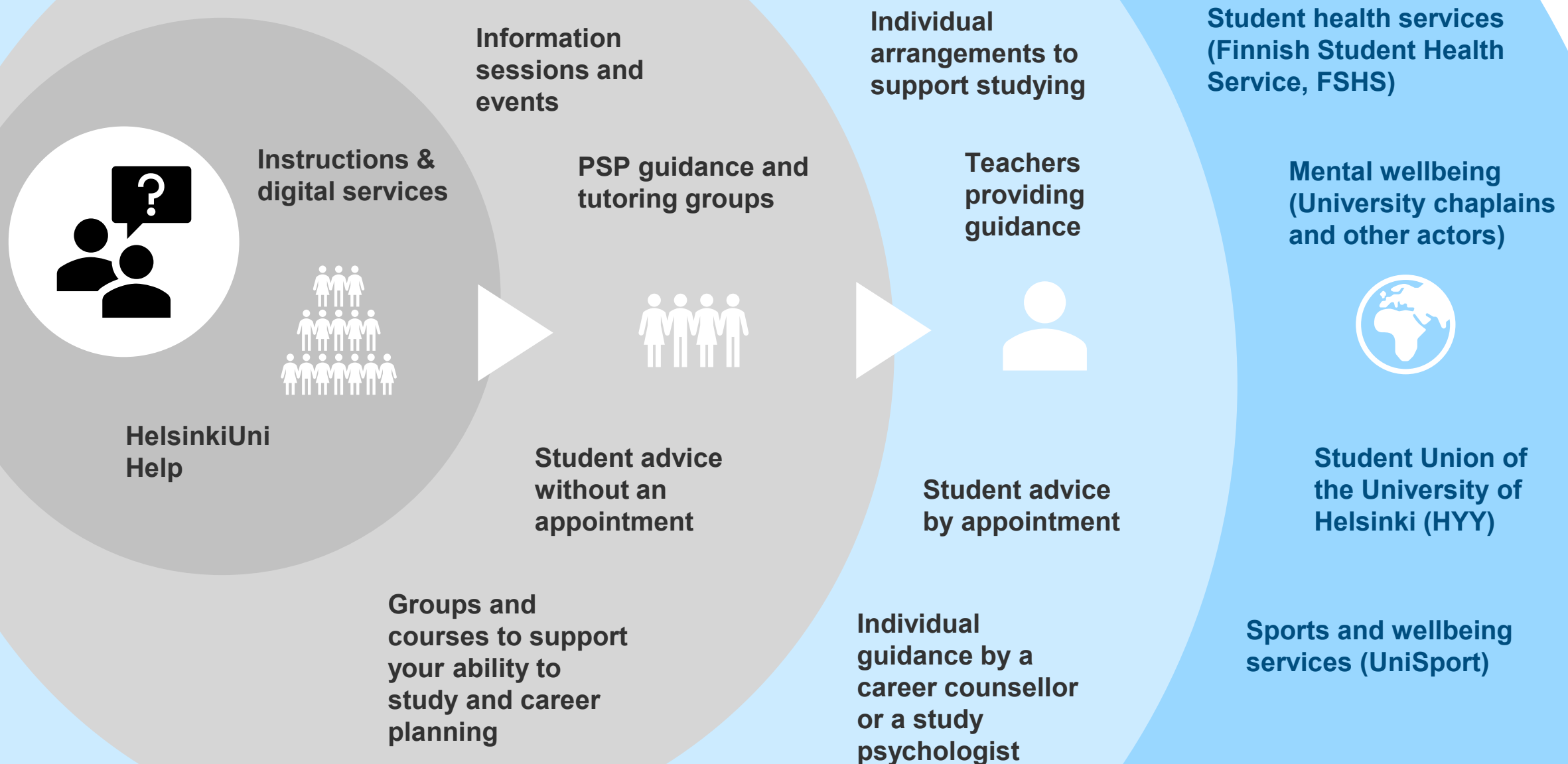




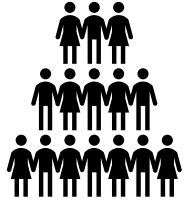
STUDENT SUPPORT AND GUIDANCE AT THE UNIVERSITY

Shared orientation session, 27 August 2026

Support for students at the University: overview

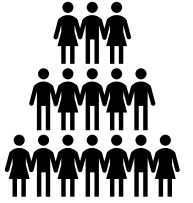


Getting started with using services: instructions and digital services



- Orientation and tutors are your first point of contact with the University's support and guidance services:
 - During the summer, you have received newsletters guiding you in the most important initial steps.
 - During orientation week, University staff and your tutor will help you familiarise yourself with the services and find the right support.
- **Don't stress:** we don't expect you to remember everything you hear this week. The University has loads of services and people supporting you from your fresher year all the way to graduation. ❤️
- The quickest help for the minor problems new students may face are instructions and digital services:
 - You can find answers to most questions from **Studies Service instructions** (studies.helsinki.fi/instructions).
 - The instructions also include self-study materials and practical tips for studying.
 - Another source of readily available advice is **HelsinkiUni Help's AI-helper**, which retrieves information from multiple University online services (uni-help.helsinki.fi/en).
- The instructions and AI-helper are there to assist you every hour of every day of the year. 🤖

HelsinkiUni Help leads you to answers



HelsinkiUni Help is the University's advice service you can contact on any matter at all. You can find HelsinkiUni Help both online and on campus.

