

Practical Guide for International Students 2017-2018

Joensuu Campus

University of Eastern Finland 2017



Contact Information

University of Eastern Finland

Joensuu Campus

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1 Finland



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|--------------------|-------------------------------|
| Population | 5.5 million |
| Area | 338 424 sq.km |
| Capital | Helsinki (population 600 000) |
| Head of State | President Sauli Niinistö |
| Official Languages | Finnish, Swedish |
| Religion | Evangelic Lutheran |
| Currency | Euro |
| Calling Code | +358 |

Finland is a Nordic democracy and a member country of the European Union. Finland's unique culture has been influenced by both Scandinavian and Russian cultures. With its overabundance of space, Finland's exotic, northern geographic setting is one of its most treasured resources.

In terms of area, Finland is the seventh largest country in Europe but it has a very low population density. Forests cover over two thirds of the country. Finland is also a land of a thousand lakes and water covers 10% of the land.

Finland is a land of four distinct seasons. During the summer, the highest daytime temperature in eastern Finland occasionally rises over 25°C (degrees Celsius). During the winter months, particularly in January and February, temperatures of minus 20°C are common. Even if the temperatures in the winter can seem harsh, Finland has a much milder climate than other areas in similar latitudes. This is due to the many lakes, the Baltic Sea and the airflows from the Atlantic Ocean warmed by the Gulf Stream.

In the summer, there is daylight almost around the clock whereas in the winter there are only a few hours of daylight. In the autumn, the first snow often settles in November and the landscape will often be covered in snow in December. The first signs of spring can be seen in March and the snow gradually starts melting away in April.

Useful Links

University of Eastern Finland:

<http://www.uef.fi/en/studies>
<http://www.uef.fi/en/services>

University Telephone Directory:

<http://www.uef.fi/telephone-directory>

Database on Finnish law:

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

Education and training in Finland:

<http://www.oph.fi/english>
<http://www.cimo.fi/frontpage>
<http://www.studyinfinland.fi>
<http://minedu.fi/en/frontpage>

Finnish customs and manners:

<https://finland.fi/life-society/a-guide-to-finnish-customs-and-manners>

General information:

<http://www.finland.fi>
<http://www.infopankki.fi>
<http://www.visitfinland.com>
<http://www.lonelyplanet.com/finland>
<http://www.finnfacts.fi/eng>
<http://finlandinsider.com/about/books>

Learn Finnish:

<http://www.uuno.tamk.fi>
<http://yle.fi/aihe/artikkeli/2015/12/15/supisuomea>
<http://yle.fi/aihe/artikkeli/2015/12/15/suomi-finnish>
http://www.studyinfinland.fi/study_options/studying_finnish/studying_finnish_abroad

News in English:

<http://www.yle.fi/uutiset/news>
<http://www.helsinkitimes.fi>

Preparing for winter:

<http://www.visitfinland.com/article/how-to-dress-right-and-enjoy-the-winter>
<https://www.rei.com/learn/expert-advice/layering-basics.html>

Statistical data on Finland:

http://www.stat.fi/index_en

Transportation:

<http://www.liikennevirasto.fi/web/en>
<https://opas.matka.fi>
<http://bussit.joensuu.fi>

Weather in Joensuu:

<http://en.ilmatieteenlaitos.fi/weather/joensuu>
<http://www.foreca.com/Finland/Joensuu>

2 Finnish State Regulations

2.1 Students from Nordic Countries

2.1.1 Visa and Residence Permit

Students coming from the Denmark, Iceland, Norway and Sweden are allowed to arrive, reside, study and work without visas or residence permits in Finland.

2.1.2 Registration of a Foreigner in Finland

Citizens of the Nordic countries do not need to register at the Finnish Immigration Service. However, even students coming from Nordic countries should register at the Local Register Office (Maistraatti) in order to receive a Finnish Personal Identity Code. We recommend that all international students acquire a Finnish Personal Identity Code. The Personal Identity Code differentiates you from everyone else in the country and makes it much easier to do business in such places as banks, hospitals and the registration offices of different authorities.

Visit the Local Register Office and request to be registered in the Finnish Population Information System and to receive a Finnish Personal Code. The information of registration is used for various purposes, like elections, taxation, health care, judicial administration and statistical purposes. You will need to take a valid passport or other identification, UEF study certificate, as well as a possible certificate of marriage and birth certificates of any children moving with you.

Local Register Office

Opening hours: Mon–Fri 09:00–16:15 (9am–4.15pm)

Address: Torikatu 36, 80101 Joensuu

Tel: +358 29 553 9511

Email: info.ita-suomi@maistraatti.fi

2.2 Students from EU/EEA Countries and Switzerland

2.2.1 Visa and Residence Permit

Citizens of the member states of **the European Union (EU), the European Economic Area (EEA) and Switzerland** do not need a residence permit. However, if you are staying in Finland for longer than three months (90 days) you must register at the Finnish Immigration Service after your arrival in Finland (see paragraph 2.2.2). The member states of the European Union (EU) are Austria, Belgium, Bulgaria, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the United Kingdom. In addition to the EU member states, also Iceland, Liechtenstein and Norway are members of the European Economic Area (EEA).

As a rule, a foreign citizen must carry a **valid passport** in order to enter Finland. Finland is a party to the Schengen Agreement, and in terms of the agreement transiting (including flights)

from one country to another within the Schengen Area is done without border controls. The parties to the Schengen Agreement are Austria, Belgium, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.

Nevertheless, citizens of Schengen countries must have a passport or an internationally recognised official identity card during their stay in Finland. It is sincerely recommended that those coming from Schengen countries bring a passport with them to Finland. It is absolutely necessary in case you desire to travel outside the EU from Finland, e.g. to Russia. Students who are citizens of an EU country can enter Finland with their EU Identity Card. If they are planning to travel outside the EU during their stay in Finland, they need a passport.

2.2.2 Registration of a Foreigner in Finland

Students from the EU/EEA member states or Switzerland can enter the country freely without visa or residence permit. However, if you are staying for longer than three months (90 days) in Finland, you need to **register your right to reside in Finland** at the Finnish Immigration Service (Migri). You can fill the application online at <https://enterfinland.fi/eServices>. However, you will still need to visit a Migri office within three months of submitting your application to verify your identity and to show the original documents. Please note that Migri offices can get busy, so please book an appointment well in advance at <https://migri.vihta.com>. The closest Migri office to Joensuu is in Kuopio.

You need the following to register:

- National proof of identity or passport
- Study certificate from Student and Learning Services (see paragraph 5.1)
- Proof of your funds or a scholarship to cover your living expenses in Finland (e.g. document from home university stating your exchange period and the scholarship you have received, or other proof of how you are going to finance your stay in Finland)
- Health insurance with sufficient coverage
- Application free of EUR 54 (can be paid online or when you visit the office)

If any the documents are not in Finnish, Swedish or English, you must have them translated into one of these languages by an authorized translator. Please take all the original documents with you to the Migri office.

Finnish Immigration Service (Kuopio)

Opening hours: Mon, Tue, Wed, Fri 08:00–16:15 (8am–4.15pm), Thu Closed

Address: Asemakatu 38–40 (entrance on Ajurinkatu 45), 70110 Kuopio

Nationwide customer service: +358 29 541 9600 (Mon–Fri 9am–3pm)

The registration required for EU and EEA citizens is valid for the time being and does not require renewing. More information about the registration can be found on the website of the Finnish Immigration Service: http://www.migri.fi/eu_registration

Please note that tourist visas cannot be extended in Finland. However, if you travel abroad (crossing the border of Finland) within the first 90 days of your stay in Finland, the three-month period will restart after you return to Finland. In this case, please remember to save all your travel documents.

All students who intend to stay in Finland for a year or longer must also register at the Local Register Office (Maistraatti). Even students who are staying in Finland for a shorter period

should register at the Local Register Office in order to receive a Finnish Personal Identity Code. We recommend that all international students acquire a Finnish Personal Identity Code. The Personal Identity Code differentiates you from everyone else in the country and makes it much easier to do business in such places as banks, hospitals and the registration offices of different authorities.

Visit the Local Register Office and request to be registered in the Finnish Population Information System and to receive a Finnish Personal Code. The information of registration is used for various purposes, like elections, taxation, health care, judicial administration and statistical purposes. You will need to take a valid passport or other identification, as well as a possible certificate of marriage and birth certificates of any children moving with you.

Local Register Office

Opening hours: Mon–Fri 09:00–16:15 (9am–4.15pm)

Address: Torikatu 36, 80101 Joensuu

Tel: +358 29 553 9511

Email: info.ita-suomi@maistraatti.fi

2.3 Students from non-EU/non-EEA Countries

2.3.1 Visa and Residence Permit

Non-EU/non-EEA citizens (from countries located in **Africa, Asia, Australia, North America and South America**) intending to enter Finland for longer than three months must apply for a residence permit at the nearest Finnish Embassy or Consulate in their home country before their arrival to Finland. The residence permit must cover the entire period of stay in Finland. Even if the studies last for more than a year, the residence permit is usually granted for one year at a time. The application for an extension of the residence permit can be submitted at the Finnish Immigration Service (see paragraph 2.3.3).

Once you have received the Certificate of Admission from the University of Eastern Finland, please submit your application online at <https://enterfinland.fi/eServices>. Applying electronically is the fastest way to get a decision on your residence permit. You can also submit the application to a Finnish Embassy in your home country. If there is no Finnish Embassy or Consulate in your home country, you should contact the Finnish Embassy nearest to your home country. A list of Finnish Embassies around the world can be found here: <http://www.formin.fi> → In English → In English → Ministry and missions abroad → The network of Finland's missions.

Although the residence permit application can be submitted online, you still need to visit a Finnish Embassy or Consulate to verify your identity and to present the original documents. You will also be fingerprinted for a biometric residence permit card. Your application cannot be processed until you have visited the Embassy. A processing fee of EUR 300 will be collected at the Embassy when you submit your application. The fee will not be refunded even in the event of a negative decision.

The Finnish Embassy will submit your residence permit application to the Finnish Immigration Service for a decision. Depending on the country you are coming from, it can take approximately 1–3 months to get a residence permit. Do not acquire airline tickets before the residence permit has been granted to you. It cannot be guaranteed that the residence permit decision will be ready before your flight to Finland, especially if your application is incomplete or submitted late.

In order to have a residence permit granted, non-EU/non-EEA citizens must demonstrate that their livelihood is secured either with a deposit in your own bank account or with an official scholarship or grant. To pay for your accommodation, food and other expenses, the Finnish

Immigration Services requires that you have a minimum of EUR 560 for each month that you intend to stay in Finland (i.e. EUR 6720 for a one-year residence permit). A written guarantee of sponsorship from a private person such as family member, friend or employer is not accepted. In addition, non-EU/non-EEA citizens must have a valid health insurance to cover the costs of medical treatment. For more information about the health insurance, see paragraph 7.1.

Finland is introducing tuition fees in 2017 (see paragraph 3.3). If tuition fees apply for your studies, and you have paid the fees before coming to Finland, attach documentation of the paid fees to the residence permit application. If you are paying the tuition fees after arriving to Finland, attach documentation of means to pay for them.

You need the following to apply for a residence permit:

- Passport
 - Make sure your passport is valid for the duration of your stay in Finland
- Original certificate of admission to the university
- Certificate of health insurance indicating
 - Name of the insured person
 - Insurance coverage and amounts of benefit
 - Validity period of the insurance
 - Geographical area in which the insurance is valid
- Documentation of a secured livelihood
 - Bank statement indicating a sufficient deposit in a bank account under your name (a joint account with another person is not accepted)
 - Official certificate of a grant or scholarship from a government, an organization or an education institution
- Documentation of either paid tuition fees or the means to pay for them (if applicable)
- Passport-sized photo
 - Instructions: http://www.poliisi.fi/passport/passport_photo_instructions

If the documents are not in Finnish, Swedish or English, you must have them translated into one of these languages by an authorized translator. Please take all the original documents with you to the Embassy.

It is possible to apply for a Finnish Personal Identity Code at the same time as you apply for a residence permit. The Personal Identity Code differentiates you from everyone else in the country and makes it much easier to do business in such places as banks, hospitals and the registration offices of different authorities. **Please apply for the Personal Identity Code at the same time with your residence permit!**

For further information on residence permits, see here: http://www.migri.fi/studying_in_finland

2.3.2 Registration of a Foreigner in Finland

Foreign citizens from all countries, who intend to stay in Finland for a year or longer, must also register at the Local Register Office (Maistraatti). The information of registration is used for various purposes, like elections, taxation, health care, judicial administration and statistical purposes. In order to register, you need to visit the Local Register Office to fill out and sign the registration form. You will need a valid passport, a valid residence permit, a study certificate, as well as a possible certificate of marriage and birth certificates of any children moving with you.

Local Register Office

Opening hours: Mon–Fri 09:00–16:15 (9am–4.15pm)

Address: Torikatu 36, 80101 Joensuu

Tel: +358 29 553 9511

Email: info.ita-suomi@maistraatti.fi

2.3.3 Extension of Residence Permit

Even if the studies last for more than a year, the residence permit is usually granted for one year at a time. Extension of the residence permit can be applied for at the Finnish Immigration Service (Migri). In order to apply for an extension, you must be registered as a full-time student at the University of Eastern Finland, and you should have completed an average of 40–60 ECTS credits per academic year. If your study performance is poor, an extension of the residence permit may be denied. In addition, sufficient income (EUR 560 per month) must be secured and proved for each applied year of extension.

You can only apply for an extension of residence permit in Finland. If you submit your application abroad, it will be processed like an application for a first residence permit and it will be subject to the same processing fees as your first application. You can apply for the extension online at <https://enterfinland.fi/eServices>. However, you will still need to visit a Migri office to verify your identity and to show the original documents. Please note that Migri offices can get busy, so you should book an appointment well in advance at <https://migri.vihta.com>. The closest Migri office to Joensuu is in Kuopio.

You need the following to apply for an extension:

- Passport
- Study certificate
 - You can get this from Student and Learning Services (see paragraph 5.1).
 - You should register for the following academic year before applying for an extension.
- Transcript of academic records
 - You can get this from Student and Learning Services as well.
- Proof of sufficient means to support your stay
 - EUR 560 per month (12 months x EUR 560 = EUR 6720)
- Valid health insurance
 - This must cover the whole period of your applied extension.
- Application fee of EUR 168
 - Can be paid online or when you visit the Migri office with your original documents.
- Passport-sized photo
 - Instructions: http://www.poliisi.fi/passport/passport_photo_instructions

Finnish Immigration Service (Kuopio)

Opening hours: Mon, Tue, Wed, Fri 08:00–16:15 (8am–4.15pm), Thu Closed

Address: Asemakatu 38–40 (entrance on Ajurinkatu 45), 70110 Kuopio

Nationwide customer service: +358 29 541 9600 (Mon–Fri 9am–3pm)

2.4 Notification of Move

If you are staying in Joensuu for longer than three months, you are required to fill out a **Notification of Move** form. You can fill out the form when you visit the Local Register Office. Alternatively, you can fill out the form at any post office. If you need help with filling the form out, please ask for instructions at the International Mobility Services. More information here: <http://www.maistraatti.fi/en/Services/Notification-of-move>
<http://www.posti.fi/changeaddress>

2.5 Working and Taxation

The unemployment rate is currently high in Finland and the chances of getting a job, especially without an excellent command of the Finnish language, are unfortunately rather low. Therefore, international students should not count on financing their studies by working in Finland.

Job offers and general information on working in Finland:

- <http://www.aarresaari.net>
- <http://www.guidetoworkinginfinland.fi>
- <http://www.te-services.fi/te/en/index.html>
- <http://www.te-services.fi/te/en/pdf/workinginfinland.pdf>

International students (under a residence permit issued for studies) are allowed to work in Finland without a work permit (työlupa) for a maximum of 25 hours per week during academic semesters and full-time during holidays. Earnings from part-time work may be included in the amount of funds required for a residence permit. However, this is not possible when applying for the first residence permit. Foreigners must have a work permit if they intend to engage in gainful employment while in Finland, with the exception of the citizens from the Nordic and the EU/EEA countries. More information: http://www.migri.fi/working_in_finland

Persons residing in Finland for less than six months are considered as non-residents. They pay tax in Finland only on income. The amount of salary does not affect the tax rate. Apart from the tax, the employer is also required to deduct an employment pension contribution and an unemployment insurance contribution. For persons who have been residing in Finland for more than six months, the taxes to be paid are determined in accordance with the statutes of the Income Tax Act and at the same rate as for permanent residents. Taxation also depends on the tax agreements ratified between Finland and the home country of the foreigner.

The employee must obtain a tax card (verokortti) from the local tax office. The tax card should then be given to the employer. To obtain a tax card, you should give the tax office the required application form with your name, address, Finnish Personal Identity Code and a reasonable estimate of your income during the calendar year. They will calculate the tax percentage based on this estimation and this tax percentage will then be recorded on your tax card.

For further information on taxation, please visit: <http://www.vero.fi>. Other useful information concerning employment contract, working time, wages, annual holidays etc. can be found here: <http://www.tyosuojelu.fi/web/en/home>.

Tax Office in Joensuu

Normal opening hours: Mon–Fri 9:00–15:00 (9am–3pm)

Summer opening hours (1.6.–31.8.): Mon–Fri 9:00–12:00 (9am–12pm)

Address: Torikatu 36 A, 80100 Joensuu

Tel: +358 29 512 000

2.6 Embassies and Consulates

A list of **Finnish Embassies and Consulates** around the world can be found on the website of the Ministry for Foreign Affairs of Finland: <http://www.formin.fi> → In English → Ministry and missions abroad → The network of Finland's missions

You may want to contact the **Embassy or Consulate of your home country** while in Finland. Contact details can be found on the same website: <http://www.formin.fi> → In English → Diplomatic representation of foreign states in Finland (at the bottom of the page)

2.7 Checklist for Authorities

2.7.1 Students from Nordic Countries

- ✓ No need for a visa or a residence permit.
- ✓ Visit the Local Register Office after arriving to Joensuu. Request to be registered in the Finnish Population Information System and to receive a Finnish Personal Identity Code. Fill out a Notification of Move form.
- ✓ Inform Student and Learning Services of your Personal Identity Code.

2.7.2 Students from EU/EEA Countries and Switzerland

- ✓ No need for a visa or a residence permit, if you are staying for less than 90 days.
- ✓ Remember that if you travel abroad (crossing the border of Finland) within the first 90 days of your stay, the three-month period will restart after you return to Finland. Keep all your travel documents.
- ✓ Visit the Local Register Office after arriving to Joensuu. Request to be registered in the Finnish Population Information System and to receive a Finnish Personal Identity Code. Fill out a Notification of Move form.
- ✓ If you are staying longer than 90 days, register your stay at the Finnish Immigration Service. This should be done within three months of your arrival to Finland.
- ✓ Inform Student and Learning Services of your Personal Identity Code.

2.7.3 Students from non-EU/non-EEA Countries

- ✓ Apply for a residence permit from the Finnish Immigration Service before making the travel arrangements.
- ✓ Request to be registered in the Finnish Population Information System and to receive a Finnish Personal Identity Code at the same time with your residence permit application.
- ✓ Visit a Finnish Embassy or Consulate.
- ✓ Visit the Local Register Office after arriving to Joensuu to register for the home municipality. Fill out a Notification of Move form.
- ✓ Inform Student and Learning Services of your Personal Identity Code.
- ✓ If your studies last for more than a year, apply for an extension to your residence permit before the first one expires.

3 University of Eastern Finland

The University of Joensuu and the University of Kuopio merged on 1 January 2010 to constitute the **University of Eastern Finland**. With approximately 15 000 students and 2800 members of staff, the University of Eastern Finland is one of the largest universities in Finland. The university has three campuses, located in Joensuu, Kuopio and Savonlinna.

3.1 Faculties, Schools and Departments

Faculty of Health Sciences

A. I. Virtanen Institute for Molecular Sciences

- Biotechnology and Molecular Medicine
- Neurobiology

Department of Nursing Science

School of Medicine

- Biomedicine
- Clinical Medicine
- Dentistry
- Public Health and Clinical Nutrition

School of Pharmacy

Lab Animal Centre

Faculty of Science and Forestry

Department of Applied Physics

Department of Chemistry

Department of Environmental and Biological Sciences

Department of Physics and Mathematics

School of Computing

School of Forest Sciences

SIB Labs Infrastructure Unit

Faculty of Social Sciences and Business Studies

Business School

Department of Geographical and Historical Studies

Department of Health and Social Management

Department of Social Sciences

Law School

Centre for Tourism Studies

Karelian Institute

Philosophical Faculty

School of Applied Educational Science and Teacher Education

- Joensuu
- Savonlinna

School of Educational Sciences and Psychology

- Career Counselling
- Education and Adult Education
- Psychology
- Special Education

School of Humanities



- Finnish Language and Cultural Research
- Foreign Languages and Translation Studies

School of Theology

- Orthodox Theology
- Western Theology

University Teacher Training Schools

- Joensuu
- Savonlinna

Further information about the Faculties, Schools and Departments of the University of Eastern Finland here: <http://www.uef.fi/en/etusivu> → UEF → Organisation

3.2 Programmes

The main language of instruction at the University of Eastern Finland is Finnish and therefore most of the **degree programmes** are available only in Finnish. At the University of Eastern Finland, undergraduate studies leading to a Bachelor's degree are mainly offered in Finnish, and students who wish to take a Bachelor's degree at the University of Eastern Finland should therefore have an excellent command of the Finnish language. Applicants to Bachelor's degree programmes need to take part in entrance examinations, which are held in Finnish.

