<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Official Welcome from the Acting Vice-Chancellor and CEO</td>
<td>2</td>
</tr>
<tr>
<td>Welcome from the Undergraduate Council Representative</td>
<td>3</td>
</tr>
<tr>
<td>Tips for New Students</td>
<td>4</td>
</tr>
<tr>
<td>Getting Started</td>
<td>5</td>
</tr>
<tr>
<td>Important Dates</td>
<td>6</td>
</tr>
<tr>
<td>myUNE—The Student Portal</td>
<td>7</td>
</tr>
<tr>
<td>IT Quickstart Guide</td>
<td>10</td>
</tr>
<tr>
<td>Online Systems</td>
<td>12</td>
</tr>
<tr>
<td>Student Support</td>
<td>13</td>
</tr>
<tr>
<td>Learning Online</td>
<td>21</td>
</tr>
<tr>
<td>The Library Online</td>
<td>23</td>
</tr>
<tr>
<td>Intensive Schools</td>
<td>24</td>
</tr>
</tbody>
</table>
OFFICIAL WELCOME

WELCOME TO UNE FROM THE ACTING VICE-CHANCELLOR, PROFESSOR GRAHAM WEBB

It is with pleasure that I welcome you to the University of New England (UNE) and congratulate you on choosing UNE.

UNE has a distinguished tradition of excellence in teaching, learning and research. We are Australia’s oldest regional university and Australia’s most experienced distance educator. Our staff have a well-earned reputation for being among the nation’s finest in university teaching.

This was demonstrated in the 2006, 2007 and 2008 Carrick Awards for Australian University Teaching, in which UNE has received citations for Outstanding Contributions to Student Learning.

What sets UNE apart is the unique living and learning experience. We have an extensive, traditional residential college system and boast sporting and cultural facilities that are the envy of our city counterparts.

UNE prides itself on providing a high quality learning experience for its students both on and off campus.

Regardless of your chosen study mode, you will leave with a highly respected degree and an experience that will stay with you for life. UNE is increasingly delivering resources and services by electronic means, giving you the capacity to self-serve on a 24x7 basis in a variety of areas.

Significant amounts of information are already available through, for example, AskUNE, eReserve and Exam papers online and the majority of teaching materials will also be online and accessible through the online learning system.

I would encourage you to take advantage of the improvements in communication provided by the information and communications technology environment to engage with UNE, from your room, public labs or our expanding network of wireless hotspots on campus.

Studying at university is a big undertaking. It requires a considerable investment of your time, effort and money. Getting your degree won’t be easy, but studies have shown again and again that the rewards—better career prospects, higher salaries and a richer understanding of the world around you—are well worth the effort. I know you will find the UNE experience a richly rewarding one and I look forward to personally welcoming those of you who will be attending Orientation.

Professor Graham Webb
Acting Vice-Chancellor
WELCOME FROM UNDERGRADUATE COUNCIL REPRESENTATIVE, ALICIA ZIKAN

I’m Alicia Zikan, and I am the elected Undergraduate member of the UNE Council. I am also the student representative for the UNE Chapter of Golden Key International Honours Society, and the Public Officer for UNEG (Undergrads of New England Guild) - the student representative committee for UNE students.

I’d like to welcome you to the best University in New South Wales (if not Australia), and congratulate you on your choice. UNE offers an excellent education, and the BEST on-campus experience! To make the most of your time at UNE I encourage you to be involved in on- and off-campus activities.

In addition to building your resume, you will gain skills, and friends for life.

If you are interested in becoming involved in any way, or have suggestions for clubs or activities, please drop by and see me. You’ll find me in The Cottage (E16) Eastern Car Park (ask Wayne in Services UNE if you need directions).

PHONE: 02 6773 3637  
TIPS FOR NEW STUDENTS

The Student Support Team based in the Student Centre is here to help you through your studies. If you are having difficulties at any time with any aspect of your UNE Experience please contact us. And to get you started, here are our Tips for New Students:

GET INVOLVED: An important part of having a great learning experience is getting involved in all aspects of uni life. Even if you’re an off-campus student, make sure you participate whenever possible (online forums/chats/message boards etc). Fellow students can be great support.

ASK FOR HELP: At UNE, there’s so much support available for students and all you need to do is get in contact.

STRIKE A BALANCE: Life at UNE is not just about study (or partying for that matter) so make sure you strike a balance between study and other important activities like work, family commitments and your social life.

READ YOUR UNE EMAIL/REGULARLY CHECK MYUNE: UNE will communicate with you via your official email account so check it at least twice a week. Better still, if you have another email address you use regularly, simply forward your UNE email to that address - it’s really simple to do (instructions are available in the ‘Getting Online’ section of this guide). NEVER EVER GIVE SOMEONE ELSE YOUR USERNAME AND PASSWORD!

MANAGE YOUR TIME EFFECTIVELY: There are lots of things competing for your time when you’re a student. But there are steps you can take to avoid traps like last minute efforts to complete assessments, or trying to complete them all on the same due date. For tips on how to best manage yourself and your time while at UNE, check out the self-help resources at http://www.une.edu.au/counselling. Consider making time to talk to one of the Counsellors at Student Assist about how to best juggle all of the things that are important to you.

STAY MOTIVATED: It’s normal for your motivation to vary from week to week. If you are concerned that your motivation is sliding, you can talk to staff at Student Assist. The Career Development staff can provide information about courses, career paths, and study options that you may not have considered. The Counselling staff can also help you look at ways to tackle procrastination, and for you to discover what you need to get motivated again. For more information about the services within Student Assist, go to http://www.une.edu.au/student-assist.

