

# GUIDEBOOK FOR INTERNATIONAL TUTORS

2011-2012

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## 1 WELCOME!

You've just started your tutoring career and if you haven't been a tutor before you might be unsure about your task description, your responsibilities and your rights. We aim to prepare future tutors as good as possible and we're confident you'll bring this adventure to a good end and hope you'll enjoy it as well!

The goal of the preparation process is to get to know each other and share a lot of practical information with each other. That's why there was an Optima-environment created specifically for International tutors. It is a place to read, upload, update and distribute information. This way all available material can be consulted anytime from anywhere. The address is: <http://optima.lapinkampus.fi>. You'll find in Optima all our educational material, groups, student contact information, Optima's own guidebook, this tutor guide, pay slip etc. You can log in with your regular ICT account.

More information can be found in the Study in Lapland guidebook which was sent to all our international students. Also the International Office (main building, E-wing, ground floor) can provide you with further guidelines. Finally, CIMO (the Finnish Center for International Mobility) keeps up the study in Finland-website (<http://www.studyinfinland.fi/>), from which you can find a lot of useful information about living and studying in Finland.

## 2 WHAT'S AN INTERNATIONAL TUTOR?

A tutor is a(n)

nice friend

model student for exchange students

excellent guide

open-minded citizen of the world

master in organizing

party animal...

A tutor is not a(n)

mom or dad

psychologist

travel agency

money lender

alone – don't forget to ask for help!

It is good to know the boundaries within you'll operate before you start tutoring. A tutor isn't supposed to do everything of course. In case your student has problems concerning academic or study related issues, you should direct him/her to the faculty's international coordinator (you can find a list of all faculty coordinators at the end of this guide). If your student has other non-

academic issues you should advise him/her to pay a visit to the International Office.

Above all, it's an international tutors' task to help our foreign exchange and degree students adapt to the local culture, the university, student life and to life in Finland and Rovaniemi in general. Among the tasks of a tutor is making contact with the students before arrival, awaiting them on arrival day, helping with housing-, banking- and registration matters, as well as introducing them to the student culture and social life within and outside the campus.

Naturally, we hope that the tutoring provides the foreign students with a positive and realistic image of Finland, Rovaniemi and the University of Lapland. A tutor should also consider student's opinions and wishes, and help them out within reasonable bounds. Nevertheless, it goes without saying that it's always a good idea to encourage independence among the students.

### 3 THE PLUSSES AND MINUSES OF TUTORING

A former tutor once described tutoring not as a job but as *a calling*. Tutoring has enriched many lives, though not necessarily in a financial sense. Tutors receive a payment of 150 euro per semester or 300 euro for the whole academic year. But as you may have already realized, there is fair amount of work expected from you, especially in the beginning of the semester(s). In other words, no one starts their tutoring career with only the paycheck in mind.

Almost without exception, tutors have mentioned in their final reports that the tutor experience has been rewarding and interesting. Additionally, tutor's language skills often have been greatly improved. International students have also reported that they value tutoring a lot and that it contributed a great deal to their general well-being in Finland.

However, past tutor reports also showed that tutoring can be hard work from time to time and could end up being rather time-consuming. The foreign students might arrive at different times, information is sometimes lacking or doesn't circulate well, the groups aren't well balanced etc. Generally, not everything goes according to plan and sometimes the chemistry between persons might not be right. In other words, tutoring is always a bit of a jump into the unknown.

### 4 CONTACT BEFORE ARRIVAL

The International Office of the University of Lapland has been in touch with the incoming exchange and degree students before their arrival in Rovaniemi and has send them already wide ranging information about studying at the university and life in Rovaniemi. Tutors can always check the information packages that were send out to them in Optima.

It is vital to contact the incoming students before their arrival. The International Office assigns the foreign students to each tutor (usually 4-5 per tutor) in June. The groups as well as all students´ contact information can be found from Optima. Next to emailing, many tutors and students use facebook to communicate before their arrival. The University of Lapland and ESN Lapland also have their own facebook page where useful information is posted.

After the initial contact tutors should provide their students with their own contact information (phone number, e-mail address). It is also a good idea to ask the incoming students to phone their tutor in case the time of arrival has changed or something unexpected has happened during the travel to Rovaniemi.

