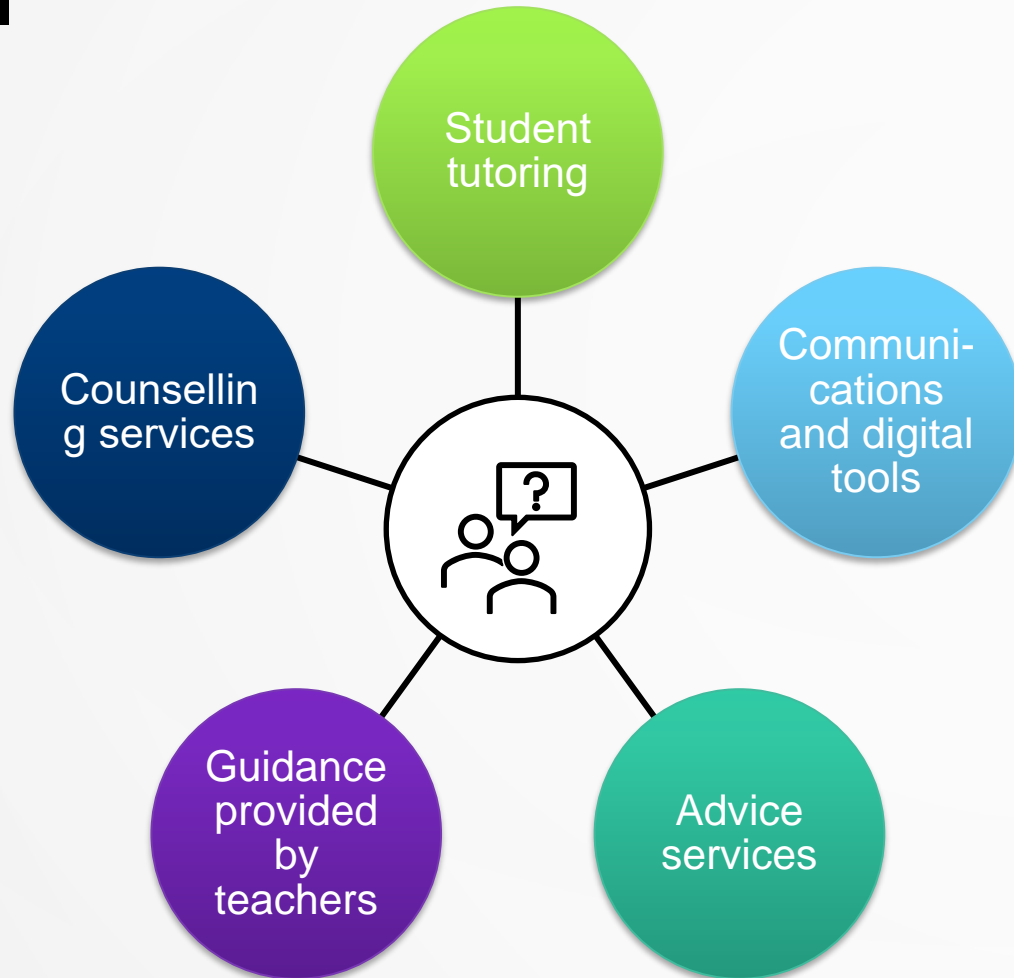




STUDENT SUPPORT AND STUDYING AT THE UNIVERSITY



SUPPORT FOR STUDENTS AT THE UNIVERSITY



Support for various needs is available in many forms:

- Instructions and material
- Email, phone service and chat
- Service points
- Events, workshops and info sessions
- Group support
- Individual support