3.2.1 International Master's Degree Programmes

All UEF Faculties offer Master's degree programmes in English. Students who have already obtained a Bachelor's degree from a university may apply for studies leading to a **Master's degree**. The Bachelor's degree must be in the same or relevant field as the intended Master's degree. International students are accepted to pursue Master's degree programmes taught in English on the basis of their admission documents (Bachelor's degree certificate, transcript of academic records, English language proficiency test, motivational letter and references). More information on the programmes here: <http://www.uef.fi/en/web/admissions/list-of-programmes>

3.2.2 Doctoral Degree Programmes

Students who have completed a Master's degree can apply for **postgraduate studies leading to a Licentiate or a Doctoral degree** at the University of Eastern Finland. All doctoral education is arranged as Doctoral Programmes. They will cover all scientific fields of UEF and all doctoral students will complete their studies in Doctoral Programmes. For more information, please see: <http://www.uef.fi/en/web/quest/research/doctoralschool>

3.2.3 Exchange Students, Visiting Students and Trainees

Exchange students are non-degree students who intend to study at any of the campuses of the University of Eastern Finland for one or two semesters. These students participate in bilateral or international student exchange programmes (e.g. Erasmus, FIRST, ISEP, Nordplus, Nordlys, North-South-South or other bilateral agreements). An exchange student must have completed at least one year of studies at their home university in order to be eligible to enrol at the University of Eastern Finland. Courses offered for the exchange students: <http://www.uef.fi/en/studies/studies-for-exchange-students>

Visiting students are non-degree international students who intend to study at any of the campuses of the University of Eastern Finland for one or two semesters, and who do not

participate in bilateral or international student exchange programmes (e.g. Erasmus, FIRST). Visiting students are non-degree students and therefore no official diploma or degree certificate is available after the study period, apart from an official transcript. Please note that studies intended for visiting students cannot be guaranteed in all departments of the University of Eastern Finland. Visiting students must be registered at their home university and they also need to be recommended for admission by the home university. They must have studied for at least one academic year in a related study field. They also need to have a good command of spoken and written English. More information here: <http://www.uef.fi/web/admissions/visiting-students>

Erasmus training or Freemover training is suitable for those non-degree exchange students who intend to do training (e.g. clinical placement, research work) in one of the departments of the University of Eastern Finland. The length of Erasmus or Freemover training is either one or two semesters or in some cases a shorter period. Please note that there is a limited number of training places available and departments are not obligated to organise training. Please also note that according to the Erasmus regulations, the Erasmus trainees are not allowed to complete regular study courses during their training. More information here: <https://www.uef.fi/web/admissions/trainees>

3.3 Tuition Fees

3.3.1 Master's Degree Students

Finland is introducing tuition fees for international degree students in 2017. At the University of Eastern Finland, fees will be collected in Master's degree programmes taught in English from students coming from non-EU and non-EEA countries, starting in September 2017. The tuition fees depend on the programme and range between EUR 8,000 and EUR 15,000 per academic year. The fees need to be paid before you can register as a student at the University of Eastern Finland. The university also offers scholarships for Master's degree students required to pay tuition fees. More information here: <http://www.uef.fi/en/web/admissions> → Tuition fees and scholarships.

3.3.2 Visiting Students

The tuition fees for visiting students are EUR 3500 for a full academic year or EUR 1750 for one semester. The tuition fees will also be collected when the study period is shorter than one semester (e.g. a visiting student staying at the University of Eastern Finland for three months will pay a tuition fee of EUR 1750). Visiting students cannot register before the tuition fee is paid, and proof of the payment is required to be presented upon registration. The University of Eastern Finland does not offer scholarships or other financial support for visiting students.

4 Studying at the University of Eastern Finland

4.1 Registration for Exchange Students

Exchange students are required to register in person at the Student and Learning Services (see paragraph 5.1). Upon registration, your information will be entered into the student register and you will be given a student number as well as a user account for the university's IT services (e.g. email, WebOodi). Please note that if your study period continues after December, even for one month, you must register as being present for the spring semester also.

You need the following for registration:

- Personal ID (passport or ID card in English/Latin alphabet)
- Registration form duly filled out and signed
- Receipt of the payment of the Student Union membership fee

Please note that joining the Student Union is **highly recommended** (for student benefits), but **not compulsory for exchange students**. The Student Union **membership fees** are confirmed annually and for the academic year 2017–2018 they are EUR 126 (full academic year) and EUR 65 (for one semester). Students who stay in Finland for less than three months cannot join the Student Union. Forms for the payment of the membership fee can be obtained from the Student Union office or the Student and Learning Services. You can also pay using the payment details in the paragraph 6.2 of this guide.

Once registered, you will get a Confirmation of Registration. By showing this confirmation, you will get a discount on meals at certain campus restaurants and you are entitled to use the services provided by Finnish Student Health Service (FSHS) until you get your student card.

You will also get instructions on how to activate your user account for the university's IT services upon registration. The user account can be used in approximately one hour after the activation. Please note, however, that your user account may not have all the necessary user rights at once, as new students get their final user rights only after registering at the university and after their information has been updated in the IDM system. This can take up to one day.

Further information and a registration form to be printed: <http://www.uef.fi/en/studies/new-exchange-or-visiting-students>.

4.2 Registration for Degree Students

All degree students must register to the university and pay the Student Union membership fee by **15 September**. An overdue payment (re-registration fee) will apply in the case of registering after the deadline. Registration at the university comes under the provisions of the Universities Act (558/2009) and the Student Union Decree (116/1998).

4.2.1 International Master's Degree Students (First Year)

Prior to registration, **first-year students are required to formally accept their study place** by sending a confirmation form to the Admission Services at the Student and Learning Services. Please check the programme-specific deadline for returning the Confirmation of Acceptance letter. This is an absolute deadline and will be treated as such. If your confirmation form reaches the University of Eastern Finland after the deadline, you will forfeit your study place.

All new degree students must register as being present in person at the Student and Learning Services (see paragraph 5.1). Upon registration, your information will be entered into the student register and you will be given a student number as well as instructions for activating your user account for the university's IT services (e.g. email, WebOodi).

You need the following to register:

- Identification card (ID card or passport in English/Latin alphabet)
- Registration form duly filled out and signed
- Receipt of the payment of the tuition fee (if applicable)
- Receipt of the payment of the Student Union membership fee

You should register in person at the Student and Learning Services **before 15 September 2017**. If you know that you will arrive in Finland later than 15 September, please send an e-mail to opiskelu@uef.fi and explain your situation.

The Student Union **membership fees** are confirmed annually and for the academic year 2017–2018 they are EUR 126 (full academic year) and EUR 65 (for one semester). Forms for the payment of the Student Union membership fee can be obtained from the Student Union office or the Student and Learning Services. You can also pay using the payment details in the paragraph 6.2 of this guide.

Once registered, you will get a Confirmation of Registration. By showing this confirmation, you will get a discount on meals at certain campus restaurants and you are entitled to use the services provided by Finnish Student Health Service (FSHS) until you get your student card.

You will also get instructions on how to activate your user account for the university's IT services upon registration. The user account can be used in approximately one hour after the activation. Please note, however, that your user account may not have all the necessary user rights at once, as new students get their final user rights only after registering at the university and after their information has been updated in the IDM system. This can take up to one day.

More information and a registration form to be printed : <http://www.uef.fi/en/studies/new-masters-degree-students-registration>.

4.2.2 Registration as Being Absent

According to the Universities Act, a first-year degree student may register as absent for the academic year for the following reasons only:

1. Service under the Conscription Act (1438/2007), Non-Military Service Act (1446/2007) or Act on Women's Voluntary Military Service (194/1995)
2. Maternity, paternity or parental leave
3. The student cannot begin studies due to being incapacitated by personal illness or injury. (In this case, it should be made clear that this entails incapacity for the entire semester or academic year.)

If you register as being absent, you must prove the legal grounds for your absence. Documents proving the legal grounds for your absence should be sent via post to the Student and Learning Services (Student and Learning Services, P.O. Box 111, 80101 Joensuu, Finland). Your documents must be received by **30 September 2017**. If you do not present your documents by the deadline, you will lose your right to study. In order to re-activate your study right later, you will need to re-apply for the right to register.

Please note that if you do not have any of the above three reasons defined in the Universities Act, you must register as being present during your first year. You must register as being present also if you cannot travel to Finland and start your studies. In these cases, registration will be done remotely by sending the required documents (a copy of passport, registration form and the receipt of the Student Union payment) to the Student and Learning Services.

Students registering as being absent cannot take any courses or sit any exams during the semester or academic year in question. Students who have registered as being absent will not pay the Student Union membership fee and therefore they are not entitled to any student benefits. Students registering as being absent should also register within the registration period.

It is possible to change the registration status from absent to present at any time during the academic year. In this case, you must pay the Student Union membership fee and present the payment receipt at the Student and Learning Services. For bank account details and your personal reference number, please contact the Student and Learning Services.

4.2.3 Registration after the First Year

Students who are already enrolled at the university should register for the academic year 2017–2018 between **2 May and 15 September 2017**. **All students must register for each academic year either as being present or absent.** Students who fail to register at the university during the registration period will lose their right to study and their information will be removed from the university register. In that case, students must re-apply for admission and pay a re-registration fee (EUR 35) in addition to the Student Union membership fee (the collection of the re-registration fee is stipulated in the Ministry of Education decree 1082/2009).

Students should register electronically in WebOodi and pay the Student Union membership fee upon registering as being present. The payment can be made online via several Finnish banks or with a credit card. You can also print out a payment form with which you can pay the fee at your bank. Registrations as being absent should also be done in WebOodi. More information: <http://www.uef.fi/en/studies/undergraduate-students-already-enrolled-at-uef>

4.2.4 Delays in Registration or Failure to Register

A student who fails to register during the registration period will be removed from the university registers and they will need to re-apply for admission as a student using a separate form. The student will also be charged a re-registration fee (EUR 35) in addition to the Student Union membership fee (the collection of the re-registration fee is stipulated in the Ministry of Education decree 1082/2009).

4.2.5 Registration for One Semester Only

If you are starting your second year or higher and you plan to take studies in either the autumn or spring semester only, you may register as being present for one semester only (autumn or spring semester). In that case, you only need to pay the fee of one semester (EUR 65 in 2017–2018). If you have registered as being present for the autumn semester only, but later decide to continue studying also in the spring semester, you need to pay the one-semester fee before **15 January 2018**. The registration period for the spring semester only is from 1 December 2017 to 15 January 2018 and the registration should be done in WebOodi.

4.3 Academic Calendar

The academic year at the University of Eastern Finland officially begins on 1 August and ends on 31 July. The autumn semester courses will begin on 1 September 2017 and the spring semester courses on 8 January 2018. Usually no courses will be offered during the summer months (June–August) except for the UEF Summer School: <http://www.uef.fi/en/web/admissions/summer-school>

| | Autumn Semester 2017 | Spring Semester 2018 |
|--------------------------------|--------------------------|-------------------------|
| Registration (degree students) | Before 15 September | 1 December - 15 January |
| Orientation programme | 4 - 6 September | 8 - 10 January |
| Teaching begins | 1 September | 8 January |
| Christmas break | 19 Dec 2016 - 7 Jan 2017 | - |
| Easter break | - | 29 Mar - 4 April |
| Teaching ends | 18 December | 25 May |

4.4 Electronic Services

4.4.1 WebOodi

Oodi is a student information system that supports studies and teaching and it has different interfaces for different user categories. The student interface is **WebOodi**, which is also available in English. WebOodi allows students to change their contact information, obtain their student number, view the record of their completed studies, browse current schedules and descriptions of courses, and register for most courses and exams.

WebOodi requires a username and password, which you will receive after you have registered to the University of Eastern Finland. However, information about courses (course descriptions and schedules) can be accessed without logging in. Please note that you need to change your password after you have registered. Instructions for changing your password and password requirements can be found here: <http://www.uef.fi/en/web/tipa/unohditko-salasanasi>

When you change your contact information in WebOodi, make sure that all contact details both in Finland and in your home country remain in the system. All students must have the UEF email address as their primary email address. If you wish to use another email address instead, you can forward emails from the UEF address to another mailbox. Please also make sure that both of your addresses (in Finland and in your home country) are visible in WebOodi. If there are any technical problems with WebOodi, please contact the WebOodi support by sending an email to oodituki@uef.fi.

4.4.2 UEF Intranet and Office365

The intranet of UEF students, **UEF//Kamu**, constitutes a part of the O365 environment. Kamu focuses on internal communication pertaining to students in particular. In it, you will find the university's internal news, fact sheets and events, as well as various instructions and forms related to studying. It also provides you with an easy access to your email and calendar.

Yammer, which is integrated into Kamu, allows you to communicate and discuss matters related to studying. Kamu is also mobile, allowing you to use it on any device.

4.4.3 Moodle

Moodle is an online learning environment that is used on many of the courses offered at the University of Eastern Finland. During a Moodle course, you might be required to, for example, take part in online discussions and possibly hand in assignments online. You can access Moodle with your university username and password here: <http://moodle.uef.fi>. When entering Moodle, you first have to search for the course you want to attend. You can search courses by name or code number (these can be found in WebOodi). Remember that you have to enrol for courses also in Moodle, even if you have already registered in WebOodi. In most cases, to enrol for a course in Moodle, you need to ask for a "registration key" from the course leader.

4.4.4. Wireless Networks Eduroam and UEF Open

The University of Eastern Finland offers its staff, students and visitors access to a WLAN network. The **EDUROAM** worldwide roaming access service is intended for University of Eastern Finland users who have a personal UEFAD user account, but whose terminal equipment (workstation or mobile phone) is not registered to the UEFAD domain. The network requires user authentication, and the UEFAD username should be given in the form `username@uef.fi`. UEF Open does not require usernames or passwords, and can be accessed by visitors as well. More information here: <https://www.uef.fi/en/web/tipa/wlan>

4.5 Scheduling Your Studies

The degree students make a personal study plan in cooperation with the academic coordinator of their Master's Degree programme, if other instructions are not given.

Both degree and exchange students can find course descriptions and course schedules in WebOodi. Please remember that you have to register for all courses and exams separately and well in advance in WebOodi. Also, note that there are course-specific registration periods for courses and exams. Course information can also be found here: www.uef.fi/en/studies/study-programmes-in-english. More detailed information about courses can be obtained from the contact person of each course as well as from International Academic Coordinators at each department.

For the exchange students the best source of information on the studies and scheduling the studies are the International Academic Coordinators and for the Master's degree students the Coordinators of the Master's programmes. The Coordinators are able to advise you or forward you to the right person with your questions related to courses, timetables, registration, examinations etc. You can find the contact details of all coordinators here: <http://www.uef.fi/studies/international-academic-coordinators>

4.6 Essentials of Studying

Your **student number** is your most important identification at the University of Eastern Finland. You can find your student number (six digits) on WebOodi. Log in to WebOodi → Go to your name at the top of the page → Choose "Personal Data" from the dropdown menu. Your student number is printed in your study certificate, which you can obtain after your registration to the university. Please remember to mention your student number in all your enquiries to the staff of the university (e.g. teachers, coordinators, Student and Learning Services), and you also need to write it down to exam papers in all exams. Please also note that your student number is different from the number on the back of your student card.

Academic freedom is one of the basic values of the Finnish university system. It emphasises independent study and opens up many possibilities to students. Students can mostly choose what and when to study. For example, it is not always compulsory to participate in all lectures, but presence is obligatory in most practical teaching, group work and language courses. Academic freedom goes hand in hand with academic responsibility: it is up to the students themselves to plan, schedule and complete their studies.

Courses can last for one semester or they may begin and finish at any time during the semester. During an intensive course there can be six hours of lectures and/or laboratory exercises per day, but during a less intensive course there might be meetings of two or four hours per week. The duration of the course may also vary from a few intensive days to several months. In many departments, courses are not spread over the whole semester. Therefore, the actual starting and ending date of studies depends on the field of study and the courses taken. Usually no courses are organized during the summer months (June–August). However, some practical training may be possible during that time.

Course descriptions specify what a student must do in order to earn credits from a course. Also in most cases, the course requirements can be seen in the course description. Courses may include for example lectures and other guided instruction, written examinations, practical exercises, independent work, seminars, a course diary, a term paper, an oral presentation, or a combination of these. In most study fields, courses form larger modules at three levels: basic or introductory studies, subject or intermediate studies, and advanced studies. Course descriptions can be found in WebOodi: <https://weboodi.uef.fi/weboodi> → Instructions and courses → Search for instruction. You can also browse all the courses available by faculty and department by choosing “Course catalogues” from the dropdown menu. More detailed information about courses can be obtained from the contact person or teacher of each course.

Timetables of the courses can also be obtained from WebOodi or from your International Academic Coordinator as soon as they have been confirmed by the Faculty. Usually timetables are available at the beginning of the semester. You can search for timetables using the above-mentioned steps: <https://weboodi.uef.fi/weboodi> → Instructions and courses → Search for instruction. Course information can also be found here: <http://www.uef.fi/en/studies/study-programmes-in-english>.

Members of the university staff have often allocated **office hours** during which you can visit them. You can also make an appointment either by phone or email. You can search for the contact information and office hours of any staff member here: <http://www.uef.fi/telephone-directory>.

Registration for courses is done mainly through WebOodi. Please note that a Learning Agreement is not the same as course registration and does not guarantee a place in the course. You can sign up for courses only after you have arrived to Joensuu and registered in person as being present at the university. You are advised to do this during the first days on campus. In some academic subjects and programmes with a limited number of participants allowed (such as language courses, laboratory courses and field courses) preliminary signing up is especially important. In addition, if you have signed up for a course through WebOodi and then decide not to continue it, you should remember to deregister in WebOodi or notify the lecturer.

It is important to note that some advanced courses may have set **requirements on the skills and background knowledge** of the participants and this may limit their availability for some students. Participation may also be limited because of programme regulations, the availability of equipment and/or instruments, or the teaching method employed. Course descriptions identify these limitations when they exist by indicating the required or suggested prerequisites

and the maximum number of students that is allowed to participate. International students are advised to take note of these limitations.

Information on **teaching and learning methods** is given in the course description for each course. Most courses offered in English are lecture courses. Course participants are generally assessed by written work in the form of reports, research essays or examinations. However, in some cases, lectures are given only in Finnish, and you might have an option to pass the exam by studying English course literature and completing the exam in English. You should **always attend the first meeting of each course** to obtain all the relevant information, such as the timetable and all the work required for the completion of the course. Ask questions to make sure that everything is clear to you.

Lectures usually begin a quarter past the hour (e.g. 8:15) excluding some group teaching and exams. In Finland these fifteen minutes are called "an academic quarter". A lecture lasts for 45 minutes, but double lectures are very common (2 x 45 minutes). Attendance at lectures is usually optional, but often essential for passing the course successfully. Therefore, attending lectures is highly recommended. Most of the teaching is carried out in lecture form although in many fields **practical training, laboratory work, exercises or group work** play a central role. In these cases, attendance is mostly compulsory. Please make sure you know the requirements for each course, including which parts are compulsory and which are optional.

Study tours, excursions and field courses are part of some international study programmes. These offer an opportunity for students to visit and experience various sites in the region and in other locations around Finland, Russia and the Baltic States. Fieldwork usually involves gaining practical experience through field exercises, some formal lectures and group work. Additional costs may apply to field courses, excursions and study tours. The contact persons for these courses can provide more information and answer any questions you might have.

Course literature is often specified in the course description. This literature is usually available to be borrowed from the University Library. There is also some literature that can be read only in the University Library. The number of copies of books available at the library is limited, so you may have to make a reservation. In some cases, students may obtain assigned literature, such as articles, from the department organising the course. Some reading materials are distributed during courses. Questions about specific course literature should be directed to the contact person or teacher of the course.

Some courses can also be completed as **independent study**. This can mean that reading assignments are given in English and students complete a written assignment under the supervision of an instructor. In some cases, independent studies can be completed by taking examinations on specified books. Some independent study courses have multiple examination dates each semester or academic year, but others may be scheduled for only one day a year. Confirm the schedule in WebOodi or from your International Academic Coordinator.

There are no special **examination periods** at the University of Eastern Finland. Examinations are scheduled throughout the academic year and not just at the end of an academic period. An examination is usually held at the end of each course. You may need to register for each exam in WebOodi well in advance during the course-specific exam registration period.

Exams always begin precisely at the time announced (on the hour, e.g. at 8:00, at 12:00), not quarter past like the lectures. If you arrive late, you will be allowed to come in only during the first 30 minutes of the exam (e.g. by 8:30, by 12:30). Moreover, you are not allowed to leave the examination room until 30 minutes after the beginning of the exam at the earliest. **Remember to have your student number and ID (e.g. student card) with you when you are entering an exam.** You can only bring your personal writing tools to the examination (unless otherwise instructed). You also cannot take any materials out of the room after finishing the exam (unless

otherwise instructed). Most exams require essay-type answers and have a specified time limit. Questions about the examination policy of each specific course should be directed to the contact person or instructor of the course at the beginning of the course.