GET TO KNOW THE RULES OF YOUR COURSE: It’s important that the UNITS you enrol in each year count towards your overall COURSE - otherwise you can end up paying extra and not graduate as early as you expect. Take responsibility and get the right information. The Course and Unit Catalogue http://www.une.edu.au/courses/ is the best source but if you are not sure seek advice!

No matter which mode of study (on or off campus) you are undertaking at UNE, here are some of the key things you need to know before you start.
### Getting started checklist

<table>
<thead>
<tr>
<th>Task</th>
<th>URL/Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check your Enrolment (including Course and Unit Information):</td>
<td><a href="https://login.une.edu.au/">https://login.une.edu.au/</a></td>
</tr>
<tr>
<td>Get your ID Card:</td>
<td><a href="http://www.une.edu.au/idcards">www.une.edu.au/idcards</a> (See page 6 for further details)</td>
</tr>
<tr>
<td>Attend Orientation (either on campus or online):</td>
<td><a href="http://www.une.edu.au/orientation">www.une.edu.au/orientation</a></td>
</tr>
<tr>
<td>Get your parking permit (on campus students):</td>
<td><a href="http://www.une.edu.au/fms/campus-services/parking/">www.une.edu.au/fms/campus-services/parking/</a></td>
</tr>
<tr>
<td>Check the Student Support Team’s site (The Insiders Guide):</td>
<td><a href="http://www.une.edu.au/insidersguide">www.une.edu.au/insidersguide</a> and the UNE Support Youtube Channel <a href="http://www.youtube.com/UNESupport">www.youtube.com/UNESupport</a></td>
</tr>
<tr>
<td>Do the Tertiary Literacy Assessment to find out which skills you need to brush up on:</td>
<td><a href="http://www.une.edu.au/tlc/aso/students/programs/tla.php">www.une.edu.au/tlc/aso/students/programs/tla.php</a></td>
</tr>
<tr>
<td>Get your timetable (on campus classes and intensive schools):</td>
<td><a href="http://www.une.edu.au/timetable/">www.une.edu.au/timetable/</a></td>
</tr>
<tr>
<td>Check Principle Dates:</td>
<td><a href="http://www.une.edu.au/dates/2009">www.une.edu.au/dates/2009</a> (See page 6 for further details)</td>
</tr>
<tr>
<td>Organise your text books:</td>
<td></td>
</tr>
<tr>
<td><strong>UNITED CAMPUS BOOKSHOP</strong> (new texts)</td>
<td></td>
</tr>
<tr>
<td>PHONE: 02 6772 3468 EMAIL: <a href="mailto:armidale@ucb.net.au">armidale@ucb.net.au</a> WEB: <a href="http://www.ucb.net.au/">www.ucb.net.au/</a></td>
<td></td>
</tr>
<tr>
<td><strong>2ND HAND BOOKSHOP</strong></td>
<td></td>
</tr>
<tr>
<td>PHONE: 02 6773 5106 EMAIL: <a href="mailto:bookshop@services.une.edu.au">bookshop@services.une.edu.au</a></td>
<td></td>
</tr>
<tr>
<td>WEB: <a href="http://www.servicesune.com.au">www.servicesune.com.au</a></td>
<td></td>
</tr>
<tr>
<td>Check the rules of your course</td>
<td><a href="http://www.une.edu.au/courses/2009/courses/list">http://www.une.edu.au/courses/2009/courses/list</a></td>
</tr>
<tr>
<td>If you need more information about your course or study program contact your Unit Coordinator</td>
<td><a href="http://www.une.edu.au/courses/2009/units/atoz">http://www.une.edu.au/courses/2009/units/atoz</a></td>
</tr>
</tbody>
</table>
**FEBRUARY 2010**

- **Friday 5 February**: International Student Orientation Day
- **Monday 8 February**: New students’ orientation starts  
  Semester one starts  
  Last day to add full-year/first semester units to an existing off-campus (external) enrolment
- **Thursday 11 February**: New students’ introductory academic program starts  
  New students’ introductory academic program ends
- **Friday 12 February**: GSB only Census Day: Final date for enrolment cancellation and variation without financial penalty - no fees refundable after this date
- **Monday 15 February**: Lectures start
- **Wednesday 22 February**: Last day to add full-year/first semester units to an existing on-campus (internal) enrolment

**MARCH 2010**

- **Friday 12 March**: GSB only - Last date for withdrawal without academic penalty from trimester GSB units
- **Wednesday 31 March**: Census Day (Semester 1 units): Last day to withdraw from units without HECS liability;  
  Last day to pay whole/partial up-front semester HECS with maximum discount; Last day to submit Commonwealth Assistance Form

**APRIL 2010**

- **Thursday 1 April**: Lectures end
- **Wednesday 7 April**: Intensive Schools start
- **Friday 9 April**: Graduation Day - Arts, Humanities and Social Sciences Awards
- **Saturday 10 April**: Graduation Day - Economics, Business and Law Awards
- **Friday 16 April**: Graduation Day - Education and Professional Studies Awards
- **Saturday 17 April**: Graduation Day - Sciences, Health and Medicine Awards
- **Wednesday 21 April**: Intensive Schools ends
- **Monday 26 April**: ANZAC Day Public Holiday
- **Tuesday 27 April**: Lectures recommence
- **Friday 30 April**: Census Day (Year-long units): Last day to withdraw from units without HECS liability; Last day to pay whole/partial up-front HECS with maximum discount; Last day to submit Commonwealth Assistance Form  
  GSB Trimester 1 ends/GSB Examinations end