It would also be nice if you could tell a bit about yourself, your language skills and studies, and who knows about your own exchange student experiences. The most important thing is however to agree where and when you will meet when the foreign student arrives. In the information package they´ve received is written that their tutor will meet them at their student flat, but if you would wish to meet them at the airport or railway station, you are of course welcome to do that.

Please notify the International Office and your assigned students well in advance when you won´t be in Rovaniemi during the semester, or when you can´t meet your tutor responsibilities for some other reason.

## 5 HOUSING OF FOREIGN STUDENTS

The majority of the incoming exchange and degree students will be housed in one of Domus Arctica´s (DAS) facilities. The students must confirm their student flats in due time and inform DAS when they will arrive in Rovaniemi. Every student (except for the Russian students who come through the FIRST-program –check your own students´ info in Optima to find out) should have paid the deposit (250 euro) to DAS before coming to Finland.

Tutors should get the key of the student's flat before he/she arrives. Please check the opening hours of DAS carefully. The tutor can thus await the student at his/her new student flat so that he/she doesn't have to spend the first night in a hotel. Together with the key you'll receive an envelop which you need to give to the student immediately. This envelop contains the rental agreement and other important DAS forms. Students can afterwards visit the DAS office on their own to sort out paperwork, it's no longer required to take your students to DAS office.

## 6 MEETING ON ARRIVAL DAY

First impressions are extremely powerful and their importance can't be downplayed. That's one of the reasons why the tutor should await the foreign student. For obvious reasons, the incoming students should be strongly advised to indicate the precise time of arrival! In case you can't make it to the student's flat on arrival day, you should arrange for another tutor or perhaps a friend to meet the student. In any case, it is important you see the student as soon as possible.

Advised arrival time  
Autumn semester: wed 31.8.2011  
Spring semester: mo 9.1.2012

Orientation  
Autumn semester: 1.-7.9.2011  
Spring semester: 9.-12.1.2012

Leave those days empty in your calendar. Also take into account that in the autumn semester students might come a few days earlier. It's good to be prepared.

If you can't meet your student when he/she arrives, arrange for another tutor or perhaps a friend to meet the student.

In the information package they received was indicated that their tutor would await them at their new student flats but as mentioned earlier, it is possible to agree meeting in another place like the railway station or the airport. Usually students arrive at their flats 15 min. after their train has arrived, or 30 min. after their plane has landed. If all goes well of course. Sometimes trains and planes suffer from delays, luggage might be lost, etc. In other words, it is good to reserve enough time for the first meeting. Therefore it is wise to give your students your phone number in advance so they can call you if they'll arrive late. The students were told that they should pay for their own taxi to their flats, so you shouldn't pay for it.

Most likely your student will be very tired upon arrival. However, one of the first things to do is to show where the closest shop is, and to tell when it's

open. Even better would be if you could go together right away. Be sure to arrange the next meeting already and check once more if you have each other's contact info.

It's crucially important to show him/her how the Finnish keys and locks work (f.e. that doors often lock when closed, without the need to use a key). You could also make a round through the flat and show how the shower and taps (hot and cold water) work, demonstrate how to turn the heating on/off, how the oven should be used (with parchment paper) and show the electric plugs and sockets. These things might be obvious to you but remember that living is a part of culture and can be very different from country to country. Finally, make clear that students are expected to leave their flats in the same condition as they arrived, otherwise DAS will deduct cleaning- and repair costs from their deposit.

## 7 THE FIRST WEEKS

### Orientation program

In the beginning of each semester there's a 3-5 day orientation program organized for all international degree and exchange students and tutors are expected to take part in it. You will receive the specifics of this program from the International Office. It will also be uploaded to Optima and can be found from the university website too. You should reserve enough time during the first two weeks to meet your students, and ask what problems they might have. Be prepared for all kind of questions!

One part of the orientation is a guided tour around the university. Tutors and students will be divided in groups, depending on the faculty in which they'll study. Special attention should be given to places like the International Office, Student Services, HelpDesk, library, restaurants, Lovisa cafeteria, kiosk, health care services and the rooms where students can copy, print and scan. It's also useful to show each faculty's specific rooms especially where the faculty's International Coordinators can be found. Also the Student Union office could be visited, but you can do this visit with your own tutor group as well.

