

Metropolia Administration - participating support services for Staff Week 4.6.2015

Communications and Marketing Unit

The Communications and Marketing Unit is responsible for e.g.

- Marketing: student recruitment
- Media and stake holder relations
- Brand and reputation management
- Employee communications
- Event Management
- Social Media

Example topics for conversation:

1. The new role of communications specialists in a changing environment
2. R&D-communications
3. Strategy communications
4. Video production
5. Stakeholder engagement
6. Social Media / Social Media Ambassadors
7. Student communications & co-operation
8. Web design

HR Services

Metropolia HR Services is responsible for e.g.

- Resources: forecasting, planning, recruitment, statistics
- Contracts, compensations, collective agreements
- Health, safety and well-being, early intervention in challenging cases
- Competence development, trainings

Example topics for conversation:

1. occupational health and safety
2. multi-cultural work environment
3. recruitment policies and practices
4. Performance assessment
5. Competence recognition and development
6. Appraisal & development discussions policies and methods
7. Mentoring, coaching, peer groups/forums and trainings.

International Office

Example topics for conversation:

1. International work placements
2. Staff mobility
3. Process of incoming exchange students
4. Process of outgoing exchange students and marketing
5. Organisation of work in international offices: efficiency through working groups
6. Distribution of work in international relations at institutional level
7. Results and goals in international affairs
8. Education in the field of business, culture and technology

IT Services

Metropolia IT Services is in charge of acquiring, operating, maintaining and developing the information technology hardware, systems and applications that are used in the institute's operation and administration. We support the strategic and operational management of the institute and participate actively in the development of the core processes in close collaboration with the staff and students.

Example topics for conversation:

1. Zero-effort automated laptop lending.
2. Reality check: The future of PC-classrooms.
3. From reactive to proactive PC maintenance.
4. BenchIT, benchmarking national HEI ICT-expenses.

5. EDUSIG-workstations, how and why to work together, we are not alone in wks-mgmt.
6. Reduce and steer printing costs to the right direction, with open statistics and detailed reports.
7. PAKKI - An online desktop system, allowing students full access and manageability to their studies.
8. PEPPI - Administration system and services for students and teachers.
9. Tailored OSs, SCCM&Software Center and Virtualization services. How to satisfy everyone's needs?
10. How to ensure that ICT-services provided are what is needed. Weighting of ICT4U model for HEI.

After you have sent in your application to Metropolia Staff Week and the IT visit, please vote on which topic interests you most at <http://bit.ly/16u9x9K>.

Library and Information Services

Metropolia library provides information services and resources to Metropolia staff and students as well as to the general public. Our printed collections are housed in 8 library units. In addition, we offer various e-resources such as databases, e-journals, and e-books. We also provide information literacy training and tutoring.

Example topics for conversation:

1. information literacy training and e-learning
2. library services for support staff, management and R&D projects
3. libraries and industry collaboration (expanding services outside the university)
4. co-operation with other support services

Strategy Unit

Metropolia Strategy Unit is responsible for e.g.

- Strategy development, process and tools
- Management reporting
- Forecasting, feedback and statistics

Example topics for conversation:

1. Strategy process
2. Forecasting
3. Student feedback
4. Management reporting
5. National and internal university funding scheme
6. Performance based salary system
7. Performance indicators

Student Affairs Office & Admission Services

Student Affairs Offices are responsible for

- giving out information to students and staff
- study-related documents (study certificates, transcripts of records, student discount forms for public transport, Kela meal subsidy cards)
- information on financial aid for students
- information on study right (discretionary extension, restoration of study right, changes in enrolment status) and processing of the documents
- degree certificates
- Diploma Supplements
- certificates for professional specialization studies
- information on students' accident insurance
- co-operation with degree programmes
- other services depending on the office, e.g. organization of retakes and entrance examinations

Admission Services helps and guides in questions relating the application procedures and eligibility requirements of the Metropolia's degree programmes.

Example topics for conversation:

1. Right to Study and Discretionary Extension
2. Financial Aid for Students
3. The new Study Info and Application process