**MAY 2010**

- **Friday 7 May**: Last day to withdraw from Semester 1 units without failure  
  UNE Open Day
- **Monday 10 May**: GSB Trimester 2 ends

**JUNE 2010**

- **Friday 4 June**: Lectures end  
  GSB Census Day - final day for enrolment cancellation and variation without financial penalty
- **Wednesday 9 June**: Examinations start
- **Monday 14 June**: Queen’s Birthday
- **Thursday 24 June**: Examinations end; Semester 1 ends
The Student Portal (myUNE) is the place that brings all aspects of your studies together, from administrative tasks including enrolling in Units through to support options for students. Once you’re enrolled, you’ll see six tabs along the top of MyUNE when you log in:

mySTUDY: allows you to access learning resources for your current units.

On the right of the myStudy screen you’ll see a box that looks just like this (depending on which units you are studying).

The information (from left to right) includes: Your Assignment List; list of classmates you may contact; E-motion indicators (your happiness level with each Unit); e-reserve readings available for each of your units; Information on the unit links back to the Course and Unit Catalogue.
Materials dispatch details when your materials were sent by UNE; past exams links you to the database of previous exams; UNE Online Units lists which system you are using to study (Blackboard or SAKAI; and Unit Materials lists all your study materials. Not all columns will be available at all times; eg online teaching units become available on the first day of teaching.

**myINFO:** gives you access to personal tasks such as changing your preferred name or addresses, accessing confirmation of enrolment, viewing course and unit enrolment details and replacing your UNE student ID card. It also includes your examination details and e-submission information on assignments; financial details including invoices and Commonwealth Assistance notices.

You may also apply online from the page for a transfer to a different degree program. If you are considering transferring into another degree program, make sure you talk to the Enrolment and Progression specialists at the Student Centre to determine your existing advanced standing that may be available to you.

**ACCOUNT:** gives you access to information about your UNE computer account such as Webmail and Internet usage and adding money to your on campus printing (MFD) account.
**myLIBRARY:** provides instant access to electronic resources and advice about library services. It includes tips on using the Library online, recent podcasts and videos, useful links to your unit and academic databases specific to your learning program. You can also search the Library Catalogue, text databases and Google Scholar right from this page.

**myASSIST:** connects you to support services for both on campus and distance education students.

On the top left is an automated feed of the stories posted by the Student Support team to ‘The Insiders’ Guide to UNE’ site.

You can also access resources available to students from the Academic Skills Office, Student Assist (including Careers Advice, Graduate Employment, the WorkReady Program and Student Equity).
IT QUICKSTART GUIDE

UNE Home: http://www.une.edu.au
Register/Change Password: http://www.une.edu.au/register
myUNE: http://my.une.edu.au
Webmail: http://mail.une.edu.au
e-Submission: http://www.une.edu.au/esubmission

SETTINGS - EMAIL
Server Type: POP3
Incoming (POP) Server: mail.une.edu.au
On campus (SMTP) Server: mail.une.edu.au

PROXY (ON CAMPUS NET ACCESS)
PROXY: http://proxy.une.edu.au/proxy
QUOTA USAGE: https://www.une.edu.au/its/proxy-usage/

NEED IT HELP - IT SERVICE DESK
PHONE: 02 6773 5000
EMAIL: servicedesk@une.edu.au
WEB: http://www.une.edu.au/it-services

The AskUNE service has answers to most commonly asked questions:
http://www.une.edu.au/askune

There is also a Computer Talk Forum at: https://forum.une.edu.au

SUPPORT DESK OPENING HOURS (IT BUILDING and DIXSON LIBRARY):
During Term/Intensive Schools: Mon-Thurs 8:30am-7pm, Fri 8:30am-5pm, Sat-Sun 1pm-5pm. Holidays: Mon-Fri 9:00am-5pm.

MINIMUM COMPUTER REQUIREMENTS: UNE requires students to have access to an internet enabled computer for their studies at UNE. Below is some information on the recommended minimum technical requirements, a browser check and a internet speed test. Please contact the IT Service Desk if you have any questions.

Operating System: Mac OS 10.4 or Win XP or higher.
Peripherals: DVD drive capable of playing CD-ROMs and DVDs, headphones or speakers.
Software: Microsoft Office 2003 for windows or higher; Office 2004 for Mac or higher; OpenOffice 3 or higher; Adobe Acrobat at or above version 9.0; Flash player 10; Java 6; Anti-virus software.
Web Browser: Internet Explorer 6 or higher; Firefox 3 or higher; Safari 3 or higher.

BROWSER CHECK: UNE’s browser test will check your browser to make sure that all relevant settings are set to allow you to make full use of our electronic resources. It will take a few seconds to display the results.
http://www.une.edu.au/portal/browser_test/
**BANDWIDTH CHECK:** Run the bandwidth check at http://www.zdnet.com.au/broadband/speedtest.htm

- A connection speed of 56KB modem or below will be sufficient for email and basic webpages, but will make downloads of large files (such as electronic readings) slow.

- A connection speed of 128 KB will give you a reasonably fast connection to the internet and should cause little delay with downloads of large files (such as electronic readings or podcasts) and give you acceptable speeds for low quality audio streams. Video streaming (such as videoconferencing) or high-quality audio streams may not be possible.