In the HelsinkiUni Help digital service, you can

- Search for content with AI-helper
- Chat with our specialists every weekday from 9.00 to 15.00.
- Submit a service request (you will receive an answer by email)

The digital service is available at:
uni-help.helsinki.fi

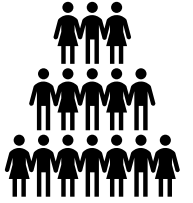


At the HelsinkiUni Help service points you can

- Visit when you need face-to-face service.
- Collect certificates and other documents (certificates of study, meal-subsidy cards, annual stickers for student cards, etc.).

Each campus has its own service point. Contact details and opening hours are available on the HelsinkiUni Help digital service.

Always start with HelsinkiUni Help



- HelsinkiUni Help is not only a general advice service but a gateway to all the University's support and advice services.
- Questions pertaining to all students (technical Sisu questions, student benefits, degree language and communication studies, etc.) are usually answered directly at HelsinkiUni Help.
- If necessary, HelsinkiUni Help staff will refer your question to the correct service.
- In other words, you can **always contact HelsinkiUni Help** when you need advice – the service allows you to reach all our specialists, from degree programme advice to international services.

HELSINKI UNI HELP

Information sessions, events, groups and courses



- Advice and support are also offered in information sessions, events, small groups and courses.
- Information sessions are a good way to gain information, for example, on choosing optional studies or exchange studies – and a chance to ask freely about anything that is on your mind.
- Faculties' student services and career counsellors often organise and announce drop-in sessions, where you can stop by without an appointment.
- Small groups and courses worth study credits provide guidance to support your fitness for study and career planning – there is power in peer support!
- Inclusive events supporting fitness for study and wellbeing are organised each week: what would you think about an exercise break between lectures?



But where can I get information on new events and groups?

Don't worry: just remember to follow communications!

Student advice with an appointment

- Sometimes questions arise in studies that are easier to settle face to face in detail.
- When you need more in-depth advice related to your studies and your degree programme, you can book an appointment for student advice provided by your home faculty.
- Advice with an appointment is available both remotely and onsite : you can decide which option suits you better.
- Instructions for booking an appointment are available in the Studies Service:
studies.helsinki.fi/instructions/article/student-advice



Remember this when booking an appointment:

- Make the booking well in advance 
- When booking, tell us what your question is about – this will help us prepare for your visit 
- If there are no appointments available and your matter is urgent, please contact us through HelsinkiUni Help 

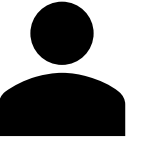


Study psychologist and career counsellor services

- Key support forms related to challenges faced in studies and career counselling are
 - [Small groups supporting ability to study and career planning](#)
 - Campus-based on-call assistance by career counsellors
- It is also possible to receive individual guidance from career counsellors and study psychologists. This is primarily available through other services (e.g., student advice).



Guidance provided by teachers



In addition to Student Services, University instructors are there to help you. Teachers providing guidance are an important source of support particularly at the beginning of the studies – remember that they can be contacted later on in your studies too.



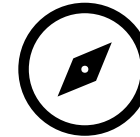
You will be assigned a teacher providing guidance or a group of teachers responsible for guidance associated with the personal study plan (PSP), among other things.



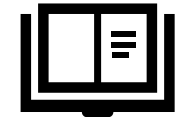
The goal of guidance is to support the progress of your studies and the development of your expertise in your field.



Guidance can be organised as individual or group meetings or as part of certain courses.



The Studies Service provides information on both the guidance practices of your degree programme and your teacher providing guidance: [Study planning and PSP guidance](#)



Later on in your studies, you will receive guidance from your thesis supervisor and others.

New students' checklist

- You don't have to face your problems alone. We are here for you! 🤗
- Talk to your tutor and your teacher providing guidance about matters that concern you. Don't be afraid to ask. 💭
- Answers to most questions about studies can be found in the Studies Service. It is recommended that you first read the instructions and look for answers there. 🔍
- If you don't find the answer based on the instructions, contact HelsinkiUni Help. There you will find the answer or be referred to the right service. 🙌
- Student Services is not just a chatbot or an AI agent. You will always have access to a whole bunch of real people who care about you and will help you get the assistance and answers you need. ❤️
- Follow the Studies Service's announcements and the University's email messages. These will keep you up to date and provide you with information on events for you. 👁️

