

Student Life's Wellbeing Services for International Students

Degree & exchange students

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Student Life's student wellbeing team



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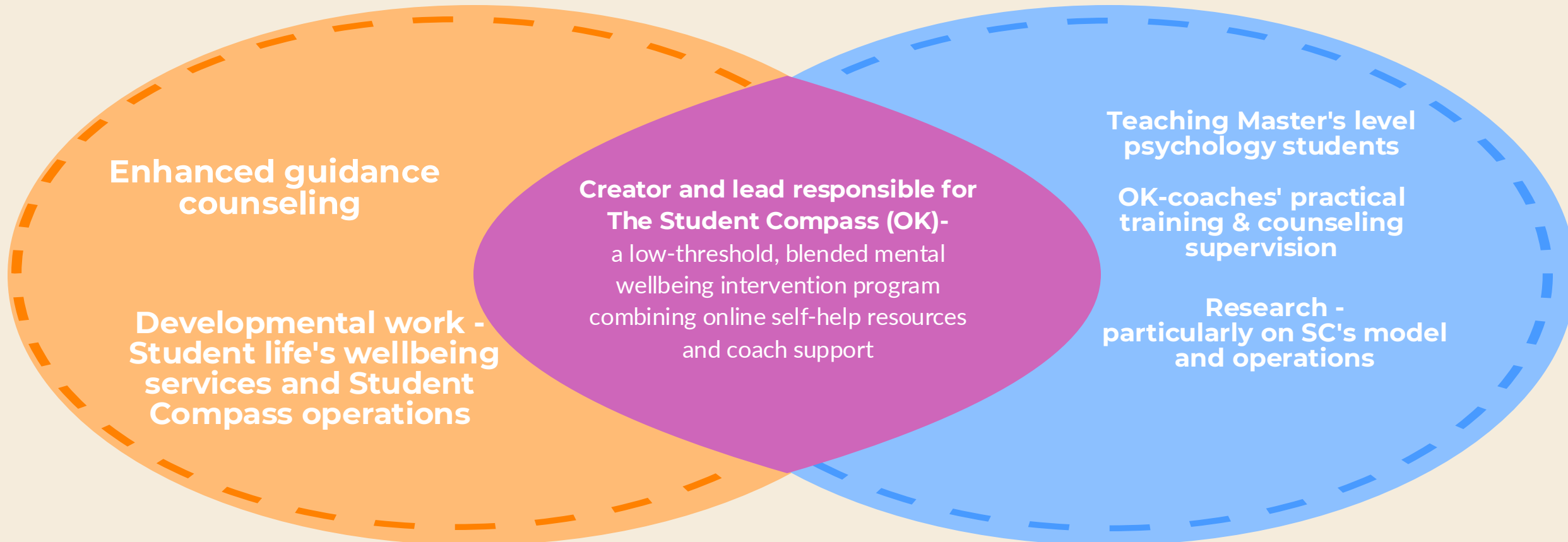


My role at JYU: university teacher

**Student Life - JYU's
Student wellbeing services**



Psychology department



You'll leave knowing three things



1

**What wellbeing and
ability to study mean**

2

**What support and
student wellbeing
services are available for
you?**

One map, every service, who it's for

3

Exactly how to reach it

Where, when, how



Does any of these sound familiar?

"I can't concentrate and have difficulties planning my studies, deadlines keep piling up"

"I'm behind and I don't know how the system works here"

"I feel alone, far from home, and it's dark and gloomy outside"

"I'm anxious before every presentation or exam"

"I've lost my motivation and I'm not sure why I'm here"

"Something is wrong and I don't know who to ask for help"

Every one of these thoughts is common and each has a door on the map you'll see in a moment.



What we mean by wellbeing

Wellbeing is having the physical, mental and social resources to live your everyday life: to cope with its normal stresses, to learn and work well, and to feel part of a community.



Body

Sleep, nutrition,
movement, recovery



Mind

Stress, mood, focus, how
you talk to yourself



People

Friends, belonging,
feeling safe



Meaning

Why you are here, what
you value





Why wellbeing matters for your studies



Quality of life

Shapes growth and relationships



Study ability

Focus, memory, motivation



Progress

Performance and learning outcomes



Resilience

Cope with pressure, bounce back



Belonging

Friendships and community

**Wellbeing fluctuates — everyone has better and worse periods.
It is not the same as never struggling, and it can be supported at every step.**



Ability to study: four things that carry you

Your ability to study is not one thing. It is four areas working together. Strength in one area can carry you when another may be weak, and we can help in all four.