- A connection speed of 256 or higher should give you sufficient bandwidth for all online teaching tools used at UNE.
ONLINE SYSTEMS

UNE USER NAME AND PASSWORD: All UNE students are eligible for a UNE computer account, which will give you access to an email address, printer access, internet access (including wireless), space on our file server and access to online and library resources. On- and off-campus students can activate their account online on our online registration page (http://www.une.edu.au/register) or in person at the IT Service Desk. You will need your student number to register; accounts will be activated immediately.

CHANGING YOUR PASSWORD: If you have forgotten your password or you think that another person may know it, you can reset the password by re-registering via the online registration page: https://www.une.edu.au/register/. Please change your password at regular intervals, especially if you suspect that other students know your password.

EMAIL ACCESS: Your UNE username and password will automatically generate a UNE email address for you (yourusername@une.edu.au). You are expected to check your email account at least twice a week - the University will use it to email important information out to you on a regular basis. The email quota for students is currently set to 100Mb. You can check your UNE email in any of the following ways:

UNE WEBMAIL: It is important all students check their UNE Webmail account regularly (we recommend at least twice a week). Your official email account is how we communicate with you. You can log into your webmail account at: http://mail.une.edu.au/. You can check your mail from any computer with an internet connection by selecting the “Webmail” link on UNE’s homepage, or through the myUNE Portal. Please note that if you are writing a long email using webmail, you will be logged out after 20 mins. This is for security purposes to prevent other people from accessing your email. If you wish to write a long email, please ensure that you press the “Save as draft” button regularly to prevent the system from logging you out and causing you to lose your message.

FORWARDING EMAIL TO ANOTHER ACCOUNT: If you regularly use a personal email address, why not forward your UNE email to that account? Here’s how: (1) Go directly to webmail (http://mail.une.edu.au) or follow the Webmail link from the UNE homepage; (2) Enter your UNE username and password to authenticate; (3) Select Options from the links along the top of the webmail page and then select ‘Auto Response: Reply or Forward’; (4) Tick the Reply option and enter your forwarding email address; (5) (Optional) Select ‘Keep a copy here?’ if you would like to also keep a copy of the message in your UNE mailbox; (6) Click ‘Finish’ to activate the forwarding.

EMAIL CLIENTS (OUTLOOK, EUDORA, THUNDERBIRD ETC): Students can also access UNE’s POP3 email server from their personal computer using mail programs such as Eudora or Microsoft Outlook. For more information on how to configure an email program please go to: www.une.edu.au/it-services/students/email/

You can also check email from off campus using the POP3 server but certain conflicts may arise with your ISP’s network settings (you will not be able to use the outgoing server above. You will need to use the outgoing mail server settings provided by your ISP).
STUDENT SUPPORT

No matter what your specific needs, there’s someone who can help you out when you’re having troubles. Here’s a summary of what’s available. And remember, if you can’t find the appropriate provider of support for your personal circumstances, contact the Student Support Team.

ACADEMIC SKILLS OFFICE (ASO): The Academic Skills Office (ASO) is UNE’s learning support unit and is part of the Teaching and Learning Centre. We are here to help you to succeed and excel in your studies. If you would like better results in your assignments, some suggestions on how to study more effectively, or any other study or academic skills related help, contact us.

PHONE: 02 6773 3600
EMAIL: asohelp@une.edu.au

ACCESS CENTRES
The University of New England currently has 10 Access Centres (Remote Study Centres) for its students to use, to study, to meet other students and contact the University.

CENTRES WITH 24/7 ACCESS: Contact Frances Munro, Access Centres Manager (see contact details below) for your own 24/7 Access Code to the room.

<table>
<thead>
<tr>
<th>LOCATIONS (non staffed centres)</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coonabarabran</td>
<td>John Street - TAFE campus facing Tyre Auto Service Station</td>
</tr>
<tr>
<td>Glen Innes</td>
<td>Grey Street - Glen Innes Severn Learning Centre</td>
</tr>
<tr>
<td>Gunnedah</td>
<td>Hunter Street - TAFE Campus</td>
</tr>
<tr>
<td>Inverell</td>
<td>Evans Street - TAFE campus (Library building)</td>
</tr>
<tr>
<td>Moree</td>
<td>Frome Street - TAFE campus (up the ramp next to library)</td>
</tr>
<tr>
<td>Narrabri</td>
<td>Barwon Street - TAFE campus (on verandah facing school)</td>
</tr>
<tr>
<td>Quirindi</td>
<td>Henry Street - TAFE campus (along the verandah)</td>
</tr>
<tr>
<td>Tenterfield</td>
<td>High Street - TAFE campus - at rear of building</td>
</tr>
</tbody>
</table>

RESOURCES: Computers with Internet access and Microsoft programs; Access to UNE’s online units, library facilities, and UNE support services; Printer; Tandberg Video Conferencing unit; Direct phone link to UNE; Workshops, including Orientation, Study Skills, Interview Skills and Exam Preparation, are held each semester in each Centre; Study area available for reading/meeting with other students; and Academic support via videoconferencing for some units.

SAFETY: Emergency duress alarm buttons are located within each Access Centre.

OPENING HOURS: The Centres are available for access twenty-four hours a day, seven days a week with support from Campus staff, 9am–5pm week days via the internal phone located in each Centre. UNE also has a teaching room in Sydney where some intensive schools are held. This is not a study facility for students.

PHONE: 02 6773 4439 or 0417 678 144
EMAIL: frances.munro@une.edu.au
WEB: http://www.une.edu.au/ac/
TAMWORTH ACCESS CENTRE: 24 Fitzroy Street Tamworth in Peel House next door to the Town Hall.