In most cases, it is possible to **re-take examinations** if you fail an exam, you cannot participate in it, or you wish to get a better grade. There are usually two or three opportunities to take the same examination during the same academic year. However, this practice may vary from department to department. Please note that all the examination opportunities are not usually offered during the same semester (e.g. if the first exam is held during the autumn semester, the second examination opportunity may be offered during the spring semester). Your department is in charge of organising exams and each new examination requires additional effort not only from the participant, but also from the course supervisor. Please also check with your International Academic Coordinator, if your department organises general examination dates during the academic year, and check which exams can be taken during these dates.

Every faculty or department has at least one **general examination day** (yleinen tenttipäivä) per month, except in July. The curriculum (degree requirements, study programmes) specifies the dates and durations of general examinations, as well as the studies that can be taken in each general examination. Students must register for a general examination in WebOodi at least ten days before the examination date unless the published guidelines state otherwise. The contact persons at the departments can provide more information on the general examination days and procedures.

The University of Eastern Finland has an **electronic examination system**, which makes it possible for the students to take course exams, literature exams and maturity exams electronically in supervised facilities. The electronic exam system is suitable for exams that do not contain the same set of questions for all students. The exam system selects a set of questions for each student from among the questions entered into the system by the teacher. An exam is available in the system for a certain period of time (or until further notice) during which students can take it when best suited for their own timetables. The electronic examination rooms are located in the Joensuu Campus Library, Carelia Building, 2nd floor, room III (Social Sciences) and in Nature Building, 1st floor, room N112. For more information, please go here: <http://www.uef.fi/en/opiskelu/sahkoinen-tentti>

4.7 Credits, Grades and Transcript of Academic Records

The European Credit Transfer System (ECTS) was developed by the Commission of the European Communities in order to provide common procedures to guarantee academic recognition of studies abroad. It provides a way of measuring and comparing learning achievements and transferring them from one institution to another. This is achieved through the use of a common ECTS credit unit and a common ECTS grading scale. ECTS also facilitates access to information on foreign curricula.

The Finnish national credit allocation and accumulation system is equivalent to the European Credit Transfer System. This means that credit points (opintopiste) are the same as those in the ECTS. A total of 60 ECTS credits will measure the recommended maximum workload of a full-time student during one academic year. Work input for credits can consist of lectures, exercises, seminars, independent study, research and other assignments. The number of possible credits available for a course is announced beforehand and may be divided into individual components. It may be possible for students to earn credits for some of the course components without completing them all.

The official **grading scale** of the University of Eastern Finland is from one to five (five being the highest). Some courses may be graded as Pass or Fail, in which case no numerical grade will

be given. In a written examination, students normally have to obtain a minimum of 50% of the raw points to gain a Pass from a course.

| Grade | Definition | ECTS scale |
|-------|-------------------------------|------------|
| 5 | Excellent | A |
| 4 | Very good | B |
| 3 | Good | C |
| 2 | Satisfactory | D |
| 1 | Sufficient | E |
| Pass | Course completed successfully | C |

Typically grades are given according to how well you do on your exams or assignments, and each student is assessed according to the goals of the course. The learning outcomes of a course are evaluated, but students are not compared to each other on a statistical basis. When the grade has been given, it cannot be changed anymore. If you want to discuss the principles of grading, please do so at the beginning of the course. Questions concerning credits should be directed to the contact person named in the course description or to the instructor of the course at the first meeting.

The studies completed at the University of Eastern Finland will automatically appear in a **Transcript of Academic Records**. The transcript includes information about completed courses, ECTS credits, grades, names of teachers and an explanation of the grading scale above. The credits will appear in the transcript of academic records only after a course is completed and graded. This takes a few weeks after an exam or other assignment of the course. According to the regulations of the university, lecturers have three weeks to correct an exam or other academic assignment. Grades and ECTS credits can be seen in WebOodi, and you can also request and print an unofficial copy of the transcript in WebOodi. Only passed courses show on the transcript.

The official Transcript of Academic Records is available from the Student and Learning Services. **Exchange students should remember to request for the transcript when their exchange period is ending**, because in most cases some courses will still be missing from the records at this point. You can make a request for the transcript by filling out the Departure Information Form and Request for Transcript and returning it in person to the Student and Learning Services. Transcript will be sent to your address when it is ready. The form available here: <https://www.uef.fi/en/studies/forms> → Exchange Students → Departure Information Form and Request for Transcript.

Degree students who have completed all the required courses, the thesis and the maturity test are required to fill out a certificate application form and return it to the office of their faculty. Further information about graduation can be obtained from the faculties.

4.8 Academic Dishonesty

Cheating is considered a serious offence at Finnish universities, and plagiarism constitutes the most serious form of cheating. Plagiarism is a form of academic misconduct in which an individual submits or presents the work of another person as their own. Any instance of plagiarism or suspected plagiarism may have serious consequences for the student.

Students must use a proper academic referencing technique to acknowledge the work or material of other writers which they have looked at and which they have used when preparing their own assignments. Correct and consistent academic referencing technique allows the

evaluator to locate the cited sources easily. It is never acceptable to copy a text from any source word for word and use it in an essay in any other form than short borrowings, which should be identified as a citation (direct “quotes”). Paraphrasing (rewording) someone else’s words also requires referencing.

The Universities Act (558/2009), Section 45, states the following on disciplinary actions: “A student, who has committed an offence against teaching or research at the university or has otherwise breached university order, may be cautioned or suspended for a maximum of one year as a disciplinary measure, depending on the seriousness of the offence. The decision in regard of a caution to a student shall be made by the rector of the university and in regard of a suspension by the board of the university. Before the resolution of the matter the student shall be verifiably notified of the offence he or she is accused of and given an opportunity to be heard in the matter.”

Cheating in an exam is also a serious offence in Finnish universities. Even suspicions of cheating in an exam can lead to serious problems for the student. Please remember that the invigilators have the authority to ask you to leave the exam room immediately, if they consider your behaviour inappropriate. They also decide what is cheating and what is not. Therefore, if you are talking with your friend in the exam room and that causes a charge of cheating, there is no use saying that you were only discussing your weekend plans or something else. If dishonest behaviour is noticed only after the examination or in other assignments, the teacher who is responsible for grading can fail the student. Moreover, all cases of academic dishonesty will be reported to the Dean, who will decide on any possible further action.

Plagiarism means copying ideas, thoughts, texts, presentations, inventions etc. and presenting them as your own. It is always an insult to good scientific practice and to the teacher in question. **Plagiarism is punishable and will be dealt with even in minor cases. Plagiarism is prohibited in all phases of studies and on all courses.** Being able to separate one’s own ideas from those of someone else and respecting the copyrights of others are among the basic skills university students are expected to master. References to the works of others should be made in accordance with the academic guidelines, which can be obtained from the academic department of the student. Allegations of plagiarism are suspicions of fraud and this is why the University of Eastern Finland has guidelines on proceeding in case of academic dishonesty.

University of Eastern Finland is using an electronic plagiarism detection system called Turnitin. Students can access the system through Moodle and check their assignments before handing them in. You can find Turnitin here: <https://www.uef.fi/en/studies> → Services for students → Tools for students → Plagiarism detection tool. If you need help with using Turnitin, please send an email to oppitupa@uef.fi.

If you wish to read more about the ethical guidelines for teaching and studying, please go here: <https://www.uef.fi/en/studies/academic-dishonesty>

5 Student Facilities

All campuses of the University of Eastern Finland have various services and facilities available for students. To find your way around your campus, please see the **campus maps** here: <http://www.uef.fi/en/uef> → Contacts → Joensuu. You can also find the locations of auditoriums and lecture rooms from the same link.

5.1 Student and Learning Services

Student and Learning Services (including **International Mobility Services**) of the University of Eastern Finland offer services to all students to support their studies throughout the entire study path. They also support the pedagogical and technical development of higher education in the University of Eastern Finland. Student and Learning Services help students with general student advising, registration to the university, issues relating to the right to study, study certificates, student register etc.

Student and Learning Services include **Oppari**, which has self-study computers for the students, as well as the Helpdesk, where students can easily obtain a variety of information and advice regarding the use of computers, including printing and changing the computer password. See paragraphs 5.5 and 5.6 for more information.

Student and Learning Services

Office: Aurora building, Entrance A, Ground floor

Opening hours (1.9.–31.5.): Mon–Fri 10:00–15:00 (10am–3pm)

Opening hours (1.6.–31.8.): Mon–Fri 10:00–14:00 (10am–2pm)

Tel: +358 29 445 8900

Email: opiskelu@uef.fi

5.2 Student Tutors

The International Mobility Services aim to provide each incoming student with a Finnish student tutor. Student tutoring is mainly available at the beginning of the semesters. Tutors are peer students (mainly Finns), who have volunteered to help international students. Tutors are trained to help incoming students to adapt and integrate to UEF, the campus, the campus town and Finland in general. **Your tutor or tutors will contact you by email a few weeks before the semester begins.** Therefore, please make sure that you have given a valid email address, which you keep checking regularly. Please also remember to reply to your student tutor when they contact you.

When you have arrived in Finland, you will meet your tutor(s) and other students in your tutoring group. Your student tutor will meet you on arrival if agreed and they will assist you with the practical matters at the university and everyday routines in Finland. Your student tutor is also a great link to the local student life. Please note that student tutors have their own duties and studies as well and therefore they are not available at all times.

5.3 Orientation for International Students

International Mobility Services organises an orientation programme for new international students two times a year in the beginning of each semester. **During the academic year 2017–2018, Orientation for International Students takes place on 4-6 September 2017 for autumn semester and on 8-10 January 2018 for spring semester** (same programme).

It is very important for every international student to attend the Orientation, because it is very difficult to get all the useful information delivered during the Orientation elsewhere. In addition to the essentials of studying at UEF, you will get a lot of practical information about living in Finland and about your campus town. The Orientation is also an excellent opportunity to meet other international students and get to know each other. You will earn one ECTS credit if you attend all the lectures and meet all other possible requirements of the Orientation programme. The Orientation programme will be published at <http://www.uef.fi/en/studies/orientation-programme> about a month before the beginning of the orientation.

5.4 Library

The University of Eastern Finland Library is a public scientific library offering state-of-the-art library and information services especially for the university students and staff, but the library is also open to everyone seeking information. The University of Eastern Finland Library is one single administrative entity, which comprises the campus libraries in Joensuu, Kuopio and Savonlinna, as well as the Kuopio University Hospital Medical Library. The collections and expertise of the library reflect the academic disciplines represented at the university. The library collections and digital services can be easily accessed from all campuses. The resources of library include printed and electronic materials. The library is also involved in the electronic publishing activities of the university, and it sells UEF publications and organises information retrieval courses.

You can obtain a library card by filling out and signing a library registration form. You will be requested to present a valid ID. The library card can be used in all units of the University of Eastern Finland Library. There are also quiet reading rooms in the campus libraries. There you can study for your exams, use the non-borrowable reading room materials or just work in peace and quiet. The computers at the library can be accessed with the UEF username and password. The services of the library are available to library users in the campus libraries. Borrowing books is free of charge to the library users. You can also reserve books and/or request them from other campus libraries. These reservations and requests are subject to a charge. Furthermore, interlibrary loans (cooperation involving all Finnish university libraries) are available. Please note that fees apply to interlibrary loan services.

In **UEF Finna**, you can search for the printed and electronic resources of the University of Eastern Finland Library. You can also renew your loans, place holds on books out on loan and request books from another campus library or National Repository Library. Other services are, for example, the possibility to save favourites and searches as well as the alert schedule option.

UEF Finna resources:

- University of Eastern Finland Library's books and journals
- UEF Electronic Publications
- E-journals and databases
- VAARI – National Repository Library's journals and books
- International e-resources, mostly articles (Primo Central Index)
- Finnish articles (ARTO and Medic)

You can access the licensed electronic resources outside the university network by logging in with the UEFAD username and password.

Your student tutor will help you to familiarise with the campus library and you will get information about library services during the Orientation. You can also obtain guidance on information retrieval later during your studies, and the library staff can help you with these matters as well. For more information, please see: <http://www.uef.fi/en/web/kirjasto>

5.5 Oppari

Student and Learning Services support the pedagogical and technical development of higher education in the University of Eastern Finland. **Oppari** (a section of the Student and Learning Services) is a modern and innovative studying and learning environment. It can be accessed by all university students. There are also services available in the evenings and on Saturdays. An essential part of the services of Oppari is the Helpdesk, where students can easily obtain a variety of information and advice regarding the use of computers, including printing and changing the computer password.

Self-study rooms can be easily accessed on all campuses. On Joensuu campus, the main services for students (computers, rooms for group working, common room) can be found in the Carelia building.

Further information on the services provided by Oppari: <http://www.uef.fi/en/studies> → Services for students → Oppari - IT support services for students

5.6 IT Services, Wireless Network and IT Service Desk

Up-to-date and well-functioning computers and technical equipment enable smooth studying and working at the University of Eastern Finland. There are hundreds of **computers** at the university – in the classrooms, self-study facilities, libraries, corridors and offices of the university staff. In addition to the computers, students and members of the staff also have access to other technical equipment, e.g. printers and scanners.

Computers for independent work:

- Carelia building, Oppari
- Agora building, AG211
- Educa building, E301 and E302
- Metria building, MP102 and MP103

Members of staff and students have access to wireless network services on all campuses of the university. WLAN network Eduroam requires user authentication. Instructions on how to access the WLAN network can be found here: <http://www.uef.fi/en/web/tipa/wlan>

If you encounter **problems** with IT services (e.g. related to user accounts, email, software, workstations, passwords, user rights etc.), you can contact IT Service Desk located on the 1st floor of the Carelia building (together with library and Oppari service desks).

IT Service Desk

Opening hours: Mon–Fri 8:00–16:00 (8am–4pm)

Tel: +358 294 458 880

Email: servicedesk@uef.fi

All users of the university's information systems are responsible for complying with the university's information security policy. The Information Security Guide for Students contains lots of useful information about information security, e.g. access rights and passwords, the Internet and email, maintenance and use of personal computers and portable memory devices. The guide can be found here: <http://www.uef.fi/en/web/tipa/tietoturva> → Information Security Guides

5.7 Printouts, Scanning and Photocopying

All university students are allocated a **printing** quota of 400 free pages per academic year. You can use your printing quota in the self-study rooms and in the library, when you log on to a computer using your personal username and password. Printers at the library are also used for **copying** and **scanning**, and your printing quota is used to pay for copies as well. Scanning is free. Additional scanners can also be found in the self-study rooms in Agora building and Metria building.

Any unused print quota will not be transferred to the next academic year. Additional quota costs EUR 0.035 per printout (black and white) or EUR 0.20 (colour). On Joensuu Campus, you can pay for the extra printouts at the IT Service Desk (Carelia building, 1st floor) or buy them online at <https://prints.uef.fi>. If you have any problems with using the machines, ask for help at the IT Service Desk.

5.8 Language Centre and Finnish Courses

The UEF Language Centre offers elementary and intermediate courses in the Finnish language for international degree students and a Survival Finnish course for exchange students. Students may attend courses in other languages as well, depending on the availability of places and the language of tuition. Courses at the Language Centre require registration in advance, as the number of places on courses is limited. **Please make sure you sign up for a course in time.**

Language Centre

Address: Aurora building, 2nd floor, entrance B

Tel: + 358 50 572 1822

Website: <https://www.uef.fi/en/web/kielikeskus>

5.9 University Restaurants and Student Discount on Meals

There are several student restaurants on campuses that serve e.g. breakfast and lunch. Students who have paid the Student Union membership fee and have a valid student card are entitled to buy **student-priced lunch** in most of these restaurants (approx. EUR 2–3). Student discounts do not apply to cafeteria products.

The student-priced lunch is available in the following restaurants:

- Amica restaurants Carelia, Futura, Natura and Borealis
- Restaurant Louhi in the Science Park

As the Student Union membership is not compulsory for exchange students, those students who decide **not** to obtain the student card may request a **meal subsidy card** from the Student and Learning Services in order to get the discount.

Please note that the official **study certificate**, which you will obtain upon registration, can be used as a temporary proof of your student status at the university cafeterias for one month (September or January) before you receive the proper student card.

For further information on the university restaurants (including locations, opening hours, menus), please see: <http://www.uef.fi/en/services/restaurants>

5.10 Feeling Down?

It can be difficult to study in new surroundings and in a foreign language. Please be patient and do your best, but also remember to relax. Do not be too hard on yourself. Remember that you can always talk about your problems, whether big or small, with the university staff or with the Finnish Student Health Service (see paragraph 7.2).

In all kinds of problems with your studies, there are plenty of people to turn to. Please do not hesitate to contact:

- International Mobility Services
- Your student tutor
- International Academic Coordinator at your department
- the Student Union
- Finnish Student Health Service

6 Student Union of the University of Eastern Finland

The Student Union of the University of Eastern Finland (ISYY) is an independent organisation, although closely linked with the university. The purpose of the Student Union is to promote the rights and interests of both Finnish and international students at the university. In addition, the Student Union arranges a variety of social activities and events on the campus and provides students with affordable sports services. Find more information at <http://isyy.fi/en>. The Student Union is also a member of SYL, the National Union of Students in Finland (<https://sylv.fi/en>).

The Student Union (ISYY)

Opening hours: Mon, Tue, Thu 10–15 (10am–3pm), Wed Closed, Fri 10–13 (10am–1pm)

Address: Yliopistokatu 7, 80100 Joensuu (Haltia building, 2nd floor)

Tel: +358 50 341 6346 (Office) or +358 50 346 9159 (International Affairs)

E-mail: toimisto.joensuu@isyy.fi (Office) or kv.joensuu@isyy.fi (International Affairs)

6.1 Membership and Student Card

Student Union Membership to undergraduate students

Under the Student Union Act, all undergraduate degree students (completing Bachelor's or Master's degree at the University of Eastern Finland) are required to join the Student Union. Exchange students studying in Finland for longer than three months are welcome to join the Student Union, but are not obligated to do so. You can join the Student Union by paying the membership fee, which is EUR 126 for the full academic year 2017–2018 and EUR 65 for one semester (autumn 2017 or spring 2018). Please note that degree students must pay the whole year (i.e. EUR 126) at once, you cannot pay the fee in two instalments.

Student Union membership to postgraduate (PhD) students

For postgraduate students, who have already completed their Master's degree, the Student Union membership is voluntary. The membership fee for postgraduate students is EUR 56 for full academic year 2017–2018 and EUR 30.50 for one semester. By paying the membership fee, the postgraduate students are able to access the services provided and events organized by the Student Union and ESN Joensuu. Please note that postgraduate students are not entitled to subsidized student meals, travel discounts or the services provided by Finnish Student Health Service. For more information, please contact the Student Union.

Ten Good Reasons to Join the Student Union

01. Student Health Service (FSHS; general, mental and oral health care services)
02. Student discounts (discounts on long distance transportation, discounts at a number of shops, restaurants, etc., student priced meals at certain university restaurants)
03. Excellent array of sports services and fitness classes (Sykettä Sports Programme)
04. Opportunity to hire survival packages, skates, skis, and other sports equipment
05. ESN activities (trips, parties, cultural events, etc.)
06. Student Union events (Sports Afternoons, May Day Celebration, City Orienteering, etc.)
07. Leisure activities (Student Union clubs and sections)
08. Information and advice services in English at the Student Union office
09. Your interest representative (solving problems related to educational and social affairs)
10. An efficient way to get involved in Finnish student life

6.2 How to Join the Student Union (ISYY)

STEP 1: Pay your membership fee

The Student Union fee (please pay the exact amount):

- EUR 65 for one semester
- EUR 126 for the academic year

The account details for the Student Union:

Recipient: Student Union of the University of Eastern Finland (ISYY)

Recipient's address: Yliopistonranta 3, FI-70211 Kuopio, Finland

Bank name: Osuuspankki/OP Bank/Pohjola Bank Plc

Bank address: Koskikatu 9, FI-80100 Joensuu, Finland

IBAN: FI37 5770 0520 2461 63

BIC: OKOYFIHH

Reference number: 50005 (Please use this reference number when you pay)

STEP 2: Register your membership

Once you have paid, register your membership by bringing the payment receipt to the Student and Learning Services, Aurora Building, entrance A.

STEP 3: Order your student card online

Order your student card online at <http://www.frank.fi/en>. We recommend you order the basic blue student card, without payment facility. However, if you have a Finnish Personal Identity Code, you may order the student card equipped with the MasterCard payment facility. The price of the student card is EUR 15.10. Before ordering the student card, you will need the following:

1. A passport photo or a clear photo of your face in electronic format. The photo must be taken from the front so that it is similar to a passport photo. The minimum image size is 165x213 pixels. The photo must have the same dimensions as a passport photo and the image file must be saved in JPEG format (.JPG). The photo must be a recognisable image of your face. Please note that if your card is not delivered due to a rejected photo, the card payment will not be refunded.
2. A payment instrument to pay for the order. You can pay for the card order using Visa, VisaElectron, MasterCard or Finnish online banking.
3. Your student number (given to you by Student and Learning Services).