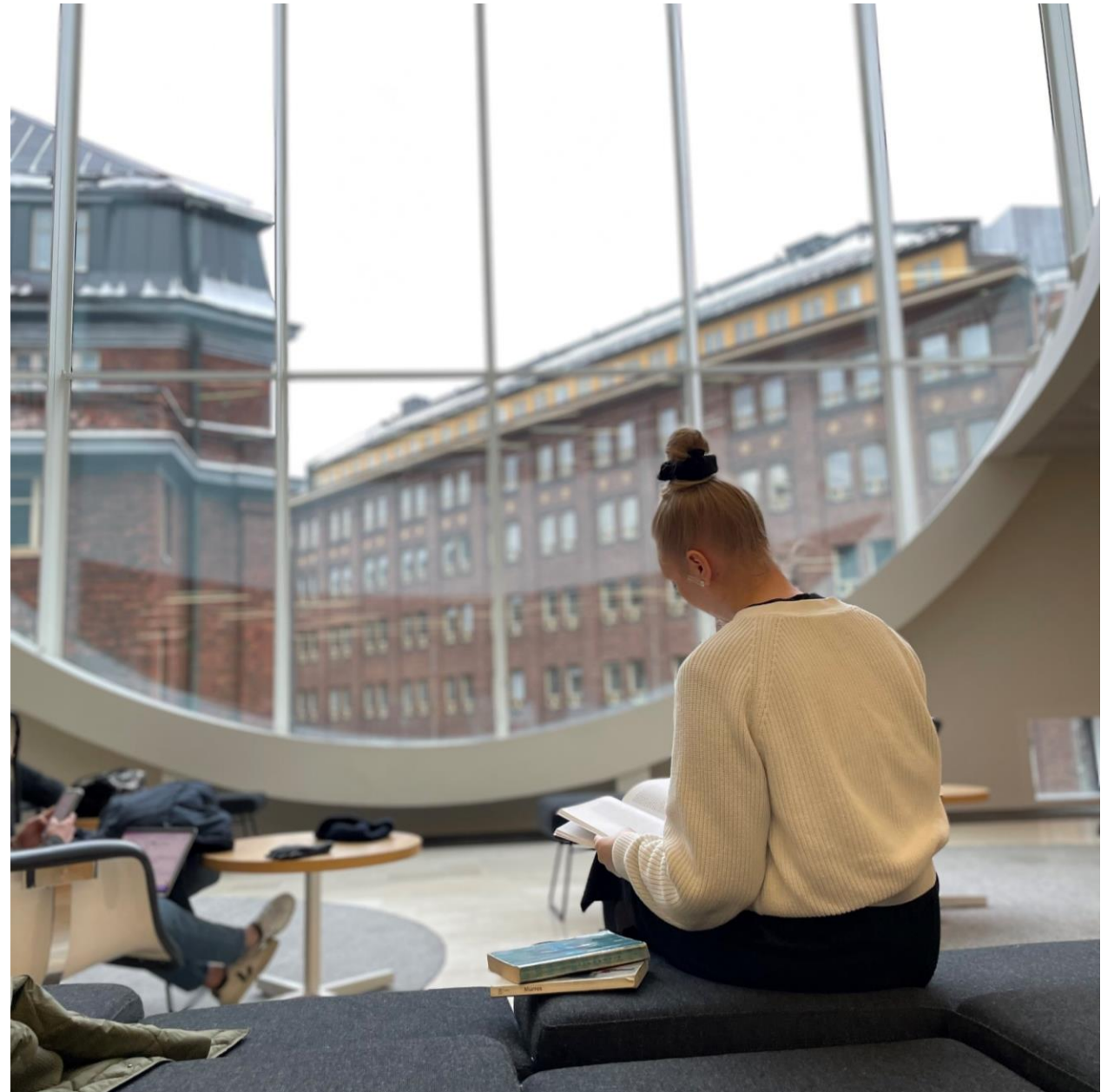


WHAT IS IT LIKE TO STUDY AT THE UNIVERSITY?

Shared orientation session, 27 August 2026

What is it like to study at the University?

- What are your expectations for the first academic year?
- Choose 1–3 alternatives (Zoom poll) that best describe your thoughts at the moment.



Academic freedom

- The freedom to complete studies at your own pace.
- Responsibility for the progress of your studies – support is always available.
- Freedom to choose and influence the content of the degree.
- Freedom and responsibility require self-management skills.

AI can and should be used in learning

- We encourage the use of AI in teaching and to support learning: AI skills prepare students for future studies and professional work.
 - Always follow the teacher's instructions: The teacher may restrict the use of AI if it hinders the achievement of the learning objectives.
 - Use AI legally, ethically and sustainably.
 - Verify AI-generated information and take responsibility for your final version.
 - Report your use of AI transparently, as specified by the teacher
 - If you are unsure, ask the teacher in advance.
-
- **AI services available to students:** Microsoft Copilot and the University of Helsinki's own CurreChat. On the *Student's Digital Skills* course, students will explore how CurreChat can support their learning.