OPENING HOURS: Monday 8.30am-4.30pm, Tuesday 8.30am-8.30pm, Wednesday 8.30am-8.30pm, Thursday 8.30am-8.30pm, Friday 8.30am-4.30pm, Saturday 10.00am-3.00pm.

RESOURCES: As well as degree information and advice on all aspects of study at UNE, UNE’s Tamworth Centre has three computer labs. All computers are online and connected to a printer. A photocopying service is also available. Students need only bring their own printing paper. There are tutorial rooms and quiet study areas for students wishing to have meetings or do some reading and research. Facilities are also available for hire. The Tamworth Centre also has videoconferencing facilities available. Videoconference workshops are held each semester for the following: Orientation, Interview Skills and Resume Writing Workshop; Study Skills workshops; Exam Preparation workshops.

STAFF: Margaret Keane, Centre Coordinator (8.30am-4.30pm Monday-Friday). Cameron Colless (4.30pm-8.30pm Tuesday, Wednesday and Thursday and Saturdays 10am-3pm)

MAILING ADDRESS: PO Box 591, Tamworth, 2340
PHONE: 02 6766 3860
EMAIL: tamworthcentre@une.edu.au
WEB: http://www.une.edu.au/ac/tamworth/

MANNING VALLEY ACCESS CENTRE (TAREE): Between Manning Mall and Taree City Centre (overlooking Manning Mall car park) Manning Street.

OPENING HOURS: 9am-5pm Monday to Friday.

RESOURCES: As well as support and assistance for both prospective and current students, Taree Access Centre’s new expanded facility includes: 8 computer terminals, video conferencing facilities, 2 small office/study rooms with computer terminal in each, kitchen and breakout area for students to meet and network and 2 printers. Students will need to supply their own paper. The study facility is accessible until 9.30pm 7 days a week with staff office hours 9am–5pm Monday to Friday. During office hours a photocopying service is available to students. Orientation, Study Skills, Interview Skills and Exam Preparation video conference workshops are held each semester linking all Access Centres.

STAFF: Yves Byers, Centre Coordinator
MAILING ADDRESS: PO Box 1375, Taree, 2430
PHONE: 02 6557 7190
EMAIL: mvc@une.edu.au
WEB: http://www.une.edu.au/ac/taree/

ALTERNATIVES TO DROPPING OUT: There are many things that can cloud your view while you are studying - distractions and difficulties don’t mean you have to drop out - we want you to make the right decisions if things are getting a bit tough.

WEB: http://www.une.edu.au/dontdropout/

ASKUNE: For all your UNE enquiries, answers to many frequently asked questions or to contact the University directly, go to www.une.edu.au/askune or look out for the AskUNE logo.

WEB: http://askune.custhelp.com/app
CAREER DEVELOPMENT: Welcome to university! This is a great opportunity to learn more about yourself and the world around you. The Career Development team is here to assist you in discovering where you want to head, and how to get there.

WEB: http://blog.une.edu.au/firstyearstudents/

CENTRELINK: Always keep Centrelink in the loop. They’re there to help but there are lots of things that can affect your payments. Avoid debt by letting them know when your situation changes (study load, address, job, income, parents’ income etc).

PHONE: 132 490
WEB: www.centrelink.gov.au

CHILDCARE: On campus childcare is available through Yarm Gwanga. Located between the Education Building and the Bistro, the Centre offers Long Day Care, Intensive School Care and Holiday Care.

PHONE: 02 6773 3173
EMAIL: yarm@une.edu.au
WEB: http://www.une.edu.au/yarmgwanga/contact.php

COURSE ADVICE: Not enjoying your course? At UNE we have experienced professionals who can help get you on the right track if you find yourself in the wrong course. Talk to the Career Development Advisors in Student Assist 02 6773 2897 or email careers.service@une.edu.au or Enrolments personnel at the Student Centre, just go to AskUNE.

COURSE AND UNIT COORDINATORS: It is important to know who your Course and Unit Coordinators are and the difference between the two. The Course Coordinator is the academic in charge of the administration and management of an entire course (eg Bachelor of Arts, Bachelor of Teaching). The Unit coordinator manages a particular unit within a course (eg ENCO 100, MATH 123). You can find out who your Unit Coordinator is by looking up your unit in the Course and Unit Catalogue. If you have academic queries during the Semester you may contact your Course Coordinator.

WEB: http://www.une.edu.au/courses/

COMPLAINTS/GRIEVANCE PROCEDURES: The Service Quality Unit (SQU) welcomes the opportunity to resolve your complaint. However, we request that you give the manager of the business unit concerned the opportunity to provide resolution in the first instance (ie Head of School/Head of Department etc). The Service Quality Unit acts as an independent body for complaints that can’t find resolution in the administrative unit concerned. If after consulting the administrative unit no resolution has been found for your complaint, please contact the Service Quality Unit. Please visit the website for information about how the process works/what kinds of issues are handled by the SQU.

WEB: servicequality@une.edu.au

CHAPLAINS/RELIGIOUS SUPPORT SERVICES: In the university context, chaplains are people who are appointed by and responsible to their particular faith group to provide spiritual/religious support and teaching, as well as practical help, to members of the university community – students, staff and their families. The chaplaincy website provides contact details for on campus chaplains and also for the major religious groups active in Armidale.

WEB: http://www.une.edu.au/chaplaincy/
COUNSELLING: The University counsellors can help you adjust to University life. So if you are feeling homesick, not coping with study demands or need assistance with a personal matter you can make an appointment to talk to a counsellor by ringing Student Assist on 02 6773 2897. Counselling services are available to on- and off-campus students. Further information can be found here http://www.une.edu.au/counselling/

EXAMS: Notifications of forthcoming exams will be sent to UNE email mid-semester. Exam details (time and date) will be available in MyUNE >MyInfo > MyExamination Details. You will find the dates for future exam periods via Principal Dates www.une.edu.au/dates/2010 so you can plan your life and still sit your exams!