STEP 4: Collect your student card

After you have submitted your payment and ordered your card, wait for 2–4 weeks. Your card will be printed and can be collected from the Student Union office, Haltia Building, when it is ready. Please bring an official ID along when you come and collect the card. Student cards with the payment facility will be delivered to your home address.

Please remember that you have to collect a semester sticker for your student card at the Student Union office each academic year. Without a valid sticker on your student card, you will not be entitled to discounts and other benefits for students.

6.3 Survival Package and Welcome Package

Survival Package

The Survival Package is a service that the Student Union (ISYY) offers to international exchange students staying in Joensuu for less than a year. It is a way of helping students get started with their life in Joensuu. By renting the package, you will avoid spending a lot of money on some of the essentials upon your arrival. It is also a good way to recycle and to create less waste.

The Survival Packages can be rented from the Student Union office during the opening hours. The rental fee of the package is EUR 35, of which EUR 20 deposit will be given back to you if the package is returned back to the Student Union office undamaged, clean and complete at the end of your stay in Joensuu. The package contains a bed sheet, a pillowcase, a duvet cover, a kitchen towel, a bath towel, a plate, a bowl, two glasses, two mugs, two forks, two knives, two tablespoons, two teaspoons, a spatula, a frying pan and a saucepan.

There are a limited number of Survival Packages available. It is possible to reserve one by paying the exact sum of EUR 35 to the Student Union bank account before your arrival to Joensuu. If you would like to reserve a package, please send an email to kv.joensuu@isyv.fi with the title 'Survival Package Reservation'. You will be given instructions on how to pay for the package. After you have paid, the Student Union will keep the package for you until you or your tutor (if you have arranged with you tutor about this) is able come and collect the package from the Student Union office. The package can be collected at any time after the payment has been confirmed.

Welcome Package

The Welcome Package is offered to all incoming international students by the Student Union (ISYY) and by ESN Joensuu International Club. The Welcome Package includes a Joensuu guide and map, academic student diary, information about leisure activities, special offers to clubs and venues in Joensuu as well as a DNA prepaid SIM card that you can use in your mobile phone during your stay in Finland. The SIM card has EUR 7.90 worth of credit loaded on it, so you can start calling and texting your friends immediately. The Welcome Packages cost EUR 2 and they are available at the venue of the International Orientation during the Orientation Week as well as in the Student Union office.

If you would like any more information about the Survival Package or the Welcome Package, please email kv.joensuu@isyv.fi with your questions.

6.4 ESN Joensuu – The Student Union International Club

ESN Joensuu is a Student Union (ISYY) club dedicated to serve the interests of the international and homecoming students. The most important task of ESN Joensuu is to introduce Finnish culture and lifestyle to international students and to give Finnish students an opportunity to gain international experiences in Joensuu by organising events and activities. In addition, ESN Joensuu is active in promoting intercultural understanding on campus and in Joensuu.

ESN activities range from cultural to informational events and include Get to Know Each Other party at the beginning of the semester, sports events and cultural events (Discover Joensuu competition, international dinners, language cafés, charity events, music evenings). In addition to this, they organise trips to Lapland, Russia and Sweden each semester.

All members of the Student Union (ISYY) are automatically members of ESN Joensuu. Most of the events and activities are free of charge and all you need is a valid student card. Everyone is invited to join ESN Joensuu, regardless of their field of study or background – ESN is there to make your stay in Finland more meaningful and more fun!

Please read more about ESN Joensuu here: <http://esnjoensuu.fi>. Feel free also to join the group “ESN Joensuu” on Facebook and befriend the ESN mascot, Susi van Wolf, to keep up-to-date with activities.

6.5 Sykettä Sports Programme

Sykettä Susirajalla Sports offers a wide variety of sports to students and staff of UEF at a very affordable price. They have more than 50 different fitness classes and several different types of ball sports on offer, as well as gyms for members to use. You can see the full range of classes and ball sport sessions offered here: <https://sykettä.fi/joensuu/en>

How can I become a member of Sykettä?

1. Register yourself as a present student at UEF at the Student and Learning Services.
2. Create a user account here: <https://sykettä.fi/joensuu/en> → Sports Packages and Registration → Fill in your details in the registration form
3. Once you have registered, you can pay and collect your sports sticker at the Student Union (ISYY) office. The sports sticker will be attached to your student card. They accept cash and card payments. The price of the sticker (EUR 17/33/35/66) depends on the package you choose - more information about these can be found on the website.
4. Once you have paid and collected your sticker, you can start using the services. Go to <https://sykettä.fi/joensuu/en> → Services. There you can check the sports calendar, enrol to classes and book sports sessions.

Remember this:

- You have to be enrolled as a present student in order to become a Sykettä member.
- Autumn semester starts at the beginning of September 2017.
- You can book fitness classes and sports slots one week in advance.
- If you cannot go, you must cancel your attendance at least two hours prior to the class.
- Always carry your student card and Sykettä sticker with you when you go exercising.
- Wear appropriate sports clothes and indoor shoes for indoor exercise.
- Sykettä services are only available for Sykettä sticker holders.
- Enjoy!

If you have any questions, please contact Heli Aalto, the Sykettä Sports Coordinator.

Tel: +358 44 576 8445

Email: liikuntasuunnittelija@isy.fi

6.6 Communication Channels

Monday Mail Newsletter

Monday Mail is the Student Union’s electronic English language newsletter. It is sent on Mondays (excluding holidays) directly to the e-mail addresses of those who have subscribed to it. Monday Mail newsletter is a useful point of reference to the international students as it combines local events, news and anything that might be relevant to our students – all in one place and in the English language.

If you would like to receive the Joensuu Campus Monday Mail to your e-mail, you can subscribe to it here: <http://www.isyy.fi/en> → What's on → Monday Mail → Newsletter subscription or cancellation form. The newsletter will be sent to your e-mail address the next time it is published. If you experience any problems with Monday Mail, please contact kv.joensuu@isyy.fi.

Mailing List

It is recommend for you to join the ESN Joensuu Mailing List if you want to keep up-to-date with news and events in English. The Mailing List is used only for ISYY and ESN related information, and your email address will not be passed on to any third parties or used for advertising. They normally send maximum one email per week so they will not spam you. In order to join the mailing list, please go here: <http://isyy.fi/en> → What's on → Join the mailing list → Form for joining the mailing list. If you experience any problems with the subscription, please contact kv.joensuu@isyy.fi.

Other Communication Channels

English language news and information can be found both at <http://www.isyy.fi/en> and on Facebook at <http://www.facebook.com/fbISYY>. You may also ask the Secretary for International Affairs, Heli Siponen, to be your friend on Facebook and follow her posts about life and studying in Joensuu. Search for "Heli International-Joensuu Siponen" on Facebook.

6.7 Help and Advice

Secretary for International Affairs of the Student Union (ISYY) is there to help you with any matters related to student life. Her job is to look after the interests of the international students and to get their voice heard on the campus. You may turn to Heli or any of the other secretaries who work at the Student Union office whenever you need help or guidance - there is no such thing as a stupid question! Just pop in to the office, call +358 50 346 9159 or send an email to kv.joensuu@isyy.fi.

The Student Union and ESN are there for you and work hard to ensure you are happy with your life and studies during your time in Finland. They hope you will make yourself at home at the Student Union by joining the events, activities and clubs. You only have one (student) life - make the most of it!

7 Health Care

7.1 Insurance

The University of Eastern Finland requires that all incoming international students have a valid personal (travel) insurance policy from an internationally recognized insurance agency for the whole duration of their stay in Finland. Insurance should cover all costs related to a treatment of sudden illness, accidents and accidental death. It is also important to check that your insurance also covers your travel to and from Finland.

7.1.1 Students from EU/EEA Countries and Switzerland

In order to be covered by the National Sickness Insurance Scheme (NSI) in Finland, students coming from the EU/EEA countries or Switzerland need to have a **European Health Insurance Card** issued by the local Social Security Office in their home country. EU/EEA and Swiss citizens are entitled to use the basic public health services on the same basis as Finnish citizens, when they are covered by health insurance in their home country and when they have a European Health Insurance Card. All EU/EEA students are advised to obtain the European Health Insurance Card from their home country before the arrival to Finland and students should always carry it with them in case of a sudden illness or an accident. However, students from the Nordic countries do not need the European Health Insurance Card.

You should note that health care is not completely free of charge even for EU/EEA citizens, especially if you suffer from a long-term and serious illness. It is strongly recommended that citizens of the EU/EEA countries take an additional travel insurance or private health insurance to cover the whole period of stay in Finland even if they have the European Health Insurance Card. Please also note that the European Health Insurance Card is not valid during your journey to and from Finland or during trips to other countries.

Those who wish to use the services of a private doctor shall first pay the doctor for the treatment. Later, students with the European Health Insurance card or equivalent documents (citizens of the Nordic/EU/EEA countries, Switzerland or Québec) can go to Kela (the Social Insurance Institution of Finland) where they will be compensated for part of the medical fee. Alternatively, they can claim for the compensation from their own health insurance offices later after returning to their home countries.

7.1.2 Students from non-EU/non-EEA Countries

Non-EU/non-EEA citizens are usually not covered by the National Health Insurance unless there is a reciprocal Health Care Agreement between your country and Finland (e.g. Australia and Québec). Therefore, students coming from non-EU/non-EEA countries must be covered by a private health insurance from an internationally recognised, reliable and financially sound insurance agency and have no deductible. Non-EU/non-EEA citizens must also include details of their health insurance to their residence permit application.

The health insurance must be valid on the date of your arrival in Finland and cover the entire time you intend to spend in Finland. Travel insurance is not adequate since it is often meant for trips lasting a maximum of three months. **If the studies last less than two years**, the health insurance must cover both sickness and accident related medical treatment up to a minimum of EUR 100 000. **If the studies last two years or longer**, health insurance must cover medical expenses up to a minimum of EUR 30 000. This is because the students will usually have a

home municipality in Finland and are therefore entitled to municipal health care services. Please remember to apply for a home municipality at the Local Registry Office in Joensuu as soon as you arrive in order to receive municipal health care.

7.1.3 Health Insurance for International Students

Students can obtain their health insurance from any reliable and solvent insurance company. Finnish higher education institutes have negotiated health insurance packages with Marsh SIP and they have been pre-approved by the Finnish Immigration Service. These packages are primarily for non-EU/non-EEA students but can be bought by EU students if they wish to have private health insurance during their stay in Finland.

SIP Integral:

For exchange students who will not have access to the student or national health care system in Finland due to their length of study (students staying in Finland less than two years) and will not become members of the Student Union (although this is recommended to ALL students due to benefits and the money you will save on this insurance).

Cost: EUR 1.17 per day or EUR 427 for 356 days (one year). This insurance can be purchased by the day with a minimum of EUR 25 coverage plus an admin fee of EUR 3.50.

SIP Compliment:

For students who have access to the student or national health care system here in Finland because they have access to the YTHS (FSHS) student health system or they are covered by the national health system through obtaining a 'home municipality right' (meaning their studies are considered to be two years or more).

Cost: EUR 0.70 per day or EUR 256 for 365 days (one year). This insurance can be purchased by the day with a minimum of EUR 25 coverage plus an admin fee of EUR 3.50.

Please note that once the EUR 25 amount has been reached, you can purchase as many or as few days as you will need. However, remember that a residence permit cannot be issued for a period longer than the period of the insurance cover.

Obtaining insurance from the Student Insurance Program (SIP):

To get more information about the insurance or to buy the Marsh SIP insurance please go to <http://www.sipinsurance.eu>. This website allows you to purchase your health insurance online with a credit card. If you have any questions about the insurance, contact Marsh directly (see their "contact us" section of the website).

Please note that you, the student, are the policyholder and the University of Eastern has no right to discuss any issues with the insurer.

Please note that **all students** should take personal prescriptions with them if they have an illness that requires regular medical treatment. It is also recommended that all students bring their medical history, translated into English, with them.

7.2 Finnish Student Health Service

The Finnish Student Health Service (FSHS) provides health services for university students in Finland. In Finnish, it is called Ylioppilaiden terveydenhoitosäätiö (YTHS). There are student health centres in thirteen cities and you can get treatment in any of these centres. FSHS provides preventive health care, medical care, mental health care and dental care to all students

of the university (including exchange students) with the exception of hospital treatment and maternity clinic. Please note that FSHS does not offer emergency health care.

Please note that you can use the services of FSHS only if you have paid the Student Union membership fee and have a Finnish student card. You are required to show your student card at FSHS, but if your student card has not arrived yet, you can show the receipt of your Student Union membership payment. The consultation fees for students at FSHS are very reasonable and such services as a consultation with a nurse or a general practitioner are free of charge. Please note that the services of FSHS are limited and only available during the opening hours. In case of an emergency, for example, you will need other health care services. Please see paragraphs 7.4, 7.5 and 7.6.

You should make an appointment in advance for each visit to FSHS. All appointments can be booked from the FSHS service desk or by phone. The nurses are available for consultation every morning 8:00–10:00 (8 am–10 am) without an appointment. For dental care, you should be prepared to wait for 1–2 months for an appointment. Only in the case of an acute toothache, it is possible to receive treatment during the same day. Please note that if you are given a referral to another local health centre or hospital, you will be charged the valid fees and you will not get any student reductions.

If you are unable to attend the appointment, remember to cancel it no later than the day before in order to avoid any fees. Otherwise, you will have to pay for the appointment. An additional charge of EUR 35 will be charged for non-cancelled appointments.

Finnish Student Health Service

Opening hours: Mon–Thu 8:00–15:00 (8am–3pm), Fri 8:00–14:00 (8am–2pm)

Service desk: Mon–Fri 8:00–12:00 (8am–12pm)

Address: Yliopistokatu 2, Aurora Building, Entrance B

Tel: +358 46 710 1082 (General and Mental Health), +358 46 710 1084 (Dental Health)

Website: <http://www.yths.fi/en>

7.3 Residence-Based Social Security

The Finnish Social Security is based on residency and it is defined by the Act respecting Residence-Based Social Security. Usually international students are not eligible for the Finnish Social Security system, as their residency in Finland is not considered permanent in nature. If you have a permanent dwelling and domicile in Finland (studying is not enough for this), you will be covered by the Finnish Social Security system. In this case, Social Security Card (Kela card) will be granted to you. For further information, see the Kela (the Social Insurance Institution of Finland) website: <http://www.kela.fi/web/en>

7.4 Municipal Health Care

If you are not a member of the Student Union, and therefore not entitled to student health care, you can use municipal health care. Please note that you should have your European Health Insurance Card or proof of health insurance available when booking and having a consultation with a General Practitioner (GP). Consultation is subject to fees.

The health centres are open Mon–Fri 8:00–16:00 (8am–4pm). You can check your own health centre from <http://www.joensuu.fi/en/web/english/health-services>. Unfortunately, the pages are partly only in Finnish, so be prepared to ask help from a Finnish-speaking person.

7.5 Private Medical Centres

You can also contact a private medical centre if you fall ill. Health care services provided by private medical centres are often more expensive than health care services provided by the municipality.

ITE

Address: Torikatu 25 A (2nd floor), 80100 Joensuu

Tel: +358 13 253 6200

Website: <http://www.ite.fi>

Terveystalo

Address: Kauppakatu 21, 80100 Joensuu

Tel: +358 30 6000

Website: <https://www.terveystalo.com/en>

7.6 Emergencies

The general emergency number is 112. Call this number in life threatening situations, such as a fire, a sudden illness or accident. Calls to this number are free of charge. When dialling the emergency number (112), you do not need an area code, not even when calling from a mobile phone.

If you need the **police**, call the general emergency number 112. If you need to get in contact with the local police, call +358 029 545 0311. More information: <http://www.poliisi.fi/english>

Students may also use the municipal health services, especially in case of serious illness or emergencies or when FSHS is closed (evenings and weekends).

North Karelia Central Hospital

Address: Tikkamäentie 16, 80210 Joensuu

Tel: +358 13 330 2121

Website: <http://www.pkssk.fi/en/web/pkssk-en>

Poison Information Centre

Location: Helsinki

Tel: +358 9 47 1977

The Poison Information Centre answers questions concerning the prevention and treatment of acute poisonings every day around the clock. Please note that the services of the Poison Information Centre do not include the following:

- General information about medicines, such as interactions or side effects or tablet identification ► Turn to your pharmacy.
- Questions about poisonings of animals ► Contact a veterinarian. Joensuu municipal veterinarian: tel. +358 13 267 4299. Information about the veterinarian on call is available at the same number.
- Questions concerning non-poisonous animal stings or bites (such as mosquito, wasp, tick, or dog) ► Turn to a local health care phone service, health centre or clinic on duty.
- Food poisonings and questions about food ► In case of an acute food poisoning contact your own health centre or other clinic on duty. General information about food is provided by local food authority.
- Allergy or other general medical advice ► Help is provided by a local health care phone service, health centre or clinic on duty.

We sincerely hope that your stay in Finland will be happy and rewarding, without any adversities and hardships. However, one can never know what will happen either here in Finland or back home. Do not hesitate to contact the staff of the University of Eastern Finland if you find yourself in any distressing situations.

Contact person in the case of crisis

Coordinator, International Mobility Services

Tel: +358 50 382 1814

E-mail: international@uef.fi

Crisis Prevention Centre in Joensuu (Joensuun kriisikeskus)

Opening hours: Mon–Wed 9–20 (9am–8pm) Thu 9–18 (9am–6pm) Fri 9–15.30 (9am–3.30pm)

Address: Siltakatu 14 B 14 (2nd floor), 80100 Joensuu

Tel: +358 13 316 244 (Mon–Fri 12pm–1pm for booking an appointment)

Website: <http://www.joensuunkriisikeskus.fi>

The SOS Crisis Centre (Crisis Services for Foreigners) in Helsinki helps adult foreigners and their family members living in Finland in different crises of life. The help offered is short-term therapeutic conversation help and the centre aims to serve its clients as soon and flexibly as possible. The help is cost-free for the client and you can get help anonymously. It is important to make an appointment beforehand.

Opening hours: Mon–Thu 9–12 (9am–12pm) and 13–15 (1pm–3pm), Fri 9–12 (9am–12pm)

Address: Maistraatinportti 4 A (4th floor), 00240 Helsinki

Tel: +358 9 413 50510

7.7 Pharmacies

In Finland, supermarkets and grocery stores are not allowed to sell any kinds of medicines. Medicines are sold only at **pharmacies (apteekki)**. Most pharmacies display a notice giving the address of the nearest pharmacy on night duty. There are several pharmacies around town.

Joensuun Keskusapteekki

Opening hours: Mon–Fri 8:30–18:00 (8.30am–6pm), Sat 9:00–16:00 (9am–4pm)

Address: Kauppakatu 29, 80100 Joensuu

Tel: +358 10 423 7720

Joensuun Uusi Apteekki

Opening hours: Mon–Fri 9:00–19:00 (9am–7pm), Sat 9:00–17:00 (9am–5pm)

Address: Siltakatu 10, 80100 Joensuu

Tel: +358 10 231 3084

Yliopiston Apteekki

Opening hours: Daily 08:00–23:00 (8am–11pm)

Address: Koskikatu 7, 80100 Joensuu

Tel: +358 30 020 200

7.8 Personal Safety

The crime rate is low in Finland in comparison to most other European countries. Visitors have little need to fear for their personal safety or their property. Nevertheless, reasonable caution with personal belongings is always recommended as a precaution. Incoming international students are reminded to take into consideration that although Finland is a safe, tolerant and

open nation by international standards where inappropriate behaviour is not usually present, this does not necessarily mean that one does not encounter such events in Finland.

What you should be aware of in order to ensure your safety in Finland:

- Avoid walking alone at night; take a taxi or walk home with your friends.
- Tell your friends where you are going.
- Do not hesitate to contact the proper authorities if necessary.
- Do not mingle with unknown people, especially if they are intoxicated.
- Avoid being provocative and mind your temper, especially on weekends in bars.

7.9 Narcotics

It is prohibited to possess any narcotics during your stay in Finland, as **all narcotics are illegal in Finland**. The use and possession of narcotics are punishable acts in Finland, as are production, sale, import and transport of narcotics. Anyone in possession of illegal narcotics, including hash and marijuana, runs the risk of being arrested and expelled from the country or being imprisoned. Drug dealing carries a heavy prison sentence.

Imports of medicinal products are controlled. Limitations on amounts of medicinal products that can be imported by a passenger are dependent on whether a product is considered a self-medication product, a prescription drug, a narcotic drug or a veterinary drug according to the Finnish classification. There are restrictions concerning the import of narcotic drugs and other drugs, and therefore it is important to check the regulations before your arrival to Finland. Mail order sales of drugs to Finland are prohibited, as is delivery of a medicinal product by courier. Medicinal products can be sent to Finland from EU countries on the conditions stated in the regulations. Moreover, obtaining medicinal products via the Internet is not allowed.