Students should also be instructed how to use WebOodi and email and made aware of the general examination process. During the orientation week the computer rooms are reserved for the incoming students where they can practice course registrations. To help you with this specific task, there will be a

WebOodi-course organized for tutors in August. In case you have students in group who study at an other faculty than your own, you could ask for help from tutors from other faculties or from each faculty's International Coordinators.

The orientation program includes instructions on how to use the library but it is advisable to ask your group of students if they would wish more guidance later on.

### University paperwork

DOCUMENT	WHERE AND WHEN
Registration –rekisteröityminen	This form should have been send already before arrival. If not, direct them to the International Office.
Study Certificate –opiskelutodistus	Degree students can get this from the Student Services and exchange students from the International Office. The student should be able to produce a valid health care insurance. (EU: European Health Insurance Card)
ICT User account –käyttäjätunnukset	Available from the main lobby during orientation week (except Faculty of Arts & Design -> HelpDesk). Later on, available from the HelpDesk. Registration is required. Need to bring identification papers (with picture)
Student card –opiskelijakortti	Degree students are automatically a Student Union member and should only get the student card during the orientation week. Exchange students can pay both the membership fee and the card when LYY introduces their services. Applications should be done online ( <a href="http://www.lyyra.fi">www.lyyra.fi</a> ) and the card can be collected from LYY's office within three weeks.
Learning agreement (LA) - opintosopimus	Relevant for Erasmus-students. These can be signed by each faculty's International Coordinator or at the International Office (Jaana or Päivi).
Arrival Form - saapumislomake	These can be signed at the International Office.

### Student Union membership



All Finnish and international degree students are automatically members of the Student Union. For exchange and doctoral students the membership is voluntary. They can pay the membership fee during the orientation week when LYY is present to introduce themselves and the services they offer. Payments can also be done later at their office. Membership is useful because it entitles members to significant student discounts on public transportation (trains and busses), on meals at the university restaurants, free healthcare service, etc. Because it may take a few weeks until the actual student cards arrive, members will receive a receipt of membership payment which they can use temporarily in the university restaurants. This receipt is unfortunately not valid outside the university, you'll have to wait until you've received the actual student card to claim discounts.

## Housing and living

International students have a lot to take care of once they arrive: they should get a reasonably priced bike, open a bank account and some will have to arrange an internet connection. Since ESN Lapland works together with DNA, all incoming students will receive a free of charge Finnish pre-paid phone package during the orientation week.

When organizing a tour in the city center you shouldn't forget to show cheap(ish) shops, flea markets, mail office, pharmacy, city library, travel agency etc...

## Health care

Students who are members of the Student Union can take advantage of free health care services. In the evening and weekends international students can use public and private health care facilities like the city's Sairaalakatu or Pulkamontie (depending on where you live) health care centers or the Lapland Central Hospital (keskussairaala in Finnish). More specific info can be found at the end of this guide. It is always good to have a proof of your own health care insurance with you, because some information might be needed during your stay in the hospital or in the ambulance. Please also remind the students of the 112 emergency number.

The University of Lapland requires all incoming students to have a valid health care insurance. Students from the European Union can use their European Health Insurance Card. Students from outside Europe needed to produce proof of insurance already when they applied for a residence permit.

## Residing in Finland

European Students don't need a residence permit when coming to Finland. The only thing they should do is to visit the police office to register their right to reside in Finland in case they plan on staying for at least three uninterrupted months. It is advised to do this only after the exchange student has been here for two months. This registration does not apply for citizens of other Nordic countries.

Non-European students should have handled all their residence permit issues already before arrival. If case you have a student in your group who came with a tourist visa and would need a residence permit, please advise him/her to solve this matter at the police station.

## 8 FREE TIME

As a tutor you'll be most likely the first person the incoming students meet. It's important that you tell them about Finnish habits and unwritten 'laws' such as taking shoes off before you enter a home, the non smoking policy in public places, the punctuality of Finnish people etc. You will be, at least in the beginning, their most important guide for life outside the campus.

