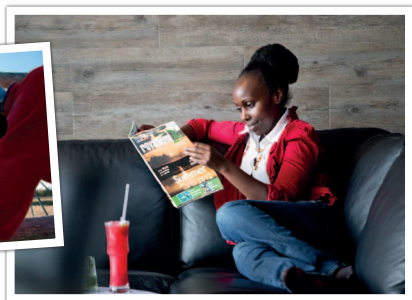


# Guidebook for International Tutor 2013–2014



*For the North – For the World*



UNIVERSITY OF LAPLAND  
LAPIN YLIOPISTO



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

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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 tasks, your responsibilities and your rights. We aim to prepare future tutors as well as possible and we're confident you'll bring this adventure to a good end, and we 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 is 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>. In Optima, you'll find 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:

- *ULapland Fact Sheet*
- *Study in Lapland guidebook*, which was sent to all our international students.
- *Orienteering Map: Guidebook for International Degree 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) updates the Study in Finland-website (<http://www.studyinfinland.fi/>), from which you can find a lot of useful infor-

mation about living and studying in Finland.

## 2 WHAT IS AN INTERNATIONAL TUTOR?

### A tutor is

A nice friend  
A model student  
for exchange  
students  
An excellent  
guide  
An open-minded  
citizen of the  
world  
A master in  
organizing  
A party animal...

### A tutor is not

A mom or dad  
A psychologist  
A travel agency  
A money lender  
alone – don't  
forget  
to ask for help!

It is good to know the **boundaries** within which 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 Relations Office.

### **Tasks of an international tutor:**

- To make contact with the students before arrival

- To meet them on their arrival day at the apartment
- To help foreign exchange and degree students adapt to the local culture, the university and to life in Finland and Rovaniemi in general
- To help with housing-, banking- and registration matters
- To help get started with the studies and get familiar with Finnish Higher Education System.
- To introduce 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 the students' 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.

To give you a more concrete idea of what we expect, we want you to meet with your student at least **5 times** and spend **about 15 hours** tutoring them. It's good to make a plan and schedule for the beginning of the semester together with your students. Please use the tutor's checklist and checklist form (p. 11 & 13) as a reference. Obviously if they really clearly state that they don't need your assistance you are not obligated to spend this amount of hours with them.

### 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 euros per semester or 300 euros 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, the 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 people might not be right. In other words, tutoring is always a bit of a jump into the unknown.

## 4 CONTACT BEFORE ARRIVAL

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

It is vital to contact the incoming students before their arrival. The International Office assigns the foreign students to each tutor in June. The groups as well as all students' contact information can be found in Optima. It's the tutor's responsibility to **check the contact information of the students and contact them independently**. Tutors are expected to send a welcome letter to the students. It would be nice if you could introduce yourself and tell a bit about your language skills, studies etc. in the letter. Tutors should also provide their students with their own contact information (phone, e-mail and Facebook). The most important thing is to **ask the students to inform you about their arrival time well in advance** (so that you'll have a chance to get the keys in time and meet them at the agreed time). It's recommended to ask them to reply to your letter and give their contact information.

However, the most important thing is to agree on **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** (just agree on that with the student). Please note that you might need to send several messages to get the necessary information. Ask the incoming students to phone you in case the time of their arrival has changed or something unexpected has happened during the travel to Rovaniemi. Please notify the International Office and your assigned students well in advance if you won't be in Rovaniemi during the semester, or if you can't fulfil your tutor responsibilities for some other reason.

In addition to emailing, many tutors and students use Facebook to communicate before their arrival (easy to ask and answer questions concerning weather or what to pack). The University of Lapland and ESN Lapland are also on Facebook where useful information is posted. Students and international tutors are asked to join the following pages/groups:

- University of Lapland (page)
- University of Lapland International Students (page)
- ESN Lapland (group)
- University of Lapland International Students (a closed group which incoming students and tutors are asked to join)

We hope that tutors will take an active role in the social media answering questions made by the students and updating current events and catching up with the students.