7.10 Sexual Minorities

In general, Finland is open-minded towards sexual minorities, although people's personal attitudes may naturally differ a lot. Younger generations, in particular, are usually very tolerant and welcoming. In Finland, it is also prohibited by law to discriminate people based on their sexual orientation. Seta (Association for Sexual Equality in Finland) organises local activities, meetings and parties. Seta also provides support services for their members. Hobiles is a member organization of Seta functioning in the Joensuu area. For more information and contact details, please see <http://seta.fi/in-english> and <http://www.hobiles.fi/in-english>.

7.11 HIV

The number of HIV infections in Finland is relatively small. It is still wise to be very careful. There is anonymous counselling and free HIV testing available in your campus town. These services are provided by the local **Red Cross**:

Address: Kauppakatu 35, 80100 Joensuu

Tel: +358 40 028 6637 on Tuesdays 17:00–19:00 (5pm–7pm)

Email: joensuu@punainenristi.fi

Nationwide HIV advice line: +358 20 327 000

7.12 Cultural Adaptation

Coming to a new culture might be a very strong and emotional experience because of the differences between the culture in your home country and the culture in your new country. There are some obvious differences between countries, such as language, food, educational system,

climate, absence of family and friends, housing and transportation. However, there are some not-so-obvious differences and often these cause confusion and sometimes, even frustration. These differences include for example the behaviour and habits of people, reflecting the cultural norms, beliefs, values, morals and religion.

These differences can cause feelings of uncertainty and anxiety. You might have questions. Am I speaking properly? Will I find friends? Why is no one talking to me? Did I do something wrong? Do they hate me? Some of the reactions you may experience are feelings of isolation or loneliness, anger or hostility from others, frustration, unhappiness or homesickness. Some people might also feel sleepy or tired more than usually or find it difficult to sleep. Culture shock can also sometimes cause physical symptoms like bodily pain. The most important thing to know about culture shock is that these feelings are perfectly normal. It is a sign that you are adjusting to a new situation both physically and mentally. Adaptation to a new culture is a process that gets easier as the time goes on.

You can cope with **culture shock** by giving yourself time to adjust and not pushing yourself too hard with your studies. Remember that you may not earn as many credits during the exchange period as normally in your home university, because you are studying in a foreign language and you live in a different environment. This is natural and you should not be too hard on yourself. It is also important to talk to people (other exchange students, Finnish students, staff members at International Mobility Services, tutors, roommates, teachers), because when you talk about the strange feelings and stress, you will feel better. Also, make use of your own ways of reducing stress in everyday situations. What would you do in a difficult and stressful situation in your home country to ease your feelings?

Acknowledge your progress in adjusting to the new culture and try to see the advantages in having lived in two different cultures. Try to see all the new things that you are facing as a possibility to learn something new and not as problems. You can yourself make the difference and turn your stay in Finland into a unique, valuable and unforgettable experience.

Re-entry shock refers to acculturation stress people experience when returning home. Because returning is once again a big change, it means that adjustment to the new situation and home culture is needed. Difficulties in adjusting to the familiar society is an issue that has often been neglected consciously or unconsciously. People often fail to acknowledge that the adjustments they have made to the other culture have made them foreigners in their own culture instead. This might become a topical issue when returning home from Finland and it is good to be able to identify these feelings and to give yourself some time to readjust.

If you are interested in learning more about cultural adaptation, please visit this website: <http://www2.pacific.edu/sis/culture>

8 Transportation

8.1 Bicycles

A **bicycle** (polkupyörä/pyörä) is a very practical and popular form of transportation in Finland, and there are plenty of paved cycle tracks. Cycling is also a good way to familiarise yourself with your new surroundings. Please remember that when your bike is parked or not in use, you should always lock it, and preferably fasten it to a bicycle rack or some other solid structure. Please note that it is compulsory to use a head light on your bike when cycling in the dark.

Bicycle repair shops, second-hand shops and other students sometimes sell cheap second-hand bikes. In addition, there is an auction of lost and found items at the local police station (held a few times a year), where you may find a decent bicycle at a reasonable price. Since the auction is carried out in Finnish only, please ask a fellow Finnish student to accompany you. You can also rent a bike from the Community Resource Centre in Joensuu.

The Community Resource Centre (Kansalaistalo)

Address: Torikatu 30, 80100 Joensuu

Tel: +358 13 123 132

Website: <http://www.kansalaistalo.fi>

8.2 Local Buses

The basic fare when paid in cash in a **local bus** is between EUR 2 and EUR 7.90 depending on the zone(s) you are travelling in. The zones “City” (EUR 2) and “A” (EUR 3.80) are the ones most students need when commuting between their apartment and the university. You can buy bus tickets from the driver on the bus. Please be prepared to pay the exact amount or close to it. The bus driver is allowed to deny large notes, so do not try to pay for a single ticket with a EUR 50 note. In the city centre, local buses depart near the market place.

The cheapest and the most convenient way to travel on the bus is to buy a personal Waltti card for the Joensuu region buses. There are two kinds of Waltti cards: Season and Prepaid. The Season ticket is valid for 30 consecutive days at a time, during which time you can use it as often as you like, and it costs between EUR 49.50 and EUR 66, depending on the number of zones you need. Most students only need one, “Zone A” (EUR 49.50). This is a good option for those who live further away from the city centre or the university, and will be using the bus daily. The Prepaid card is a good option for those who do not necessarily use the bus every day. You can load between EUR 5 and EUR 500 into the card to use whenever you like. It is also cheaper, as a single ticket of EUR 3.80 paid in cash is only EUR 2.03 with the prepaid Waltti card meant for young people (persons 17–24 years of age) or students (persons 25 of age or older).

You can buy a Waltti card from the customer service at Carelicum. You will need to take an ID or a valid student certificate with you to get a youth or student discount. Purchase price for the Waltti card is EUR 7, and after purchasing the card you can load more money into it at Carelicum (costs EUR 2.48), in a Joensuu city bus (costs EUR 3.50) or online (costs 2.5% of the value of your purchase).

To search for bus routes, you can use the links on list below. If you have a smart-phone or a tablet, you can also download an application called “Nysse – Journey Planner” and use that. It has the public transportation schedules for some other cities in Finland as well. The app is currently available at Google Play and Windows Store.

For more information about the Joensuu region buses, go here: <http://www.joensuu.fi/en/liput-ja-hinnoittelu> → Guide to Joensuu region buses, tickets and fares.

Culture and Tourist Centre Carelicum

Opening hours: Mon–Fri 10–16:30 (10am–4.30pm)

Address: Koskikatu 5, 80100 Joensuu

Website: <http://www.joensuu.fi/carelicum>

Useful links:

- <http://www.joensuu.fi/en/reitit-ja-aikataulut> → Aikatauluviikko (Timetables)
- <http://bussit.joensuu.fi/reittiopas/main> (Search for Routes)
- <http://www.joensuu.fi/en/liput-ja-hinnoittelu> → Waltti card student discount application
- <http://www.joensuu.fi/en/reitit-ja-aikataulut> → Keskustan pysäkkikartta (City Centre Stops)
- <http://www.joensuu.fi/en/reitit-ja-aikataulut> → Jojo linjakartta (Routes)
- <http://www.joensuu.fi/en/vyohykemuutokset> → Vyöhykekartta (Zones)
- <https://nettilataukset.waltti.fi> (Waltti Online Uploads)

8.3 Coaches

For **coach** travel outside your campus town, you are eligible for special student rates on some coaches. You get a discount on the routes operated by Matkahuolto, if you have a valid student card and you are travelling for a minimum distance of 80 km. The discount for a one-way or return ticket of at least 80 km is 50%. If you do not yet have your Student Union student card, it is possible to get a separate discount card that is valid in both long-distance buses (Matkahuolto) and trains (VR). For this, you will need a special certificate issued by the University of Eastern Finland (Student and Learning Services) and one passport-sized photo. The cost of the discount card is EUR 10. **Please note that you cannot get travel discount before you have arrived to your campus town and registered to the university.**

Further information: <https://www.matkahuolto.fi/en>. You can also visit the Matkahuolto office (Coach Station) or call +358 200 4000 (EUR 1.99 per minute + local network charge) for nationwide timetables and prices.

Matkahuolto (Coach Station)

Address: Itäranta 6, 80100 Joensuu

Opening hours: Mon–Fri 8:00–17:00 (8am–5pm)

The Centre for Economic Development, Transport and the Environment operates some routes within North Karelia, Northern Savonia and Southern Savonia areas. They use their own Waltti system, called the Ely Waltti (separate from the Waltti card used in local buses) and they do not have student discounts. More information and timetables (in Finnish): http://www.ely-keskus.fi/fi_FI/web/waltti-ita-suomi

OnniBus offers cheap options to and from Joensuu: <http://www.onnibus.com/EN/index.htm>

8.4 Trains

The Student Union student card entitles you to buy discount tickets with the Finnish Railways (VR), if you are an undergraduate student (studying for a Bachelor's or Master's degree). The price of train tickets varies depending on which train you take and how early you book the tickets. Students need to present their Student Union student card for discount. If you do not have the Finnish student card, it is possible to get the discount by showing the study certificate that you have received when you registered. **Please note that you cannot get the travel discount before you have arrived to your campus town and registered to the university.**

For more information and timetables, please see <https://www.vr.fi/cs/vr/en/frontpage>. You can also visit the offices at train stations or call tel. +358 600 41 900 (EUR 1.99 per answered call + local network charge) for information, reservations, timetables and prices.

Train Station

Address: Itäranta 12, 80100 Joensuu

Ticket machines: 2 (1 inside, 1 outside)

8.5 Driving in Finland

In order to drive a car in Finland you need to be at least 18 years old and you must have a valid driving licence. If your driving licence is from one of the EU or EEA member countries, it is valid in Finland. In addition, the licences from Geneva or Vienna Road Traffic Convention countries, such as Australia, Canada, Egypt, Hong Kong, India, Japan, New Zealand, Russia, Turkey and the United States of America, are valid for two years, after which these citizens have to acquire a Finnish driving licence. Driving licences from other countries are not valid in Finland.

Useful websites:

- http://www.expat-finland.com/pdf/driving_in_finland.pdf
- <http://www.liikenneturva.fi/en/road-safety/materials> → Traffic regulations in Finland
- <http://www.visitfinland.com/article/driving-in-finland>

Please note the following regulations of driving in Finland:

- **Seatbelts** are obligatory for everyone whether sitting in the front or the back seats in the car. Children under three years of age must be seated on the back seat on a safety seat.
- **Headlights** are compulsory at all times around the clock.
- **Winter speed limits** are in force throughout the country from the beginning of November to the end of February. However, the limits can be lowered already in October and they can remain in force through April due to exceptional road weather conditions.
- **Winter tires** are mandatory from the beginning of December until the end of February.
- If a mobile phone is used by a driver, a **hands-free device** is required. According to the Finnish law, a driver is allowed to neither use nor hold a mobile phone in hand while driving.
- There is an obligatory **annual inspection** for cars in Finland. After every inspection, the driver receives an inspection card that states the condition of the car as well as any defects requiring service or repair.

Driving under the influence of alcohol or drugs is strictly forbidden. There is an exact permissible limit of 0.5 per mil for alcohol in blood. A police officer can breathalyse a driver on the spot and if suspected of driving under the influence, the person may be taken for a blood test or to a police station. Driving while under the influence of drugs is also a crime. Infringement of this rule means a penalty in the form of a fine or imprisonment.

Most of the cities have metered parking areas. However, sometimes parking is free but parking time is limited. In this case, you need a parking disc, which can be obtained at petrol stations and grocery stores. The time of arrival must be set first and the parking disc must be displayed on the dashboard. The time of arrival is the following hour or half-hour depending on which one is earlier.



Please note that parking around campus is allowed only on parking spaces marked with the P-traffic sign (white P on a blue background). In most of the parking areas, parking is allowed only with a parking licence (available only for university staff members). There are some free parking spaces as well as spaces that require a parking disc. More information on parking can be found here: <http://www.uef.fi/en/web/talouspalvelut/pysakointi>

In order to **rent a car** you need a valid driving licence and preferably at least one year of driving experience. Rental companies require the driver to be at least 20 years of age for passenger cars, but age regulation may vary by vehicle category. Drivers under the age of 25 may incur a young driver surcharge. Please also note that some car rental companies may require a credit card. Be prepared to show proof of your identity when renting a car.

Some car rental companies

Avis <http://www.avis.fi>

Budget <http://www.budget.fi>

Europcar <http://www.europcar.com>

Hertz <http://www.hertz.fi>

Scandia Rent <http://www.scandiarent.fi>

8.6 Taxis

Taking a taxi is fairly expensive in Finland. If you need one, it is a good idea to share it with your friends whenever possible. The number for tax in Joensuu is +358 60 110 100.

8.7 Airlines

Helsinki Airport <https://www.finavia.fi/en/helsinki-airport>

Joensuu Airport <http://www.finavia.fi/en/joensuu>

Joensuu Airport is located approximately 11 km from the Joensuu city centre. There is an airport bus operating between the airport and Joensuu on weekdays (Mon–Fri). Bus fare (cash only) is EUR 5 for adults and EUR 2.50 for children. Bus service applies only to domestic flights on the route Joensuu–Helsinki–Joensuu.

The bus will wait up to 45 minutes for a flight that has been delayed. If you miss the bus, or the schedule does not coincide with your flight, you can also take a taxi. There are often taxis available at the airport, but if not, you can order one (see number in paragraph 8.6).

Some airlines

Finnair <http://www.finnair.com>

Flybe <http://www.flybe.com>

Air Baltic <http://www.airbaltic.com>

SAS <http://www.flysas.com>

Ryanair <http://www.ryanair.com>

8.8 Ferries

If you decide to travel to Finland by ferry, there are a couple of good ferry connections. For example, you can take a ferry from Travemünde, Germany to Helsinki as well as from Stockholm, Sweden to Helsinki or Turku.

Some ferry connections

Finnlines <http://www.finnlines.com>

Nordic Ferry Center <http://www.ferrycenter.fi>

Tallink Silja Line <http://www.tallinksilja.com>

Viking Line <http://www.vikingline.fi>

9 Essentials of Finland

9.1 Living Expenses

The average cost of living in Finland for a single student varies between EUR 500 and 800 per month, depending on personal spending habits. This amount includes accommodation, transportation and meal costs. Living expenses are relatively high in Finland, although comparable to the EU average.

You can get an idea of average prices in Finland from here:

http://www.numbeo.com/cost-of-living/country_result.jsp?country=Finland

9.2 Public Holidays

The following public holidays are celebrated annually in Finland. Please note that the dates of some holidays vary from year to year. Shops and banks are usually closed on public holidays and Saturday opening hours are usually followed on the **eve of a public holiday** (e.g. December 24).

Public Holidays 2017–2018

| Date | In English | In Finnish |
|-------------|------------------|----------------------|
| November 4 | All Saints' Day | Pyhäinpäivä |
| December 6 | Independence Day | Itsenäisyyspäivä |
| December 25 | Christmas Day | Joulupäivä |
| December 26 | Boxing Day | Tapaninpäivä |
| January 1 | New Year's Day | Uudenvuodenpäivä |
| January 6 | Epiphany | Loppiainen |
| March 30 | Good Friday | Pitkäperjantai |
| April 2 | Easter Monday | Toinen pääsiäispäivä |
| May 1 | May Day | Vappu |
| May 10 | Ascension Day | Helatorstai |
| May 20 | Whit Sunday | Helluntai |
| June 23 | Midsummer Day | Juhannuspäivä |

9.3 Time Zone, Electricity and Conversion Tables

The Finnish time is two hours ahead of Greenwich Mean Time. There is only one time zone covering the whole country. Daylight saving time or summer time (kesäaika) is used from the last Sunday of March to the last Sunday of October. The shift is usually done early on Sunday mornings so that it does not cause extra difficulties.

Daylight saving time ends **October 29, 2017** → Clocks will be set backwards one hour at 4 am.
Daylight saving time starts **March 25, 2018** → Clocks will be set forward one hour at 3 am.

The **electrical current** in Finland is 220V (50Hz). Electrical plugs are the two-pin continental size. In Finland, the unit of measurement is the **metric system**.

| Meters | Inches |
|--------|--------|
| 0.01 | 0.39 |
| 1 | 39.7 |
| 2 | 78.74 |
| 0.3 | 1 foot |
| 0.915 | 1 yard |

| Kilometres | Miles |
|------------|-------|
| 1 | 0.6 |
| 1.6 | 1 |
| 10 | 6 |
| 50 | 30 |
| 120 | 72 |

| °F | Gas | °C |
|-----|-----|-----|
| 225 | 1/4 | 110 |
| 250 | 1/2 | 120 |
| 275 | 1 | 140 |
| 300 | 2 | 150 |
| 325 | 3 | 160 |
| 350 | 4 | 175 |
| 375 | 5 | 190 |
| 400 | 6 | 200 |
| 425 | 7 | 220 |
| 450 | 8 | 230 |
| 475 | 9 | 240 |
| 500 | 10 | 260 |

| Imperial | Metric |
|-------------------|--------|
| 1/2 oz. | 15 g |
| 1 oz | 30 g |
| 2 oz. | 55 g |
| 3 oz. | 85 g |
| 4 oz. (1/4 lbs.) | 115 g |
| 5 oz. | 140 g |
| 6 oz. | 170 g |
| 8 oz. (1/2 lbs.) | 225 g |
| 12 oz. (3/4 lbs.) | 340 g |
| 16 oz. (1 lbs.) | 455 g |

| Imperial | Metric | US Units |
|----------------------|----------------|------------------|
| 1/2 fl | 15ml | 1 tbsp. |
| 1 fl oz. | 30 ml | 1/8 cup |
| 2 fl oz. | 60 ml | 1/4 cup |
| 3 fl oz. | 90 ml | 3/8 cup |
| 4 fl oz | 120 ml/ 1,2 dl | 1/2 cup |
| 5 fl oz.(1/4 pint) | 150 ml/ 1,5 dl | 2/3 cup |
| 6 fl oz. | 180 ml/ 1,8 dl | 3/4 cup |
| 8 fl oz. | 240 ml/2,4 dl | 1 cup (1/2 pint) |
| 10 fl oz. (1/2 pint) | 285 ml/2,85 dl | 300 ml |
| 12 fl oz. | 340 ml/3,4 dl | 1 1/2 cup |
| 16 fl oz. | 455 ml/4,55 dl | 2 cups (1 pint) |
| 20 fl oz. (1pint) | 570 ml/5,7 dl | 2 1/2 cups |
| 1 1/2 pints | 900 ml/9 dl | 3 3/4 cups |
| 1 3/4 pints | 1 litre | 4 cups (1qt) |
| 2 pints | 1 1/4 litres | 1 1/4 quarts |
| 2 1/3 pints | 1 1/2 litres | 3 US pints |
| 3 1/4 pints | 2 litres | 2 quarts |

9.4 Currency and Banks

The Finnish monetary unit is the euro (EUR, €). The euro is divided into 100 cents. Bank notes are in denominations of EUR 5, 10, 20, 50, 100, 200 and 500. The coins are 5, 10, 20 and 50 cents, and EUR 1 and 2. Unlike in most euro countries, the coins of 1 and 2 cents are not used in Finland. Cheques are rarely used in Finland and they are not accepted as a method of payment in shops and businesses. International credit cards (e.g. Visa, MasterCard) are widely accepted. Note that the best way to pay all bills, for example the rent, is through on-line banking.

There are several branches of banks in all cities. Banks are usually open Mon–Fri from 09:00–10:00 to 16:00–16:30. You can withdraw money from cash machines or ATMs (automatic teller machines) with Finnish bankcards and with most of international cards as well (fees may apply). Cash machines or ATMs are marked with a yellow OTTO sign. If you lose your Finnish ATM card, please call immediately tel. +358 20 333 to report the incidence (24 hour service). Lost Diner's Club cards can be reported by calling +358 800 9 5555 and American Express cards +358 800 114 646.

Students who wish to open a Finnish bank account are advised to do so as soon as possible after their arrival. You should make an appointment with the bank in order to be able to open an account. When opening an account, be prepared to show proof of your identity (e.g. passport) and a proof of registration at UEF (study certificate or in some cases the Admission Certificate is accepted). Please note that most banks will require you to have a Finnish Personal Identity Code to open a bank account, so remember to acquire one! Please ask the bank for a price of a service package and list of other charges (e.g. international money transfers). Fees are usually charged for receiving money to your account from abroad and sending an international money order. Fees depend on the bank and the form of transfer.

Online banking is usually the best method to pay bills and transfer money. If possible, it is advisable to use your home country's online banking since the banks in Finland have reduced their services and usually do not allow online banking for short-term use. If you cannot use online banking, you can pay the bills only in a bank where you have an account. One option is to pay your bills at R-kiosks www.r-kioski.fi but please notice that they have their own service fees, too.

Remember that you need the SWIFT code (Society for Worldwide Interbank Financial Telecommunication) or the BIC code (Bank Identification Code) when making international transactions. If you are making the payment from Europe, you will also need to use the IBAN code (International Bank Account Code).