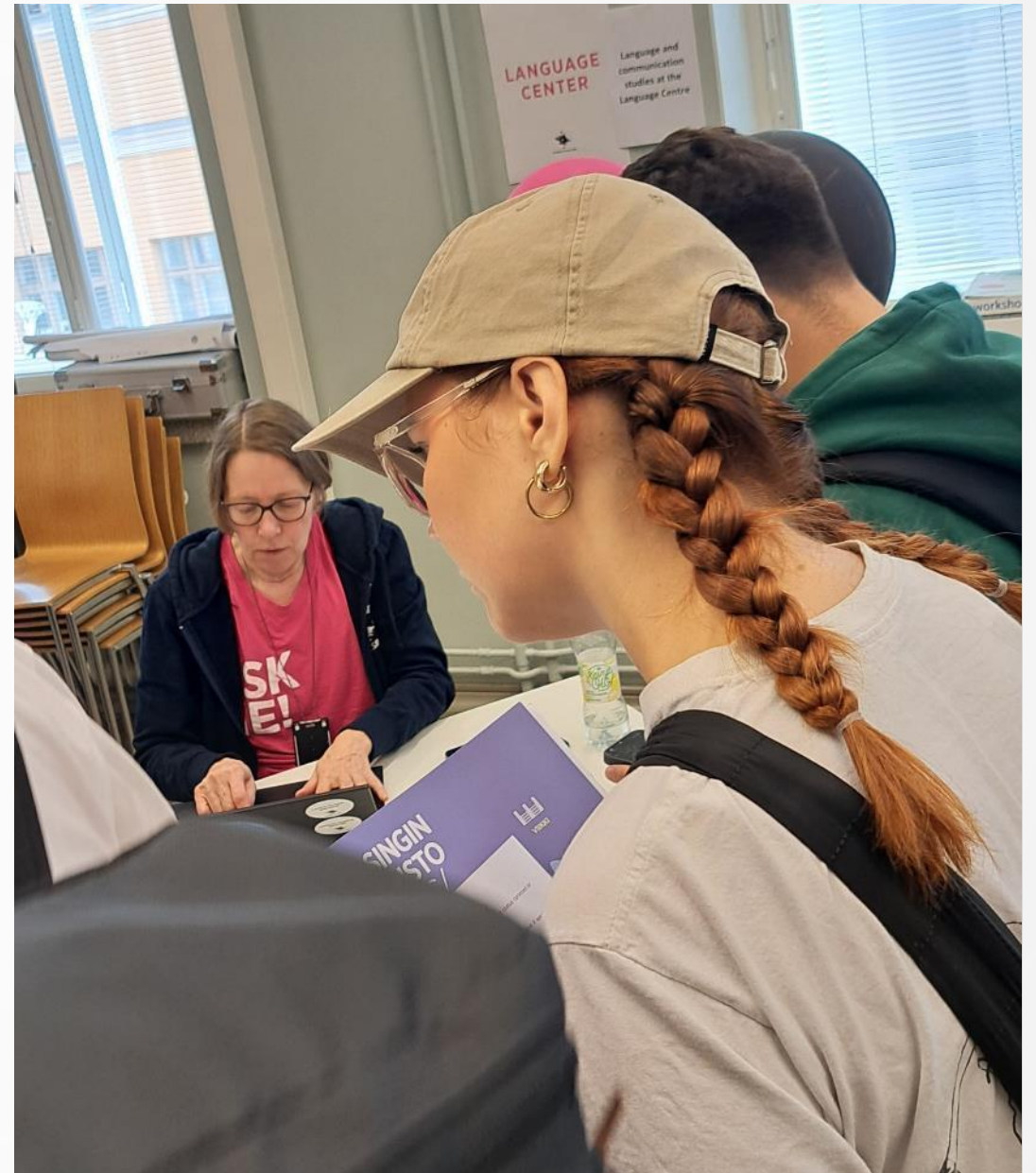
STUDENT ADVICE

Kaisa House Student Advice studentinfo@helsinki.fi



HOW TO FIND ADVICE

- There are student advice service points on all campuses.
- Service points providing general student advice serve all University students.
- In addition, all faculties have their own service points providing advice on degrees and studies at your home faculty.





GENERAL STUDENT ADVICE

Kaisa House Student Services

- The largest general student advice service point
- Email: studentinfo@helsinki.fi
- Ask us about these:
 - General study matter
 - Student benefits
 - Paper certificates of study, transcripts and filling of forms
 - General Sisu advice
 - Language and communication studies in the degree
 - Open university studies (e.g., free summer studies)

Other service points providing general student advice:

- Meilahti Student Services
- Viikki Student Services
- Kumpula Student Services
- Ask us about these:
 - General study matter
 - Student benefits
 - Paper certificates of study, transcripts and filling of forms
 - General Sisu advice



FACULTY-SPECIFIC ADVICE

- The service point of your home faculty provides advice related to your degree and the content of studies.
- Check out your own service point on the right!
- Ask your home faculty's student advice, for example, about the following:
 - Content of studies
 - Structure of your degree programme
 - Substitution of studies and credit transfer
 - Graduation

Kruununuhaka Student Services:

- Faculty of Social Sciences, Swedish School of Social Science

Kumpula Student Services:

- Faculty of Science

Meilahti Student Services:

- Faculty of Medicine

Metsätalo Student Services:

- Faculty of Arts, Faculty of Theology

Porthania Student Services:

- Faculty of Law

Siltavuori Student Services:

- Faculty of Educational Sciences

Viikki Student Services:

- Faculty of Biological and Environmental Sciences, Faculty of Veterinary Medicine, Faculty of Pharmacy, Faculty of Agriculture and Forestry



HOW TO CONTACT US



Top tip:

Questions about your credentials, email or other IT-related issues? Contact the University's IT Helpdesk directly!

Email:

- The email addresses of service points are available in Studies Service.
- If you don't know who to contact, studentinfo@helsinki.fi is always a good place to start.
- Send the message from your University email address – this will make serving you easier and faster.

Visiting without an appointment:

- You can visit the service points at Kaisa House, Meilahti and Viikki without an appointment.
- Service points are open only on certain days, so check the opening hours in advance in the Studies Service.

Remote advice without an appointment:

- Some of the service points have a phone or Zoom service for general inquiries without an appointment.
- Check the opening hours and contact information in the Studies Service.

Advice with an appointment:

- If your issue is more complex to deal with, book an appointment at the service point of your home faculty.
- When making an appointment, share the nature of your issue – this will allow us to prepare for your arrival and process the issue faster.
- Instructions for booking an appointment are available in the Studies Service.

Instructions and chat:

- You will find answers to many questions about studies in the instructions in the Studies Service – before contacting student advice, please check if you can find the answer there.
- The Studies Service also features a 24/7 customer service bot Hubotti, who can help you with simple questions about studies.
- Hubotti can be found on the same page as the student advice contact details.



INTERNATIONAL STUDENT ADVICE (ISA)

- operated by Student Advisors who are all international students themselves
- Help international degree students with the following topics:
 - Scholarships and tuition payments
 - Advice on residence permits
 - General student advice
 - Healthcare
 - Housing
 - International student life
 - Any questions you might have when you don't know who to ask
- Email: international-studentinfo@helsinki.fi
- In person: Kaisa-House Service desk (Fabianinkatu 30)
 - Mondays at 13-16
 - Tuesdays at 13-16
 - Thursdays at 12-15
- More information on our webpage:
 - [International Student Advice](#)



CONTACT DETAILS

The contact details of all service points are available in the Studies Service:



<https://studies.helsinki.fi/instructions/article/student-advice>

We're looking forward to helping you! ❤️



GUIDANCE PROVIDED BY TEACHERS



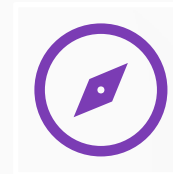
You will be assigned a teacher providing guidance or a group of teachers responsible for guidance associated with the personal study plan (PSP).



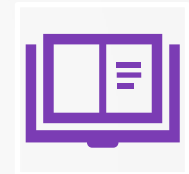
The goal of guidance is to support the progress of your studies and the development of your expertise in your field.



Guidance can be organised as individual or group meetings or as part of certain courses.



Studies Service provides information on the guidance practices of your degree programme and your teacher providing guidance:
[Study planning and PSP guidance](#)



Later on in your studies, you will receive guidance from your thesis supervisor, among others.



WHEN YOU NEED ADDITIONAL SUPPORT FOR YOUR STUDIES (STUDIES SERVICE)

- The [Support for studies](#) page has study psychologists' tips for various situations where your studies stall.
- [Groups and courses to support your ability to study and career planning](#)
- The [Mental wellbeing](#) page brings together various parties providing support for student wellbeing.
- The [Wellbeing events](#) page has information on events, clinics and discussion sessions open to all.
- The [Career Services](#) page provides you with help in matters related to your future, recognition of skills and traineeships.





HELSINGIN YLIOPISTO
HELSINGFORS UNIVERSITET
UNIVERSITY OF HELSINKI



WHAT IS IT LIKE TO STUDY AT THE UNIVERSITY?

- What expectations do you have for the first academic year?
- Choose 1–3 alternatives (Zoom poll) that best describe your thoughts at the moment.



ACADEMIC FREEDOM

- Freedom and responsibility to complete studies at your own pace without anyone monitoring the progress of your studies.
- Students are responsible for the progress of their studies – however, support is available.
- Freedom to choose and affect the content of the degree.
- Freedom and responsibility require self-management skills.