Your own resources

Eg. Health, energy, life situation, social relationships, sense of identity



Study skills

Eg. Planning, time, reading and writing, learning techniques, motivation, how you relate to your emotions & interact with others



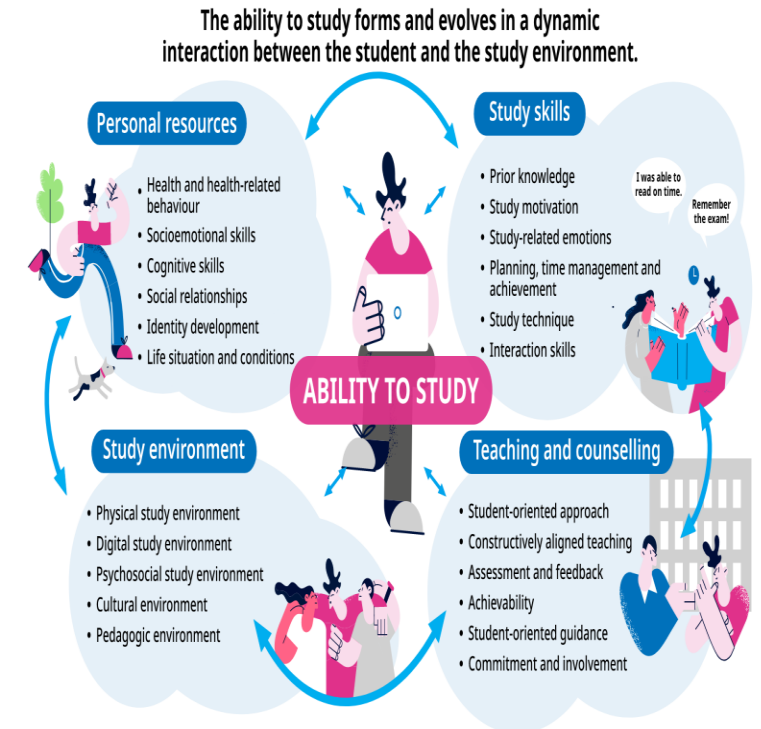
Teaching and counselling

Eg. Student oriented approach & guidance, feedback, your tutor, your HOPS adviser, accessible courses



Study environment

Eg. Physical, digital & social: spaces, tools, community, safety



Source: Finnish Student Health Service.
More at jyu.fi › Student wellbeing › Student Life



Student Life: a three-step guidance pathway supporting wellbeing and study ability



Proactive → Reactive

3 • ENHANCED GUIDANCE SUPPORT

specialised, by referral • for degree students, via step 2 or FSHS
Enhanced guidance counselling experts • Individual and group guidance •
Student health meeting

2 • SUPPLEMENTARY SUPPORT

when you need to talk to someone • book directly yourself
Goodies, wellbeing advisers • University chaplain • Student Compass coaches • Student Union JYY

1 • BASIC SUPPORT FOR ALL

start on your own • open to everyone and/or any time
Study counselling (HOPS advisers, tutors, coordinators) • Student Compass self-help • Academic study skills & Movi •
Care dogs • uMove

Prevention plans and procedures, on every step:
accessible studying & individual study arrangements •
anti-bullying and harassment prevention • substance abuse prevention

Outside the university, examples;
FSHS (degree students) • Wellbeing
Services County of Central Finland • Crisis
Centre Mobile

What you can use, and how



	International degree students	Exchange students
Step 1 • Start on your own, any time		
Study counselling in your program	✓ Yes	✓ Yes
Academic skills site, Movi courses, care dogs, uMove	✓ Yes	✓ Yes
Student Compass online program	✓ Yes	✓ Yes
Step 2 • When you want to talk to someone		
Goodie wellbeing adviser in your faculty	✓ Usually 1–5 sessions	✓ 1 consultation to map your options
University chaplain	✓ Yes	✓ Yes
Student Compass with coaching	✓ Apply each round	→ Can apply – degree students have priority
Student Union wellbeing sector	✓ Yes	✓ Yes
Step 3 • Specialised or by referral		
Enhanced wellbeing counselling	✓ Via Goodie or FSHS	→ Home university + city services
Student health meeting (organised by FSHS)	✓ Via FSHS	→ Your health centre + home university
Prevention plans and procedures		
Accessible studying and individual study arrangements	✓ With a medical certificate	✓ With a medical certificate Or equivalent document from your home university
Anti-bullying and harassment model	✓ Yes	✓ Yes
Substance abuse prevention program	✓ Yes	✓ Yes
Outside the university (important examples)		
Health and mental health care	✓ FSHS (yths.fi) and/or the Wellbeing Services County of Central Finland (hyvaks.fi)	✓ Wellbeing Services County: EU/EEA with EHIC • non-EU/EEA with private insurance
Crisis and urgent help	✓ Emergency 112 • Medical helpline 116 117 • MIELI Crisis Centre Mobile	✓ Emergency 112 • Medical helpline 116 117 • MIELI Crisis Centre Mobile



1

Student Life's basic support

Services from our Student Life wellbeing team and partners, open to everyone — degree and exchange students — independently, any time.