## 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 date and inform DAS when they will arrive in Rovaniemi. Most students have to pay the deposit (250 euros) to DAS before coming to Finland. (There might be some exceptions if students are receiving grants or scholarships.) Paying the deposit is mandatory for receiving the keys from DAS.

### **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 then 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 envelope which you need to give to the student immediately. This envelope contains important information and a rent payment form. Students can visit the DAS office later on their own to sort out paperwork.

## 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. Whatever the situation, the tutor can't miss the meeting with the arriving student (delivering keys and showing the apartment is a crucial part of tutoring and the first impression)! For obvious reasons, the incoming students

should be strongly advised to indicate the precise time of arrival! If you don't get a response, even after several contacts, please inform the International Relations Office. We will help you!

### **Advised arrival time**

Autumn semester: sat & sun 31.8.–1.9.2013

Spring semester: sat-mon 4.-6.1.2014

### **Orientations**

Autumn semester 2.-6.9.2013

Spring semester 7.-10.1.2014

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. We will start the semester with a tutor meeting on 29.8.2013 when you need to be available in Rovaniemi.

In the information package students receive is indicated that their tutor would await them at their new student flats but as mentioned earlier, it is possible to agree on another meeting 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 the students your phone number in advance so they can call you if they'll arrive late. The students are also told that they should pay for their own taxi to the flat, so you shouldn't pay for it.

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.

Most likely your student will be very tired upon arrival. However, it's crucially important to show him/her how the Finnish **keys and locks** work (e.g. doors often lock when closed, without need to use a key). You must also make a round through the flat and show how the **shower/taps** (hot and cold water), **heating, plugs/sockets** and **stove** work, and demonstrate how **oven** should be used (with parchment paper). 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, remind students are expected to leave their flats in the same condition as they were when they arrived, otherwise DAS will deduct cleaning and repair costs from their deposit. Please advise your students to register to the DAS tenant pages which provide useful information regarding problems that may occur with housing. If the problem remains, it's better to contact DAS personally.

One of the most important things of the first meeting is to show where the **closest food 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 that you have each other's contact info.

## 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 Relations 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. Reserve enough time for at least 5 meetings and 15 hours of tutoring. Ask what problems the students might have. Be prepared for all kinds 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 Relations Office, Student Services, HelpDesk, library, restaurant, Lovisa cafeteria, kiosk, health care services and the rooms where students can use computers and printers or copy 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.

Tutors will also arrange a tour to MTI (Multidimensional Tourism Institute) during the orientation. If your students are studying tourism research make sure that they will join this tour. Also, students studying in the Faculty of Art



## University paperwork

DOCUMENT	WHERE AND WHEN
Registration - rekisteröityminen	This form should have already been sent before arrival. If not, direct the students to the International Relations Office.
Study Certificate – opiskelutodistus	Degree students can get this from Student Services and exchange students from the International Relations Office. The student should present proof of valid health insurance. (EU: European Health Insurance Card)
ICT user account – käyttäjätunnukset	Degree students can get this from Student Services with the Study Certificate (or from HelpDesk) and exchange students from the International Relations Office with the Study Certificate.
Student card – opiskelijakortti	Degree students are automatically Student Union members and should order the student card during the orientation week. Exchange students can pay both the membership fee and the card when LYY introduces their services. The card applications should be completed 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) - opintosuunnitelma	Relevant for exchange students. These can be signed by each Faculty's International Coordinator and by Jaana and Teija at the International Relations Office, if needed.
Arrival form - saapumislomake	These can be signed at the International Relations Office.

and Design need some special attention regarding the current facilities of the faculty. We expect that tutors from the Faculty of Art and Design will plan the tour in their facilities in cooperation with International Coordinator in the International Relations Office.

Students must also be instructed how to use WebOodi and email. During the orientation week the computer rooms are reserved for the incoming students where they can practice registering for courses. To help you with this specific task, there will be a WebOodi training organized for tutors in August. It's also important to make students aware of

the general examination process and lecture practices. In these faculty-related issues we recommend cooperation between tutors. In case you have students in your group who study in another faculty than you, you could ask for help from tutors studying in those faculties. It might be a good idea to agree on who will help who already in advance. Each faculty's International Coordinators are ready to help you, too.