Photo: Unsplash.com



SELF-MANAGEMENT

- At the University, studies are not as tightly scheduled as at the upper secondary level, so it is important to plan when you will study.
 - When will I be attending lectures?
 - When will I familiarise myself with the learning outcomes and material of the course?
 - When will I write essays or complete calculation exercises or other independent assignments?
 - When will I work on group assignments or study for examinations?



Photo: Unsplash.com



SELF-MANAGEMENT

- It is important to take care of your wellbeing.
 - What things energise you and help you to recover?
- We are often very demanding towards ourselves when managing our duties.
 - Remember to be kind to yourself.
 - Understand that the circumstances of life vary and that unexpected things can happen.
 - Talk to yourself as you would to a friend.



Photo: Unsplash.com



YOU DON'T NEED TO KNOW EVERYTHING RIGHT AWAY

- You will receive a lot of new information at the start of your studies and things may seem challenging.
- Remember that you and your skills are enough! The point of university studies is to learn new things, not to know everything already.
- At the start of studies, the vocabulary and academic jargon may also be new to you.
 - Explore the [vocabulary for new students](#)
- As you begin and continue in your studies, it's important to accept that you aren't expected to remember everything.
 - It's more important to learn how to seek knowledge.
 - Over time you'll be able to combine knowledge and perceive the most relevant information from extensive entities.

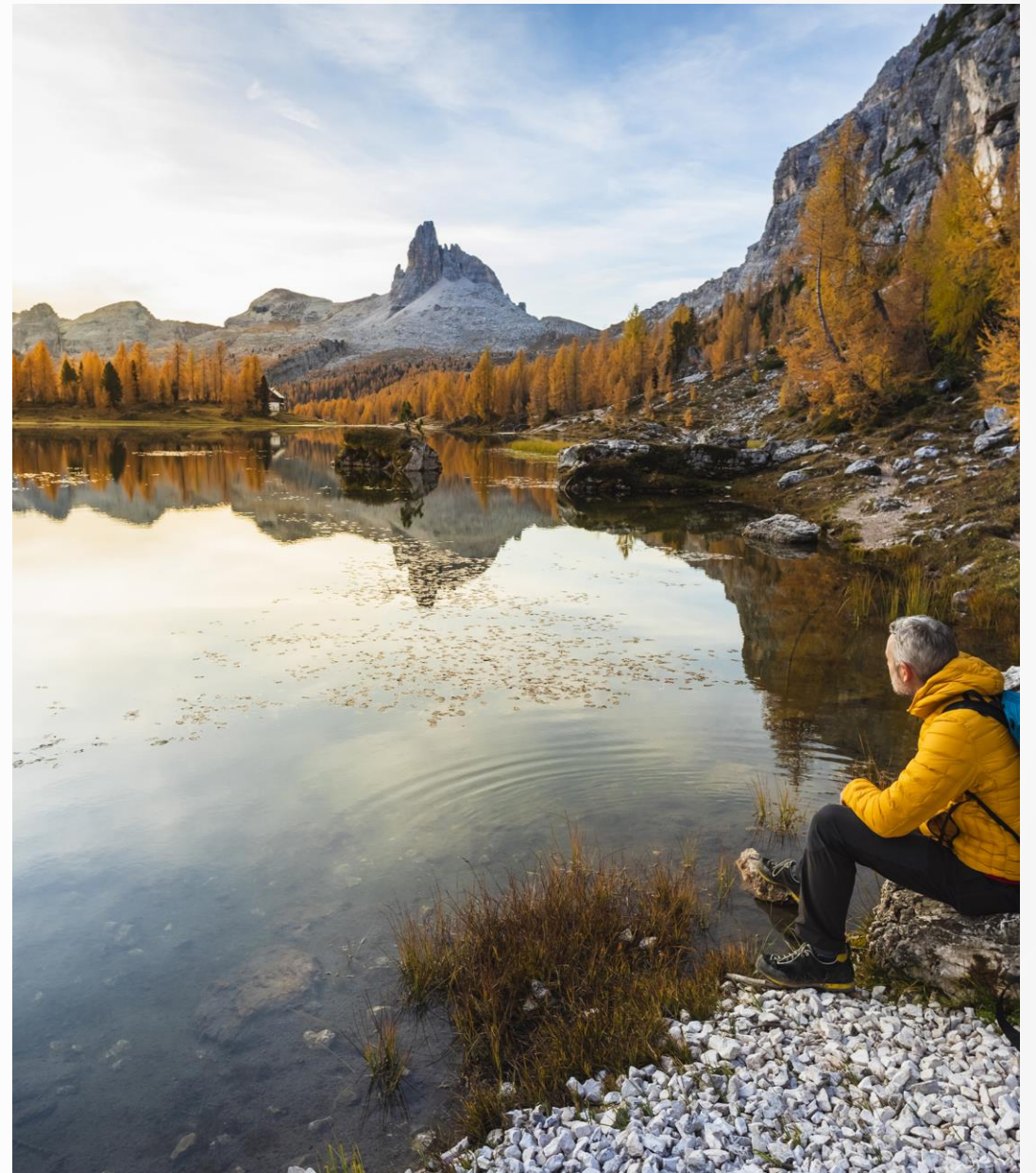
The curriculum presents the degree structure as well as the details of the degree programme, study modules and courses. Annual teaching programmes outline how courses are implemented.





