



UNIVERSITY OF
CANBERRA

Australia's Capital University

Guide to Student Services

February 2008



Introduction

The University of Canberra prides itself in being a small but very supportive and friendly community of staff and students. The University is committed to providing the highest quality learning environment and helping its students achieve academic success.

The University offers a wide range of services and facilities aimed at ensuring study at UC is effective. The Guide to Student Services at the University of Canberra provides you with an introduction to these services which we hope you will find useful and will help make your time at UC rewarding and enjoyable.

We welcome any suggestions you have about the format and content of this guide.

Please send your feedback to:

student.services.guide@canberra.edu.au

Yours sincerely,



Academic Registrar
Student & Academic Services

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Section 1 - Help with administrative matters

Research Students' Office

The Research Students' Office administers the progression of research students, including admission, enrolment, academic progress and course completion; management of research scholarships; liaising with academic staff and external stakeholders, such as DEST and Industry scholarship stakeholders.

Location:	Building 1
Phone contact:	+61 (0)2 6201 2470 / 5407 / 2034
Fax contact:	+61 (0)2 6201 5391
Email contact visit:	postgrad.research@canberra.edu.au
Web contact:	www.canberra.edu.au/research/students

Student Centre (UCSC)

The Student Centre is the 'one-stop-shop' for all students' general administrative needs, including help with how to enrol on the University's enrolment system, advice on fee issues, and information on graduation. Any issues relating to progression through a specific course of study, such as applying for credit or recognition of prior learning, should be directed to the Academic Liaison Office.

Hours: Mon-Thurs 9.00 am – 5.00 pm, Fri: 9.00am – 4.30pm
(Cashier services are not available after 4.30pm Mon-Thurs and 4.00pm on Fri)

Applicants and students can seek advice about the following matters:

<ul style="list-style-type: none">• Admission inquiries• Enrolment & OSIS help• Domestic and International Student Administration• Examination timetable information• International Student Advisors• Academic Transcript requests	<ul style="list-style-type: none">• Payment of fees and charges• HECS-HELP, FEE-HELP & Fee administration• ID card issue• Graduation information• Scholarship information
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Location:	Building 1 foyer area immediately facing the Concourse
Phone contact:	+61 1300 301 727
Fax contact:	+61 (0)2 6201 2112
Email contact:	student.centre@canberra.edu.au
Web contact:	www.canberra.edu.au/student-services/student-centre

Section 2 - Help with accessing information resources

Computing and Networking Facilities

Services for students include:

- General access labs (PC and Mac): Labs are open 24 hours per day to all students. All lab machines have, as a minimum, software for word processing and Internet access.
- Email Accounts: All students have an email account that is provided at enrolment time. Further information can be obtained from the ICTS Service Desk located on Level A in Building 10.
- Internet Access: All students are entitled to Internet access from the campus although a limit applies.

The ICTS Service Desk provides students with services including online documentation. If you have enquiries related to Computing and Network services, you should contact the ICTS Service Desk.

Location:	Building 10
Phone contact:	+61 (0)2 6201 5500
Email contact:	servicedesk@canberra.edu.au
Web contact:	www.canberra.edu.au/icts

Library

UC Library provides print, multimedia and electronic resources to support the study and research needs of undergraduate and postgraduate students. Essential readings for many units are available online via e-Reserve.

The Library provides computers for research, areas for individual or group study and printing and photocopying facilities. There are two service desks: the Loans and Information Desk for borrowing and general information about the collection and services, and the Research Assistance Desk for help with assignment research. Familiarisation tours and research skills training sessions are held each semester.

Off-campus students can access online resources including journals, research databases and e-Reserve resources and use our online reference enquiry service.

Come and see us or visit the UC Library Website for more information about our resources, services and email contacts.