You will also need to check that the details of your Exam Centre are correct BEFORE the day of your exam. Exam Centre changes are possible by contacting Ask UNE or phoning the Student Centre (02 6773 4444). Cut off dates do apply so if you need to change your exam centre, get on to it early.

UNE Exams are held all over the world and if we don’t have an established exam centre near where you live, students just need to contact us as early as possible to arrange it.

"Remember: It is your responsibility to check your exam info and notify us if it is incorrect."

WEB: www.une.edu.au/exams

FINANCIAL SUPPORT: Student Financial Services offer an interest-free Student Loans Scheme designed to provide assistance when you most need it. To be eligible for a loan you must be enrolled as a full- or part-time student and able to demonstrate genuine, study-related grounds for application. These might include necessities such as textbooks, urgent utility expenses, or rental bonds. (Loans cannot be used for on campus accommodation charges.)


FIRST YEAR ADVISORS: First Year Advisors assist new students to identify their learning needs and expectations. They will also introduce you to resources and strategies that will build on your academic skills to ensure success in your studies. They can help you with everything from essay writing and referencing to time management and research skills. Your First Year Advisor will offer on campus confidential individual consultations, workshops and seminars, Peer Assisted Study Sessions and a range of discipline specific resources. They will monitor your progress and, as your point of first contact, refer you to other appropriate university services. Contacting your First Year Advisor is easy.

FACULTY OF ARTS AND SCIENCES
http://www.une.edu.au/faculties/arts-sciences/firstyear/

Julie Godwin (Sciences)
PHONE: 02 6773 2057
EMAIL: jgodwin3@une.edu.au

Video conference 129.180.10.7

Winifred Belmont (Arts)
PHONE: 02 6773 2396
EMAIL: wbelmont@une.edu.au.
FACULTY OF THE PROFESSIONS

Di Kelton-Chambers (Education/Health/Medicine)
PHONE: 02 6773 3844
EMAIL: dkeltonc@une.edu.au

Nola Holmes (Business, Economics, Public Policy and Law)
PHONE: 02 6773 2181
EMAIL: nola.holmes@une.edu.au

INTERNATIONAL SERVICES FOR INTERNATIONAL STUDENTS: We’re here to support you during your enrolment at UNE and are your link between the administrative and academic functions of the University. We also help you access academic support and pastoral care services offered by the University. Come in if you want to talk about any issue at any time or just drop in to see where we are and say hello. Our office, UNE International, is in Building E21 on Booloominbah Drive (opposite the Deer Park), on the Armidale campus.

MEDICAL CENTRE: The University Medical Centre Doctors, assisted by a qualified registered nurse, provide a clinical service to students, staff and the broader community. Consultations are by appointment by phoning 02 6773 2916.

Eligible full time students are bulk billed through the Medicare system. A current Medicare Card must be presented by full time students at the time of consultation. Overseas students are billed through Medibank Private. Staff and private patients are asked to pay at the time of consultation.

HOURS OF BUSINESS: 9am–4pm weekdays.
PHONE: 02 6773 2916
EMAIL: imyhill@une.edu.au

NEED A ‘JUSTICE OF THE PEACE’? Should you need a Justice of the Peace to sign a Statutory Declaration, drop into the Student Centre on campus. Otherwise, access the latest list of Justices of the Peace by going to http://www.une.edu.au/it-services/staff/phone/jp2008.pdf

NEW ENGLAND AWARD: The NEA is an award which recognises your involvement in the full UNE experience and the many opportunities available to develop life skills through: participation in social, cultural and sporting events/training undertaken in addition to your degree/committee membership/event organisation/casual paid and voluntary work/extra-curricular achievements.
PHONE: 02 6773 5190
EMAIL: nea@une.edu.au
WEB: http://www.une.edu.au/nea/

OORALA ABORIGINAL CENTRE: Oorala is a study and educational advisory centre for on- and off-campus Aboriginal and Torres Strait Islander students. The Centre coordinates the Indigenous Tutorial Assistance Scheme (ITAS) and assists students with enquiries about Abstudy, enrolment, academic progress, scholarships and cadetships. Facilities for students at the Centre include a computer lab, tutorial rooms, kitchen and informal study areas.
PHONE: 02 6773 3034
EMAIL: oorala@une.edu.au
WEB: http://www.une.edu.au/oorala/
PEER SUPPORT PROGRAMS: University study can be quite a challenge, whether you are an on- or off-campus student, a recent school leaver or coming after some time in the workforce. The tUNEin Peer Support Program provides support and encouragement to first year students to assist them to make a successful transition to university study.

WEB: http://www.une.edu.au/tlc/aso/students/programs/tunein

RESIDENTIAL COLLEGES: If you are a resident of UNE’s residential colleges and flats, there is a range of support personnel available to you including, Academic Mentors and Assistant Heads for academic matters, Resident Fellows and Senior Resident Fellows for personal support. Issues of concern can also be discussed with College Heads. The UNE Residential System prides itself on its high level of support for residents. Contact your college office for further information.

SCHOLARSHIPS: UNE is committed to helping students reach their potential by offering a wide range of scholarship opportunities. There are different types of scholarships available: Undergraduate Scholarships for Future Students; Undergraduate Scholarships for Continuing Students; Commonwealth Scholarships for New and Continuing Undergraduate Students; and Scholarships for Postgraduate Research Students.