Student feedback is an important part of teaching development

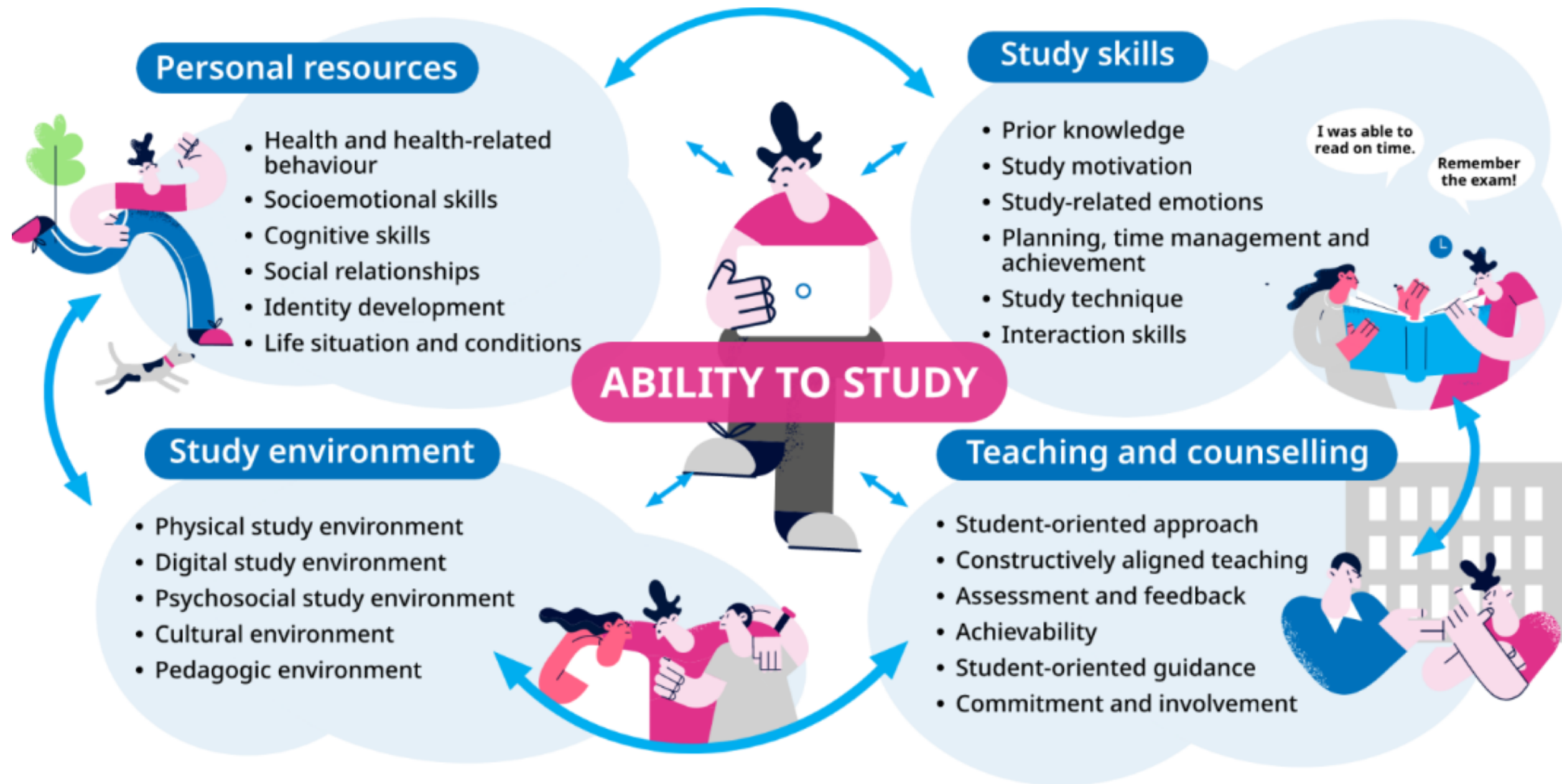
- During your studies, you will frequently be asked for feedback.
 - At the end of each course, you will have the chance to give feedback through the  Norppa feedback system on the clarity of the course's targeted learning outcomes, implementations, course materials, assessment methods and workload.
 - In addition, degree programmes and faculties can conduct their own surveys, for example, at the end of the academic year or term.
 - After completing your bachelor's degree, you will receive the Finnish Bachelor's Graduate Survey asking a wide variety of questions on your bachelor's degree.
-
- Giving feedback and responding to various surveys is the easiest way to make the University a better place of study for all. Help us improve the University, teaching and student services by actively responding to surveys.

HowULearn

HowULearn is a research-based tool to support your learning. In HowULearn, you will respond to statements and questions on, for example, **study methods, goals, trust in the smooth progress of studies, health and wellbeing, perceptions of workloads, and the appeal of studies.**

- You will receive individual feedback in support of your studies, as well as tips from study psychologists for developing your study methods. The feedback can be used in developing your own study methods and in PSP guidance.
- You can monitor your development during studies.
- You can compare your results with the mean for other students on your degree programme who responded to the survey.
- At the same time, you will contribute to the development of teaching by responding also to statements and questions on the constructive alignment of teaching, the appeal of studies, and receiving feedback on studies.