Location:	Building 8
Phone contact:	+61 (0)2 6201 2282
Fax contact:	+61 (0)2 6201 5068
Web contact:	www.canberra.edu.au/library

Online Student Information System (OSIS)

OSIS is a facility accessible using any web browser, such as Netscape 4 (or higher) or Internet Explorer 5 (or higher), that allows a student to view his/her personal information as stored on the University's Student Records System. Through OSIS you can:

- access your UC student email;
- view general University messages to students;
- view contact/personal information including your ID photo;
- update your contact address;
- view current enrolment information and academic history;
- view your library borrower record;
- enrol in units for future semesters;
- view and update the information on your DEST questionnaire;
- use network utilities to:
 - change your student password;
 - forward email to another email address;
 - view the status of your printer account; and the status of your Internet access account.

Further information is available at:

www.canberra.edu.au/icts/students/tech-information/osis

Any enrolment related problems should be directed to the Student Centre on:

T 1300 301 727

E student.centre@canberra.edu.au

If you have any technical problems please contact the ICTS Service Desk on:

T +61 (0)2 6201 5500

E servicedesk@canberra.edu.au

Section 3 - Help with academic studies

Academic Skills Program

The Academic Skills Program seeks to enable any student in the University to acquire and enhance the skills needed to succeed in their studies. In workshops, tutorials, and individual consultations, students are taught to use strategies and techniques which will enable them to participate fully in the life of the university and the conventional discourse of their chosen disciplines. The service provides a comprehensive study skills web page, email consultations and audiovisual study support materials.

Location:	1B24
Phone contact:	+61 (0)2 6201 2205
Fax contact:	+61 (0)2 6201 5140
Email contact:	asp@canberra.edu.au
Web contact:	www.canberra.edu.au/studyskills

Communication Learning Resource Centre

The Centre is available for use by all Communication students for project work, consultation, and small group activities. Tutors are available to assist students with written and oral communication, research skills, information literacy and other learning skills.

Location:	1C33
Phone contact:	+61 (0)2 6201 2172
Email contact:	commllrc@canberra.edu.au
Web contact:	www.canberra.edu.au/clrc

Curriculum Resources Centre (CRC)

All University of Canberra students can use CRC facilities, in particular the Materials Preparation Area where students can bind assignments and subject readings, buy and prepare transparencies (black & white and colour), do black & white and colour photocopying, laminate items and send faxes. The CRC is also the learning resource and support centre for Education students. You can meet with your fellow students, use the tables for group discussions, borrow from the collection, view videos and use the computer lab (Communication & Education Divisional students only). The CRC also lends equipment for Media and Journalism students.

Hours: Teaching weeks: Mon-Thurs 9.00 am - 7.00 pm, Fri 9.00 am - 5.00 pm
Non-teaching weeks: Mon - Fri 9.00 am - 5.00 pm

Location:	Building 5, Level A
Phone contact:	+61 (0)2 6201 2965
Fax contact:	+61 (0)2 6201 2479
Email contact:	crcedu@canberra.edu.au
Web contact:	www.canberra.edu.au/crc

Information Sciences & Engineering (ISE) Student Resource Centre

This Resource Centre is a drop-in help centre which assists ISE students in their first year units. The Centre's friendly environment includes a 24 hour work area and an area staffed by tutors. Timetables of operation are posted outside the Centre and on the Web. Services and resources include: personalised help from the tutors on duty; workshops; support for preparation programs; computers; current texts; and reference texts.

Location:	11A33, 11A34
Phone contact:	+61 (0)2 6201 2951/2432/5738
Fax contact:	+61 (0)2 6201 2683
Email contact:	ise@canberra.edu.au
Web contact:	www.canberra.edu.au/faculties/ise/ise_home

Section 3 - Help with academic studies *(continued)*

International Learning and Teaching Centre (ILTC)

The ILTC is the learning resource and support centre for students from the School of Languages and International Studies, University of Canberra English Language Institute (UCELI) and University of Canberra College (UCC). International students, in particular, find the ILTC a welcoming place to meet with friends or catch up with the news from home. The centre offers access to computers (with Internet and satellite television), televisions with VCRs, language learning materials, magazines and resources for students, language teachers and student teachers. Students also use the centre for study and quiet discussion.