If the student would wish so, an introduction to Rovaniemi night-life is also part of your job ;) Maybe he/she shows interest in movies, theatre, concerts etc. Be sure to point out that they should always have some identification document with them, especially if they want to go to a pub/party or want to buy alcohol. Student cards are not enough!

In the past, tutors have regularly met with their group of students outside the campus and organized some activities with them. Perhaps take the students to a cottage if you can get your hands on one, or why not have a walk to Ounasvaara...

The activities organized by ESN Lapland are definitely part of the foreign student's life. Amongst others they organize sauna-happenings, ice-swimming and of course parties. It's handy to follow ESN on facebook for the latest info about upcoming events. All tutors and exchange students are automatically added to an international email list and will receive academic and non-academic news on a regular basis. Degree students can become part of this list sending an email to [paivi.martin@ulapland.fi](mailto:paivi.martin@ulapland.fi).

The majority of foreign degree and exchange students live in Kuntotie or Rovala, so you should inform them about local public transportation options. On the other hand, since there are only few bus connections in Rovaniemi most students just buy a second hand bike to drive to the university. Tutors could show where they can buy and bring their bikes to repair. At the same time, they should be made aware that driving in the dark without light might result in fines and that they need to use reflectors. It is also mandatory to wear a helmet!

Many students also want to travel within Finland and to neighboring countries while they're here. Therefore all student discounts on trains and long distance busses shouldn't go unmentioned. In the beginning, when student cards haven't arrived yet, exchange students can get a "certification for acquisition of student card" if they already want to take advantage of the Finnish railway (VR) discounts. This paper can be obtained from the International Office. Degree students should have received this form already by mail.

Incoming students usually have already a mobile phone when they arrive. During the orientation week exchange students will receive a DNA prepaid package free of charge. Please inform student about where they can reload their accounts (R-Kioski or online). Contact with their home countries is very important, especially when experiencing homesickness. Saunalahti ja Elisa offer prepaid internet connections. This is especially relevant for students residing in Rovala or Kuntotie 5, where no ready internet connection is available upon arrival.

Usually tutors and their student keep in touch during their whole stay in Finland. Some become good friends. Going together for lunch or coffee are excellent possibilities to ask how they are coping.

Contact the International Office if serious problems or emergencies occur. For some international students the adapting process to a new culture and social environment can be very hard from time to time. Some might feel left out and others might experience being discriminated. Tutors and other exchange student should support them as much as they can.

## 9 TUTORS CHECKLIST

\* Contacting the student:

Be in touch with your students before they arrive in Rovaniemi.

\* Meeting on arrival day:

Meet the student at his/her flat with the key in hand. If you want, you can agree to meet at the railway station or airport as well.

\* DAS office:

Get the keys in time, get the rental agreement signed and collect the monthly payment schedule.

\* Registration as a student at the university:

Check if the students have been registered properly. If not, direct them to the International Office.

\* University:

Faculties, course registrations, exams, WebOodi and email, health care service, library, Lovisa cafétaria, Felli and Petronella restaurants, International Office, computer rooms etc. Make sure all foreign students get their ICT accounts during the orientation week (from the main lobby or HelpDesk). A specific timetable of the orientation program will be ready by the end of August and will be send to all tutors as well as uploaded in Optima and available from the university's website.

\* Bank:

Opening bank account (Identification papers and student card or study certificate needed), Otto, online banking/payment terminals instructions.

\* Student Union:

For exchange students: membership payment (85 euro) and student card (16 euro) & for degree students only student card, student card application ([www.lyyra.fi](http://www.lyyra.fi)), student number, digital picture, discounts, proof of payment.

\* City-tour:

Shops, pharmacy, post office, banks, city library, travel agency, flea markets, sport facilities, health care center and hospital.

\* Housing:

Kitchen (oven), toilet, plugs and sockets, heating, trash collection, shower, cleaning, sauna, washing and drying rooms, locks and keys (doors are locked automatically when closed)

\* Bike:

Help with purchasing one, repair, map.

