

## HelpDesk and eSAMK Support Services

The SAMK Helpdesk can help you with your IT problems. eSAMK Support is a team for the pedagogical development of e-learning and the development of teaching systems (Moodle, EXAM, HILL and Tuudo), technical support and system training. It is working under Education Services and primarily serves teachers, but also students, in all matters concerning teaching systems.

## Library

The library offers a wide range of resources to support learning and teaching. You will find reliable information, literature and other resources in the library. You can access almost all online resources both on campus and at home. The links to the resources can be found conveniently in SAMK Finna. The campus libraries are located in Pori, Rauma, Huitinen and Kankaanpää, so the services are easily accessible in different areas.

## Continuing Education Services

Continuing Education Services supports learners in making educational choices by providing information, communication and advisory services related to studies in the open university of applied sciences, continuing education, specialization studies and cross-institutional studies. Students also receive assistance with matters such as certificates of registration and other statements related to their studies.

## Support for writing

All SAMK students, regardless of their degree programme, are offered help with writing their thesis and other written work. The help includes, for example, thesis workshops, info sessions, writing meetings and question and answer sessions. You can make use of this in your studies even before you start writing your thesis.

## CampusMoWe - University Sport & Wellbeing Services [www.campusmowe.fi/en](http://www.campusmowe.fi/en)

CampusMoWe supports the wellbeing of students and staff by offering a wide range of low-threshold, affordable sport and wellbeing services. CampusMoWe offers weekly group fitness classes, open ball game shifts, gym services and on-

line services without time and place constraints. CampusMoWe also organises a range of events related to physical activity and wellbeing.

## Student Union SAMMAKKO

The Student Union SAMMAKKO recruits peer tutors for new students, coordinates activities and collaborates with student counsellors, International Relations and Student Services. The Student Union also informs students about social benefits, student rights and responsibilities, housing and activities.

## THE THIRD, OUTERMOST-LEVEL GUIDANCE AND COUNSELLING

### Student Health Services, FSHS [www.yths.fi/en](http://www.yths.fi/en)

Students can have a confidential discussion with a public health nurse about all aspects of their studying ability, health, lifestyle and life situation. If they wish, they can make an appointment with the public health nurse for a health check-up. Other issues such as contraception, vaccines and travel health can also be discussed during the appointment. If necessary, the public health nurse will make a referral to an FSHS general practitioner.

### Parish services [www.kirkkoporissa.fi/opilaitoksissa](http://www.kirkkoporissa.fi/opilaitoksissa) (in Finnish)

Parish workers, for example, pastors and deacons, can be contacted in all aspects of life, regardless of religion. In particular, it is a good idea to get in touch when worries and loneliness are weighing on your mind.

### Ohjaamo [ohjaamo.fi/en](http://ohjaamo.fi/en)

Ohjaamo is an information and guidance center for people under 30 years of age, offering free help with work, education and everyday life.

### Nyyti ry [www.nyyti.fi/en](http://www.nyyti.fi/en)

Nyyti ry is an organisation that promotes students' mental health and ability to study, providing students with information, support and activities for mental wellbeing and coping during studies.

# STUDENT GUIDANCE & COUNSELLING AT SAMK



**At SAMK, you can get guidance and counselling from a range of providers, depending on where you are in your studies or whether you need more specific guidance on a particular topic. The first, inner-level guidance and counselling is provided by the people, who are the primary point of contact when your questions are related to your studies. The second, intermediate-level guidance and counselling involves people with specific guidance-related tasks and expertise in which they provide guidance and counselling to students. The third, outermost-level guidance and counselling consists of people involved in education but who are not directly involved in teaching.**

## THE FIRST, INNER-LEVEL GUIDANCE AND COUNSELLING

### Teacher tutor

The teacher tutor guides students, familiarises them with the learning environment and provides guidance and advice on study practices. They guide the students in the preparation of the PSP (personal study plan), monitor the progress of the students under their supervision and support them in their studies if necessary. The teacher tutor is the closest adviser to the study group, providing information and advice on study matters, familiarizing them with the subject they are studying and supporting their professional growth and development. The teacher tutor refers the student to other support and guidance providers if there is a need for further guidance and counselling.