Hours: Teaching weeks: Mon-Fri 9.00 am - 5.00 pm (with extended opening hours 2 nights per week as required)
Non-teaching weeks: Mon - Fri 9.00 am - 5.00 pm

Location:	Building 20, Level B, Room 18
Phone contact:	+61 (0)2 6201 5723
Fax contact:	+61 (0)2 6201 2479
Web contact:	http://www.canberra.edu.au/iltc

Ngunnawal Centre

The Centre provides academic support for mainstream Aboriginal and Torres Strait Islander students on campus, and teaching rooms and quiet study areas so that students can work on their assignments in a comfortable and friendly environment.

The Ngunnawal Centre also administers the Foundation Program which provides entry to university for those Aboriginal and Torres Strait Islander students who have not passed Year 12 or who have been away from study for many years.

Location:	7B6
Phone contact:	+61 (0)2 6201 2998
Fax contact:	+61 (0)2 6201 5149
Email contacts see:	www.canberra.edu.au/ngunnawal
Web contact:	www.canberra.edu.au/ngunnawal

Nursing Learning Resource Centre

Resources available include independent learning packages, videos, resources to enhance tutorial presentations, reference books, topic boxes, photocopying, assistance from a tutor and computer laboratory with nursing related CD ROMS and computer assisted learning packages.

Location:	12C26
Phone contact:	+61 (0)2 6201 5114
Fax contact:	+61 (0)2 6201 5128
Email contact:	hds.nursing.info@canberra.edu.au
Web contact:	www.canberra.edu.au/faculties/health/nursing/facilities

Science Resource Centre

The Science Resource Centre is a facility dedicated to enhancing the learning and university experience for all science students. It provides a friendly atmosphere where students can meet, study, store their books etc. (through lockers available for a small fee) and enjoy a cuppa. The Centre is staffed by an academic member of staff (Dr Margi Böhm) who is available to help all students. One room of the Centre is set up with computer access to the internet and WebCT, with printing facilities, as well as with study areas, including a whiteboard. The other half of the Centre is designed around student relaxation, interaction and 'chewing the fat to solve the problems of the world'. Here the area is furnished with lounge chairs and coffee tables, TV and video facilities, microwave and fridge, Huey, Louie, Dewey and Donald the goldfish have morphed into native bass, not to mention the frogs, ferns and indoor plants. Tea, coffee and biscuits are provided at a small cost. Weekly videos are shown as advertised and extra tutorial sessions are often run in the Centre at the request of students.

Location:	3A36
Phone contact:	+61 (0)2 6201 2058

Section 3 - Help with academic studies *(continued)*

Statistical Advisor

The Statistical Advisor assists postgraduate research students and staff with statistical aspects of their research. Please send an email to the address given below if you wish to make an appointment, including a contact phone number if you have one.

The current advisor is Dr David Pederson.

Location:	11C18
Email contact:	Statistical.Consultant@ise.canberra.edu.au

Section 4 - Support services

Appeals and Grievances

The University has formal procedures for Review of Subject Results https://guard.canberra.edu.au/policy/policy.php?pol_id=3008 and Resolution of Student Grievances <http://www.canberra.edu.au/committees/other/docs/student-appeals> (covering everything except academic judgment).

Complaints about academic judgment should be taken up with the lecturer or the Head of School responsible for the subject. See also the entry on Dean of Students.

Graduate Careers Office

The Graduate Careers Office maintains a collection of career reference information and resources in print and electronic formats. It conducts workshops to assist students make informed career choices and enhance their skills in seeking course related employment, and vocational experience. Staff can assist with job application preparation. A comprehensive website provides information on jobs, graduate and vacation employment opportunities and links to employment related sites.

Location:	3B2
Phone contact:	+61 (0)2 6201 5221/2365
Fax contact:	+61 (0)2 6201 5116
Email contact:	careers@canberra.edu.au
Web contact:	www.canberra.edu.au/careers

Child Care

Wiradjuri Pre-School Child Care Centre provides education and care for 3-5 year olds.

Location:	5B33
Phone contact:	+61 (0)2 6201 2087
Fax contact:	+61 (0)2 6201 5360
Email contact:	wiradjuri@canberra.edu.au
Web contact:	www.canberra.edu.au/wiradjuri

Kirinari Early Childhood Centre provides campus based education and child care for children from birth to five years. There are two types of care: permanent (50 weeks per year) and semester (18 weeks) care.

