

Tutoring international students 2022-2023

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Congratulations, new international tutor! We are excited that you have decided to become a tutor – you play an important role in helping international students settle down within the Aalto community, and we hope that the experience is also rewarding for you. This presentation consists of two parts:

1. Helping international students adjust to life in Finland.
2. Practical matters that you should be aware of as an international tutor.

Simple ways to be inclusive

- Discuss language preferences (language negotiation, next slide)
- Explain jargon and terminology
- Explain proceedings
- Explain customs
- Interpret main points in English, too
- Actively invite international students to events

Language negotiation

One person

Group

Is there a common language?

No

Are there participants / readers who need the information in another language?

Choose the language that suits everyone

What language do you prefer?

What language would you rather use this time?

Yes

Yes

Integrate interpretation turns into the conversation.

Use the language resources available to you with good will and consideration for others.

Your language resources may be in any language, and are words and gestures which we use to communicate

In other words, flexible mixing of languages is totally ok!

This means that for a moment, nobody else talks and one person makes sure those who speak other languages understand and are given the opportunity to participate.


KEEP CALM AND CARRY ON

Avoiding misunderstandings and microaggressions

DO:

- Ask when you don't understand.
- Receive communication with good will (assume you've misunderstood, rather than that someone meant to offend).
- Give constructive feedback as soon as possible, if language use is possibly offensive.
- Accept, without question, what people say about their identity.

DON'T:

- Don't ask members of minorities to represent, e.g. "What do Thai people think about X?"
- Don't talk about people in terms of stereotypes, and don't generalize
- Don't correct linguistic and grammatical mistakes unless the speaker has given you permission to do so

**Piece of cake:
A linguist's take on how
miscommunications are
born.**





"Easy as apple pie!"