You will answer the HowULearn survey three times during bachelor's studies and once during master's studies. It is a compulsory part of your studies. **You will receive an email notification once the survey is open.**



Self-management 1/2

- At the University, studies are not as tightly scheduled as, for example, at the upper secondary level, so it is important to plan when you will study.
 - When will I be attending lectures?
 - When will I familiarise myself with the learning outcomes and material of the course?
 - When will I write essays or complete calculation exercises or other independent assignments?
 - When will I work on group assignments or study for examinations?





Self-management 2/2

- It is important to take care of your wellbeing.
 - What things energise you and help you to recover?
- We are often very demanding of ourselves when managing our duties.
 - Remember to be kind to yourself.
 - Understand that in life, circumstances vary and unexpected things can happen.
 - Talk to yourself as you would to a friend.





INDIVIDUAL ARRANGEMENTS

Shared orientation session, 27 August 2026

Individual arrangements as support for studies

- Individual arrangements refer to personalised support for learning that promotes equity in learning.
- Students may be entitled to individual arrangements if they have, for example, a physical or sensory disability, a physical or psychiatric disorder or impairment, a reading or writing difficulty, or another cognitive difficulty.
- The purpose of these arrangements is to support you in achieving the objectives and learning outcomes set for your degree and courses. Learning will be assessed according to the same universal criteria.

What kinds of arrangements are possible?

- Examples of individual arrangements
 - Additional time in examinations
 - Permission to use a computer in examinations
 - A quiet or separate examination room
 - Additional time to submit assignments

Helsinki University Library will also provide help in, for example, [ordering audiobooks](#).



What kind of statement do I need?



- Individual arrangements are based on a verified need.
- Often, a statement by a healthcare professional on this need is required.
- Further information in the Studies Service: [Individual arrangements support studies](#)



How can I get individual arrangements?

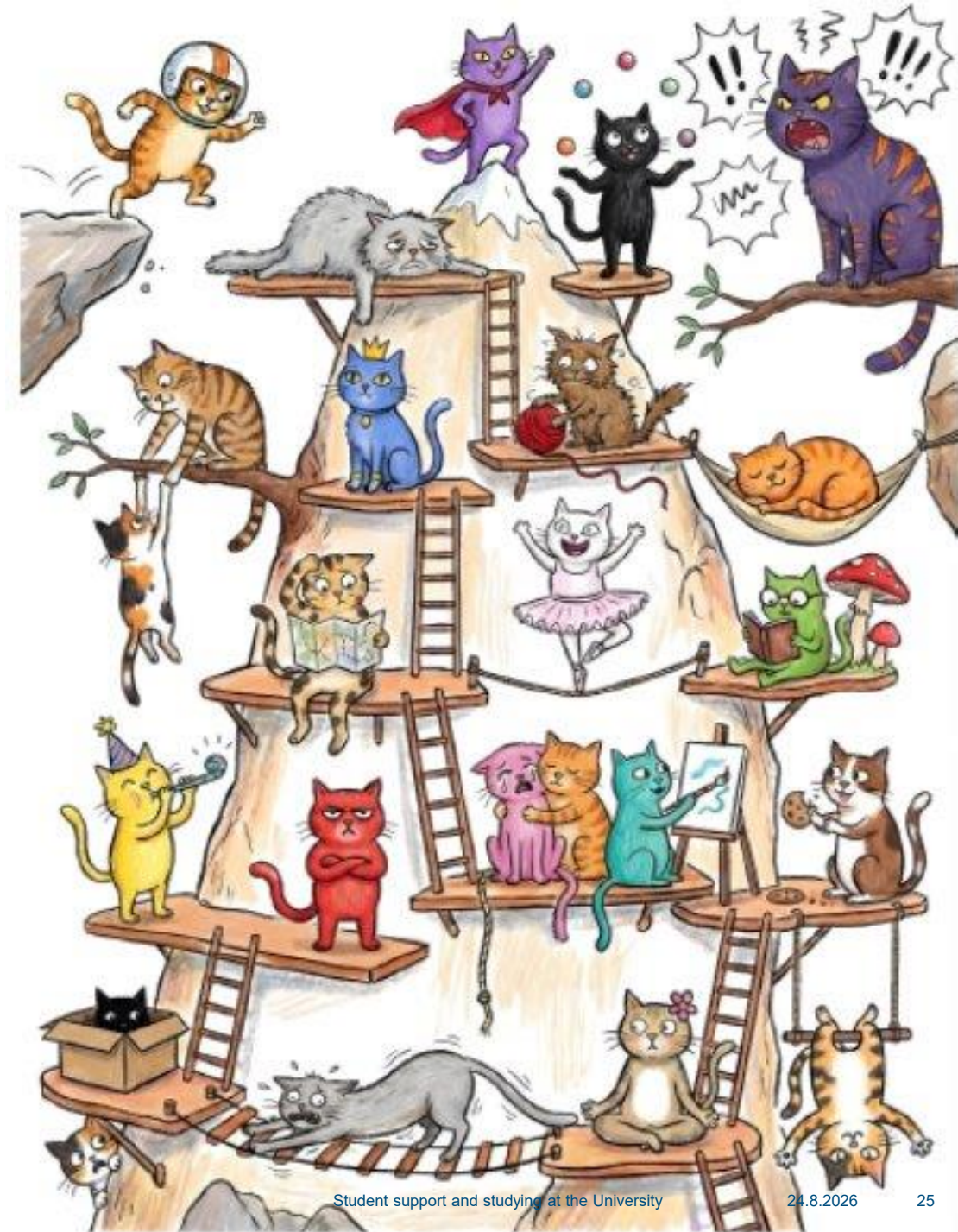
- Apply for individual arrangements using the application form of your faculty.
- When necessary, you can receive support for applying and surveying any individual arrangements from the accessibility contact persons of your faculty. You can reach them by email at specialneeds@helsinki.fi.
- Individual arrangements granted for entrance examinations do not apply to studies: in each case you must apply for arrangements separately.
- Based on your application, you can be granted recommendations for individual arrangements.

