

Maria Sipilä (ed.)

# Tutor's Guide





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Editor: Maria Sipilä

Translation: Keith Hakso

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Kemi-Tornio University of Applied Sciences  
P.O.Box 505  
FI-94101 Kemi  
Tel. +358 (0)10 353 50

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# Welcome

It's valuable that you have decided to take student tutoring as part of your studies. The work you are going to contribute will be both worthy and rewarding. We in tutorgroup develop tutoring and cooperation between different units. Tutorgroup is working under KETOAKKU and it has representatives from each unit. Head tutors work as representatives from each unit. Work group has started its activities during spring 2011. Your goal is to create a nice atmosphere for studies and aid student tutors in their tutoring.

Your slogan goes: *Tutors work is remarkable.*

*Wishing you rewarding tutoring moments*

TUTORGROUP

As a tutor you can get:

- new friends
- courage and social skills
- good counterbalance to studies
- communication skills and cultural awareness
- performing skills
- group leading skills
- mental growth
- responsibility
- benefit in the future: tutor's certificate
- credits

# The Aim of Tutoring

For many people, starting studies at the University of Applied Sciences means a transition to a new phase in life, moving to a new location and leaving friends and family behind, taking responsibility for themselves, and adjusting to a style of studying that is different from vocational school or upper secondary school. The most important thing that helps a person during the beginning of his or her studies is contact with other students in a similar situation. Other students can provide information and support related to studying.

Tutoring is study counseling which aims at improving a student's adjustment to the academic system. The purpose of student tutoring is to make it easier for the new student to adjust in a new environment and in a new life situation. The tutor can support the new student with practicalities but also emotionally.

An important goal with tutoring is to awake the own initiative of the new student. In the beginning the tutor can serve as a bridge between the new student and the different actors of the school. The goal is however that the new student learns how to cope with his/her studies and everyday-life independently.

It's also very important that the new student gets to know his/her class mates and other students. Friends are mainly found during the first year of studies. The tutors can arrange social occasions where the newcomers have the opportunity to work as a team and to make friends with each other.

Remember that you can advise the new students and help them to find the information themselves only if you are familiar with the locations and customs of KTUAS yourself. Familiarize yourself with the services of the school and the town first so that you can tell about them for the new students. The new student should learn how to solve different kind of problems and learn who he/she can turn to in different situations.

The tutor doesn't have to replace the student counselor or the tutoring teachers and he/she doesn't have to know everything. It's essential to know where to find information and help. It is important that you can listen to the students, sympathize and encourage them.

Important things in tutoring:

- to create a team spirit
- to share information
- continuity
- a good atmosphere
- to organize activities



## SCHOOL MARKETING

As a tutor you can also complete some of your tutor hours on school marketing, or make it your special focus. Its purpose is to recruit new students. This option also requires that you attend tutor training. The tasks of a student tutor in school marketing include the following:

- plan trips to fairs and organise contests at fairs
- work at fairs booths at different fairs
- presentations of your own degree programme at upper secondary or vocational schools
- receive visitors from upper secondary schools and present own degree programme



# Tutor's Responsibility

Like teachers, tutors are influential people whose words are listened to carefully. Therefore a tutor should consider beforehand what kind of image he or she wishes to give of him or herself. The tutor should give students the opportunity to make up their own mind about issues.

The tutor is obligated to secrecy, and should be sensitive and delicate. The purpose of a tutor is not to solve problems but instead he or she should discuss with the student what to do. It would be good if the tutor could discuss with other tutors, the teacher tutor, study councillor or school social worker when there are problems – however, remember to be sensitive and confidential. When doing their work, tutors should stick to the truth and treat the tutored student equally and fairly. It is important that there be a variety of tutors and a variety of personalities. Remember to be yourself.

The tutor also has expectations of his or her own activity. It is important to be aware of your own significance, but it is also important to remember not to take on too much responsibility or set your goals too high. The tutors should try to divide the tutoring work so that nobody has too many tasks. When needed, the tutor also needs to advise other students than just those that belong to his or her own tutor group.