TAKE A MOMENT TO REFLECT

How can you support your mental wellbeing at the start of your studies?





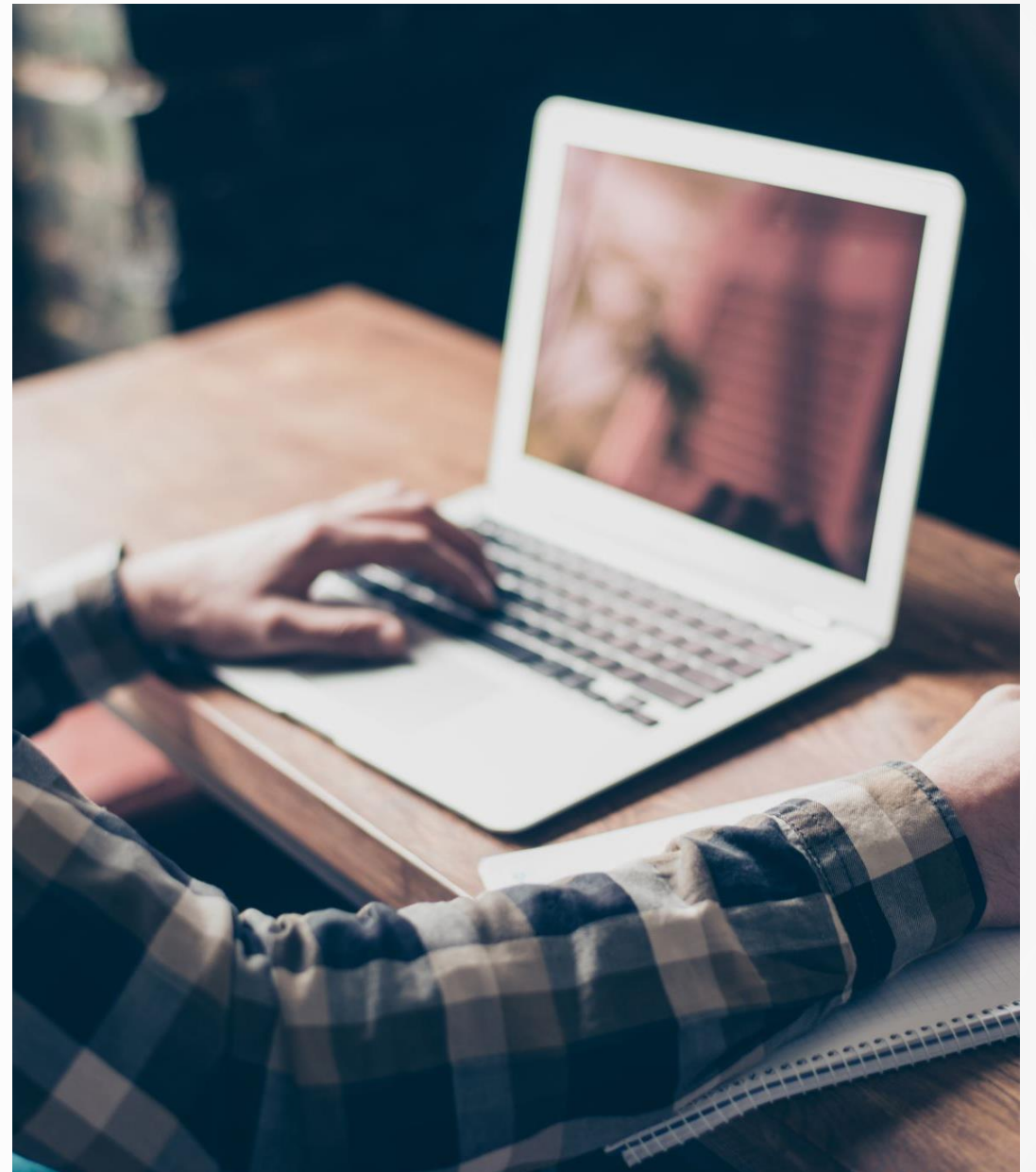
INDIVIDUAL ARRANGEMENTS

- Individual arrangements denote individual support for learning that promotes equality in learning.
- Students may be entitled to individual arrangements if they have, for example, a physical or sensory disability, a physical or psychiatric disorder or impairment, a reading or writing difficulty, or another cognitive difficulty.
- Individual arrangements do not compromise on the outcomes of the degree or course. Learning will be assessed according to the same universal criteria.



WHAT CAN INDIVIDUAL ARRANGEMENTS BE?

- Examples of arrangements:
 - Additional time to complete an examination
 - Permission to use a computer in examinations
 - A quiet or separate examination room
 - Additional time to submit assignments
- [The library can help with, e.g., ordering audiobooks.](#)





WHAT KIND OF A CERTIFICATE DO I NEED?


- Individual arrangements are based on an identified need.
- Often a statement by a healthcare professional on the identified need is required.
- Further information: [Individual arrangements support studies | Instructions for Students](#)





HOW CAN I GET INDIVIDUAL ARRANGEMENTS?

- [Book immediately an appointment with the accessibility contact person](#) or, if your faculty does not use appointment booking, contact specialneeds@helsinki.fi.
 - An accessibility contact person will support you in obtaining individual arrangements.
 - NB! Individual arrangements made for entrance examinations are no longer valid at the beginning of studies.
- Agree on the arrangements well in advance!
 - Notify the course teacher of the need for arrangements, so that they will have the opportunity to make them and accommodate for your situation in their teaching



So, what are you going to be when you grow up?!

Is today the day I need to know?







**CAREER IS A JOURNEY THROUGH LIFE,
WORK AND EDUCATION.**
