

# Leadership and Service Design, Master of Business Administration

Congratulations on your study place at Turku University of Applied Sciences! You are warmly welcome to study at the Degree Programme of Leadership and Service Design!

In this document, you will find information and schedules on how to start your studies. Please read the instructions carefully as soon as you have confirmed your study place.

## Beginning of Studies

- The studies will commence on **Friday 30 August 2019 at 10 o'clock at Novia's Campus in Turku, Henrikinkatu 7**. The programme for the day will be organised together with Novia University of Applied Sciences.
- The first days of your studies include orientation to the studies, the way of studying, the study environments and different practicalities, meeting fellow students and staff etc.
- The code of your study group: YDESAS19
- Please take with you: Personal identity card and laptop computer
- Pre-assignment: please, do the assignment (2. page)

**Not obligatory: 2.9. at 8.30-16.00:** There is a joint opening event of all TUAS master students: 8.30 (coffee), opening at 9.00. Place: ICT-City-building (Joukahaisenkatu 3, 20520 Turku), auditorium Alpha. Arrival by car: Because of limited number of parking places, please reserve enough time. More info at: <https://www.turkuamk.fi/fi/turun-amk/yksikot-ja-kampukset/ict-talo-joukahaisenkatu/>

**Autumn 2019 contact days are 30.-31.8., 13.-14.9., 27.-28.9., 11.-12.10., 8.-9.11., 29.-30.11., 13.-14.12.**

The study programme of your group is available at [Study guide](#). The detailed study plan is available on the earliest on 17.6.2019 at <https://lukkari.turkuamk.fi>.

Studies in the degree programme are based on blended learning. As a rule, you will have four contact days (weekdays) per month during the first semester. Studies are planned this way in order to make it possible for you work full-time alongside your studies. Between the contact days, you carry out learning tasks independently.

## HID-key

On Novia campus, where the contact lessons will mainly take place, there is an electronic access control system. It means that students must get a so-called HID-key to get into the building. Even some internal doors are equipped with electronic locks. Please observe that it is mandatory for students to have their own HID-key while studying at the campus. The campus door (from the courtyard) is open from Monday to Friday from 7.45 am to 16 pm. Novia University of Applied Sciences uses the same electronic access control system as Åbo Akademi and the system is run by the staff at Åbo Akademi.

3.5.2019/oe

### Contact information

Fastighetservice, Gripen 1 vån,  
Tavastgatan 13  
Byråsekreterare Petra Lindholm  
Phone: 02-215 3286  
E-mail: [tekserv@abo.fi](mailto:tekserv@abo.fi)  
Open Monday - Friday 9-12 and 13-15

### FLEXIM HID-KEY

Students buy their key for 25 € (no deposit) through Åbo Akademi web shop: <https://shop.abo.fi>. Choose NOVIA FEES under products. Students can get their key the next day (Monday-Friday) by showing ID (address above).  
The key works to Henriksgatan 7, Arken, ASA Library and also the Library in Axelia.  
There will be no deposit for the key.

The key is returned with receipt to Åbo Akademi Fastighetservice after completing your studies or when no longer needed. You can also contact Åbo Akademi Fastighetservice if your key does not work, your key is broken, you have lost your key or it has been stolen.

Note that HID-key is personal and should never be lent to someone else. Every time a door is opened with a HID-key, the key holder's name is registered into the access control system.

### More information

Tutor teacher Ulla Seppälä-Kavén [ulla.seppala-kaven@turkuamk.fi](mailto:ulla.seppala-kaven@turkuamk.fi)

Degree Programme Leader Osmo Eerola [osmo.eerola@turkuamk.fi](mailto:osmo.eerola@turkuamk.fi)

Study Guidance Counsellor Johanna Gadd [johanna.gadd@turkuamk.fi](mailto:johanna.gadd@turkuamk.fi)

Student Secretary [opintoasiat@turkuamk.fi](mailto:opintoasiat@turkuamk.fi)

**Pre-assignment:** Service Design in Businesses and Society, 5 ECTS

**Pre-assignment during the summer:**

Read the following article and reflect the different aspects of leadership, design thinking and service design with the earlier pretasks written by yourself during the application period. Make notes of the aspects for the first course of your studies – Service Design in Business and Society.

Gloppen, J. 2009. Service Design Leadership.

<http://www.ep.liu.se/ecp/059/007/ecp09059007.pdf>