3

Specialised, by referral

2

Talk to someone

1

Start on your own

Prevention plans and procedures — every step



Step 1: things you can start today



Study counselling

Your program's tutor, HOPS adviser and coordinators. Start here for anything about planning and coordinating your studies.



Academic skills and Movi

Free online guides for reading, writing and presenting, plus Movi courses that build confidence in English.



Care & reading dogs and uMove

Study next to a care dog on campus. Yoga, relaxation and stress less courses at university sports.



Student Compass self-help

Free online program for mental wellbeing and life-skills building, created and researched at JYU. Log in with your JYU's credentials.

Student Compass

A free, research-based online wellbeing program for all JYU students — supporting your mental wellbeing and study ability.

No referral needed, no waiting list. Any time, anywhere.



What

Skills-Based Program

Based on Acceptance and Commitment Therapy (ACT), with guided path for mental wellbeing plus 80+ wellbeing exercises.

You will practice:

- Clarifying your values and acting on them
- Time management & routines that support focus and recovery
- Stepping back from difficult thoughts so they lose their grip
- Making room for uncomfortable feelings
- Self-awareness and personal growth

Is this program for You?

- You want to enhance your mental wellbeing
- Stress, worry or low mood is getting in the way of studying or everyday life
- You feel stuck, burned out, or like you're just going through the motions
- Difficult thoughts and feelings pull you away from what matters to you
- You want to build a clearer sense of who you are and what you value

What the research shows

Our extensive research (15 years) shows that the active use of the program significantly improves:

- ✓ Mental wellbeing
- ✓ Life satisfaction
- ✓ Psychological flexibility and mindfulness
- ✓ Self-esteem
- ✓ Ability to cope with stress, anxiety and low mood



Panajiota
Räsänen
contact
person

► [Log in and start — ok.jyu.fi](https://ok.jyu.fi)

[Explore support options](#)

[Read the research](#)



▶ Press play



2

Student Life's supplementary support

Low-threshold help you book yourself when you want to talk to someone.

3 Specialised, by referral

2 Talk to someone

1 Start on your own

Prevention plans and procedures — every step

Step 2: when you need to talk to someone: some examples



Goodies

Wellbeing advisers in every faculty. Usually the first door. International degree students: 1 to 5 sessions; exchange students get one session to map options.



Student Compass coaching

8 weeks with a psychology coach plus the online program. Apply in the autumn or spring round.



University chaplain

Talk about anything, not only spiritual matters. Confidential, free, open to any worldview.



Student Union (JYY)

Wellbeing and international sectors, harassment contact persons, peer events.



[All step 2 services: jyu.fi › Student wellbeing › Supplementary wellbeing support](#)

Goodies — student wellbeing advisers



University staff members, selected and trained to support students' wellbeing and study ability. Come with any issue that troubles you or affects your studies — Goodies are there to listen. **Mon–Fri, 9–16, confidential and free.**



Common reasons

- Most common: study planning, time management, study habits, motivation
- Then: depression, social anxiety, other mental health concerns
- Then: burnout, stress and fatigue



What they do

- Listen, and help you understand your situation
- Provide options, peer-support contacts, ideas for your own support network
- Refer you onward, e.g. to enhanced guidance counselling



Degree vs exchange

- **Degree students:** one-to-one support, often 1–5 sessions
- **Exchange students:** one consultation to map the most suitable support and refer you onward



Contact person
Hanna Ahola



[Find your department's Goodie: jyu.fi › Goodies](https://jyu.fi/goodies)

Student Compass coaching support (OK)



Guidance on developing mental wellbeing skills and enhancing academic ability. Wellbeing coaches are trained Master's students in psychology, supervised by our team.



Common reasons, some examples:

- Stress, recovery and building routines
- Low mood, feelings of isolation and loneliness
- Anxiety
- Dealing with difficult thoughts and emotions
- Adjustment issues



7–8 weeks include

- Three sessions with your coach
- Five-module online program, weekly exercises
- Written coach feedback online
- Individual wellbeing assessment
- Final progress report



Rounds 2026–2027

- Autumn Coach Support: weeks 43–50 · **register 10.9.–5.10.2026**
- Spring Coach Support: weeks 7–14 · **register 11.1.–1.2.2027**
- Primarily for degree students; exchange students get a place if there is space



Contact person
Panajiota Räsänen

University chaplain



What

A conversation partner for anything on your mind: homesickness, grief, relationships, faith or no faith, a crisis. It does not need to be spiritual. Confidential and free.