A tutor has the responsibility for

- planning the tutoring
- what he/she says and does
- not to give false or prejudiced information
- guiding the student to the right person when the tutor's own knowledge is not sufficient
- preparing the reception and receiving the new international students
- co-operating with student services; not to try to be the new student's personal servant, psychologist, psychiatrist, mum and dad, travel agency and bank

Every tutor's contribution is needed in order for tutoring to continue and develop. It is important *that the tutor group not be left alone* even if the tutor is sick or has to go to work or on a student exchange overseas. Tutors should find *substitutes* in case they can't make it to a meeting.

# Partners

At the start of their studies, new students are also helped by many other people in addition to tutors. The tutor's most important partners are degree programme staff, especially *head tutor, teacher tutors, study councillors, secretary general, the staff of the international office, the accommodation officer and the school social worker*. They have an important role in supporting the tutor. Your most important contacts in school marketing are your own study councillor and *the communications Officer* of the UAS.

**THE HEAD TUTOR** is a person who has been appointed by a student association to coordinate student tutoring in his/her own degree programme. A more detailed description of the tasks is available on page 29 of the guide.

**TEACHER TUTORS** serve as the directors of their own group. Their job is to advise new students in their UAS studies. The tasks of teacher tutors may vary between degree programmes.

The tasks of **THE STUDY COUNCELLOR** when advising on studies also varies between degree programmes. For example, you can turn to the study councillor if you are not advancing in your studies according to plan, or if you have special needs related to your studies. The study councillor is the contact person for student tutors and is also responsible for the school marketing in his/her degree programmes.

**THE SECRETARY GENERAL OF KETOAKKU** organises student tutoring, in cooperation with the head tutor of the student associations, and participates in the work of the tutoring work group. It is also the secretary's job to arrange various events.

**THE ACCOMMODATION OFFICER** helps international students with housing, and organizes the free time activities of the UAS.

**THE SCHOOL SOCIAL WORKER** provides psychosocial support to students who are experiencing challenges in their studies and lives that are making it difficult to continue studying. The school social worker also acts as the students' harassment contact person. This is the person to contact if you are harassed. Another job of the school social worker is to collaborate with the student union and student associations. In student tutoring, the school social worker is one member in the KETOAKKU tutoring work group.

**THE STAFF OF THE INTERNATIONAL OFFICE** helps students with questions related to student exchange.

**THE COMMUNICATION OFFICER** organises school marketing together with study councillors and student tutors, and provides assistance with a variety of questions related to announcements and press releases.

# Registering as a Tutor

In order to become a tutor, you must register for a 3-credit course in *common elective studies* of Kemi-Tornio University of Applied Sciences.

*XYV0044 Student tutoring / School marketing / Student tutoring*

Three credits is equivalent to 80 hours of work. The person selected to be the head tutor of a student association can also earn three credits.

Registration to the course is done in WinhaWille during the spring, and registration is binding. The responsible teacher will be the study councillor of the degree programme. Completion of the course requires participation in tutor training, keeping a log or diary of task hours performed, and, at the end, returning the diary to the study councillor of the programme. The form for the hours log is attached at the end of this guide.



# Planning the Tutoring

Training is arranged for tutors every spring semester by the tutoring work group. The tutoring work group includes the secretary general of KETOAKKU, the head tutors of student associations, the school social worker and the accomodation officer.

Students will learn about tutoring, teaming up and collaboration partners, and will plan the upcoming tutoring. After the training, tutors have a meeting to plan the upcoming fall schedule in greater detail. Tutoring activity *should be planned well and in advance* together with the study councellors and teacher tutors.

The needs of students entering a group are *often very different*. The expectations of students coming directly from upper secondary (high school) may be quite different from the expectations of experienced students. One person may want a few intensive information sessions, while others may wish to spend evenings together. You can use previously used programmes from your degree programme as a basis for making a plan. Good advanced planning, combined with listening to questions and expectations of group members, provides a structure to the meetings and gives space for flexibility and consideration of individual needs. This also ensures that matters will be addressed as they become timely to a new student.

