

# **THE BEST OF BOTH WORLDS**

We are building a **better world of work**.  
We want to challenge and to be challenged.  
We act **boldly** and **fairly**.



## STUDENT SERVICES supporting students

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- Service promise
- Ethical guidelines ja misconducts
- Customer service
- International services
- Library
- Support services
  - Senior Pedagogical Specialist
  - Study Psychologist
  - Campus Chaplaincy
- MOVEO health and fitness
- Student healthcare services





## **Our service promise**

### **At our Student Services...**

- We provide friendly and professional service
- We serve you at our campuses and online
- We care about you and help you find solutions
- We develop our services in cooperation with you

### **Do this to help us succeed:**

- Follow our updates, news and instructions
- Familiarise yourself with our services
- Allocate enough time for getting things organised
- Give us feedback, tell us what works and what needs improvement





### Use information correctly

- searching for reliable reference material
- using the information appropriately
- taking copyright matters into account

### Follow the rules

- e.g. examination instructions
- course instructions of teacher
- Degree Regulations!!
- etc.

### Be honest and fair

- Avoid misconduct and wrongdoing
- treat people fairly
- truthful justifications in applications

# Misconduct in Studies

- **Cheating on examinations:** e.g. use of prohibited means or tools (e.g. mobile phone) in an examination → removal from the examination and written caution.
- **Misconduct related to an assignment:** e.g. the falsification or misrepresentation of results related to an assignment, having others do the work in a group assignment!
- **Plagiarism:** disregard of referencing practices, copy – pasting
- **Lying, falsification and omission of key information:** e.g. misleading peer assessment, falsification of attendance records, asking for extension under false pretences,.
- **Influencing the person assessing a study attainment or an attempt thereof:** e.g. bribery, threats, pressuring.
- **Obstruction or sabotage:** obstructing the work of other students e.g. by disturbing and examination or destroying or stealing the work of others.
- **Discovering misconduct** → case will be investigated (official AMK process).
- **Disciplinary measures:** caution, written reprimand, expulsion.

STUDENT CUSTOMR SERVICE	STUDY GUIDANCE AND SUPPORT	STUDENT'S WELLBEING
<ul style="list-style-type: none"> <li>○ Study related practical matters ("office")</li> <li>○ Study right</li> <li>○ Registrations (academic year, courses, exams)</li> <li>○ Changes of permanent residence and personal information</li> <li>○ Certificates (study certificates, VR/matkahuolto, Kela meal subsidy card, official transcripts of completed studies)</li> <li>○ Degree certificates and graduation ceremonies</li> <li>○ Accident reports</li> <li>○ Misconduct in studies</li> <li>➤ <b>Studentservices@lab.fi</b></li> </ul>	<ul style="list-style-type: none"> <li>○ Tutor teachers</li> <li>○ Tutor students</li> <li>○ Guidance and counselling, career counselling</li> <li>○ PSP, RPL = Recognition of prior studies and learning (credit transfers)</li> <li>○ Senior Pedagogical Specialist Juha Tiitta</li> <li>○ LUT Academic Library, Language Centre</li> <li>○ International Services</li> <li>○ KOE Student Union of LAB</li> <li>➤ IT-services: <a href="mailto:studenthelpdesk@lut.fi">studenthelpdesk@lut.fi</a></li> </ul>	<ul style="list-style-type: none"> <li>○ Study psychologist <ul style="list-style-type: none"> <li>○ N.N. Lahti (coming soon)</li> <li>○ Janita Suni Lappeenranta</li> </ul> </li> <li>○ Campus chaplains <ul style="list-style-type: none"> <li>○ Sonja Turunen Lahti</li> <li>○ Sari Kosonen &amp; Aki Lasonen (LPR)</li> </ul> </li> <li>○ Student healthcare services <ul style="list-style-type: none"> <li>○ Lahti PHHYKY</li> <li>○ Lappeenranta EKSOTE</li> </ul> </li> <li>○ MOVEO Health and Wellbeing Services</li> </ul>



## Student Services / Customer service

- **Front desk:** Mon - Thu 9 – 15, Fri 9 - 14 **Online service highly recommended!**  
**Max. 1/3 persons at the time**
  - Lappeenranta Campus: LUT room 2313 (2. building, 3. floor)
  - Lahti Campus: Mukkulankatu 19
- **Servicedesk 24/7:** [studentservices@lab.fi](mailto:studentservices@lab.fi)
- **Websites and intranet:** [lab.fi](http://lab.fi) and Respa (HUOM! In the future eLAB) **LPR students: [lab.fi/en](http://lab.fi/en) → info → campuses → Lappeenranta campus → for students**
- **Tel:** 040 649 4800 (LPR) / 029 446 2500 (Lahti)
- Campus screens

Student Services will help and guide you with your studies, courses and graduation. You can also request documents related to your studies (certificate of studying, transcript of records).