Some Finnish banks

Danske Bank <http://www.danskebank.fi>

Handelsbanken <http://www.handelsbanken.com>

Nordea <http://www.nordea.fi>

Osuuspankki <http://www.op.fi>

POP Pankki <http://www.poppankki.fi>

9.5 Post

Main Post Office

Opening hours: Mon–Fri 7–22 (7am–10pm), Sat 7–21 (7am–9pm), Sun 11–21 (11am–9pm)

Address: Kauppakatu 29, 80100 Joensuu

Tel: +358 200 71000

There are also other post offices in your campus town. However, these branch post offices may have shorter opening hours than the main post offices. In some areas, postal services are also available in local stores and they follow the opening hours of the store. There are also so-called Parcel Points (pakettiautomaatti) at certain grocery stores where you can send and receive parcels. For more information on this, see here: <http://www.posti.fi/private>.

A stamp for a standard letter or postcard (max. 20g–50g) costs EUR 1.30 to Finland, between EUR 1.30–2.10 to Europe and between EUR 1.30–3.10 to the rest of the world. You can buy stamps at post offices, kiosks and most grocery stores. For more information on prices, and to

download a .pdf file on them, please go here: <http://www.posti.fi/private> → Send → International Letters → Price List.

Letters can be mailed at post offices or dropped into letterboxes throughout the city. The time when the letterbox is being emptied is written on the box. Incoming mail is delivered to your address Monday through Friday. There are no deliveries on Saturdays, Sundays or public holidays.

9.6 Phone Calls

When dialling a phone call **to Finland**, please remember to use the following formula: the international prefix +358 + the area code without the initial 0 + the phone number. When calling **from Finland** to another country, you have to attach an international prefix before the country code. There are several international prefixes depending on the company you choose. The most common ones are 990, 994, 992 and 999 but if you call abroad a lot, you should check the other possibilities and compare prices. You can also always use the pan-European code 00, and then dial the country code, the area code and the destination number. Note that the first number of the area code (often 0) is usually omitted. For more information about international phone calls, please see here: <https://www.howtocallabroad.com>

Please note that an area code is always needed when using a mobile phone. For international number enquiries, call 020 208 (EUR 3.50 per minute + local call charge). For domestic number enquiries, call 118 or 020202, but please note that there will be an extra charge.

In Finland, everyone uses mobile phones and this is why there are practically no public coin-operated telephone booths. Unless you already have a mobile phone, it is definitely worth considering buying one for yourself as well. Mobile phone shops usually sell second-hand phones at reasonable prices.

You can open a post-paid mobile phone connection with a Finnish mobile phone operator (e.g. DNA, Elisa, Telia). However, you might be required to pay a substantial deposit in order to get a post-paid mobile phone connection. This is why many times a pre-paid subscription is a better alternative.

The UEF Student Union is part of Erasmus Student Network, ESN. A partnership between the Erasmus Student Network of Finland and telecommunications company DNA Oy has concluded in a contract whereby all the incoming international students of the participating universities and ESN sections will have the possibility to receive a free DNA Prepaid start-up kit worth EUR 7.90. You get the Pre-paid Start-up kit in your ISYY Welcome Package (see paragraph 6.3).

Please do not forget Skype, which is the cheapest way to keep in touch with friends and family in your home country.

9.7 Internet and Media

You can access the **Internet** at the university when you get the username and password for the university's IT services after registration. There are computers with Internet connection all over the campus. In addition, most of the student apartments have the technical capacity for a fixed Internet connection.

Local public libraries have computers with Internet connection for you to use. Please note that you have to make a reservation for the computer beforehand, and usually you can use the computer for an hour at a time. Internet cafes are not common in Finland, because most people

have an Internet connection at home. There are some cafes and bars with internet connection in the city centre. In Joensuu, you can access Internet at the Community Resource Centre (<http://www.kansalaistalo.fi>). Free Wi-Fi is available at the Market Square, Shopping Centre Iso Myy, Carelicum, Taitokortteli, Art Museum Onni, Joensuu City Library, Joensuu Arena and Vesikko swimming pool.

There are several **TV** channels in Finland, which are available throughout the country. In addition, one local and several international cable channels are available in most of the student apartments. Television transmissions in Finland are all-digital. Digital broadcasts can be received by an ordinary TV fitted with a digital adaptor, known as a set-top box or a converter box. Alternatively, it is possible to buy a TV set with a built-in digital receiver. If you have a TV in your room, please note that there is a tax for watching television in Finland. However, the tax applies only if you have an annual income of more than EUR 11,044 and the tax is deducted together with other taxes.

International newspapers, magazines and books are sold in local bookshops, in some department stores and in well-stocked kiosks. You can also read international newspapers and magazines in both public and university libraries and there are books and music in several languages on loan at the libraries. Library Press Display is an online service where you can browse and read over 6000 online facsimile editions of newspapers and magazines from 100 different countries in 60 different languages. They are available 90 days from the date of publication. The service is available in Joensuu Regional Library for three customers at a time. The website of the service is here: <http://library.pressdisplay.com/pressdisplay>

If you would like to keep up with the Finnish and international news you may find it interesting to read e.g. Helsinki Times newspaper (<http://www.helsinkitimes.fi>) or the news of the Finnish Broadcasting Company (<http://yle.fi/uutiset/news>).

9.8 Shopping

The opening hours of shops were liberated in 2016 and the shops are now free to choose their opening hours. At least right after the liberation many shops chose to have extensive opening hours (for example, most department stores like Prisma and Citymarket are open between 9am–9pm daily) but this may change later on. The smaller shops usually have more extensive opening hours. Grocery stores usually advertise weekly or daily in the local newspapers or print separate advertisements delivered to your mailbox. This allows you to compare food prices and special offers at different stores.

The general level of prices in Finland equals to the European average. However, here are some useful hints for the student budget. Make sure that you are aware of all possible student and other reductions available and compare prices. Also, check if there are cheap or free services provided by public libraries, hospitals, the Student Union, the university, your campus town, etc. The meals at the student restaurants are worth the money, because you get a good discount with your student card. The price of food in grocery stores varies a lot. Always compare prices before you buy. Please note that the open market place (tori) is not necessarily the cheapest place to buy food in Finland like it is in some other countries. Also, check out some of the private product labels in stores (e.g. Euroshopper, Extra, Pirkka, Rainbow). They are usually cheaper than the well-known brand names. For daily grocery shopping, many students prefer Lidl, which is the cheapest option among Finnish grocery stores. More information about second-hand shops can be found in paragraph 11.9 of this guide.

Tippling is not customary in Finland; most likely, a tip is given for hotel and restaurant door attendants and porters on some occasions. A service charge is automatically included in hotel and restaurant bills. Moreover, barbers, hairdressers and taxi-drivers do not expect tips. Still, you can always give tip to thank for good service if you want to.

If you need to use the services of the Finnish Board of Customs, please visit their website at <http://www.tulli.fi> or call the Customs Information Service + 358 2 955 201 (Mon–Fri 8am–4pm) for more information.

9.9 Alcohol and Smoking

In Finland, strong alcohol, such as wine and spirits, can be bought only in special shops called Alko (<http://www.alko.fi>). Low-alcohol content drinks (e.g. beer and cider) are sold in regular stores, supermarkets, gas stations and kiosks. However, the sale of alcohol in grocery stores and supermarkets is limited to between 9am–9pm. Low-alcohol content drinks (max. 22% alcohol by volume) are not sold to persons under the age of 18, and strong alcohol is not sold to persons under the age of 20. If you are under 25 years of age, please show your ID on your own initiative, do so even if you are in a group buying alcoholic beverages together. Every member in the group must be of age if they wish to make purchases at Alko. They accept the following IDs: a driving licence, a passport and an official identity card with photo. Note that social insurance cards with photo, student cards and military IDs are not suitable ID documents at Alko shops.

Please keep in mind that driving under the influence of alcohol or drugs is strictly forbidden. There is an exact permissible limit of 0.5 per mil for alcohol in blood. Infringement of this rule means a penalty in the form of a fine or imprisonment.

The non-smoking policy is very strict in Finland and smoking is prohibited in all public facilities (e.g. schools, trains, hospitals, buses). Hotels, bars and restaurants have designated areas for smoking and most trains have carriages or special rooms for those who wish to smoke. The University of Eastern Finland is also a non-smoking organisation, and smoking is only permitted in designated outside smoking areas (e.g. not in front of any entrances of the university).

9.10 Finnish Character and Way of Life

It always takes some time to adapt to a new culture. This section describes some characteristics (generalisations) of Finns that might help you in understanding them, but please keep in mind that not all people are alike. Your own experiences with Finnish people might give you a completely different opinion.

Sometimes visitors may feel that Finns are shy and reserved, but especially the younger generation, being multilingual and internationally minded, do not fit into this stereotype. Still, Finnish university students often tend to be quiet and obedient listeners as well as very independent and hardworking. Some international students may find the class atmosphere reserved, but you will find that most Finns are eager to talk to you and help you, if you make the first move. Most Finns have learnt the basic skills of at least one foreign language at school. The most commonly known foreign language is English, which is quite widely spoken and understood in Finland. You may notice that some Finns are a bit shy about using a foreign language, especially in a group conversation. One thing you may find a bit peculiar is the great tolerance of silence in conversation. Finns describe themselves as fairly straightforward people, because we say what we mean and we mean what we say. If a Finn suggests that you could have lunch together sometime, you can usually consider this as a real invitation, not just small talk.

In fashion, comfort is often (although not always) considered more important than looks. Life in Finland has a relaxed pace. In fact, the older generation has occasionally voiced the opinion that things are becoming a bit too relaxed or informal. Older people still appreciate more formality, such as a polite handshake on being introduced. Handshaking is also common in

business meetings, both on arrival and departure. At work the atmosphere tends to be informal, first names are used and people dress informally. It is also completely normal to call your teachers by their first name, even at a university. Equality between the sexes has progressed quite a way both at work and at home. The difference between the sexes is probably most obvious when considering salaries and comparing the number of women and men working at the executive level.

A particular Finnish trait is the habit of drinking milk or sour milk with meals and even adults do this. Others prefer mineral water or beer, and even the wine culture is making headway. As a nation, we love quizzes and competitions of all kinds, and it may be this characteristic, that underlies our craze for sports. Finns are also crazy about coffee. You will rapidly get used to the fact that when Finns get together for a chat, coffee is invariably part of the scene. However, note that the coffee in Finland is usually not as strong as in Central and Southern Europe.

During the summertime, you may wonder where all Finnish people are, as especially during the summer months, the suburbs seem to become uninhabited. This is due to the love Finns have towards nature and summer cottage. In Finland, there are approximately half a million summer cottages, which means that nearly every third family has one. Sometimes the name summer cottage can be misleading because some people spend their free time there also during the wintertime.

Sisu (stamina) is a concept used to describe a certain feature that is considered to be something typically Finnish. Sisu is what makes a Finn grit their teeth against all odds; continue fighting against an overwhelming enemy; clear the forest with their bare hands; go on to win a race even after falling over. Sisu is what it takes: guts, determination.

9.11 Sauna

Sauna is an essential part of the Finnish culture. There are 5.5 million inhabitants and over two million saunas in Finland. Practically every Finnish house has a sauna of its own. For Finnish people sauna is a place for relaxing with friends and family as well as a place for physical and spiritual relaxation. Finns think of saunas not so much as a luxury but as a necessity, and after taking a few bathes you will probably agree.

There are also public saunas available at such places as swimming pools and student housing (common saunas). It is not customary for men and women to go to sauna together unless they are members of the same family or particularly close friends. Public saunas are also separated by gender (men together and women together). Please note that **you are not allowed to wear clothing or swimming suit in sauna**, because it is considered to be unhygienic. If you feel uncomfortable, you may wrap a towel around yourself.

How to bathe in a Finnish sauna?

First having undressed, you take a shower and enter the sauna still wet, although some prefer to enter sauna dry first. The temperatures in a sauna usually range from 60°C to 100°C. Sit back for a while and let the heat permeate your body and open the pores of your skin. The stones on top of the stove are very hot and when you throw water on them, a humid cloud of steam (löyly) suddenly fills the small room. The steam gently warms your skin and your body starts to sweat. There are several tips on how to bathe in a Finnish sauna, but rule number one is that you should feel good all the time. After a short while, you can take a break. You can take another shower before re-entering the sauna and then take your time to relax and enjoy the warmth.

The process can be repeated several times. After the final time in sauna, wash yourself off in a refreshing shower to complete your relaxation.

Many Finns have saunas at their summer cottages by a lake. There, the sauna experience is not complete without a refreshing swim, which you can take when you leave the sauna for a break. You can also try a thick wisp or bunch of birch twigs, called either “vasta” or “vihta”, depending on where you live (“vasta” in Eastern Finland). Dip it into warm water and then gently beat yourself all over with it – it definitely feels better than it sounds! In the winter, some sauna enthusiasts will even make a hole in the ice and take a dip in the icy water (approximately +3°C to +5°C) or roll around in the snow.

For more information, please see here: <http://www.sauna.fi>

9.12 Winter

Winter may bring many questions to your mind, if you have not experienced the Nordic winter before. To help you come to terms with the winter season, it might help you to not to think of it as a long, monotonous period of darkness, cold and snow, but as a sequence of several distinct phases, each of which has an atmosphere of its own. By accepting it as it comes, you will find the winter in Finland a richly rewarding experience.

At the first sign of winter, the streets occasionally get filled with slush, but eventually everything gets covered up with real snow. The months from December to February are a time of stillness. The sun always rises above the horizon in eastern part of Finland, but the light hours are not many during midwinter. It is recommended that you take vitamin D supplements to stay healthy. As for the temperature, a typical midwinter reading in eastern Finland would be something between -5°C and -15°C, but sometimes it gets colder, even down to -30°C. Fortunately, Finnish houses (including student flats) are equipped with triple-glass windows and central heating, so you have no reason to worry. However, when you are outside in cold weather, it is always wise to be wary of frostbite and this is best done with appropriate clothing (e.g. woollen cap, mittens, warm socks and shoes as displayed). However, do not let this discourage you from going out, since very cold days have a special atmosphere, which you should not miss. You might even see the northern lights.

After the winter solstice in December, the amount of light steadily (although slowly) increases again. However, you need to wait until the end of March until the day once more outlasts the night (spring equinox). The day becomes longer and longer, and the snow gradually melts away, although it still might snow a bit occasionally. Spring is slowly, but surely, on the way again, and soon it is the time of the light nights of the Nordic summer.

For more information about layering, dressing appropriately for the winter and preparing for the weather, check the links at the beginning of this guide (page 8).

10 Student Accommodation in Joensuu

Joensuun Elli, an independent student housing company, offers accommodation in Joensuu for both international and Finnish students. Joensuun Elli has several housing units located in different parts of Joensuu and it provides housing for more than 3000 students. Joensuun Elli is not part of the University of Eastern Finland, Joensuu campus.

Student Housing Company Joensuu Elli

Opening hours: Mon 9–17 (9am–5pm), Tue–Thu 9–16 (9am–4pm), Fri 9–15 (9am–3pm)

Address: Merimiehenkatu 30, 80100 Joensuu

Tel: +358 13 337 7800

Fax: +358 13 337 3301

E-mail: kodit@joensuunelli.fi

Website: <http://www.joensuunelli.fi>

10.1 Available Student Housing

Most students live in a shared flat, where they have a private room and they share kitchen, bathroom and toilet with 1–4 other students. Students arriving with their family (i.e. spouse and/or children) may apply for a two-bedroom family flat. Please note that family flats are offered for families only and you cannot rent one with your friends.

All Joensuu Elli apartments are equipped with cooking facilities, a fridge, basic lighting and shower curtains. Exchange students may be accommodated in a furnished room – with a bed and a mattress, a desk, a chair and a wardrobe – or in an unfurnished room. However, there are only some furnished rooms available, so please check the offer to know whether the flat is furnished or not. There are no curtains, rugs, linen, dishes, cutlery, etc. in the flats. The Student Union rents survival packages to cover the basic needs. Both Finnish and international degree and post-graduate students are normally accommodated in a room without furniture (only wardrobe). Please be prepared to bring or buy kitchen utensils, bedclothes (pillow, duvet, linen) and towels, because they are not part of the basic furnishing. There might be some kitchen utensils left in the apartment by the previous tenants, but you should not count on this. Please see also information about the Student Union survival package in paragraph 6.3 of this guide. You can buy cheap furniture and furnishings from second-hand shops and retail chains like Jysk (Voimatie 10, 80100 Joensuu). For second-hand shops, please see paragraph 11.9.

The rent for a room in a shared flat is about EUR 180-300 per month. The sum includes electricity, heating and water. Tenants who have a **furnished room** need to pay an **additional fee** of EUR 17 per month for the furniture. In most flats, there is a possibility to have an **Internet connection** (ElliNet) for EUR 20 per month. There are no computers in the flats, and in order to be able to use the internet connection, tenants may have to buy a suitable adapter for their personal computer. Note that the internet will not be available right away. (There are also other possibilities, for example, a mobile broadband modem that you can purchase from a telecommunications company and is usually a cheaper alternative.) There is a free laundry room and a public sauna in every housing unit. Private sauna turns or a parking space for your own car can be reserved for an extra fee. There are no meals or cleaning service available.

Joensuu Elli has several apartment buildings around Joensuu and they are situated within 0.5–10 km from the Joensuu campus. International students usually live in the Noljakka, Rantakylä and Hukanhauta residential areas. These areas are located about 3–4 km away from the campus, and they can be easily reached on foot as well as by bike or bus.

Pets are very common in Finland and, for instance, dogs live indoors. In Joensuu Elli apartments, pets are forbidden in shared flats. However, you are allowed to keep them in single and family flats. In case you have any allergies, you should inform Joensuu Elli about them when applying for accommodation.

10.2 Applying for Accommodation

You can apply for student accommodation by filling out an online application form here: <https://www.joensuunelli.fi/en> → Applicant. You can apply for housing as soon as you have

received the official Certificate of Admission from the University of Eastern Finland. Fill out the application carefully. You also need to send a copy of your Certificate of Admission as soon as possible by either regular mail, email or fax (contact information on the previous page). Your application will not be processed until you have delivered a copy of your Certificate of Admission.

The housing situation in Joensuu has been difficult in the past few years. If you want to be sure to get a student accommodation, and if you can afford paying some extra, you can request for accommodation starting already from the beginning of July or August and you have better chances at getting a room.

Please note that the tenancy agreement always begins at the beginning of a calendar month and it finishes at the end of a calendar month. For example, if you wish to arrive at the very end of the month, you need to be prepared to pay rent for the whole month.

10.3 Housing Offer

Check your email regularly, as Joensuun Elli will send you an offer of a room by email. If you have not given Joensuun Elli your email address, you will receive your offer by post. Usually you will receive a housing offer about one month before your planned arrival. The housing offer from Joensuun Elli contains instructions for receiving the flat and instructions for paying the deposit payment. You must mail a receipt of the paid deposit and a filled-out letter of confirmation to Joensuun Elli by the due date given in the offer. The paid deposit and the confirmation are legally binding and will be considered as a signature on the lease. Rent must be paid from the confirmed date onwards. Unconfirmed reservations will automatically be cancelled, the applicant will lose the accommodation offered and the application will no longer be valid.

Upon becoming a tenant, every applicant pays a deposit specified in Section 8 of the Law on Leases. Your deposit is a guarantee that as a tenant you will take care of your duties as specified in the lease. The required deposit is EUR 200 for a shared flat and EUR 300 for other types of housing. The only way to reserve accommodation with Joensuun Elli is to pay the deposit by the due date mentioned in the offer. If you do not pay the deposit, you will not get the room reserved for you. Moreover, the offer will be terminated after the due date and the room will be offered to another applicant. If you have any problems with making the payment, please contact Joensuun Elli at kodit@joensuunelli.fi.

The deposit will be returned to your bank account in your home country after your departure and the termination of the tenancy, if all responsibilities specified in the lease have been met (e.g. you have returned the key, paid all rents) and the apartment is clean and in good condition. Please note that you cannot use your deposit as the rent for the last month of your stay in Joensuu.

10.4 Living with Joensuun Elli

Your student tutor will pick up your room key for you before your arrival to Joensuu, if agreed so. During the first days of your stay, your student tutor will take you to the Joensuun Elli office to sign the lease. You will receive important forms and information from Joensuun Elli at that point:

- Key(s)
- Tenancy agreement
- Checklist → Check the condition of your apartment upon arrival and return the form to the Joensuun Elli office.

- Rent payment slip
- Cleaning etc. instructions → Read carefully.
- Map

The maintenance man on duty takes care of opening a locked door, if you have temporarily lost your key or locked yourself out of the apartment. (Please note that the doors can be locked without the key so it is possible you may end up locking yourself out and leaving your key inside your room.) The door can only be opened to a person living in the apartment, so be prepared to prove your identity. There is a 24-hour service (tel. +358 13 337 7200) for maintenance. The payment for opening a door varies depending on the time of day: EUR 20 for between 8am–4pm and EUR 40 for between 4pm–8am as well as during weekends and holidays.

The person who lost the key is responsible for the cost. The spare key will be given only to a resident of the apartment, and therefore you are expected to present proof of your identification. Please note that losing a key can be a safety risk and you should inform Joensuun Elli in case you lose yours. If necessary Joensuun Elli has the right to change all the locks for the flat at your expense.