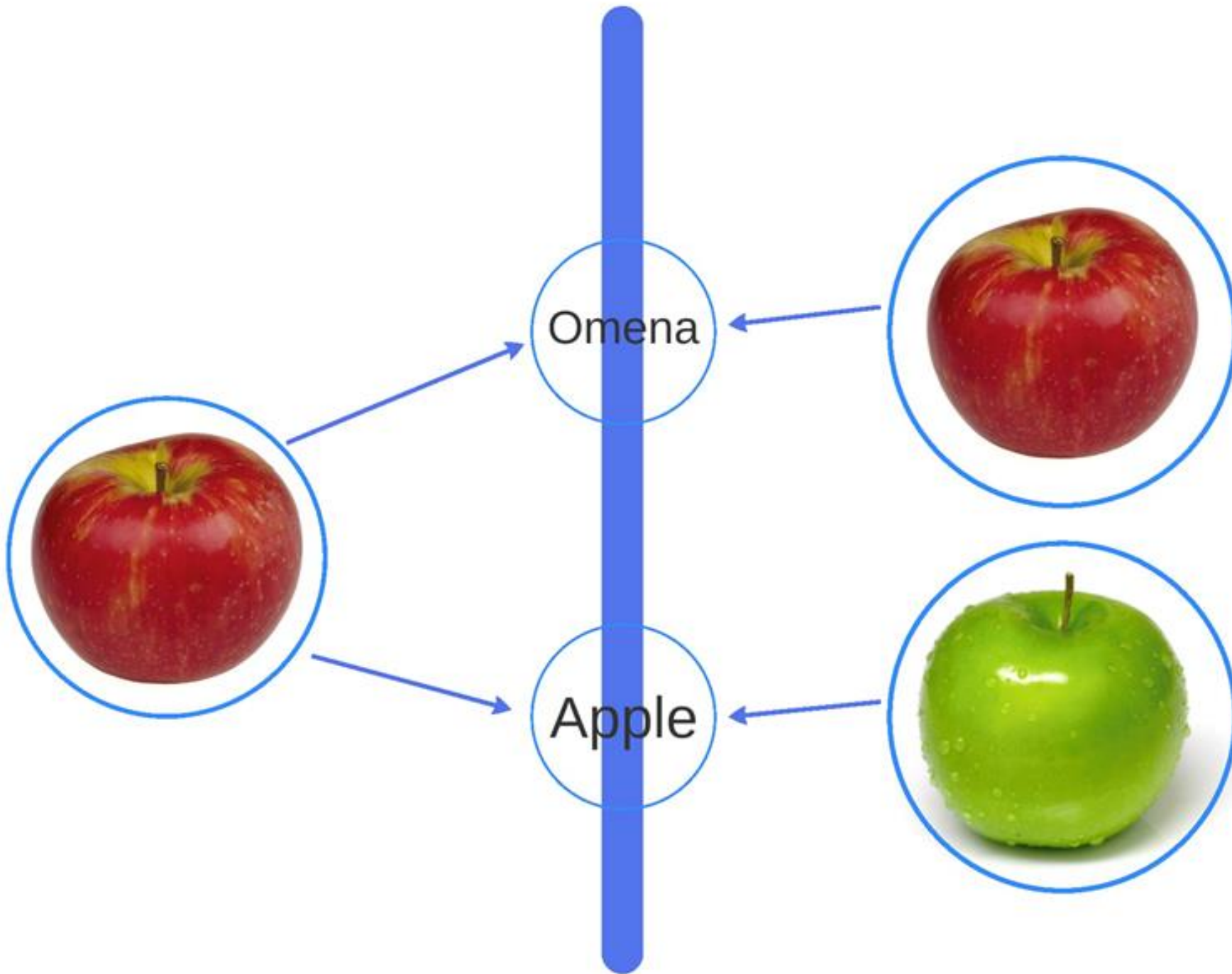
Signifier & Signified

Saussure / Frege

- Signifier – Word or symbol
- Signified – What is meant by the word or symbol

The problem:

- You can't see into another person's mind.





Virasto | Bureau | สำนักงาน



Pukuhuone | Changing room | ห้องเปลี่ยนเสื้อผ้า

Apples for pie

1. State your request.
 2. Give clarifying examples.
- I need apples from the store.
 - I am going to make a pie.
 - Green apples are the best for pie.
 - Bring me 5 green apples, please!



What are some things you've found confusing when in a foreign country?

What are some things that a foreigner might find confusing in Finland?

(5 minutes)

**What kinds of cultures do you
belong to yourself? How would you
define culture?
(5 minutes)**

Age	Gender / gender roles	Language and communication skills	Personality
Education	Previous experiences	Religion	Ethnicity
Values	Nationality	Environment	Time
Socioeconomic class	Social networks	Family	...?

CULTURE

**“We are a product of the system
that raised us.”**

What do you think of this?

(2 minutes)

Tutor's tasks & to-do lists

Before your student arrives

- Attend tutor trainings / do the training assignments
- Accept the commitment for international student tutors
- Make sure you know your school's contact person
- Contact your student as agreed with your school
- If agreed, pick up the keys for their apartment
- Agree on a meeting upon arrival with your student
- Make communication easy – create a group chat

Tips for contacting the new student

Introduce yourself – who are you, and what are your main responsibilities (and say you're a student, not a staff member!). **You can also ask how their arrival process is going.** Encourage them to look for an apartment well in advance.

During and after arrival

- Pick up or meet the student when they arrive**
- Be present during orientation week and participate**
- Introduce the campus, study facilities and student culture**
- Help with enrolment and arrival processes, if possible**
- Organize at least one meeting after orientation week**
- Write a report and submit it by the given deadline**

Aalto is the 35th
most
international
university in the
world.

Times Higher Education 2021

Who will you be tutoring?

International students can be...

...exchange students (~ 1000 annually)

- one or two semesters at Aalto
- from different partner universities and exchange programmes: Erasmus, Bilateral etc.
- EU/EEA-student or non-EU/EEA student

...degree/double degree students (currently around 2000 students)

- **degree students:** will complete a degree at Aalto (Bachelor's or Master's), staying usually at least two years
- **double degree students:** will complete a joint degree at Aalto and another University or Universities, (physically) at Aalto for 1-2 semesters
- EU/EEA-student or non-EU/EEA student

The next slides follow the typical path for each group of students.

Student path

BEFORE ARRIVAL

Congratulations, you are now a student at Aalto!