Keep this in mind:

- Start establishing individual arrangements well in advance: it may take a while to obtain necessary statements and process the applications 📅
- Once you have received a recommendation on individual arrangements, contact your instructors well in advance and agree on the arrangements, preferably before the beginning of the course! ⌚

Growing up as an expert and becoming oriented in your personal future

– Which one of the cats best describes your thoughts right now?



Why did you choose to study this particular field?

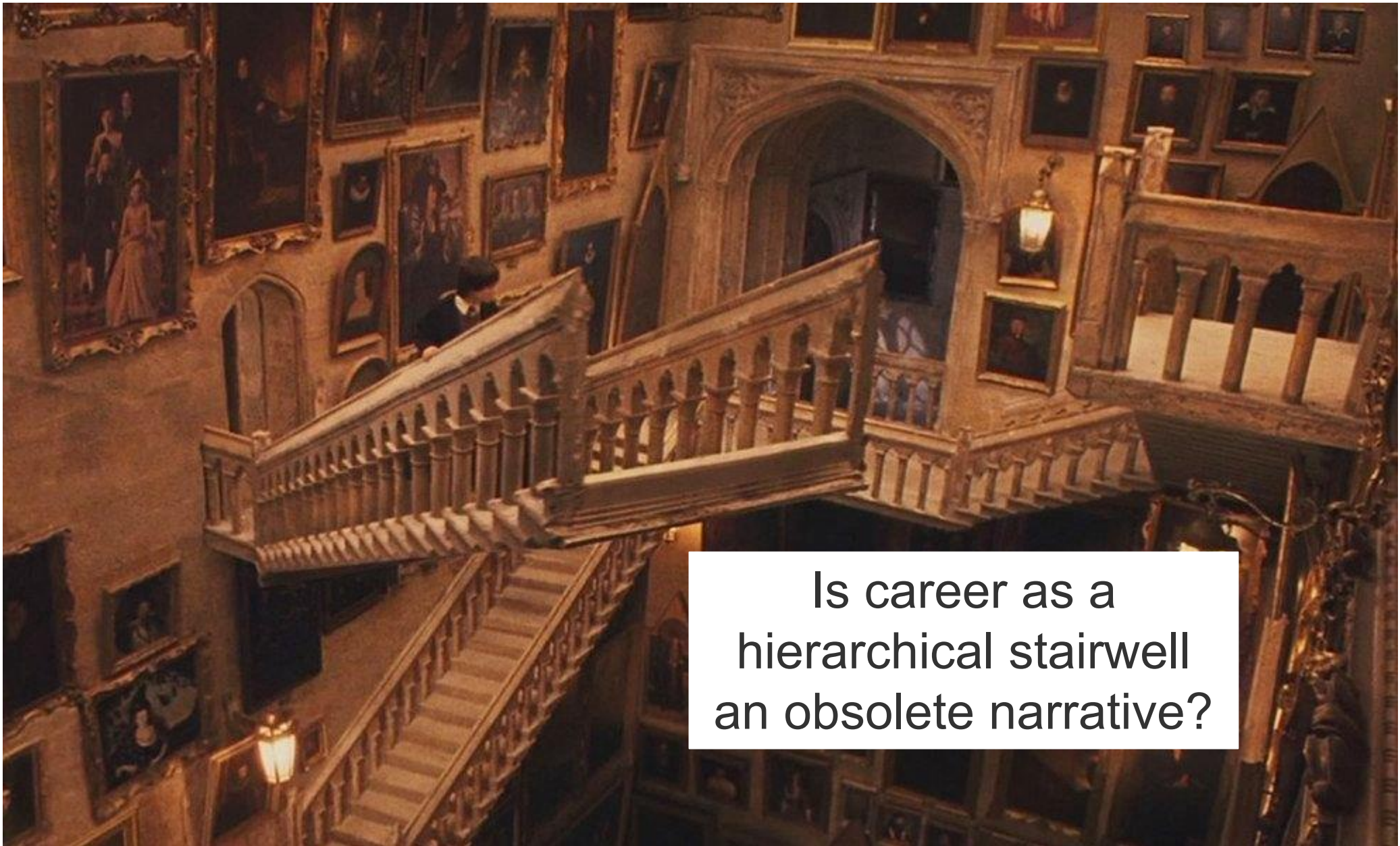
- Choose 1–3 alternatives (Zoom poll) that best describe your thoughts at the moment.





