltic@utu.fi, tel. 333 6671

Master's Degree Programme in European Heritage, Digital Media and Information Society

Coordinator Mr Kimi Kärki, euromachs@utu.fi, tel. 333 6261

**Master's Degree Programme in Finnish and Other Finno-Ugric Languages
(*Suomen ja sen sukukielten maisteriohjelman*)**

Profesor Kirsti Siitonen, kirsti.siitonen@utu.fi, tel. 333 5284

Master's Degree Programme in Bioinformatics

Coordinator Ms Eija Nordlund, bioinformatics@utu.fi, tel. 333 8657

Master's Degree Programme in Environmental Sciences

Coordinator Mr Thomas Lilley, envsci@utu.fi, tel. 333 5787

Master's Degree Programme in Physical Sciences, Astronomy Track

Coordinator Mr Christopher Flynn, astronomymasters@utu.fi, tel. 333 8206

Master's Degree Programme in Information Technology

Coordinator Ms Heli Vilhonen, mastersprogram@it.utu.fi, tel. 6492

Master's Degree Programme in Institutions and Social Mechanisms

Coordinator Ms Hanna Erola, iasm@utu.fi, tel. 333 5713

Master's Degree Programme in Asian Studies

Professor Mr Lauri Paltemaa, lauri.paltemaa@utu.fi tel. 333 5433

Master's degree programme in Learning, Learning Environments and Educational Systems

Coordinator Ms Henriikka Salminen, education@utu.fi, tel. 333 8846

For apartment issues, contact the TYS housing office, tel. (02) 275 0200 (switchboard) fax (02) 237 6932, info@tys.fi. The housing office is open Mon–Wed 9.00–15.45, Thu 9.00–17.45 and Fri 9.00–14.45. In June, July and August: Mon–Wed, Fri 9.00–14.45, Thu 9.00–17.45.

Information about studying and life in Finland can be found on the following websites:

Information about living and studying in Turku www.wikicompass.fi/turku

The common webpage of Finnish public administration www.suomi.fi/english

Discover Finland, information about studies in Finland <http://finland.cimo.fi>

Finland package from the Ministry of Foreign Affairs <http://virtual.finland.fi>

Finnish Immigration Service www.migri.fi

Social Security Institution of Finland www.kela.fi

Ministry of Education www.minedu.fi

Finnish National Board of Education www.oph.fi

The webpages of the Finnish Tourist Board www.visitfinland.com

Statistics Finland www.stat.fi/index_en.html

National Union of Finnish University Students www.syl.fi

Checklist – what to do and in which order

- ❑ Contact your student
- ❑ Find out when and where your student will be arriving
- ❑ Pick up the key and check the apartment beforehand (furnished apartments should have a mattress and table lamp, make sure that there's toilet paper in the bathroom)
- ❑ Go meet your student
- ❑ Help your student with signing the lease and filling in the online *Apartment Form*
- ❑ Help your student to order the student card – at **www.lyyra.fi**, the card can be ordered before paying the TYY membership fee and will be sent as soon as the fee has been paid
- ❑ Open a bank account with your student – have your student bring his/her passport and certificate of registration along! Show your student how to use Finnish-language ATMs and help paying the TYY membership fee so your student can register with the university.
- ❑ Introduce the campus area – Computing Centre, computer classrooms and labs, libraries etc.
- ❑ Show your student the nearest, cheapest, most practical etc. places for shopping (e.g. grocery stores, department stores, flea markets)
- ❑ Explain how public transport is used
- ❑ Go to the post office to register your student's address
- ❑ Remind your tutor to get a residence permit in time
- ❑ Visit the register office (*maistraatti*)
- ❑ Advise and guide your student in general matters about student life – computer etiquette, student cafeterias, University Sports, student organisations and TYY sub-organisations, parties, etc.
- ❑ Go to the Welcome Party at Klubi on 9 September, ISTU and ESN events with your student