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.

## 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 buses), on meals at the university restaurants, free healthcare service, etc. Because it may take a few weeks until the actual student cards arrive, members can use temporarily the printed receipt of membership payment in the university restaurants. The receipt is unfortunately not valid outside the university, so students have to wait until they've received the actual student card to claim discounts off campus.

It is very important to fill in the online application in [www.lyyra.fi](http://www.lyyra.fi) as soon as possible in the beginning of the semester. Lyyra only makes the cards during high seasons and if students fill in the applications later they might end up waiting a really long time for their actual student card to arrive. Remember to remind the students about collecting the cards from the Student Union office about three weeks after leaving the application.

## 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**. When organizing a tour in the city center you shouldn't forget to show **affordable shops, flea markets, post office, pharmacy, city library, tourist info, R-kiosk** (Prepaid phone and internet connections) etc. Since ESN Lapland works together with DNA, all incoming students are likely to receive Finnish **Prepaid phone package** free of charge during the orientation week.

## 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 health care centers (Sairaalakatu 1 or Pulkamontie 4 depending on where you live) 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 valid health insurance. Students from the **European Union** can use their European Health

Insurance Card. Students from **outside Europe** have been asked to present proof of insurance already when applying for a residence permit.

We have collected emergency contact information in the Study in Lapland guidebook. Please remind your student about these.

### 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. In 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.

**Degree students** need to register at the local register office (Maistraatti). The student needs his/her passport, residence permit, Admission Letter and Study Certificate to do this. You can check from the website if any additional documents are needed.

There are a few things to pay attention to when registering. It is important that

the student always registers as a permanent resident of Finland, even if they know that they will only stay for 2-3 years for the Master's degree studies. Then he/she will get a municipality of residence in Finland and is entitled to use public health care.

For more information read the Study in Lapland guidebook carefully and see the provided attachments.

### 8 FREE TIME

As a tutor you'll most likely be 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 an 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! It's very important for a tutor to be aware of the fact that not every student is willing to take part in nightlife activities (they may also feel uncomfortable with the Finnish drinking culture). Therefore it would be thoughtful to provide other free time activities for

the students as well. In the past, tutors have regularly met with their group of students outside the campus and organized some activities with them. Perhaps you could take the students to a cottage, or why not go for a walk in Uunasvaara...

The activities organized by ESN Lapland are definitely part of the foreign student's life. Amongst others they organize sauna evenings, 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 by sending an email to [teija.liiri@ulapland.fi](mailto:teija.liiri@ulapland.fi) or visit the International Coordinator. Also all the Student Union actives are there for the international students and can be asked for help in any occasion.

The majority of foreign degree and exchange students live in Kuntotie or Rovala, so you should inform them about local public transportation options and the ULapland shuttle bus to Art and Design facilities. 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 should show where they can **buy bikes and have them repaired**. 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 reflec-

tors. 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 buses 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 Relations Office or from Student Services.

Incoming students usually already have a **mobile phone** when they arrive. During the orientation week exchange students are likely to receive a DNA prepaid package free of charge. Please inform the students about where they can buy more credit for their accounts (R-Kioski or online). Contact with their home countries is very important, especially when experiencing homesickness. At least Saunalahti and Elisa offer **Pre-paid internet connections**. This is especially relevant for students residing in Rovala or Kuntotie, where no internet connection is available.

Usually tutors and their students 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 Relations Office if serious problems or emergen-

cies 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. If you, as a tutor, are worried about a student, please advise him/her to contact YTHS or University Study Counselor Panu Helle ([panu.helle@ulapland.fi](mailto:panu.helle@ulapland.fi)).

## 9 TUTORS' CHECKLIST

### 1. First contact

- \* Send a welcome letter to your students before they arrive in Rovaniemi.
- \* Agree on time and place for meeting the student.

### 2. Keys and a letter from DAS office

- \* Check the opening hours well in advance, get the keys in time and forward the letter from DAS to your student.