**So, what are you
going to be when
you grow up?!**

**Is today
the day I need
to know?**



Is career as a
hierarchical stairwell
an obsolete narrative?



Career is the individual's journey through life, learning and work.

– Tristram Hooley

Since career is a journey through life, learning and work ...



- You will learn plenty more than just expertise in your chosen discipline during your studies
- You will have to make decisions and decide on the route many times on your journey
- ... as well as obtain information: What are the future prospects offered by my degree?
- Studies also shape who you will become as a person through these studies.
- In addition to an identity, university studies generate social, cultural and psychological resources.
- Everything you will experience and learn during your studies is part of your career journey, which has already begun, and of your related career skills.
- So, take advantage of the multidisciplinary and diversity of the University and get to know its community more extensively.

Instead of wondering what you will become when you grow up or after graduation ...

- Where am I now? What do I already know, what do I already have? Who am I?
- What do I want to learn and what do I want to do next? How? With whom? Who am I becoming through these studies?
- On what and when do I have to make decisions?
- What is meaningful to me?
- Where and how can I best influence the things I consider important?
- How can I make the world a better place for myself, others and my environment?

Key questions in career planning.

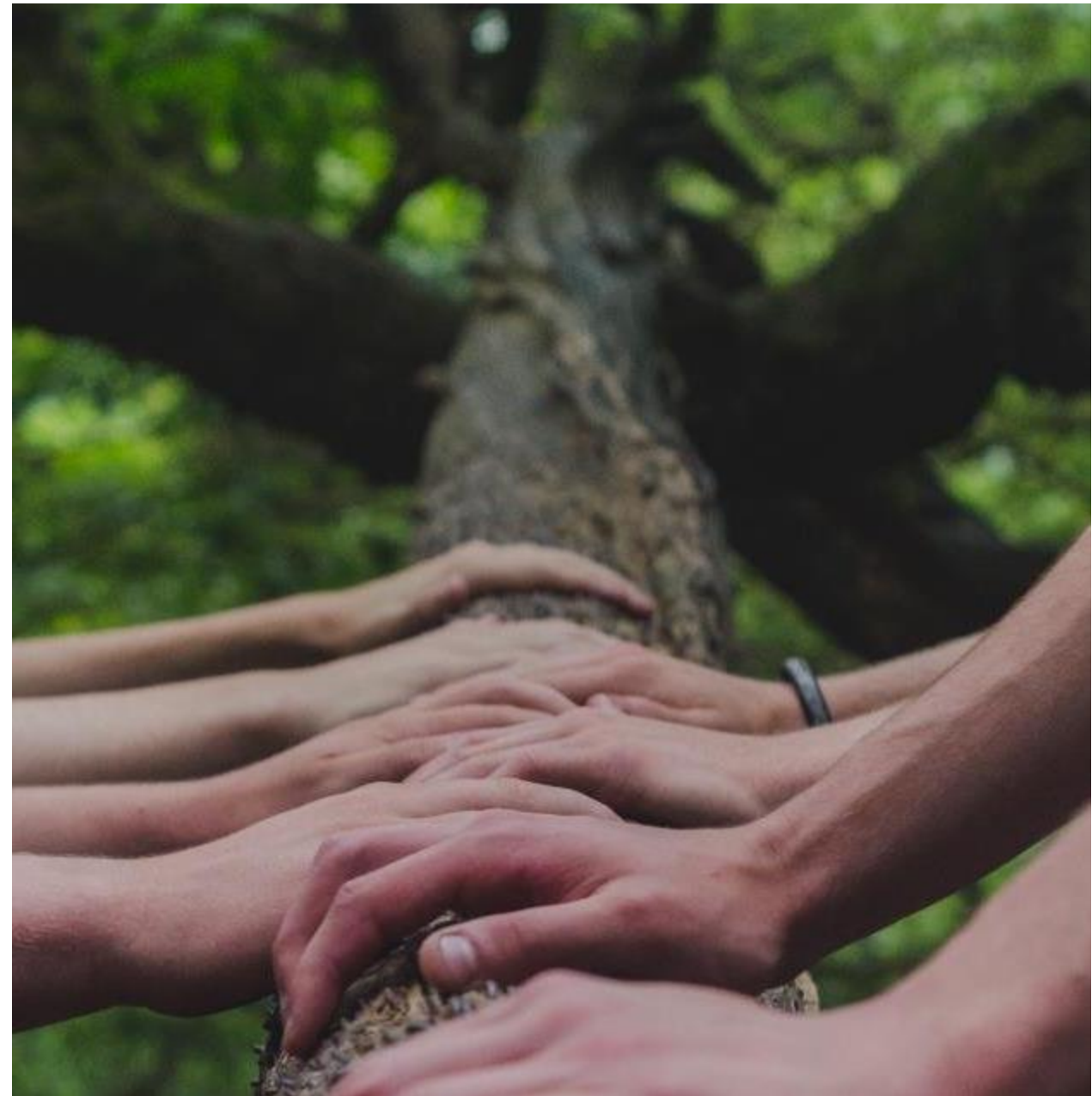
Think about these questions before you start to think about finding work.