10.5 Recycling

If Finland, people are expected to recycle the household waste. Batteries, bio-waste, bottles, cardboard, electronic junk, glass, metal, paper, plastic or any hazardous material should not be thrown into the mixed waste bin. Most of the Joensuun Elli apartment buildings have separate bins for at least bio-waste, cardboard and paper in the yard. Sometimes they have bins for glass and metal as well. When you sign your lease, you will be given instructions about recycling, please read them and follow the rules. More information here: <https://www.joensuunelli.fi/en> → Tenant → Maintenance → Sorting of waste

10.6 Moving out from Joensuun Elli

The notice period is one FULL calendar month for a tenant with a lease that is in effect until further notice. The notice time is set to begin from the last day of the month in which the notice is given. For example, if you give the notice of termination between 1–30 April, your tenancy agreement will be terminated on 31 May. A tenant is, on the basis of regulations concerning the right of tenancy of a student, personally responsible for giving notice of termination to end their tenancy.

Termination of a lease must always be given in writing at the Joensuun Elli housing office. The deposit will be returned to the tenant's bank account (notice that the account has to be under your name) one month after the lease has expired.

Remember to make sure that you have paid your rent and other bills on time before you move out of your student residence. Before moving out, the apartment needs to be cleaned so that is ready for the next tenant. Remember to clean common areas as well. If you neglect to clean up before moving, the housing company retains the right to have the apartment cleaned at your expense. In practise, this cost will be deducted from your deposit.

All of the keys to the residence need to be returned to the Joensuun Elli housing office on the termination day at the latest or, if the termination day is a Saturday, Sunday or an official holiday, on the working day before it. If the office is closed, you need to return the keys in an envelope. No keys are to be left in the apartment. The envelope should have your address clearly marked on it as well as your name, the date and your signature. Remember that your deposit can only

be returned when the apartment has been cleaned and keys have been appropriately handed over. The deposit will be returned to your bank account one month after the lease has expired.

For more information, please contact Joensuun Elli or visit their website.

10.7 Temporary Accommodation

You may need to find **temporary accommodation** if you arrive in Joensuu before your room is vacant. There are several hotels and hostels in the centre of Joensuu. Here are a few examples:

Apartamentos Joensuu

Address: Torikatu 47, 80100 Joensuu

Tel: +358 10 322 1919

Website: <http://www.apartamentos.fi>

Price: Single room approx. EUR 40 per night

Finnhostel Joensuu

Address: Kalevankatu 5 B, 80110 Joensuu

Tel: +358 50 408 4587

Website: <http://www.islo.fi/fi/majoitus>

Price: Single room approx. EUR 50-60 per night

GreenStar

Address: Torikatu 16, 80100 Joensuu

Tel: +358 10 423 9390

Website: <http://www.greenstar.fi>

Price: Double room starting from EUR 62 per night

Hotel Aada

Address: Kauppakatu 32, 80100 Joensuu

Tel: +358 13 256 2200

Website: <http://www.hotelaada.fi>

Price: Single room approx. EUR 88 per night

Scouts' Youth Hostel

Address: Vanamokatu 25, 80130 Joensuu

Tel: +358 45 262 1631

Website: <http://youthhostel-joensuu.net>

Price: Single room approx. EUR 30 per night

11 City of Joensuu

Culture and Tourist Centre Carelicum

Opening hours: Mon–Fri 10:00–16:30 (10am–4.30pm), Sat 10:00–15:00 (10am–3pm)

Address: Koskikatu 5, 80100 Joensuu

Tel: +358 13 267 5222 or +358 40 023 9549 (Karelia Expert)

Email: joensuu@visitkarelia.fi

Website: <http://www.joensuu.fi/carelicum>

Information about the Joensuu region:

- <http://www.joensuu.fi>
- <http://www.visitkarelia.fi/en>
- <http://www.kaupunkiyhdistys.jns.fi>
- <http://www.infopankki.fi/en/joensuu>

Joensuu is the administrative centre of the North Karelia region in Finland. The city was established by Czar Nikolai I of Russia in 1848 and it has flourished in the estuary of a notable waterway. Joensuu is located next to the Russian border. It is a vital city with a growing and relatively young population. The population of Joensuu is approximately 75 000. Joensuu believes in regional and international cooperation as one of the motors for the development.

Currently, the most important business areas include metal industry, wood and forestry sector, information and communication technology as well as expertise related to the border region and cross-border collaboration. Joensuu is also the forestry capital of Europe with a stronghold in research, inclusive the European Forest Institute and Joensuu Science Park. In the city centre of Joensuu you can find silence, peace and nature like nowhere else in Europe.

Besides the science and business scene, Joensuu is also a city where a number of recent Finnish films have been made. In Joensuu, you can find the Karelian folk, the most talkative ones in Finland. Furthermore, Joensuu is home to the famous summer rock festival called Ilosaarirock (<http://www.illosaarirock.fi>), which is sold out every year months before the event.

Distances and travelling times (approximately) to Joensuu from

| | Distance | By car | By rail | By air |
|------------|----------|------------|------------|----------------|
| Helsinki | 437 km | 5 h 30 min | 5 h | 60 min |
| Tampere | 395 km | 4 h 55 min | 5 h | (via Helsinki) |
| Turku | 540 km | 6 h 45 min | 6 h 45 min | (via Helsinki) |
| Kuopio | 136 km | 1 h 45 min | 3 h 30 min | (via Helsinki) |
| Savonlinna | 133 km | 1 h 40 min | 2 h 15 min | (via Helsinki) |

11.1 Immigration Services

Immigration Services

Opening hours: Mon–Fri 9:00–11:00, 12:00–15:00 (9am–11am, 12pm–3pm)

Address: Siltakatu 10 A 13, 5th floor, 80100 Joensuu

Tel: +358 50 598 3475 or +358 50 310 1043

Website: <http://www.joensuu.fi/en/web/english/immigration-services>

Maahanmuuttajien palvelupiste Silta

Opening hours: Mon–Fri 9:00–15:00 (9am–3pm)

Address: Koulukatu 24 B, 80100 Joensuu

Tel: +358 45 116 2060

Facebook: <https://www.facebook.com/SiltaJoensuu>

11.2 Joensuu District Multicultural Association

The Joensuu District Multicultural Association (Joensuun seudun monikulttuurisuusyhdistys ry, also known as JoMoni) was founded in January 2009. The founding meeting included around 30 people from approximately ten different countries. The association's intention is to promote multicultural diversity and to prevent immigrants from being discriminated and isolated. The association is open to people of all origins, nationalities, religions and political views. The association organises cultural and recreational events, seminars, press conferences and other activities that bring together people from different backgrounds. The association helps immigrants around the Joensuu area to deal with various authorities and bureaucracy issues, and raises awareness of multicultural diversity. More information here: <https://jomoni.fi>

11.3 Community Resource Centre of Joensuu

The Community Resource Centre of Joensuu (Kansalaistalo) supports voluntary work, develops co-operation and creates dialogue between the public welfare system and the activities of the voluntary sector. It also promotes partnership orientation in community, develops regional social and health policies and creates and develops new initiatives and innovations that increase welfare and decrease exclusion. You can find a meeting place, bikes for rent and an Internet Café at Kansalaistalo.

The Community Resource Centre (Kansalaistalo)

Address: Torikatu 30, 80100 Joensuu

Tel: +358 13 123 132

Website: <http://www.kansalaistalo.fi>

11.4 Day-care and Schools

Joensuu has an **English Kindergarten (Englanninkielinen leikkikoulu)** in which children from many nationalities spend their days. English is used in the daily activities. For further information, please contact englanninkielinenleikkikoulu@gmail.com or visit their website here: <http://www.joensuunenkku.net>

The Kanerval School provides English-speaking education. Teaching is meant mainly for children who speak Finnish as their mother tongue and the English education is meant primarily for children living in Joensuu. Children who speak English as their mother tongue will also be accepted to the class. When teaching English-speaking children, their command of the Finnish language and the anticipated duration of their stay in Finland as well as their individual needs (when applicable) will be taken into account. For further information, see their website: <http://www.joensuu.fi/kanervalankoulu>

The Finnish-Russian School of Eastern Finland in Joensuu is a school maintained by a foundation. Students study an advanced syllabus in the English and Russian languages in comprehensive education. Finnish children and children who speak Russian as their mother tongue are accepted to study at the school. After comprehensive school, the studies and the advanced syllabus in English and Russian can be continued in the upper secondary school. More information here: <http://www.itasuomenkoulu.fi>

11.5 Joensuu Regional Library

Joensuu Regional Library (Vaara-kirjastot) has books in several languages, music, videos, magazines, international newspapers and a café. The library also has material for studying the Finnish language. Library cards can be obtained from the main desk of the library. The main library is located near the city centre and there are several branch libraries in different residential areas.

Joensuu Main Library

Opening hours: Mon–Fri 9:00–20:00 (9am–8pm), Sat–Sun 10:00–16:00 (10am–4pm)

Address: Koskikatu 25, 80100 Joensuu

Website: <http://vaarakirjastot.fi/en/web/english>

11.6 Community College of the Joensuu Area

The Community College of the Joensuu Area (Kansalaisopisto) is a non-profit organisation owned and maintained by the City of Joensuu. The community college is open for everyone wishing to explore new educational areas and develop their abilities, both personally and professionally, for a reasonable investment of time and money. Further information here: <http://www.joensuunseudunkansalaisopisto.fi>

11.7 Open University and Summer University

Both the Open University (Avoin yliopisto) and the Summer University (Kesäyliopisto) of Joensuu offer a wide variety of courses (including Finnish language courses) to all interested students. Please note that fees are usually charged.

Open University, Joensuu Campus

Address: Yliopistokatu 2 A, Aurora building, 2nd floor

Tel: +328 50 467 8460

Email: avoinyliopisto@uef.fi

Website: <http://www.uef.fi/en/aducate/avoin-yliopisto>

North Karelia Summer University

Address: Niittylahdentie 297, 82220 Niittylahti

Tel: +358 13 244 2540

E-mail: kesayliopisto@pkky.fi

Website: <http://www.pkky.fi/en/oppilaitokset/kesayliopisto>

11.8 Ethnic Grocery Stores

Big supermarkets like Prisma and Citymarket offer a variety of spices and, for example, halal meat. However, if you are looking something specific, there are a few ethnic grocery stores in Joensuu.

Halal Market - Ethnic groceries and halal meat at Kauppakatu 19, 80100 Joensuu

Phanthan Thai - Asian grocery store and restaurant at Nuottaniementie 2, 80140 Joensuu

Deshi Bazaar - A meat shop in Helsinki that delivers to Joensuu approximately once a month.

See their Facebook profile for delivery times and place your order in advance:

<https://www.facebook.com/pg/deshibazaar.fi>

11.9 Second Hand Shops

Here you can find some examples of the second hand shops (kirpputori) in Joensuu. Please note that the opening hours vary and that most of them are not located at the city centre.

FIDA - Torikatu 19

Joen Jättikirppis - Nurmeksentie 4

SPR Kontti (Red Cross) - Voimatie 10

Uusiotori - Penttilänkatu 7–9 and Teollisuuskatu 5–7

Valintakirppis - Teollisuuskatu 4

Second hand bookstores (books, CDs, DVDs):

Antikvaarinen kirjakauppa - Siltakatu 4

Kirjava Satama - Suvantokatu 12

11.10 Religious Denominations

There has been a complete freedom of religion in Finland since 1923. The Finnish Constitution guarantees the freedom of worship. This means that everyone is free to practice any religion they wish as long as they do not violate the fundamental human rights or break the law. Finns are not particularly active churchgoers although most of them are members of the church. There are two national churches in Finland, the Lutheran Church and the Orthodox Church. Around 75% of Finns are members of the Evangelical Lutheran Church, while around 1% belongs to the Orthodox Church. There are also Catholic, Jewish, Islamic, and a number of small religious denominations represented in Finland.

More information

The Evangelical Lutheran Church of Finland <http://www.evl.fi>

The Orthodox Church of Finland <http://www.ort.fi>

Student Pastor Ms Tiina Belov, Joensuu Campus

Contact: tiina.belov@uef.fi or +358 50 590 6527

Lutheran congregations

- Church of Joensuu
Papinkatu 1, 80100 Joensuu
Sunday service at 10am in Finnish
- Church of Noljakka
Noljakantie 81
Sunday service at noon in Finnish with simultaneous translation into English
- Church of Pielisensuu
Tikkamäentie 15, 80220 Joensuu
Sunday service at 10am in Finnish
- Church of Rantakylä
Rantakylänkatu 2
Sunday service at 10am in Finnish with some parts translated into English
- Parish Hall
Kirkkokatu 2, 80100 Joensuu
+358 13 263 5300

To check upcoming clubs, events, and special services held in English, please go here: <http://www.joensuunevl.fi/etusivu> → International activity

Other congregations

- The Orthodox Church of Saint Nikolaos
North end of Kirkkokatu, 80100 Joensuu
Saturday Vigil at 6pm, Sunday Liturgy at 10am
- Catholic Church
Holy Catholic Mass held at the Orthodox Parish Hall (Kirkkokatu 32)
Please contact +358 500 848 073 for more information
- The Church of Jesus Christ of Latter-day Saints
Torikatu 32, 80100 Joensuu
Sunday service at 10.15am in Finnish
- Free Church
Leinikkitie 1, 80130 Joensuu
Sunday service at 4pm in Finnish with interpretation into English
- Joensuu Mosque of Islam
Kauppakatu 35, 80100 Joensuu
- Pentecostal Church
Niinivaarantie 26, 80200 Joensuu
Sunday service 11am in Finnish with interpretation into English
- Seventh-day Adventist Church
Leinikkitie 1, 80130 Joensuu
Saturday service at 10.30 am in Finnish
- The International Christian Fellowship in Joensuu
Interdenominational and international group of people, seeking to build bridges, encourage unity and love between people of all nations. Activities are regular meetings, English Services, and Holy Catholic Masses. Further information: lea.m.honkanen@evl.fi

11.11 Cinema, Theatre and Music

There is one cinema in Joensuu, **Tapio** (Kauppakatu 27). Films are shown in their original language with Finnish and Swedish subtitles, also in 3D format. Tickets cost approximately EUR 7.50–12.50. You can get student discount on some films, remember to ask when you are buying tickets. Website: <http://www.savonkinot.fi>

The Joensuu City Theatre (Joensuun kaupunginteatteri) is located in the Town Hall (Rantakatu 20). Information and tickets are available at Carelicum (tel. +358 13 267 5222) or the Town Hall one hour before the performance (tel. +358 50 437 1089). Performances are usually in Finnish. If there are tickets left on the day of the performance, they can be bought with 50% student discount one hour before the show. Website (in Finnish): <http://kaupunginteatteri.jns.fi>

There is also a **Student Theatre** in Joensuu. Information about performances is available in the University of Eastern Finland student newspaper Uljas as well as on the bulletin boards around the campus. Website (in Finnish): <http://joensuunyt.wordpress.com>

The **rock and pop music scene** in Joensuu is very active. A popular rock festival called Ilosaarirock is arranged every year in mid-July drawing thousands of young people into the city. At other times, there are several live performances weekly. Please follow the advertisements and bulletin boards. Website of the festival: <http://www.ilosaarirock.fi>

Kerubi (Siltakatu 1) offers a wide variety of Finnish music, live performances, disco nights, etc. They also have an excellent restaurant. To get in contact, please call tel. +358 13 129 377 or email info@kerubi.fi. Website (in Finnish): <http://www.kerubi.fi>

The Joensuu Orchestra has concerts in the Carelia Hall (Yliopistokatu 2) usually on Thursdays. Information and tickets are available at Carelicum as well as one hour before the concert at the Carelia Hall. Website: <http://www.joensuu.fi/en/orchestra>

11.12 Museums

Art Museum (Kirkkokatu 23, the large red brick building) has a permanent collection of Finnish art, sections of Chinese art, ancient Greek and Roman art, and Orthodox icons from the monastery of Megri. They also arrange temporary exhibitions.

Website: <http://www.joensuu.fi/en/artmuseum>

Art Centre Ahjo (Kirkkokatu 23, the yellow wooden building) gives a fresh view of North Karelian and other Finnish art. Exhibitions include photographic art, paintings and handicrafts.

Website: <http://www.taidekeskusahjo.net>

Carelicum - North Karelian Museum (Koskikatu 5) is a modern museum of history and culture. There is a permanent exhibition called "Visiting Karelia", which takes a look at the region of Karelia in its historical and cultural entity. For more information on this or on the smaller art galleries, please ask at the Information Desk at Carelicum

Website: <http://www.joensuu.fi/carelicum>

11.13 Botanical Garden

The Botanical Garden includes about 900 species of plants from 113 countries all over the world. The collection of greenhouses (570 m²) imitates five climatic regions: tropical, sub-tropical summer-rain, sub-tropical winter-rain, temperate and desert. There is also a small greenhouse (180 m²) for propagation and research purposes and two small plastic greenhouses for summer use only. Visitors are welcome to stroll through the outside garden in the summer. The Tropical Butterfly Garden is open for visitors from April to August–September. Also available for visitors are Café Botania and Boutique Botania. More information here: <http://botania.fi>

11.14 Bars, Restaurants and Cafes

There are several bars, pubs, restaurants, pizzerias and cafés in Joensuu. The opening hours vary; usually the cafeterias are open between 8:00–18:00 (8am–6pm), but restaurants stay open until later in the evening. Most pubs open around 13:00 (1pm) and close around 02:00 (am). Nightclubs open at 22:00 (10pm) and close at 04:00 (am). More information about restaurants in Joensuu can be found, for example, here: <http://www.eat.fi/en/joensuu>

11.15 Sports

Please note that the **Student Union** of the University of Eastern Finland has some sports activities for students on the Joensuu campus. See paragraph 6.5 of this guide.

Swimming pools (Uimahalli)

- Vesikko (Uimarintie 1) <http://www.joensuu.fi/en/vesikko>
- Rantakylä (Pataluodonkatu 2) <http://www.joensuu.fi/en/rantakylan-uimahalli>
- Vetrea (Nepenmäenkatu 2) <http://www.vetrea.fi/uimahalli-ja-kuntosali>

You can try **ice swimming** with the Joensuu Polar Bears Ice Swimming Club. Swimming and sauna is available for non-members by a single payment. The wristband costs EUR 6 and can be bought from a machine at the club. For more information about location, opening hours, etc. visit their website at <http://www.joensuunjaakarhut.fi> or call tel. +358 45 7845 1992.

Sports Hall (Joensuun Kuntokeidas) offers bowling, tennis, squash, badminton, indoor climbing, table tennis, mini-golf, billiards, and a golf simulator. Address Linnunlahdentie 10, tel. +358 13 126 558, www.joensuunkuntokeidas.fi.

If you want to try **fishing**, it is good to know that persons who are 18 years or older must pay a fishing management fee (kalastuksenhoitomaksu in Finnish) and a local fishing license (kalastuslupa). No fishing licenses are needed for ice fishing or angling. More information here:

- Fishing in Finland: <http://www.eraluvat.fi/en/fishing.html>
- Fishing licences in Joensuu (in Finnish): <http://joensuunkalastuskunta.fi/kalastusluvat>
- Regulations: <http://www.ymparisto.fi/en-us/nature> → Everyman's right in Finland

Horseback Riding

There are several stables in the Joensuu area. To browse different options, please go here: <http://www.visitkarelia.fi/en/Travelling> → Activities → Horseback riding

Fitness Clubs and Gyms

- **BB-Gym**
Yliopistokatu 41, 80130 Joensuu
Tel. +358 13 610 0160
- **Fittari**
Teollisuuskatu 1, 80100 Joensuu
Tel. +358 13 123 258
- **Itä-Suomen Liikuntaopisto (ISLO)**
Länsikatu 15, 80110 Joensuu
Tel. +358 50 408 4792
- **Kuntokeskus Energy**
Kauppakatu 29, 80100 Joensuu
Tel. +358 10 420 6650
- **Kuntokeskus Forever**
Kaislakatu 4 B, 80130 Joensuu
Tel. +358 50 382 1785
- **Lady Line** (for women only)
Torikatu 21 C, 80100 Joensuu
Tel. +358 13 312 889
- **Naisten kuntokoulu** (for women only)
Kirkkokatu 27, 80100 Joensuu
Tel. +358 50 467 1241

There are excellent opportunities for **winter sports** in Joensuu. You can find ice-skating rinks around the town in wintertime, and they can be used by everyone, free of charge. Skates can be purchased at sports shops, department stores or flea markets. Alternatively, you can borrow a pair of skates from a fellow Finnish student or from the storage of the Student Union office at Joensuu. Skiing is a very important part of Finnish culture. If you have never skied before, in Finland you have a unique opportunity to try both cross-country and downhill skiing. There are many publicly maintained cross-country skiing trails in Joensuu, for example in Mehtimäki, which is very close to the Joensuu campus. Trails are always open, naturally depending on the snow conditions, and some of the trails are lit. There are also many downhill skiing centres close to Joensuu, such as Mustavaara and Koli.

