

Master of Business Administration, Service Design

You are warmly welcome to study at the MBA Degree Programme of Service Design!

In this document, you will find information and schedules on how to start your studies

Beginning of the Studies

- **Time:** Monday 30th of August 2021 at 8.30-15.00
- **Online participation, check the links below**
- **The code of your study group:** YSERVIS21

The study programme of your group is available at Study guide. The detailed study plan is available here: <https://lukkari.turkuamk.fi/#/schedule>

30.8.2021 Programme

8.30-11.00: Master School Opening Ceremony

Joint opening event for all TUAS master students:

<https://turkuamk.zoom.us/j/67299503059?pwd=UGJmZUpkRzNZU1FNcmswVTdjeXo0Zz09>

Meeting ID: 672 9950 3059

Passcode: 902044

11.00-12.00: Lunchbreak

12.00-15.00: Future Operating Environments course starts

The group working sessions **in the afternoon** will lead the students to work on the first study course of "Future operating environments". Please, note the **pre-assignments** on the last page.

30.8. at 12-15 <https://turkuamk.zoom.us/j/69857314581?from=addon>

Friday 3 September 2021

This introductory day will provide you with information about your master's degree programme, as well as orientate you to the studies, the way of studying, the study environments, and different practicalities, meet fellow students and staff etc.

The programme for the day will be organised together with Novia UAS.

Time: 10.00 - 16.00

Place: Novia's Campus in Turku (Henrikinkatu 7, 20500 Turku, classroom 101).

Online: <https://novia.webex.com/meet/elina.vartama>

Please take with you: Personal identity card and laptop computer, and original degree certificates (foreign students and degrees completed at foreign universities). Please, be prepared to certify your personal identity. You will then get a lunch benefit coupon.

Saturday 4 September 2021

Time:

8.30 - 12.00: The course **Service Design Thinking** begins

13.00 - 16.15: The course **Future Operating Environments** continues

Place: Novia's Campus in Turku (Henrikinkatu 7, 20500 Turku, classroom will be informed later)

Online: <https://novia.webex.com/meet/elina.vartama>

Autumn's other contact days are:

17.–18.9.2021, 8.–9.10.2021, 22.–23.10.2021, 12.–13.11.2021, 29.11.2021, 10.–11.12.2021

Studies in the degree programme are based on blended learning. As a rule, you will have almost every second weekend contact days (Friday and Saturday) during the first semester. During the spring semester 2022 there will be contact studies once a month. Studies are planned this way in order to make it possible for you to work full-time alongside your studies. Between the contact days, you will carry out learning tasks independently.

More information

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Study Guidance Counsellor Johanna Gadd johanna.gadd@turkuamk.fi

Student Secretary opintoasiat@turkuamk.fi

Pre-Assignments for Summer 2021

1. Future Operating Environments course 30.8.2021

All TUAS Master School's programmes include a compulsory course The Future Operating Environments. Course will start already on TUAS Master School Opening Day 30.8.2021 with an orientation to the course and multi professional team discussions in which team members share experiences and thoughts on the impacts of megatrends on their professional field and their own work.

Dufva, Mikko 2020. What are megatrends? <https://www.sitra.fi/en/articles/what-are-megatrends/>

Dufva, Mikko 2020. The big picture of the megatrends. Sitra articles. <https://www.sitra.fi/en/articles/the-big-picture-of-the-megatrends/>

Sitra 2020. Megatrends 2020 slide-set. <https://www.sitra.fi/en/articles/megatrends-2020-slide-set/>

Sitra 2020. Megatrend cards.

<https://media.sitra.fi/2020/03/04130112/2021544megatrendikortit2020enverkko.pdf>

2. Service Design Thinking

Read the following article and make notes on different aspects of service design thinking.

Clatworthy, S. 2017. Service Design Thinking.

https://www.researchgate.net/publication/322733238_Service_design_thinking