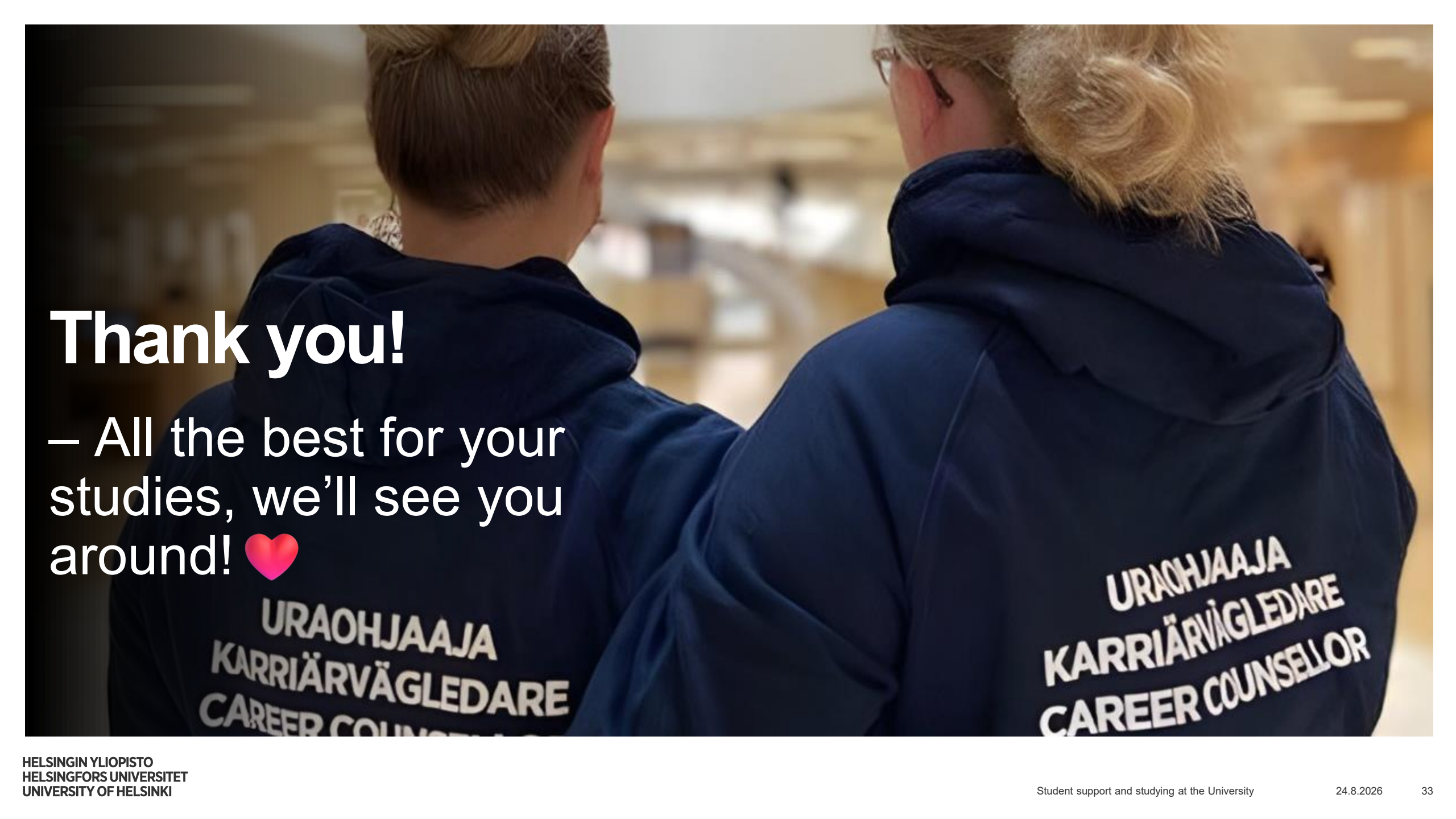
They require active consideration.

They become relevant and reoccur in various life situations, so it is recommended that you learn career planning and skills already during your studies.

Remember that you are not alone

- Even though studying at the University is independent, you don't have to cope on your own.
- Get acquainted with your fellow students or look for like-minded people in student organisations. Aim to support each other.
- Help for various situations is always available and the University staff are here for students.
- You may always ask for advice or guidance.



A photograph showing the backs of two people wearing dark blue hoodies. The hoodies have white text printed on them. The person on the left has short brown hair, and the person on the right has blonde hair and wears glasses. They are standing in a blurred indoor setting, possibly a hallway or a common area. The text on the hoodies is in three lines: 'URAOHJAAJA', 'KARRIÄRVÄGLEDARE', and 'CAREER COUNSELLOR'.

Thank you!

– All the best for your studies, we'll see you around! ❤️

URAOHJAAJA
KARRIÄRVÄGLEDARE
CAREER COUNSELLOR

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