### 3. Arrival

- \* Meet the student at his/her flat or at the airport or railway station with the key.
- \* Show how the locks and keys work: doors are locked automatically when closed without a key (Door opening service is chargeable: RLTV p. +358 16 310 445).
- \* Demonstrate how shower/taps, stove / oven (use of parchment paper), heating, toilet, plugs/ sockets work.
- \* Show sauna, laundry room (instructions how to use machines), drying room (warn about clothes thieves!) and

'Return to sender' post box (palautettava in Finnish)

- \* Remind about housing practices and rules (trash collection and cleaning)
- \* Show the closest food shop

### 4. Paperwork at the university

- \* Check if the students have been registered properly. If not, direct them to the International Relations Office.
- \* Pick up the Study Certificate: degree students from Student Services and exchange students from International Relations Office. They will get the ICT user account at the same time (degree students may visit HelpDesk in case they don't receive them in Student Services). The student should present proof of valid health insurance.

### 5. Guided tour in the university:

- \* International Office, Student Services, library, copiers, computer rooms, rooms of the International Coordinators in the faculties, most important lecture rooms, HelpDesk, Lovisa cafeteria, Felli restaurant, kiosk, YTHS, Student Union Office (+ MTI, Art & Design facilities in Rotko and Pöykkölä if needed)

### 6. Practicalities in the university

- \* WebOodi (course registration)
- \* Email
- \* Examination process
- \* Lecture practices
- \* Completing student card applications in [www.lyyra.fi](http://www.lyyra.fi) as soon as possible (student number, digital picture needed). Student Union payment fee and student card can be paid in the orientation.

## 7. Guided city tour

- \* Shops (phone and internet connections, bedclothes and linen etc.) flea markets (tutor helps with purchasing bikes), R-kiosk, pharmacy, post office, city library, police station, Tourist info, Register Office (maistraatti), banks (opening bank account in which identification papers and student card or Study Certificate is needed. Always make an appointment beforehand +358 200 3000 (Nordea). Also show ATMs = 'Otto' and online banking / payment terminals instructions)
- \* Places that are farther away (e.g. Lidl, sport facilities, health care center and hospital).
- \* Students' wishes

## 8. Introduction to student life

- \* Taking part in the events of LYY, ESN Lapland and student associations
- \* Night life (if requested)
- \* Other activities

## 10 AT THE END OF THE TUTORING PERIOD

We will gather a couple of times during (each) semester and at the end of the spring tutor period the International Relations Office will organize a meeting with all the tutors to go through the tutoring process and individual experiences. In addition to this there are three things to take care of before you can be paid: First, tutors need to write a **report**, which should be uploaded to Optima or returned by email. Secondly, you need to fill in a **payment form** (you find it in Optima material folder), print it and return it with the **original** (not a

copy) **tax card** (it's called verokortti in Finnish,) to Teija Liiri at the International Relations Office. Otherwise you will be taxed a whopping 60%! After this tutors will receive either 300 euros (tutoring for two semesters) or 150 euros (for one semester).

## 11 IMPORTANT DATES AND THINGS TO REMEMBER

<b>What happens</b>	<b>When</b>
Tutor training	17.-18.4.2013
Autumn semester	28.8.-18.12.2013
Orientation for tutors	29.8.2013
Advised arrival times for autumn semester	31.8.-1.9.2013
Orientation in autumn	2.-6.9.2013
Return of the first report	15.10.2013
Spring semester	8.1.-31.5.2014
Advised arrival times for spring semester	4.-6.1.2014
Orientation in spring	7.-10.1.2014
Return of the second report (tutors for the whole academic year)	15.2.2014
Return of the final report (tutors for one semester and whole year)	by 31.5.2014

- **Responsibilities of tutors**
  - \* Taking part in the tutor training
  - \* Tasks related to student tutoring
  - \* Taking part in the tutor meetings arranged by the International Relations Office
  - \* Writing the required reports
  - \* Returning the payment form and the tax card
- **Importance of cooperation**
  - \* Between tutors
  - \* Between tutors and the International Relations Office
  - \* Between the tutor and his/her students
  - \* Between international and Finnish students
  - \* Between tutors and organisations