– Tristram Hooley



SINCE CAREER IS A JOURNEY THROUGH LIFE, WORK AND EDUCATION...

- In your studies, you will learn not only knowledge in your scientific field, but also so-called generic academic skills.
- During your studies, you will also gain a lot more, such as social, cultural, and psychological capital.
- Not everything needs to be carefully planned in advance – try out different things!
- Take advantage of the university's interdisciplinarity and diversity.
- What you experience and learn during your studies is part of your career – not just the degree you complete.





INSTEAD OF THINKING WHAT YOUR GOING BE AFTER YOUR STUDIES OR WHEN YOU GROW UP...

- **Where am I now? What do I already know, what do I already have? Who am I?**
- **What do I want to learn and do next? How? With whom?**
- **What is meaningful to me?**
- **Where and how can I best influence the things I find important?**
- **How can I make the world a better place for myself, for others, and for my environment – within planetary boundaries, also for other species and future generations?**

Key questions in career planning.

Ponder these before you start to look for work.

Require active thinking.

Will be activated and recur in different stages in life, so it's good to learn career skills already during your studies.



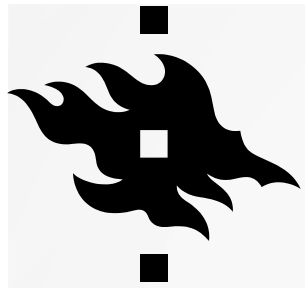
**What about
traineeships?**

**I do also think about
job search, you know.**

**Where can I find
all this info and
services?**

The Studies service!

<https://studies.helsinki.fi>



REMEMBER THAT YOU ARE NOT ALONE

- Even though studying at the University is independent, you don't have to cope on your own.
- Get to know your fellow students courageously. Aim to support each other.
- Help for various situations is always available and the University staff are here for students.
- You may always ask for advice or guidance.



Photo: Unsplash.com



GOOD LUCK AND SEE YOU AROUND!

careerservices@helsinki.fi