- take care of your tuition fees (only degree student outside EU/EEA countries)**
- enrol as an attending student**
- apply for a visa or residence permit (students outside EU/EEA countries) and take care of other practicalities**
- get health insurance**
- apply for accommodation**
- activate your Aalto user account (after 1st of August)**
- compile needed documents**

AFTER ARRIVAL

Welcome to Aalto University!

- participate in orientation
- register your right of residence (EU/EEA students)
- take care of other practicalities: living, banking, student card...
- learn how to get around

Next, we'll talk more about each of these steps.

Taking care of tuition fees

Things for a tutor to know

- **Degree students** who are citizens of countries **outside the EU/EEA and Switzerland** are generally required to pay tuition fees (12,000–15,000 €)
- Aalto's scholarships cover 50% or 100% of the tuition fee
- Invoices and instructions are sent by the university
- The tuition fee must be paid before the enrolment
- Sufficient funds for tuition fee and living costs (min. 560 e/month) required when applying for residence permit
- **Note for hybrid studying:** Aalto offers no discounts if studies start remotely

Important note! Tutors are **not expected** to guide international students with questions regarding the tuition fees – if you or the student do not know the answer, always contact Students Services! studentservices@aalto.fi

BEFORE
ARRIVAL
(degree)

AFTER
ARRIVAL
(exchange)

Enrolment

Generally, the enrolment process includes:

Joining the student union AYY

- Compulsory for degree students, voluntary but recommended for exchange students ([instructions](#))



Enrolment to the university

- Online on [Studyinfo \(OILI\)](#) or manually with the Student Services (depending on your status)
- after enrolment, the student should have also an Aalto IT account and necessary forms, such as a certificate of student status (läsnäolotodistus)

All new international degree students should enrol at the university, preferably by 31 July 2022

- instructions given by their own school with admission letter, ask to follow them
- The enrolment period for the academic year 2022 - 2023 begins on May 2, 2022

Updated enrolment instructions will be sent to the students from their own schools

- practices may vary a bit between the schools & degree/exchange students
- students should follow the instructions received from the school!

BEFORE
ARRIVAL

AFTER
ARRIVAL

Finnish Immigration Service
(Migri)

Outside EU/EEA
countries

Residence permit needs to be applied for before arrival. Start application process as soon as possible.

NOTE! Due to the coronavirus, there may be some challenges in the application processes. Follow [Migri's updates](#).

EU/EEA citizens

Registration of residence at Migri if staying in Finland for 3+ months non-stop (can be done after arrival)

Can be applied online, but a personal appointment is also required at Migri's service point – book in advance!

Residence permits and registrations

Digital and Population Data Services Agency (DDV,
former Maistraatti)

Degree students

(students staying for at least 1 year)

All students **MUST** register regardless of nationality – a permanent address needed for registration

Registering is necessary for getting a **home municipality** (kotikunta) and a Finnish personal ID code (if not already issued by Migri)

Exchange students

(and double degree students – students staying for less than 1 year)

Registration is **not** required

Exchange students are not usually granted a home municipality – **however**, if there is a need for a Finnish ID code and a it hasn't been issued by Migri, exchange students can also register

Getting health insurance

- **Students outside the EU/EEA countries are required to have sufficient private health insurance for the residence permit – [more info here](#). Private health insurance varies greatly.**
- **Students from EU/EEA countries should have a European Health Insurance Card (EHIC) when arriving in Finland – gives access to public healthcare also in cases of emergency**
- **All students with a home municipality (degree students) should have access to municipal healthcare at the same cost as locals**
- **FSHS (Finnish Student Health Services or YTHS) provides basic healthcare services for degree students (but no emergency services). These payments are made through Kela (the Social Insurance Institution of Finland).**

BEFORE
ARRIVAL

Applying for accommodation

Students receive application instructions from their schools

- HOAS and AYY are the main providers, but cannot accommodate all students – check the private market, too: Forenom, Facebook groups, Sharetribe, Unihome + tips from [Into about housing](#)
- Apply early and simultaneously through various channels – accepting the first offer is recommended
- If questions/problems arise regarding the tenancy agreement, advise the student to contact the housing provider/landlord directly