WEB: http://www.une.edu.au/scholarships/

SELECTING/CHANGING UNITS: If you’re looking for information about the courses available, and details of units (subjects), you’ll find it all through the Course and Unit Catalogue. This catalogue is the central source for details on all UNE courses and units including admission requirements, course plans and updates (http://www.une.edu.au/courses/).

To change units once you are enrolled, log onto MyUNE, click on the myINFO tab and on the left you will see an ‘Enrolment/Enrolment Variation’ link. Click on this and follow the prompts. Make sure you click on the ‘SAVE UNITS AND VIEW TRANSACTION’ button once you are finished. If you’re having trouble, get in contact with the Student Centre via AskUNE.

WEB: http://askune.custhelp.com/app

SERVICES UNE: When you’re on campus, enjoy the facilities and support provided by Services UNE including accommodation and employment assistance, independent advocacy, newsagent, second-hand bookshop and hairdresser, along with the Bistro and Booloominbah Café/Bar.

PHONE: 02 6773 2349
EMAIL: help@services.une.edu.au

SPORT UNE: Located between the residences and academic area, Sport UNE is one of the finest on campus sporting facilities in the country. Facilities include, fully equipped gym, indoor heated swimming pool, group fitness classes, squash, tennis, badminton, indoor basketball courts, over 15 hectares of playing fields and more! During holiday times, Sport UNE offers a Government accredited vacation care program. There are also great deals for students (both on and off campus).

PHONE: 02 6773 3856
EMAIL: cstsport@une.edu.au
WEB: http://www.une.edu.au/sportune/
STUDENT ASSIST: Student Assist offers the support you need to succeed as a student. They look after Career Development, Counselling, Disability and Special Needs Support, Student Equity and WorkReady. All services are free and confidential.

PHONE: 02 6773 2897

STUDENT CENTRE: The Student Centre provides you with a focal point of contact for all your administrative enquiries during your study at UNE, from enquiring about a potential course until you reach your graduation. Located in the TC Lamble Building (Academic Campus C33), the Student Centre is open from 8.30am-4.30pm Monday to Friday.

You can contact the Student Centre via phone or through the AskUNE Contact Us page: http://askune.custhelp.com/app/ask

PHONE: 02 6773 4444
EMAIL: Via AskUNE
WEB: http://www.une.edu.au/studentcentre/

STUDENT DISABILITY SUPPORT: All students are given the opportunity, on the Student Enrolment form, to indicate if they have a disability/medical condition. Students who indicate that they have a disability/medical condition will be sent a Disability/Medical Condition Special Needs Form (SNF) by Student Assist. Being a registered student does not necessarily mean that at the time of registering the student requires immediate assistance. In fact, a student may only require assistance during an examination period or an intensive school. All students requesting either short or long term assistance must return a completed SNF to Student Assist annually, making sure that the section from the Medical Practitioner/Registered Health Professional is fully completed. No assistance will be afforded the student until all appropriate documentation has been received.


STUDENT EQUITY: Student Equity provides advice on issues relating to harassment, discrimination or vilification, including policy development and prevention strategies. Appointments with the Student Equity Officer can be made by emailing student.equity@une.edu.au or by phoning Student Assist 02 6773 2897.

STUDENT SUPPORT TEAM: The Student Support Team is your first point of contact if you need support and you’re not sure who to contact on campus. They run a great website ‘The Insiders’ Guide to UNE’ - it’s worth keeping your eye on. They also look after the official current students’ Facebook page.

PHONE: 02 6773 4430
EMAIL: studentsupport@une.edu.au
WEB: http://blog.une.edu.au/studentexperience/

TUNE!FM - CAMPUS RADIO: Powered by students, TUNE!FM is the oldest youth station in the country. Over 3000 students have contributed their time to the station over the past 38 years. Students are involved in all aspects of the stations operations and it’s great for your CV.

PHONE: 02 6773 2399
EMAIL: chrisj@tunefm.net
WEB: www.tunefm.net
**UNIT COORDINATOR:** Your Unit Coordinator is the first point of contact for each Unit you are studying. To find out who your Unit Coordinator is, go to the Course and Unit Catalogue (http://www.une.edu.au/courses/).

First search for your Unit, in this case PSYC101:

Next, click ‘go’ and you will arrive at the Unit Selection page:

And finally, click on the Unit you are studying. You will then arrive at the Unit details page and your Unit Coordinator’s email address will be listed.

If you are using an email program (Outlook, Mail etc) simply click on the address and send them an email.

**WHICH UNITS SHOULD I STUDY?:** For advice on choosing the right units and other course and unit information you can contact the specialist Enrolment and Progression Team in the Student Centre via phone: 02 6773 4444 or through AskUNE.

Further comprehensive Course and Unit information can be found here http://www.une.edu.au/courses/

Or you can follow links from the Faculty page here http://www.une.edu.au/about/faculties/
When you start studying at UNE, you’ll be required to complete at least some (and sometimes all) online components through either the SAKAI or BLACKBOARD systems. This chapter covers some of the things you’ll need to know.

**SUBMITTING ASSIGNMENTS:** Most Units you are studying will require you to submit your assignments online via e-submission (check with your Unit Coordinator if you require clarification).

Here’s a summary of what you’ll need to know:

**CONVERTING TO PDF:** When you submit assignments to TurnItIn you will need to convert your document/assignment to PDF format. ITD recommends that you download and install CutePDF (http://www.cutepdf.com) or email your assignment to conv2pdf@une.edu.au for conversion.

