



## **Oppari - student support services (Joensuu)**

### **The text equivalent of the interview video**

#### **Could you introduce yourself and tell us which campus you work at?**

Harri Kurki: Hi! I am Harri Kurki, an IT designer here at the university and I work here at the Joensuu campus Oppari.

#### **What is Oppari and what kind of support does it offer to UEF students?**

Harri Kurki: Oppari is the student's support services. We offer students support in many areas. The main one I could mention is, for example, personal support in using the university's programs and in the use of the university's IT equipment. We also have loan devices for students, if you for example need a dictation device during your studies. We even have laptops for short-term loans. Oppari and The Student and Learning Services also offer, for example, electronic exam services, and of course support is also offered for its use. And through us you can also book group workspaces in Carelia. And so on.

**What are the different options for contacting Oppari and getting support?**

Harri Kurki: Good question. As just mentioned, you can visit our service desk.

Which is located here on the 1st floor of the Carelia campus library. You can find us there. Then, of course, you can also contact us by email. For example, send an email to the address [servicedesk@uef.fi](mailto:servicedesk@uef.fi). From there, questions are conveniently directed to our service queue, and from there we aim to answer within a couple of days.

**Where can I check Oppari's opening hours and the exceptions in opening hours?**

Harri Kurki: Good question. They can all be found in Kamu. Put Oppari as the search term in Kamu.

**What can be found at the Oppari facilities on the Joensuu campus?**

Harri Kurki: We have computers for students to use, which are only for students to use. The already mentioned service desk can also be found there. You can also find the IT Device Lending Machine, you can find loan devices. There is also an electronic exam space, as well as six group workspaces.

**Where can I find more information about Oppari and its services?**

Harri Kurki: From Kamu.

**What is one question or problem you wish all students knew the answer to?**

Harri Kurki: Page numbering, in Word.

**Thank you!**

## Oppari – services for students (presentation slide)

- Joensuu Campus
  - **Opening hours:** weekdays from 9 am to 6 pm, Saturdays from 10 am to 2 pm  
(Remember to check the exceptions in opening hours).
  - **Visiting address:** Carelia, library 1. floor
- You can contact us via email at [servicedesk@uef.fi](mailto:servicedesk@uef.fi)
- You can also create a ticket at <https://eservices.uef.fi>
  - Navigate to Student Services and click the button Student's Digital Skills.