The following issues should also be considered when writing a plan:

- What things should be agreed and planned?
- What kinds of content should be introduced at students' meetings?
- How frequently should meetings be planned?
- How do you treat students who have arrived after the start of tutoring?
- How do the needs of new students change as autumn progresses?
- How should you present your own student association and its activity?
- How do you take into consideration disabilities of participants at meetings, or the opportunity to participate without drugs or alcohol?
- Agree on a division of tasks with the teacher tutor and study councillor

## EXAMPLE OF TUTORING PLAN FOR A YEAR

<b>TIME</b>	<b>TASK</b>	<b>RESPONSIBILITY</b>
<b>January</b>	Planning of tutor training	Tutoring work group
<b>February</b>	Recruiting info of new tutors	Head tutors
<b>March</b>	Registration for student tutoring elective course	Students wanting to be a tutor
<b>April</b>	Tutor training	Tutoring work group
<b>May</b>	Tutor meeting: plan for autumn tutoring	Head tutors and new tutors working together with study cancellors / teacher tutors
<b>August</b>	<p>Tutor meeting before start of studies: review of tutoring plan and division of tasks</p> <p>Semester and tutoring begin.</p> <ul style="list-style-type: none"> <li>• activities to get to know group, teaming up</li> <li>• tour of school</li> <li>• Common tour of city by new students</li> </ul>	<p>Head tutors, student tutors, study councillor and teacher tutors</p> <p>Student tutors</p>
<b>September</b>	<p>Show possibilities for hobbies/free time</p> <p>Meeting of all student tutors</p>	<p>Student bodies and student tutors</p> <p>Tutoring work group</p>
<b>October</b>	Welfare week	Tutor working group in cooperation with the UAS' welfare group
<b>November</b>	Meeting of students who started in autumn	Tutors
<b>December</b>	<p>Christmas party for students who started in autumn</p> <p>Event for student tutors to develop tutoring and feedback.</p>	<p>Tutors</p> <p>Tutor working group</p>



## TUTOR'S CHECKLIST

This checklist contains topics and basic information that should be reviewed with new students, and which new students might need in their studies. The list is not intended to be followed exactly. Issues can be addressed as students wish and need. The tutor should add to the list information that is important to his/her own degree programme.

### Familiarisation with the area

- UAS buildings, libraries, classrooms, computer rooms and gymnasiums, student restaurants, teachers' offices
- student affairs office or your own degree programme, contact teacher for international exchange, (admissions and student affairs' Office and international affairs office are on Lumikontie road in Kemi)
- student reception room and times (school social worker, accommodation officer, study councillor of your own degree programme, school nurse)
- facilities of student bodies and KETOAKKU
- student locality: (based on what students need) Kela office (Kela: Social Insurance Institution of Finland), tax office, post office, local register office (maistraatti), townhall, healthcare center, library, places for exercise and sports, tourist attractions

## Present sources of information

- edu.token.fi-site: curricula, "virtual opo" Study path, LILLI, email, event calendar
- housing exchange, fleamarket, discussion forum, jobs, local transportation etc.
- Moodle
- bulletin boards in school units
- *Lunkki* – student's guidebook to Kemi-Tornio
- search tops for summer jobs, own experiences in different companies
- International services

Important: At universities you can't expect someone to come tell you things personally. You have to be active in acquiring information!

## Explain study habits

- independent studying, more freedom and responsibility for your own studies
- exam procedures and registration, exam folder
- registration for elective courses in WinhaWille
- practical training, opportunities for student exchange
- legal protection (in edu.token)
- five ways to have a voice: importance of feedback and initiative ([http://edu.token.fi/edu\\_token\\_AMK\\_english/Study\\_info/Quality\\_assurance](http://edu.token.fi/edu_token_AMK_english/Study_info/Quality_assurance))

## Issues related to social benefits for students

- student benefits: SAMOK application for student identity card: [http://edu3.token.fi/ketoakku/jasenyyys\\_en.html](http://edu3.token.fi/ketoakku/jasenyyys_en.html)
- Subsidy to student meals from KELA
- VR student discount card (train)
- school nurses' offices and school social worker
- accomodation officer
- student pastor



## Presentation of opportunities for hobbies and free time activities

Common trips outside of school, theme days and providing information of a variety of hobby opportunities motivate students to join, which also makes it easier to cope with studies and relieves school stress. In particular, students whose friends and families are far away need things to do on weekends and holidays, so they appreciate invitations to student events and hobbies.