## **Student Services / Customer service**

### **Lahti Campus**

Jarkko Tuominen, Head of Student Services

[jarkko.tuominen@lut.fi](mailto:jarkko.tuominen@lut.fi)

044 708 1274

Mirva Törmälä, Head of Customer Service

[mirva.tormala@lut.fi](mailto:mirva.tormala@lut.fi)

044 708 1778

### **Lappeenranta Campus**

Minna Ranta, Head of Student Services

[minna.ranta@lut.fi](mailto:minna.ranta@lut.fi)

040 510 0597





## International Services

### Guidance in:

- Student exchange
- Internship abroad
- International intensive weeks
  
- [outgoing@lab.fi](mailto:outgoing@lab.fi) (outgoing exchange students)
- [incoming@lab.fi](mailto:incoming@lab.fi) (incoming exchange students)
- [placement@lab.fi](mailto:placement@lab.fi) (only for LAB students, internships abroad)

Guidance and services for students who are going to study abroad!

## LUT Academic Library – [lut.fi/library](https://lut.fi/library)

- [LAB Primo](#): printed collections and e-resources
- **Library card** – when you want to place a request or borrow printed material
- **Customer service in two cities:**
  - [kirjasto.lappeenranta@lut.fi](mailto:kirjasto.lappeenranta@lut.fi) / [kirjasto.lahti@lut.fi](mailto:kirjasto.lahti@lut.fi)
- **Information services and guidance:**
  - Chat on library web-page
  - [library@lut.fi](mailto:library@lut.fi)
- [LibGuides](#)
- **Self-directed use of the library** within the campus opening hours, check [the opening and service hours](#)



# Special Guidance

- Contact LAB Senior Pedagogical Specialist if you need support in learning and studying. Senior Pedagogical Specialist will help you identify suitable learning methods for you, help you with developing studying skills and offer guidance with your studies. Services are available for everyone and appointments can be organised one-on-one or in small groups.
  - Senior Pedagogical Specialist is responsible for testing reading and writing skills and if needed, offers support for them.
  - Other services include training and consulting teachers, improving student wellbeing and working on accessibility in studies and around the campus.
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- <https://lab.fi/fi/opiskelu/itseopiskelumateriaali>
  - <https://www.worddive.com/en/>
  - <https://www.khanacademy.org/>

**Senior Pedagogical Specialist**

Juha Tiitta

juha.tiitta@lut.fi

044 708 1687

# Study Psychologist

- You can contact the Study Psychologist to discuss about stress and burnout, procrastination and lack of motivation, performance anxiety and challenging social situations, depression and anxiety or life changes. Appointments can be organised face-to-face, on the telephone or online.
- Bookings and questions via e-mail [janita.suni@lut.fi](mailto:janita.suni@lut.fi)

## Lahti Campus

N.N. (recruitment in progress)

Room A146

## Lappeenranta Campus

Janita Suni

[janita.suni@lut.fi](mailto:janita.suni@lut.fi)

Room 2323A

# Campus Chaplaincy

Contact Campus Chaplains when:

- you want to talk confidentially about your life, about happiness or sorrows
- baptism, wedding or confirmation become actual
- you want to learn more about religions in Finland
- you want to attend Sunday services or try to find places for worship

It doesn't matter what is your religion, everyone's own beliefs are respected. Chaplaincy services are free of charge.

## Lahti Campus

Sonja Turunen

+358 44 719 1203

sonja.turunen@evl.fi

## Lappeenranta Campus

Sari Kosonen and Aki Lasonen

+358 40 312 6823

sari.kosonen@evl.fi



*“It’s not just about being active,  
it’s the feeling that comes with it”*

- We provide versatile, affordable and high-quality health and fitness services for university students
- Gym, ball games and group exercise classes
- Get your membership:  
<https://lutshop.lut.fi/MOVEO-Liikuntapalvelut>



MOVEO Lahti  
MOVEO Lappeenranta



**MOVEO**

# Student Healthcare Services

Autumn 2020

PHHYKY in Lahti: <https://www.phhyky.fi/fi/perhe-ja-sosiaalipalvelut/lapsiperhepalvelut/opiskeluterveydenhuolto/international-students/>

EKSOTE in Lappeenranta: <http://www.eksote.fi/sites/eng/immigrants/health/Sivut/default.aspx>

1.1.2021:

- Services are provided by Finnish Student Health Service (YTHS, in English FSHS) including oral health services and mental health services
- Total number of customers 270 000
- Healthcare fee to Kela 74 – 77 euros per year
- Degree students who have registered as an attending student for the term in question
- Students are allowed to use services nationwide
- YTHS student health care services do not cover international exchange students! (PHHYKY in Lahti and EKSOTE in Lappeenranta)
- <https://www.yths.fi/en/frontpage/>

➤ **EMERGENCY NUMBER IN FINLAND IS 112.**

Thank you & good luck  
with your studies!