Koli is situated about 70 km north of Joensuu. It is a beautiful and popular downhill skiing centre. All ski centres also rent the necessary equipment for downhill skiing and snowboarding, as well as for cross-country skiing. Snowshoeing is a new and popular form of winter sports, and the necessary equipment can also be rented at Koli. More information: <http://www.koli.fi/en>

Things to Do Before You Arrive

- ✓ Apply for housing.
- ✓ Apply for a passport (if you do not already have one).
- ✓ Make sure your funding for your studies in Finland is sufficient.
- ✓ If applicable to your studies, pay the tuition fees.
- ✓ Apply for a residence permit if necessary. **When you apply for the residence permit, apply for the Finnish Personal Identify Code at the same time.**
- ✓ Take out insurance and/or make sure your European Health Insurance Card is valid throughout your stay.
- ✓ Make travel arrangements.
- ✓ Inform your student tutor of your arrival details.
- ✓ Take care of international banking and money matters and exchange some currency (euros).
- ✓ Pack a few passport-sized photos to bring with you.
- ✓ If you are taking regular medication, make sure that you bring sufficient amount of medicines with you.
- ✓ Pack suitable clothing. Check here for advice:
<http://www.visitfinland.com/article/how-to-dress-right-and-enjoy-the-winter/>
<https://www.rei.com/learn/expert-advice/layering-basics.html>

Things to Do When You Arrive

- ✓ Pay the Student Union membership fee prior to registration and bring the receipt with you to Student and Learning Services.
- ✓ Register at Student and Learning Services. After that, you will get a study certificate and instructions on how to obtain your username and password for the university's IT systems.
- ✓ If you are an exchange student, check if your university has given you an arrival form and get it signed at the International Mobility Services.
- ✓ Plan your studies, register for courses and exams in WebOodi and, if required, make an appointment with your Academic International Coordinator.
- ✓ Visit the housing office to sign your tenancy agreement and to get your keys and an inspection card. Fill out the inspection card. Check the due date of the rent of your student flat and pay your rent. Keep the keys with you at all times when you leave the room. The door can be locked without a key so you may lock yourself out.
- ✓ Visit the Student Union office, where you can pay and get a Survival Package, if you need one.
- ✓ Visit the Local Register Office (Maistraatti) to register your stay and to acquire a Finnish Personal Identity Code, if you do not have one yet. This can be done in a post office or in the Local Register Office.
- ✓ Fill out the Notification of Move form.
- ✓ Take part in the Orientation for International Students.
- ✓ Open a bank account in the local bank, if you need one.

Things to Do Before You Leave

- ✓ Give notice to end your student-housing lease at least one full calendar month before you leave.
- ✓ Fill out the “Departure Information Form and Request for Transcript” form and return it in person to Student and Learning Services and ask for your Transcript of Academic Records. It can be issued if all your courses and results are already in your records, otherwise the transcript will be sent to you later.
- ✓ Ask for a Letter of Confirmation at the International Mobility Services, if you would like to have one. **Please note that you can have this only seven days before your departure.** If your home university has asked to return their own forms, please bring them with you for signing.
- ✓ Give feedback of your stay. You will get the link for the feedback form by e-mail from your coordinator.
- ✓ Return all the library books you have borrowed and pay the possible overdue fees.
- ✓ Return your Survival Package to the Student Union office, if you had one.
- ✓ Check that all your bills are paid.
- ✓ Close your Finnish bank account.
- ✓ Confirm your travel arrangements (e.g. tickets) and check the regulations for luggage weight, if applicable.
- ✓ Fill out the Notification of Move: <http://www.vaestorekisterikeskus.fi/> -> notification of move
- ✓ After cleaning up your room properly, return the keys in order to get your housing deposit back.

Important Contact Information

FINNISH IMMIGRATION SERVICE

Address: Asemakatu 38–40 (entrance on Ajurinkatu 45), 70110 Kuopio
Opening hours: Mon, Tue, Wed, Fri 08:00–16:15 (8am–4.15pm), Thu Closed
Nationwide customer service: +358 29 541 9600 (Mon–Fri 9am–3pm)
Website: <http://www.migri.fi>
Online applications: <https://enterfinland.fi/eServices>
Book an appointment: <https://migri.vihta.com>

INTERNATIONAL MOBILITY SERVICES

Coordinator: Päivi Haltiähti
Office: Aurora 167B
Tel: +358 29 445 8065
Email: international@uef.fi

LOCAL REGISTER OFFICE

Address: Torikatu 36, 80101 Joensuu
Opening hours: Mon–Fri 09:00–16:15 (9am–4.15pm)
Tel: +358 29 553 9511
Website: <http://maistraatti.fi/en>

STUDENT AND LEARNING SERVICES

Address: Aurora building, Entrance A, Ground floor
Postal address: P. O. Box 111, 80101 Joensuu
Opening hours (1.9.–31.5.): Mon–Fri 10:00–15:00 (10am–3pm)
Opening hours (1.6.–31.8.): Mon–Fri 10:00–14:00 (10am–2pm)
Tel: +358 29 445 8900
Email: opiskelu@uef.fi

STUDENT HOUSING COMPANY JOENSUUN ELLI

Address: Merimiehenkatu 30, 80100 Joensuu
Opening hours: Mon 9–17 (9am–5pm), Tue–Thu 9–16 (9am–4pm), Fri 9–15 (9am–3pm)
Tel: +358 13 337 7800
E-mail: kodit@joensuunelli.fi
Website: <http://www.joensuunelli.fi>

STUDENT UNION (ISYY)

Address: Yliopistokatu 7, 80100 Joensuu (Haltia building, 2nd floor)
Opening hours: Mon, Tue, Thu 10–15 (10am–3pm), Wed Closed, Fri 10–13 (10am–1pm)
Tel: +358 50 341 6346 (Office) or +358 50 346 9159 (International Affairs)
E-mail: toimisto.joensuu@isyy.fi (Office) or kv.joensuu@isyy.fi (International Affairs)

UEF FACULTY AND STAFF

<http://www.uef.fi/telephone-directory>

Basic Finnish Vocabulary

| COMMON VOCABULARY | | | |
|--------------------------|--|----------------------|------------------|
| Yes | Kyllä / Joo | Thank you. | Kiitos. |
| No | Ei | Sorry. / Excuse me. | Anteeksi. |
| Hi / Hello | Hei / Moi / Terve | I am sorry. | Olen pahoillani. |
| How do you do. | Päivää. | Cheers! | Kippis! |
| Good morning. | (Hyvää) huomenta. | How are you? | Mitä kuuluu? |
| Good afternoon. | (Hyvää) päivää. | - I am fine, thanks. | - Hyvää, kiitos. |
| Good evening. | (Hyvää) iltaa. | Road | Tie |
| Good night. | (Hyvää) yötä. | Street | Katu |
| Goodbye. | Näkemiin. (formal) Hei hei. / Moi moi. (informal) | | |
| I do not understand. | En ymmärrä. | | |
| I do not speak Finnish. | En puhu suomea. | | |
| I am not Finnish. | En ole suomalainen. | | |
| My name is... | Minun nimeni on... | | |
| How much? | Kuinka paljon? / Paljonko? | | |
| How much does this cost? | Paljonko tämä maksaa? | | |
| Could you help me? | Voitko auttaa minua? | | |
| Where is / are...? | Missä on / ovat...? | | |

| COMMON SIGNS | | | |
|--------------|-------------------|-----------|-----------------|
| Open | Auki / Avoinna | Forbidden | Kielletty |
| Closed | Kiinni / Suljettu | Stop | Seis |
| Entrance | Sisään(käynti) | Toilet | WC |
| Exit | Ulos(käynti) | Men | Miehet / Herrat |
| Push / Pull | Työnnä / Vedä | Women | Naiset |

| DAYS OF THE WEEK | | | |
|------------------|-------------|-----------------|-------------|
| Monday | Maanantai | Friday | Perjantai |
| Tuesday | Tiistai | Saturday | Lauantai |
| Wednesday | Keskiviikko | Sunday | Sunnuntai |
| Thursday | Torstai | Weekend | Viikonloppu |

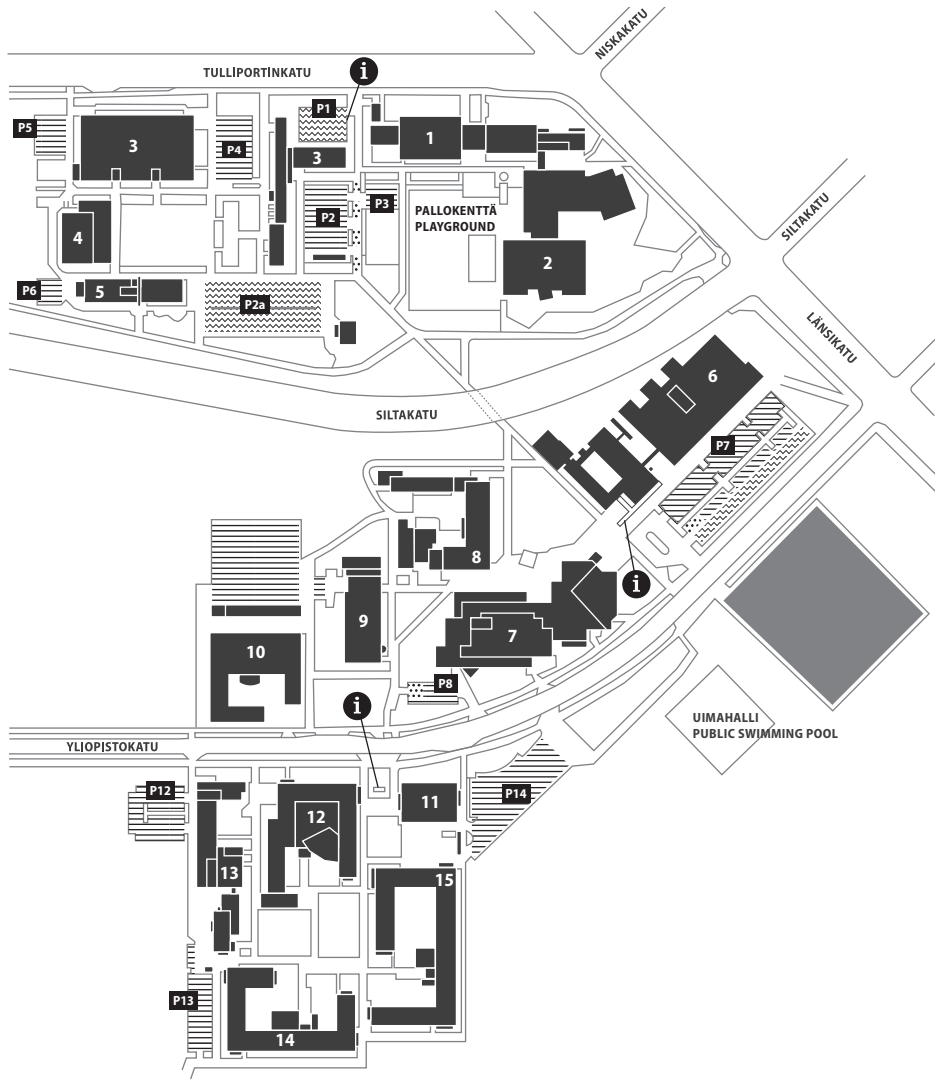
| NUMBERS | | | |
|--------------|-------|----------------|-----------|
| One | Yksi | Seven | Seitsemän |
| Two | Kaksi | Eight | Kahdeksan |
| Three | Kolme | Nine | Yhdeksän |
| Four | Neljä | Ten | Kymmenen |
| Five | Viisi | Zero | Nolla |
| Six | Kuusi | Hundred | Sata |

| DRINK VOCABULARY | | | |
|-----------------------------|--------------------|-------------------------|---------------------|
| Coffee | Kahvi | Water | Vesi |
| Cream | Kerma | Carbonated water | Hiihappollinen vesi |
| Hot chocolate | Kaakao | Mineral water | Mineraalivesi |
| Juice | Mehu | | |
| Soda | Limonadi | Alcohol | Alkoholi |
| Tea | Tee | Beer | Olut |
| | | Cider | Siideri |
| Milk | Maito | Liqueur | Likööri |
| Low lactose milk | Vähälaktoosinen m. | Liquor | Viina |
| Milk with 1% fat | Ykkösmaito | Mead | Sima |
| Milk with 3.5% fat | Täysmaito | Red wine | Punaviini |
| Milk without lactose | Laktoositon maito | Rum | Rommi |
| | | Sparkling wine | Kuohuviini |
| Semi-skimmed milk | Kevytmaito | Vodka | Vodka |
| Skimmed milk | Rasvaton maito | Whisky | Viski |
| Sour milk | Piimä | White wine | Valkoviini |

| FOOD VOCABULARY | | | |
|--------------------------|------------------|---------------------------|-----------------|
| Baguette | Patonki | Baking powder | Leivinjauhe |
| Bread | Leipä | Brown flour | Grahamjauho |
| Crispbread | Näkkileipä | Brown sugar | Fariinisokeri |
| Karelian pastry | Karjalanpiirakka | Cooking cream | Ruokakerma |
| Malted bread | Mallasleipä | Double cream | Kuohukerma |
| Rusk | Korppu | Dry yeast | Kuivahiiva |
| Rye bread | Ruisleipä | Flour | Jauhot |
| Toast | Paahtoleipä | Icing sugar | Tomusokeri |
| | | Wheat flour | Vehnäjauho |
| Biscuit / Cracker | Keksi | Whipping cream | Vispikerma |
| Butter | Voi | Yeast | Hiiva |
| Cereal | Murot | | |
| Cheese | Juusto | Baltic herring | Silakka |
| Egg | Kananmuna | Coalfish | Seiti |
| Jam | Hillo | Crayfish | Rapu |
| Margarine | Margariini | Fish | Kala |
| Marmalade | Marmeladi | Herring | Silli |
| Noodles | Nuudelit | Rainbow trout | Kirjolohi |
| Oatmeal | Kaurahiutale | Salmon | Lohi |
| Porridge | Puuro | Shellfish (plural) | Äyriäiset |
| Rice | Riisi | Shrimp | Katkarapi |
| | | Tuna | Tonnikala |
| Almond | Manteli | | |
| Cinnamon | Kaneli | Chicken | Kana / Broileri |
| Ginger | Inkivääri | Elk (Moose) | Hirvi |
| Honey | Hunaja | Lamb | Lammas |
| Ketchup | Ketsuppi | Meat | Liha |
| Mustard | Sinappi | Minced meat | Jauheliha |
| Pepper | Pippuri | Pork | Sianliha |
| Saffron | Sahrami | Reindeer | Poro |
| Salt | Suola | Sausage | Makkara |
| Sugar | Sokeri | Turkey | Kalkkuna |

| | | | |
|-----------------------------|---------------|------------------------|----------------|
| Asparagus | Parsa | Apple | Omena |
| Aubergine (Eggplant) | Munakoiso | Banana | Banaani |
| | | Fruit (plural) | Hedelmät |
| Broccoli | Parsakaali | Lemon | Sitruuna |
| Cabbage | Kaali | Orange | Appelsiini |
| Carrot | Porkkana | Peach | Persikka |
| Cauliflower | Kukkakaali | Pineapple | Ananas |
| Chickpeas | Kikherneet | Plum | Luumu |
| Corn | Maissi | Watermelon | Vesimeloni |
| Courgette (Zucchini) | Kesäkurpitsa | | |
| | | Berry / Berries | Marja / Marjat |
| Cucumber | Kurkku | Blackcurrant | Mustaherukka |
| Garlic | Valkosipuli | Blueberry | Mustikka |
| Green peas | Vihreät pavut | Cloudberry | Lakka |
| Lentils | Linssit | Cranberry | Karpalo |
| Lettuce | Salaatti | Gooseberry | Karviaismarja |
| Mushroom | Sieni | Lingonberry | Puolukka |
| Onion | Sipuli | Raspberry | Vadelma |
| Parsley | Persilja | Redcurrant | Punaherukka |
| Potato | Peruna | Strawberry | Mansikka |
| Red pepper | Paprika | White currant | Valkoherukka |
| Soy beans | Soijapavut | | |
| Spinach | Pinaatti | Nut | Pähkinä |
| Tomato | Tomaatti | Peanut | Maapähkinä |
| Vegetables | Kasvikset | Walnut | Saksanpähkinä |

| | |
|---|---|
| I am a vegetarian / vegan. | Olen kasvissyöjä / vegaani. |
| I do not eat pork / read meat. | En syö sianlihaa / punaista lihaa. |
| I am allergic to apple / eggs / fish / milk / (pea)nuts / soy / shellfish / wheat. | Olen allerginen omenalle / kanamunille / kalalle / maidolle / (maa)pähkinöille / soijalle / äyriäisille / vehnälle. |
| I am lactose intolerant. | Minulla on laktoosi-intoleranssi. |



Tulliportinkatu 1

- 1 EDUCA
- 2 LÄNSIKADUN KOULU
- 3 - 4 TULLIORTIN KOULU
- 5 TAITOLA

Yliopistokatu 2

- 6 AURORA

Yliopistokatu 4

- 7 CARELIA
- 8 AGORA



Yliopistokatu 6

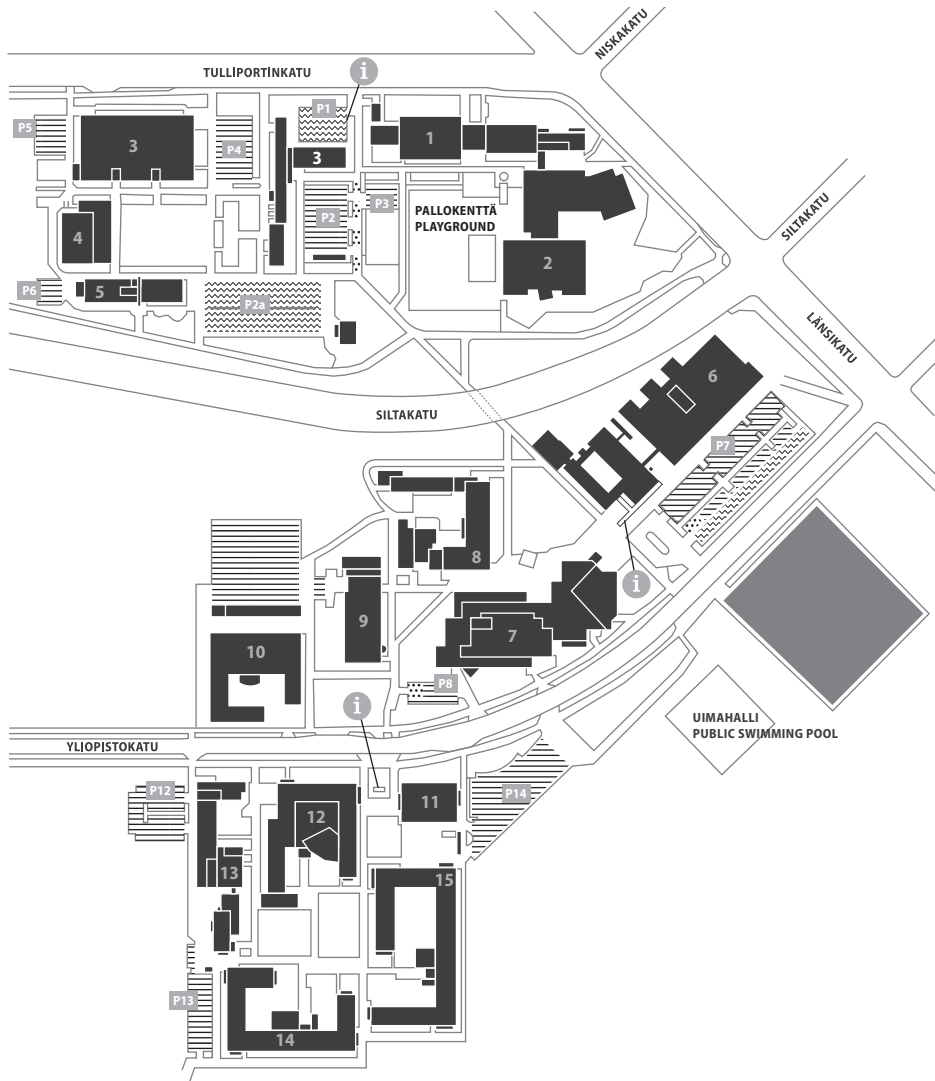
- 9 MAAKUNTA-ARKISTO
- 10 LUKE

Yliopistokatu 7

- 11 HALTIA
- 12 METRIA
- 13 BOREALIS
- 14 FUTURA
- 15 NATURA

Lisätietoja / More information
uef.fi/fi/yhteystiedot/kartat_jns

-  OPASTETAULU
INFO
-  MAKSULLINEN PYSÄKÖINTI
PAY PARKING
-  KIEKKOPYSÄKÖINTI
DISC PARKING
-  HENKILÖKUNNAN LUPAPYSÄKÖINTI
PARKING WITH STAFF PERMITS
-  VAPAA PYSÄKÖINTI
FREE PARKING



Tulliortinkatu 1

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- 3 - 4 TULLIORTIN KOULU
- 5 TAITOLA

Yliopistokatu 2

- 6 AURORA

Yliopistokatu 4

- 7 CARELIA
- 8 AGORA

Yliopistokatu 6

- 9 MAAKUNTA-ARKISTO
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