## 10 AT THE END OF THE TUTORING PERIOD

Tutors will receive 300 euro for tutoring either semesters; or 150 euro for one semester. For tutoring degree-students you'll receive 250 euro. There are three things to take care of before you can be paid. First, you need to return a payment form. Print it, fill it out and return it to Päivi Martin at the International Office. You can find it in Optima (material folder). Secondly, we need your original (not a copy) tax card (it's called verokortti in Finnish), otherwise you will be taxed a whopping 60%! And finally, we also expect tutors to write a 1 or 2 page report, which should be uploaded to Optima.

At the end of the spring tutor period the international Office will organize a meeting with all the tutors to go through the tutoring process and individual experiences.

## 11 CONTACT INFORMATION

Domus Arctica (Student Housing Foundation)  
Ylikorvantie 28 A, 96300 Rovaniemi  
dasaspa@das.fi  
www.das.fi  
Phone 020 7699 180  
Fax 020 7699 188

Police (Poliisi)

Phone 10022, International emergency number: 112

Hallituskatu 1-3, 96100 Rovaniemi, open: mo-fri 8.00-16.15  
palaute@rovaniemi.poliisi.fi  
www.poliisi.fi/english/index.htm  
Phone (Police customer service) 071 876 0321

Student Union (Lapin Yliopiston Ylioppilaskunta)  
Ahkiomaantie 23 B, 96100 Rovaniemi  
lyy@lyy.fi  
<http://www.lyy.fi>

Phone: +358 40 578 4207

The contact person for international affairs in LYY is Anne Hyyryläinen (anne.hyyrylainen@lyy.fi).

Erasmus Student Network Lapland (ESN)  
esn@lyy.fi  
Find them on Facebook!

The International Office of the University of Lapland

Location: Main building, E-wing, ground floor.

Director of International Relations  
Outi Snellman, outi.snellman@ulapland.fi, 040 501 0209

Head of International Student Services  
Jaana Severidt, jaana.severidt@ulapland.fi, +358 40 772 6510

International Relations Secretary  
Päivi Martin, paivi.martin@ulapland.fi, +358 40 484 4465

International Relations Financial Secretary  
Jenni Sjöman, jenni.sjoman@ulapland.fi, +358 40 484 4464

International faculty coordinators

Faculty of Education and Law  
Jani Suokanerva, jani.suokanerva@ulapland.fi, +358 40 484 4040

Faculty of Art and Design  
Virpi Nurmela, virpi.nurmela@ulapland.fi, +358 40 484 4396

Faculty of Social Sciences  
Minna Nousiainen, minna.nousiainen@ulapland.fi, +358 400 813 867

12 USEFUL WEBSITES

Rovaniemi´s health care services

[http://www.rovaniemi.fi/Kansainvalinen\\_sivusto/English/Services/Healthcare\\_Services.iw3](http://www.rovaniemi.fi/Kansainvalinen_sivusto/English/Services/Healthcare_Services.iw3)

The Social Insurance Institution of Finland (Kansaneläkelaitos - Kela)

[www.kela.fi](http://www.kela.fi)

National Union of Universtity Students in Finland (Suomen ylioppilaskuntien liitto - SYL)

<http://www.syl.fi/en/>

Center for International Mobility (Kansainvälisen henkilövaihdon ja yhteistyön keskus - CIMO)

[www.cimo.fi](http://www.cimo.fi)

Ministry for Foreign Affairs (Ulkoasiainministeriö)

<http://formin.finland.fi/public/>

Finnish Immigration Service (Maahanmuuttovirasto)

[www.migri.fi](http://www.migri.fi)

Population Register Center (Väestörekisterikeskus)

<http://www.vaestorekisterikeskus.fi>

Employment and Economic Development Service (Työ ja Elinkeino- ja elinkeinotoimisto)

[www.mol.fi](http://www.mol.fi)

Tax Office (Verotoimisto)

[www.vero.fi](http://www.vero.fi)

Banks (with websites in English)

[www.nordea.fi](http://www.nordea.fi), [www.oko.fi](http://www.oko.fi), [www.sampopankki.fi](http://www.sampopankki.fi)

Phone companies

[www.elisa.fi](http://www.elisa.fi), [www.teliasonera.fi](http://www.teliasonera.fi), [www.dnainland.fi](http://www.dnainland.fi), [www.saunalahti.fi](http://www.saunalahti.fi)