Who

Every student, regardless of worldview or religion. The chaplain also does grief and crisis work at the university.



How

Book a time through the chaplain's online calendar, or email miika.makinen@evl.fi, phone 044 431 4438, Instagram [@jyupappi_miika](https://www.instagram.com/jyupappi_miika).



When and where

Office hours on Seminaarinmäki, Main building C116, or wherever suits you.



Miika Mäkinen
university chaplain



3

Student Life's enhanced guidance support

Specialised support by referral for bachelor's and master's degree students. Built around a full degree, cooperating with FSHS and other services ; for an exchange stay, other public & private are available

3 Specialised, by referral

2 Talk to someone

1 Start on your own

Prevention plans and procedures — every step

How you get to step 3



Your Goodie

the usual first door



Student Compass coach

during or after coaching



FSHS

nurse, doctor or psychologist



Referral

You or the referrer email teho-ohjaus@jyu.fi with the referrer's name and a few lines on what kind of support you need.

We reply each week, every Thursday/Friday.

First appointment usually within 2 to 12 days, at Lähde B214, online or by phone.



Your counsellor



Hanna Ahola



Panajiota Räsänen



Riitta-Leena Metsäpelto



Heta Orrain

Brief, confidential, one-to-one. 1 to 5 sessions, discussion-based, with practical exercises. We do not diagnose or treat mental illness; for that, FSHS or your health centre. In an acute crisis: Crisis Centre Mobile or 112.

Career questions are routed sometimes to JYU's career guidance specialists (see their own orientation session).

Enhanced wellbeing counselling



What

Brief one-to-one counselling, usually 1 to 5 sessions, on what blocks your studies. For example: difficulties with academic skills, planning studies, stress, anxiety, low mood, study skills, motivation, performance anxiety, concentration, loneliness, cultural adjustment, career direction.



Who

Finnish & international degree students at JYU (bachelor's and master's).



How

By referral from your Goodie, a Student Compass coach or FSHS. Then email teho-ohjaus@jyu.fi with the referrer's name and a few lines on your need. Reply within a week.



When and where

Appointment usually within 2 to 12 days. Student Life premises, Lähde library 2nd floor B214, or online (Zoom) or by phone.

Enhanced guidance counselling team — areas of expertise and counselling themes



Hanna Ahola

Student Wellbeing Expert (M.H.Sc., C.C.C), Psychology department

- Academic challenges
- Career counseling
- Time management and scheduling
- Motivation issues
- Stress
- Concentration and attention challenges
- Social isolation and loneliness
- Substance abuse prevention (serves as the university's contact person)



Panajiota Räsänen

University teacher (student wellbeing) (M.Sc., Ps doctorate candidate), Psychology department

- Mental wellbeing skills
- Stress, anxiety, depression
- Study skills support (e.g. planning, scheduling, study habits)
- Motivation issues
- Challenges in attention & concentration
- Social interaction issues (e.g. loneliness, homesickness)
- Identity, self-development
- Life transition, cultural adjustment



Riitta-Leena Metsäpelto

Student Wellbeing Specialist (PhD in psychology, docent in educational psychology)

- Problems with learning motivation
- Social challenges (e.g., social anxiety, difficulties in social interaction)
- Mental well-being issues, anxiety and depression
- Challenges with executive functions
- Bullying and harassment (serves as the university contact person)



Heta Orrain

Student Wellbeing Expert (M. ed., M.S.E., C.C.C)

- Academic study skills (reading, writing and study strategies)
- Learning difficulties and disabilities
- Stress, coping, time management and scheduling
- Concentration and attention challenges

Student health meeting



A joint meeting organised with FSHS when a health reason affects your studies: absence due to illness, delays in progress, or changes in how you cope. Around 60 meetings are arranged each year, on campus or online. Nothing happens without your consent.



Who is present

- You
- FSHS professional (nurse, doctor or psychologist)
- Your program's representative (coordinator, Goodie or adviser)
- A Student Life wellbeing expert



How it starts

- Usually initiated through FSHS or enhanced guidance counselling
- Ask your Goodie or FSHS contact to propose one



What you agree on

- Individual study arrangements
- Updating your study plan (HOPS)
- Enhanced guidance · further assessments
- FSHS support · Kela benefits and rehabilitation



Prevention plans and procedures

Action programs across every step, applying when a specific situation concerns you: accessible studying and individual study arrangements • anti-bullying and harassment prevention • the substance abuse prevention program.