In the tutor group you can talk about the previous hobbies of new students, and what kinds of activities they are now interested in. It takes time to find new people and places for old hobbies. Students can also find new hobbies as they enter a new phase and situation in life. Students are offered a variety of opportunities for hobbies and activities of associations. The tutor's tips help new students to find new interesting activities for themselves and information on student discounts.

You can make it easier to start a hobby by visiting a hobby location with the whole (or part) of the tutor group, if more than one student is interested in a particular hobby. Trying a new sport as a group can also help students get to know each other (for example wall climbing, archery, bowling, minigolf). Information of gymnasium evening hours and turns for students of different degree programmes are listed on bulletin boards or from associations.

Information of opportunities for hobbies:

- [edu.tokem.fi](http://edu.tokem.fi) > Student life > Spare time and student bodies
- *Lunkki* – student's guidebook to Kemi-Tornio
- "VIP" free time information spots in Kemi and Tornio
- Associations and clubs from Kemi: [www.kemi.fi/seurat/](http://www.kemi.fi/seurat/)
- Associations from Tornio: [www.tornio.fi/Yhdistykset](http://www.tornio.fi/Yhdistykset)
- Sports clubs from Tornio: [www.tornio.fi/Liikuntajaulkoilu](http://www.tornio.fi/Liikuntajaulkoilu)
- Workers' institute (night school) of Kemi: [www.kemi.fi/kto/](http://www.kemi.fi/kto/)
- Adult education center of Tornio: [www.tornio.fi/Kansalaisopisto](http://www.tornio.fi/Kansalaisopisto)

The accommodation officer Mr. Jukka Ikäläinen can give information on hobby opportunities of the school and local area.

## IDEAS FOR ACTIVITIES

### Letters to new students

Tutors can send information to new students beforehand on tutoring, future programmes or activities of a student bodies. Tutors can send new students a single, A4-sized sheet of paper for this purpose, attached to the letter of acceptance, through the admissions office. The material can either be specific to a degree programme or the same for all new students. The material shall be sent to the school social worker by the end of May. The student affairs office will pay for postage.

### Tutor meetings

Tutoring can be arranged in cooperation with the school by reserving time in the study schedule for tutoring hours. The tutor himself or herself can inform the group on issues or invite visitors to provide information on school services, hobbies, summer work etc. Different degree programmes have different procedures for when the tutor lessons are listed in the study schedule. The head tutor schedules the lessons together with the study councillor and directing teachers.

- Tutor lessons and event dates in Technology must be sent for scheduling before the start of the semester (in May for autumn, November-December for the spring.)
- In other programmes (Social Services, Health Care, Visual and Media Arts) tutor lessons must be sent as soon as possible, but at least four weeks before the start of the semester in question.

For many team or group games, you need to meet outside or in a gymnasium. When possible, meetings of a tutor group should be arranged in a free time location. For example, the café in the city library is fun place to meet and become acquainted with the library and what it has to offer.

### Welcome coffee with staff

A casual coffee date can be organized for staff and students of a degree programme in order to get to know each other and exchange ideas. It is also possible to introduce a timely topic to discuss at the coffee event, or give an introduction speech to encourage discussion.

### **Finnish and foreign students get acquainted with each other**

Various events provide great opportunities for international and Finnish students to get to know each other. Tutors can also organize common free time activities by themselves (e.g. team sports and games, trips, potlucks, traditional Finnish or foreign festivals).