### Teachers

Teachers are responsible for guiding learning, studying and professional growth in their course implementations. They also provide career guidance, taking into account the objectives set for the UAS, including students' competence objectives, e.g. generic competence objectives.

The teacher's guidance tasks include:

- supporting career choices (defining professional image and studying objectives, strengthening professional identity, supporting employment, entrepreneurship)

- supporting learning and competence development, supporting working processes in higher education
- supporting students' self-direction (positive self-image, professional image, self-reliance)
- monitoring the progress of the studies and supporting the studying on the course implementation in question
- referring the student to a teacher tutor, a student counsellor and/or a special needs teacher for any additional guidance or counselling needed.

In addition, for thesis courses, the teacher acts as thesis supervisor. They are responsible for ensuring that the student receives quality support for the thesis process. The thesis supervisor acts as a support and encouragement for the thesis. They contribute to the strengthening of the student's professional identity and expertise. A representative of working life is often involved in the guidance of the thesis content.

### Teacher supervising practical training

The teacher supervising the practical training supports the development of the student's professional skills, expertise and professional identity. In addition, they are involved in supporting the student's career planning, the development of workplace skills and employment, as well as guiding the practical arrangements for the practical training process, both in Finland and abroad.

### Peer tutor

A peer tutor, a student who has completed the tutor training organised by the Student Union SAMMAKKO, guides new students through the start of their studies and provides peer support in all study-related matters during the studies.

## THE SECOND, INTERMEDIATE-LEVEL GUIDANCE AND COUNSELLING

### Student counsellor

The student counsellor is involved in guiding and counselling students depending on their situation and needs. The student counsellor implements,

coordinates and develops guidance and counselling in cooperation with other providers of student guidance and counselling in the faculty. The student counsellor is responsible for the equality of student counselling in the faculty in accordance with SAMK's policies. Student counsellors are involved in the development of SAMK-wide student guidance and counselling.

### The person responsible for RPL in the degree programme

The person responsible for the recognition of prior learning is involved in student guidance in the context of the identification and recognition of competences.

### Language tutor

Language tutors provide students with information and guidance on language and communication studies. They are available to students throughout their studies. Language tutors advise students on how to take the placement tests and on the choice of possible preparatory language courses. They also provide group and individual guidance and counselling as required. Students can request guidance and counselling in personal situations (reading and writing difficulties, substitutions, exemptions) and, if necessary, in the form of tutoring sessions.

### Special needs teacher

The special needs teacher supports and develops the student's learning to learn skills and study skills and works in cooperation with other guidance providers. They also support teachers, teacher tutors and student counsellors in their work to guide and counsel students with learning difficulties. Special arrangements can also be made to support a student's learning, in which case the special needs teacher acts as a specialist in special support.

### Head of teaching

The head of teaching is responsible for organising student guidance and counselling in the degree programmes under their responsibility. The head of teaching assigns teacher tutors to the degree programmes and allocates the working time for teacher tutors to tutor students. The head of teaching makes decisions on the need for indi-

vidual support arrangements, as proposed by the special needs teacher.

### Student Services

Student Services advises degree students, maintains the student information register (Loki), prepares degree certificates for the President's signature and assists SAMK staff in matters related to student and study information.

### Admissions Office

The Admissions Office plans and implements the applications and selection of students for degree programmes and provides advice to applicants. In addition, the Admissions Office handles tasks related to the registration for the academic year and processes the resignation notifications and the applications for the extension or restitution of the study right. They collect tuition fees from the students liable to pay the fees and prepare decisions on the scholarships granted based on study results.

### International Relations Office

The International Relations Office also provides guidance, advice and encouragement for students to undertake exchanges, practical training and double degrees abroad. In addition, they offer information about the different exchange options available and the mobility grants. The International Relations Office develops international university partnerships and manages issues related to international competence and mobility. The International Relations Office also provides guidance and advice on arrival and other non-study-related issues for international degree students before and during their studies.

### Language Center

The Language Center provides language and communication courses as well as translation and proofreading services for staff. Translation services, such as translation and proof-reading of the thesis abstract, are also available to students for a fee. The Language Center also provides dyslexia assessments for native speakers of Finnish. If a student is diagnosed with difficulty in reading or writing, they can apply for individual support arrangements for their studies on the basis of an expert opinion.