## 13 CONTACT INFORMATION

### The International Office of the University of Lapland

*Director of International Relations*  
Outi Snellman

*Head of International Student Services*  
Jaana Severidt  
([jaana.severidt@ulapland.fi](mailto:jaana.severidt@ulapland.fi))  
p. +358 40 772 6510

*International Coordinator*  
Teija Liiri ([teija.liiri@ulapland.fi](mailto:teija.liiri@ulapland.fi))  
p. +358 40 484 4465

*International Relations Secretary*  
Jenni Sjöman  
([jenni.sjoman@ulapland.fi](mailto:jenni.sjoman@ulapland.fi))  
p. +358 40 484 4464

### International faculty coordinators

Faculty of Education and Law: Päivi Martin  
([paivi.martin@ulapland.fi](mailto:paivi.martin@ulapland.fi))  
p. +358 40 484 4040

Faculty of Art and Design: Virpi Nur-  
mela ([virpi.nurmela@ulapland.fi](mailto:virpi.nurmela@ulapland.fi))  
p. +358 40 484 4396

Faculty of Social Sciences: Minna  
Nousiainen  
([minna.nousiainen@ulapland.fi](mailto:minna.nousiainen@ulapland.fi))  
p. +358 400 813 867

### Domus Arctica (Student Housing Foundation)

[www.das.fi](http://www.das.fi)  
[dasaspa@das.fi](mailto:dasaspa@das.fi)

Ylikorvantie 28 A, 96300 Rovaniemi  
puhelin 020 7699 180  
faksi 020 7699 188

### Police (Poliisi)

Phone: 071 876 0321 (police customer service) or 112 (emergency number)  
Hallituskatu 1-3, 96100 Rovaniemi,  
open: mon-fri 8.00-16.15 (Licencing office open mon-fri 9.00-16.15, phone 071 876 6227)  
[www.poliisi.fi/english/index.htm](http://www.poliisi.fi/english/index.htm)  
[palaute@rovaniemi.poliisi.fi](mailto:palaute@rovaniemi.poliisi.fi) (feedback)  
Fax: 071 876 6303

### Student Union (LYY)

Lapin Yliopiston Ylioppilaskunta  
Ahkiomaantie 23 B, 96100 ROVANIEMI  
phone: +358 40 578 4207  
<http://www.lyy.fi>  
e-mail: [lyy@lyy.fi](mailto:lyy@lyy.fi)

The contact person for international affairs in LYY is Ida Müller ([ida.muller@lyy.fi](mailto:ida.muller@lyy.fi)).

### Erasmus Student Network (ESN) Lapland

[esn@lyy.fi](mailto:esn@lyy.fi)  
Find them on Facebook!

## 14 USEFUL WEBSITES

The Social Insurance Institution of Finland (Kansaneläkelaitos – Kela)

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

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

[www.syl.helsinki.fi/english](http://www.syl.helsinki.fi/english)

YTHS (FSHS: Finish Student Health Service)

[www.yths.fi/rovaniemi](http://www.yths.fi/rovaniemi)

Rovaniemi health care services

<http://www.rovaniemi.fi/Kansainvalinen-sivusto/English/Services/Healthcare-Services>

CIMO (International mobility and cooperation)

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

Study in Finland (CIMO)

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

Banks (with websites in English)

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

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

Phone companies

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

[www.dnafinland.fi](http://www.dnafinland.fi), [www.saunalahti.fi](http://www.saunalahti.fi)

Ministry for Foreign Affairs (Ulkoasiainministeriö)

[formin.finland.fi/english](http://formin.finland.fi/english)

Finnish Immigration Service (Maa-hanmuuttovirasto)

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

Citizens Services

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

Population Register Center (Väestörekisterikeskus)

[vaestorekisterikeskus.fi](http://vaestorekisterikeskus.fi)

Employment and Economic Development Service

(Työ- ja elinkeinotoimisto)

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

Tax Office (Verotoimisto )

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