### **Together at information event**

The tutor can bring his/her group to listen at UAS events and functions such as opening ceremonies, wellness week events, and events organized by a trade union or recruiters. To make use of ready events, all you need to do is to bring the group together and does not require any great organization work.

### **Coffee or lunch dates with your own tutor group**

A peaceful moment over coffee or lunch provides a great opportunity for new students to discuss starting their studies, study plans, possible challenges etc., as well as to bring up topics that are still unclear.

### **Visit a meeting of the student association**

A visit to a meeting of a student association with your own tutor group allows the student to become acquainted with the activity of his or her own association and makes it easier for students to participate in the future independently.



## Major student events

The tutor group should participate in events organized by their own and others' student associations, as well as the major student events (like city orienteering). Events are more fun in a large group than alone.

## Christmas party

New students can organize a Christmas party for its student association or class. The planning and organizing activity creates a team spirit and students can get to know each other better. You can use facilities of KETOAKKU by 40 € deposit. Booking from secretary general.

## Events in the city

You can introduce the tutor group to events of the cities of Kemi and Tornio in practice by attending events together: theater, movies, concerts, exhibitions, sports events etc. (Find out about student and group discounts in advance.)

## City orienteering

New students can learn about their home city or campus through orienteering. The purpose of city orienteering is to encourage tutors to make first-year students learn about the area outside of the small “territory” of the school campus. Suitable stops along the orienteering route can include the Kela office, tax office, city hall, city library, health center/hospital, sports house, swimming pool, market, bus station, tourist attractions etc.

The main content of city orienteering could be some kind of “passport”. For example, participants can get instructions for the next stop from each stop, just like in Amazing Race. After collecting stamps for the passport and after completing the tasks, participants could be given some kind of reward.

## Trip together

In order to make a trip or excursion as successful as possible, it should be planned well, especially with regard to food and getting to the destination. One recommendation is to go on a trip with another group. A potluck is a good idea when you want to eat well affordably and easily. To make sure everyone doesn't bring the same food along, it would be a good idea for the tutor to organize the potluck and decide who brings what supplies. Everyone should bring their own beverages so that no single person has to carry too much weight.

## TRADITIONAL STUDENT EVENTS

<b>January</b>	
<b>February</b>	Chinese New Year
<b>March</b>	Winter holiday
<b>April</b>	Snow volleyball
<b>April–May</b>	Trip for exchange students
<b>May</b>	First of May
<b>June</b>	Summer holiday
<b>July</b>	Summer holiday
<b>August</b>	Summer holiday
<b>September</b>	Checkpoint party
<b>October</b>	Russet time trip, Welfare week
<b>November</b>	Trip for international degree students and exchange students (students starting their studies in autumn)
<b>December</b>	Christmas Party, Independence Day Party

# How to Activate a New Group?

A new group is centered around its leader. When the group members don't yet know each other, attention and expectations are focused on the tutor. He or she is expected to take care of everything. The tutor does have a special responsibility to arrange meetings and activities for the group. He/she reserves the meeting location, plans the programme and is responsible for continuity by being personally present.

During the first meetings you should reserve enough time for people to get to know each other and to answer questions of the group members. Above all, group members wish to get to know other students. It is important to *put a lot of effort toward the first meeting* in order to activate the introduction process. If it is not possible for some reason on the first visit (for example if the meeting takes place after a long information session), set a new meeting in the near future. Reserve enough time for getting to know each other.

## First meeting with tutor group

- Introduce yourself: who are you and where are you from.
- Give a brief description of tutoring.
- Give your own edu.token.fi-email (and phone number if you want).
- Make the group members introduced themselves to each other.
- Ask new students about their expectations and wishes.
- Collect contact information of your group (mobile phone numbers and email addresses).
- Agree or inform them of the schedule and meeting dates.  
Remember to inform absent students!