Tutors can help in picking up the keys and finding furniture

- Check the key pick-up practicalities from your own school – if you pick up the keys from a housing office, you need an [authorization letter](#) from the international student
- For finding furniture, check out [Reuse & Rescue](#) in Otaniemi for renting homeware kits + finding recycled furniture



Compiling necessary documents

EU citizens

- necessary travel documents
- identity card or passport (passport recommended)
- European Health Insurance Card
- letter of acceptance from Aalto
- proof of financial means to support your studies (for example Certificate of your Erasmus grant)
- a few passport-sized photographs
- prescriptions if you are on medication
- some cash (euros)

Non-EU citizens

- necessary travel documents
- passport and residence permit
- proof of health insurance
- letter of acceptance from Aalto
- proof of financial means to support your studies
- a few passport-sized photographs
- prescriptions if you are on medication
- some cash (euros)



AFTER
ARRIVAL

Participate in orientation

Online pre-orientation available from August onwards [on MyCourses](#) (IT account should be activated)

Orientation week Mon 29.8. - Fri 2.9, also beginning of January 2022 for spring term exchange students

- Schools send their students exact dates and schedules
- **All new students should participate**, and tutors should be available for the entire week
- **NOTE!** Some courses are being organized in hybrid mode, but most are being organized live. Students should check the status with their own programmes.

AFTER
ARRIVAL



Important cards

Student card

- **for AYY members:** free digital card (for iOS and Android) or a paid plastic card
- digital student cards require a Finnish personal ID code or a student number
- applications submitted online at frank.fi
- the receipt of the paid membership fee should be saved until the card is ready

HSL travel card and app

- **exchange & double degree students:** HSL form for **exchange** students from student services
- **degree students:** HSL form for **degree** students from students services (permanent address & home municipality must be registered first)
- HSL app: Finnish ID code and online banking credentials required
- Student price only on app for degree students; exchange students need card
- HSL cards can be used as **key cards** in Väre and the Learning Center

+ library card

- get a library card for the university library from the [Learning Centre](#)

AFTER
ARRIVAL

Other practicalities



Student life

Help new students with practical matters related to student life

- **events, student associations, guilds and how to join them**
- **academic quarters and other study culture features, groupworks etc.**
- **student cafeterias and moving around the campus – schools provide specific materials about when and where to arrive**
- **wellbeing resources – study psychologists, sports, healthcare, Starting Point of Wellbeing**



Living

- remind students that most apartments are unfurnished and they might have no electricity when arriving
- please tell them about the rules and practicalities of living in shared apartments: **recycling, night-time silence**, etc.
- how to move around, socialize and live sustainably on campus? You can share the tips [here](#)
- share tips about grocery stores and cafeterias, where to find food for various diets etc.



Banking

There have been some difficulties opening bank accounts for international students – practices vary between banks

- **if problems occur and banks deny access to any of their services, please contact AYY**

Banking steps for the student

- make an appointment at the bank well in advance (tutor can help)
- check with the bank what documentation is required (most likely residence permit, acceptance letter from Aalto, passport, address in Finland, account details if available, Finnish ID code, sometimes Finnish ID card and proof of origin for cash deposits)

How to help and where to ask?

- Into portal provides information for all international students
- MyCourses pre-orientation
- Join the <https://t.me/aaltointernational> group on telegram for peer support

AYY

- erik.halttunen@ayy.fi / Board member, new students and associations
- marianna.malkamaki@ayy.fi / Board member, international affairs and services
- tuulia.telin@ayy.fi / Specialist, new students, associations and alumni
- fon.krairiksh@ayy.fi / Policy Specialist, international affairs, equality

Aalto

- Exchange student tutors: exchange coordinators of your own school
- Degree student tutors: programme coordinators
- admissions@aalto.fi for admission-related questions



Can I learn more?

- Interpretation and translation
- Intercultural communication
- Plain language
- Check your privilege
- "Cultural baggage"

*Finland is an exotic place
for the rest of us :)*

*Päivän sana:
"eksottinen suomi"*

Thank you!

I am happy to continue discussions, provide trainings and facilitate workshops!

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