Location:	Kirinari Street, adjacent to Sports ovals
Phone contact:	+61 (0)2 6201 2339
Fax contact:	+61 (0)2 6201 5903
Email contact:	keccorg@hotmail.com
Web contact:	kirinari.canberra.edu.au

Parenting Room provides a nappy changing bench, children's toilet and wash basin. The key is available from the Students' Association, located at 1B17 on the concourse.

Location:	1B23A (key available from Students' Association, 1B17)
Phone contact:	+61 (0)2 6201 2000
Fax contact:	+61 (0)2 6251 4248

Section 4 - Support services *(continued)*

Dean of Students

The Dean of Students provides advice and support for students who have concerns about some aspect of their experience at the University of Canberra; for example, difficulties dealing with a fellow student or a particular staff member or problems posed by the University's academic or administrative procedures. The Dean of Students can act as a mediator or arrange alternative mediation should it be requested and can advise and assist students who are considering a formal appeal against a grade or other matter. The University does encourage students to try to resolve their problems by first approaching the relevant staff member or Head of School but the Dean of Students is there to provide support should this not work.

The Dean of Students also advises the University on student matters and student policies, and represents students' interests on various committees. The Dean of Students is concerned with all aspects of the student experience so if you have a recommendation for a way in which the University can enhance that experience then tell the Dean of Students who will raise it in the appropriate forums. The Dean of Students is also responsible for overseeing the special arrangements for elite athletes under the Elite Athlete Friendly University agreement.

Location:	1C167
Phone contact:	+61 (0)2 6201 5653
Email contact:	DeanOfStudents@canberra.edu.au
Web contact:	www.canberra.edu.au/dean-students

Disabilities Office

Academic and logistical support is provided for students with disabilities. If you are a person with a disability which you believe may impact on your studies, you are encouraged to register with the Disabilities Office. You are strongly encouraged to seek advice before applying for admission, particularly if you require material in alternative formats.

Location:	1B24
Phone contact:	+61 (0)2 6201 2205/5233
TTY:	+61 (0)2 6251 4601
Fax contact:	+61 (0)2 6201 5140
Email contact:	Disabilities.office@canberra.edu.au
Web contact:	www.canberra.edu.au/disabilities

Financial Assistance

The University provides a loans service to those students who need financial assistance for educational purposes, assistance with accommodation both on and off campus, fees for graduate courses, and for other essential purposes. If a loan cannot be granted for the purpose you require the loans officer may be able to suggest alternatives.

Location:	1B104 Financial Services
Phone contact:	+61 (0) 2 6201 5223
Fax contact:	+61 (0)2 6201 2994
Email contact:	financial.assistance@canberra.edu.au
Web contact:	www.canberra.edu.au/student-services/fees/student_financial_assistance_scheme

Section 4 - Support services *(continued)*

Health and Counselling Service

This service offers a range of counselling, and bulk-billed health services for students, including:

- general practitioner
- accident and emergency care
- family planning and contraception
- women's health, vaccinations, travel advice, immunisations
- Counsellors are available to assist students deal more effectively with personal lives and studies. A residential students' counsellor is also available.

Location:	1B124
Phone contact:	+61 (02) 6201 2351
Fax contact:	+61 (02) 6201 2352
Web contact:	www.canberra.edu.au/health-counselling

International Students' Advisors

The International Students' Advisors are a useful first point of contact for international students to discuss progress or problems. The Advisors organise the Orientation Program for international students, and provide advice and on-going support on personal or family matters and in dealings with the University, government departments or community organisations. The Advisors have particular responsibility for students sponsored by the Australian Government, home governments or other agencies.