There are many ways to activate the introduction process. For example, you can use *introduction games*. You can “break the ice” with a *common activity*, where everyone introduces themselves in the process. Another natural method is to ask group members’ experiences about starting studies. If all goes well, there will be a lively discussion and the introduction process will be started. It is important that the teacher finds a way to start a discussion that is natural and works in their own group. Even when the group starts discussing spontaneously, *the tutor should make sure that everyone has a chance to participate*. The tutor can ask questions to demonstrate interest in someone who is not participating in the discussion. However it is also okay if someone wants to stay on the sidelines of the group and join in when he or she feels like it. You shouldn’t pressure anybody to participate.

Introduction games and exercises related to teaming up are available online, for instance <http://www.juureton.fi/?sid=42>.

# International Tutoring

The tutoring of international students is different from tutoring Finnish students because in addition to the university, there are many other new and foreign things to them in Finland, such as language and culture, depending on what country they're from. In the best case scenario, an international tutor can make a new student feel welcome to Finland and make practical matters easier in a foreign environment.

International students at the university are either exchange students or degree students. Exchange students come to the university to complete part of their studies or to do practical training. Exchange students are usually here for one half to one year. They come to the university through a partner university. Degree students come to earn a whole degree at the university of applied sciences. Their studies typically also 3.5 years. Degree students apply for to be studies through general admissions.

## CONTACT BEFORE ARRIVING TO FINLAND

International tutors can write a welcome letter to be sent with the acceptance letter. The tutor can do the following in the letter:

- welcome students to Kemi/Tornio,
- introduce herself and explain that she is an upper class student who is volunteering to be a tutor and help newcomers in different phases of their studies
- tell something about him or herself (studies, hobbies, language skills)
- give the newcomer his or her own contact information (at least edu.token.fi-email address)
- give possible dates when you won't be available (holidays)
- tell them that the student will be picked up when he or she arrives in Kemi/Tornio
- asks students to verify their arrival time



## PICKING UP INTERNATIONAL STUDENTS

1. You will receive information on the arriving student from the accommodation officer, with whom you agree on picking up the student.
2. You can use the school's car to pick up the student from the airport and railway station (car from administrative services or from own degree programme).
3. If you can't pick up the new international student as agreed, contact the accommodation officer.
4. Talk to the accommodation officer about getting the keys to the student's dormitory.
5. Get the keys to the school's car (Lumikontie 2 or from the office of your own unit).
6. Go pick up the student at either the railway station, airport or dormitory as agreed. Be there on time, bring a sign with a name on it, be prepared for changes in schedules.
7. Make sure that the student has everything he or she needs for the first night. If the shops are still open, you can go grocery shopping with the student.
8. It is a good idea to mention that the dormitory door locks without using the key! Also, show them how the door lock and side latch work. Tell the student how to order a "door opening" and how much it costs if you forget or lose your keys.
9. Tell the tutored student that tap water is drinkable.
10. Talk about the use of the dormitory kitchen (electric stove and oven, refrigerator).
12. Give the student a map which shows the his or her dormitory and the school.
13. Give the dormitory's address in writing, your own contact info and the next day's programme.
14. Remind the students to inform their family that they have arrived safely.

## Next day

1. Teach the student about housing or living practices in student accommodation by showing the brochure *House-Cleaning Instructions and Accommodation – Basics for Living in Rental Flats in Kemi/Tornio*, which are available online ([edu.token.fi](http://edu.token.fi) > Student life > Accommodation).
2. Talk about the cleaning and remind them that you have to ask permission if you want to borrow someone's things.
3. Show where the laundry room is located, how to use the machine and how the reservation system works. Show the bike storage, sauna etc. It would also be a good idea to give a brief explanation of sauna turns and Finnish sauna customs.
4. Tell them about waste recycling, which varies greatly between countries (in Finland it is statutory). It is also a good idea to show where the garbage cans are located.

International degree students receive a *Study Guide* included with their invitation letter, and they should use this and the website [edu.token.fi/english](http://edu.token.fi/english) for learning on their own time.

## First day of school

- Tutor can guide the student to school.
- Present the school.
- Help the student to take care of their own affairs in the student affairs office of his/her study programme > registration (if not yet registered), update contact information, meal card, email address and password, certificate of enrollment (for bank, police).