3

Specialised, by referral

2

Talk to someone

1

Start on your own

Prevention plans and procedures – every step

Individual study arrangements



Adjustments to teaching, guidance or exams that support your studies — for example due to a disability, illness, learning difficulty or mental health reasons. Recommendations do not alter or override curriculum assessment criteria. For degree and exchange students.



Who is eligible

- E.g. long-term illness, neurodivergent conditions, learning difficulties, recent mental health issues
- Needed: A medical certificate or expert opinion
- Exchange students: your home university's equivalent document (translated if needed)



What you can get, examples of recommendations

- Extra exam time
- A quieter exam room
- Support for group work or presentations
- Extended loan period for course books
- Alternative ways to complete a course

Assessment criteria stay the same



How to apply

- Start the online VASARA form with your JYU account
- Drop-in at Lähde B214 — international students' drop-in **10.9.2026, 12.15–15.30**
- Remote via Teams
- Or within enhanced guidance counselling





Individual arrangements: three routes to a recommendation



1 · Drop-in sessions

- No appointment · Lähde library B214
- With Heta Orrain or Riitta-Leena Metsäpelto
- Early-stage support, referral onward if needed
- International students' drop-in: **10.9.2026, 12.15–15.30**



2 · Remote via Teams

- With Heta Orrain
- For Kokkola (KYC) and multimodal students
- Also in other well-founded cases



3 · In enhanced guidance

- As part of enhanced guidance counselling
- With Ahola, Metsäpelto, Orrain or Räsänen



Before you come

- Begin the online form with your JYU account
- Bring a valid certificate or expert opinion
- Dyslexia assessment from age 16 or later
- Contact: opintojarjestelyt@jyu.fi

Anti-bullying and harassment prevention & response model



You have a legal right to a safe study environment. The university **intervenes in student misconduct** under the Universities Act – including disrupting teaching, violent, threatening or fraudulent behaviour, bullying and harassment. Our values – openness, trust, quality and integrity – underpin the Code of Conduct.



Aims

- Safeguard the right to learn in a safe environment
- Prevent inappropriate behaviour before it occurs
- Make incidents easier to address
- Standardise how cases are handled
- Support wellbeing and ability to study



Measures

- Joint meetings • mediation
- Hearing the parties involved
- Disciplinary action where needed
- Confidential – don't wait until it is serious



Contacts

- Riitta-Leena Metsäpelto, university contact person
- JYY's harassment contact persons
- Your own Goodie



Contact person
Riitta-Leena Metsäpelto



Substance abuse prevention program



A program that protects your ability to study and your wellbeing — support always comes first.



Objectives

- Promote ability to study and work
- Support health and wellbeing
- **Prevent substance-related harm**
- **Make early intervention easier**
- **Improve referral to treatment**



Support first

- **Confidential guidance** if alcohol or drugs affect your studies
- An early conversation
- Support services · referral to treatment



In certain fields

- Teacher education · guidance and counselling
- Psychology · psychotherapy training · social work
- Continued problematic use can affect the right to study if support and treatment do not resolve it



Outside the university: two doors, same care



Degree students: FSHS

Finnish Student Health Service: general, dental and mental health care, including psychologists and psychiatrists.

Covered by the healthcare fee you pay to Kela each term.

Start in the Self online service or call the nationwide number; a professional assesses your need.

Exchange students: the public system

Run by the Wellbeing Services County of Central Finland, the same doors every resident of Jyväskylä uses.

EU/EEA citizens: your local health centre with your EHIC card,

Non-EU/EEA citizens: private clinic with your insurance; public care is possible when you pay the full cost.

For everyone, any time: 112 in a medical emergency · call 116 117 before going to the hospital at night or weekends ·

Mieli Crisis Centre Mobile for acute crises ·

Mental health walk-in for residents: fill in terapianavigaattori.fi first, then the Kyllö clinic

Student Life's Study Wellbeing team – contact info



[jyu.fi](#) › For students › Student wellbeing

If you remember nothing else: talk to your tutor or Goodie first. They will point you to the right door.



Hanna Ahola

hanna.r.ahola@jyu.fi



Panajiota Räsänen

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Riitta-Leena Metsäpelto

riitta-leena.metsapelto@jyu.fi



Heta Orrain

heta.orrain@jyu.fi



Student Life wellbeing premises: Lähde library, 2nd floor, B214

Thank you. Have a great semester.