Location:	University of Canberra Student Centre (UCSC)
Phone contact:	+61 (0)2 6201 5021
Fax contact:	+61 (0)2 6201 5040
Email contact:	international-team@lists.canberra.edu.au
Web contact:	www.canberra.edu.au/int-future-students/support-services/student-advisors
Emergency contact:	0422 796 041

Part-time Employment

Part-time and casual vacancies are displayed in the Students' Association window and website. Contact information follows:

Location:	1B17
Phone contact:	+61 (02) 6201 2000
Fax contact:	+61 (02) 6251 4248

Residential Services

This Office manages and allocates on-campus accommodation during semester sessions and vacation periods; provides support and assistance to the residential community; manages residential student access to the University telephone system and receives payments for all accommodation related services. This Office also provides accommodation for groups and conferences during December and January.

The Off-Campus Officer (6206 3518) oversees leasing, to UC students, of off-campus properties leased by the University, and also keeps a listing of off-campus accommodation for students unable to secure accommodation on campus, or preferring to live off-campus.

Location:	Cooinda Hut
Phone contact:	+61 (0)2 6206 3500
Fax contact:	+61 (0)2 6206 3504
Email contact:	residences@canberra.edu.au
Web contact:	www.canberra.edu.au/residences

Section 4 - Support services *(continued)*

Scholarships

The Scholarships Office provides information about scholarships for domestic and international students. A range of scholarships is available for students in financial hardship while others are awarded according to academic merit. A full list of scholarships is available on the Scholarships website.

Location:	University of Canberra Student Centre (UCSC)
Phone contact:	+61 1300 301 727
Fax contact:	+61 (0)2 6201 2112
Email contact:	scholarships@canberra.edu.au
Web contact:	www.canberra.edu.au/student-services/scholarships

Spiritual Meeting Place

Multifaith Support and Pastoral Care – (formerly Chaplaincy)

The University of Canberra has a multifaith centre called the Spiritual Meeting Place. It is staffed by a team of professional representatives from Christian, Jewish, Muslim, Buddhist, Hindu and Baha'i religions. The centre has connections with faith groups in the wider Canberra community and is in touch with all religious student groups on Campus such as the Muslim Students Association and FOCUS. Opportunities for personal spiritual enrichment, resources for religious rites, guidance and education are available upon request.

Pastoral Care offers someone to listen and talk things through with. Members of the Pastoral Care Team provide you with the opportunity to talk about anything, providing you with ongoing connection, privacy and confidentiality, support in struggles such as grief and loss, times of transition and loneliness.

The Spiritual Meeting Place is centrally located above the refectory and includes office space, a multipurpose space for formal or informal meetings, an interview room where we offer support and a listening ear to both staff and students who drop by and a quiet tranquil retreat space for use by anyone wanting time out.

There is a separate Muslim prayer room in 2A2 and the University organises a bus each Friday to the Mosque for Friday Salat.

Location:	1C75 and 1C76
Phone contact:	+61 (0)2 6201 2052 Multi faith support +61 (0)2 6201 5817 Pastoral Care
Fax contact:	+61 (0)2 6201 5726
Email contact:	smp@canberra.edu.au
Web contact:	www.canberra.edu.au/spiritplace

Students' Association

The main function of the Students' Association is to provide advocacy and representation for students on campus. The Students' Association has a variety of services including advice and support on Austudy and ABSTUDY; academic appeals and exclusion; subsidised photocopying; part-time employment service; emergency loans; passport photographs; faxes; free monthly paper Curio; safety cards; an annual women's handbook; typewriter and sewing machine hire; free condoms, tea and coffee; microwave facilities; Women's room; and Parents room. The Students' Association also operates the InfoCentre, the one-stop shop for all student information needs. So come into the students association and become a member today.

Location:	1B17
Phone contact:	+61 (0)2 6201 2000
Fax contact:	+61 (0)2 6251 4248

Section 4 - Support services *(continued)*

University of Canberra Union (UCU)

UCU is the community centre of the University and is responsible for a wide range of services including food and beverage facilities, lounges, a theatre and general recreational areas, Union shops, Fitness and Recreation Centre, conference and catering facilities and a Post Office. It organises a range of social, cultural and sporting activities throughout the year.

Location:	1B31
Phone contact:	+61 (0)2 6201 5350
Fax contact:	+61 (0)2 6201 5102
Email contact visit:	enquiries@ucu.canberra.edu.au
Web contact:	ucu.canberra.edu.au