## City tour

Going on a city tour helps international students perceive their surroundings and makes it easier to find services. Remember that you don't have to necessarily be everywhere with the tutored students; for example you can just show them the way to the police station/bank. You are not responsible for managing the affairs of the tutored student. Your job is just to help him or her.

## Local register office (maistraatti)

You must register with the local register office within one week of arriving to Finland if the residence will last over one month. You can register by using a change of

address form at the local register office or at the post office. An international degree student should specifically ask to be registered as permanent resident, which will allow his or her healthcare to cost the same as other city residents. Without a permanent domicile, a student has to pay for the actual or true costs of healthcare.

Personal *registration* at the local register office is necessary for international degree students and students who want a Finnish social security number (for example for opening a bank account, for payment of wages, or internet connection), as well as students from Nordic countries. When you go to the local register office, please take with you the following:

- passport and residence permit
- certificate of possible marriage and children
- certificate of enrollment (from student affairs office of your own unit)

Students coming for an exchange period lasting longer than three months can also register at the local register office.

### **Bank**

Degree students might be carrying a lot of cash, which would be good to store in a bank account. You should select English as the language of the bank account and internet banking. The tutor should also show how to use an automated teller machine (ATM, *Otto* in Finnish) and internet banking. If the ATM used by the student does not have instructions in English, the tutor should write down translations of the Finnish instructions on a piece of paper.

Exchange students don't usually *open their own bank accounts*. But those exchange students who receive a stipend or grant from the school have to open a bank account because stipends are paid only to Finnish bank accounts. The international secretary can provide more information.

When opening a bank account, tutored students must take with them the following:

- passport/official identity card
- certificate of enrollment from Kemi-Tornio University of Applied Sciences (from student affairs office)
- social security number (from local register office)

### **Hospital, healthcare center and pharmacy (drugstore)**

Tell the international student what to do in case of emergency. Tell them that it is a good idea to add ICE (In case of emergency) in their address list next to the name of a close family member or friend (example ICEmother), so the police/hospital knows whom to inform if something happens. *The emergency telephone number is 112.*

## Police

*EU/EEA citizens* do not need a residence permit to arrive in Finland. If EU citizens reside in Finland for more than three months, they have to register their residence permit at the local police station. (Nordic citizens register at local register office, must be done within six months.) The following are required when registering your residence permit:

- a valid passport or national identity card
- certificate of attendance from Kemi-Tornio University of Applied Sciences
- declaration of possible stipends or grants etc. (Declaration of secure income)
- official passport photo
- 45 euros (year 2010)

*Non EU citizens*, on the other hand, need a residence permit and they need to get their residence permit from the nearest Finnish embassy before coming to Finland. After arriving in Kemi/Tornio, they don't need to go to the police station unless and until they seek an extended residence permit.

## Shops

Many foreign students want to know where to get a used bicycle or winter clothing. The tutor can give tips on how to survive on a small student budget in Finland. A new student does not necessarily have any idea of the level of prices of products in Finland, so it may be useful to talk about how much prices can differ between brand name and discount products for clothing etc. In the beginning, a new student may also want a tutor's advice in the grocery store. *The Study Guide* given to new students contains a list of basic groceries in English and Finnish (Everyday Issues > Living expenses). It is also a good idea to show the tutored students how to use the weighing system for fruits and vegetables, since products are weighed at the cash register in many countries. Remember to tell the students about holidays when shops are closed.

## Telephone

The easiest way for an international students to get phone service is with a prepaid subscription from R-kioski, for example. Foreigners can also get a normal mobile phone subscription with a monthly bill, but only if they give a deposit (150–300 €). Prepaid packages contain instructions on changing the subscription language, for example. Show the student how to add airtime to their subscription. Some phones do not recognize Finnish SIM cards, or are locked into one foreign operator, in which case the student will have to buy a new phone. Low-priced used phones are available from mobile phone shops.

## Internet connections

Email, Skype and Messenger are probably the best and cheapest ways to stay in touch with the homeland and avoid homesickness. Degree students need a Finnish social security number in order to open an internet connection provided by one of the telephone operators. Exchange students can get a wireless USB modem that works on a prepaid basis or a “mökkula” modem stick (operators, R-kioski). There are computers connected to the internet throughout the common areas of the different units of the school. Students are free to use these during school hours.

## Student cards

Degree students and exchange students may obtain the common student identify discount card issued by the Finnish Railways VR and Matkahuolto (bus). But only degree students can get SAMOK’s student card.

## ON FINNISH CULTURE

It is a good idea to talk with your tutored students a little about Finnish culture and behaviors. The following topics should be discussed as needed in your meetings. These kinds of everyday tips helps foreigners to adjust to Finland and are also interesting details about Finnish life.

- Finns are punctual, which means on time. If something is scheduled to start at seven o’clock, it means exactly seven o’clock. And you can’t register for something after the last day of registration.
- Invoices or bills in Finland are paid on the due date, at the latest, and if you can’t pay, you should immediately call the firm and negotiate.
- Finns remove their shoes when entering another person’s home to visit.
- Finnish communication style can be quite different. Don’t be alarmed if a Finn doesn’t say anything for a long time; it doesn’t mean he or she is angry.
- Finns greet by shaking hands; a kiss on the cheek can fluster or confuse a Finn.
- Smoking is prohibited in nearly all public buildings in Finland.
- The sauna is a way to relax and bathe. It does not involve sex.
- Alcohol: don’t come to school drunk, and don’t leave a drunken friend alone, especially in winter.
- Winter: dress warmly and protect the most important parts of your body well.

- Roads are slippery in the winter so be careful when riding a bicycle. Ice is strong enough to walk on in the winter, but not in the autumn or spring, nor in places with flowing water.
- The police is your friend.
- Bribes are not paid when dealing with authorities in Finland.
- Finnish food is clean and healthy, and the tap water can be drunk without worry.
- Talk about the use and importance of reflectors! A small investment to avoid accidents.

## ADJUSTING TO THE CULTURE

Most people living abroad experience some level of culture shock. Its symptoms vary and can be mild or serious. In its most mild form, culture shock is a feeling of homesickness and a lack of trust in your language skills, for instance. In its most serious form, it can cause serious depression, hopelessness and even an early return home. The most important thing is to recognize the phenomenon and remember that nobody can avoid culture shock and that its symptoms are very unique to each individual.

When you experience culture shock, it is important not to suffer alone. Talking always helps. Often speaking with someone in the same situation or with previous exchange students can make you feel much better, as you better understand your feelings and notice that your reactions are completely normal. The best thing you can do to help your tutored student is to encourage him or her to go visit others, and to listen to him or her. If, however, the student seems severely depressed, and home remedies aren't helping, you should contact the school social worker. More information on culture shock is available at: <http://www.uwec.edu/counsel/pubs/shock.htm>

# Responsibilities of the Head Tutor

## Head tutor of student bodies

- each degree programme has its own head tutor, this job can also be done by two persons working together
- plans activities together with the study councillor, teachers tutors and teacher of his/her own degree programme
- coordinates cooperation between tutors: handles the communication to the tutors of his/her own student association, organises regular meetings for the tutors of his/her own degree programme
- keeps in touch with the head tutors of other degree programmes, and helps organise common events
- participates in the work of the tutor working group

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# APPENDIX: DIARY FOR CREDITS

Kemi-Tornio University of Applied Sciences

Diary

Page \_\_\_\_\_

<b>Name</b>		<b>Group</b>	
<b>Academic Year</b>			
<b>Course</b>		<i>XYV0044 Student tutoring / School marketing / Student tutoring</i>	

Week	Date	Subject	Hours	Hours in total

Week	Date	Subject	Hours	Hours in total



The early stage of studies and the first semester has a great impact on how the student will settle down to his new home and how he will catch on studying.

Within this guide are described the most important tasks of a student tutor.