**E-SUBMISSION:** All assignments that can be, must be submitted electronically via the university’s e-Submission system. Your unit coordinator will have enabled the system to accept any and all appropriate file types. e-Submission is a two or three step process, depending on whether the assignment will be submitted to TurnItIn for originality checking.

To electronically submit your assignments, either click on the link in your online unit, or go directly to www.une.edu.au/esubmission

**ONLINE COMPUTER SKILLS COURSES:** There are a number of courses offered such as the ‘International Computer Driving Licence’, Microsoft Office (Word, Excel and Access) as well as courses for Adobe products such as Pagemaker, Illustrator and Photoshop. To sign up for any of the courses or to see what’s available, browse http://www.une.edu.au/od/odonline/it/#itemAccess

**ONLINE UNITS:** All units of study offered by UNE have an online presence. You can access your online unit material by logging into myUNE (http://my.une.edu.au), and clicking on the “myStudy” tab. From here, click on the icon in the UNEOnline column for each unit to access information including lecture notes, weekly readings, podcasts, assessment information, and discussion boards.

**PLAGIARISM AND AVOIDING IT:** All students need to be aware of plagiarism as it can result in exclusion from their course. ‘Plagiarism’ is the term used to describe intentionally or unintentionally representing the work of other people as your own, without due acknowledgement. In short, it is intellectual theft, and it applies to the use of words, images, research, and thinking of others. Plagiarism involves giving the impression that a student has thought, written or produced something that has, in fact, been taken from another person. You avoid plagiarism by adhering to the University’s referencing guides. If you learn how to reference your sources properly, you will not commit plagiarism inadvertently. The referencing guide can be found at http://www.une.edu.au/tlc/aso/students/publications/referencing.pdf

If you consciously decide to present someone else’s work as your own, you run the risk of being caught and excluded from your degree and, for international students, having your visa cancelled. All students should read the University’s policy on plagiarism.
To avoid plagiarism you must always:
1: Cite your source - acknowledge the source of your ideas with correct references; and
2: Either paraphrase or use a direct quote - paraphrasing means putting ideas and information into your own words. A direct quote is the use of exact words or phrases from your source. Both paraphrased information and direct quotes should be fully acknowledged and referenced.

‘TURN IT IN’: UNE students use a software application to determine the originality of assessable work. This software is called Turnitin and has been integrated into the e-Submission process.

To use Turnitin as self assessment tool, step one of the e-Submission process will be for you to submit your assignment to Turnitin for checking. This can be done as many times as you require in order to generate a satisfactory report. Once you are satisfied with your report, you will then proceed to step two of the e-Submission process—submitting your assignment for marking.

When a file is submitted to Turnitin, the software compares the text in the submitted files with text from a range of electronic sources including online journals, online databases, the Internet and the Turnitin database. Any strings of text that occur in both the submitted document and in one or more of the electronic sources are identified by the software with a unique number and colour in what Turnitin calls the ‘originality report’.

For more information on Turnitin please go to: http://www.une.edu.au/tlc/students/services/esub-tii.php

TERTIARY LITERACY ASSESSMENTS (TLA): If you do not know where to start to tune up your study skills, we recommend that you take the time to test yourself via our TLA. This will enable you to determine your personal strengths and weaknesses in the areas of academic writing; information literacy (research skills); basic maths and statistics; computer and internet skills.

Knowing your own strengths and having them confirmed is empowering because it increases confidence. Understanding your weaker areas allows you to focus on specific tasks designed to build your skills in those areas and hence your self-esteem and confidence as a learner. The feedback you receive from the TLA will direct you back to specific areas of the ASO site. Don’t forget that personal assistance (Help for you) is also available from ASO staff.

The TLA is available at: http://tla.une.edu.au/

WHAT TO DO IF SOMETHING GOES WRONG: If something goes wrong while you are submitting your assignment you need to do two things: (1) Notify your Unit Coordinator immediately (via email or phone); and (2) Notify the IT Service Desk by emailing servicedesk@une.edu.au. Please keep a copy of this correspondence for your personal records.
Whether you are a local or off campus student, postgraduate or overseas, the University Library offers a great range of services. Check them out at http://www.une.edu.au/library/services/

**Learning Commons:** This is located on the ground floor of Dixson Library. There are computers (and printers) for you to check your email, search the internet and work on your assignments. Library and IT staff at the Service Desk are there to help you and advisors from the Academic Skills Office and Student Assist are available during specified hours.

Library Resources: There are many online resources available to students and staff from the University Library page at [http://www.une.edu.au/library/](http://www.une.edu.au/library/), including the following:

- **myLibrary:** Look for this tab in myUNE. You can renew your book loans and access the catalogue, Google Scholar, recommended journal databases for your units, help from librarians, online tutorials and room bookings.

- **Catalogue:** This tells you the books, journals, Reserve Collection items, audiovisual materials and other resources that are held in the Dixson and Law Library collections. You can directly access online books and journals in the catalogue by clicking on the URL (web address) provided.

- **eReserve:** Here you will find electronic copies of articles and chapters of books recommended by lecturers as having high relevance to your units of study.

- **Exam papers:** Use this to see any officially released exam papers for your enrolled subjects or check all available exams by Unit Coordinator or Unit Code.

- **Research Guides:** Use these to find out which journal and book databases you should be using to find quality references for your unit subject areas.

- **Training and Help:** Here you will find information about on campus library tours and classes, online tutorials, assignment guides, technical help pages and an Ask A Librarian contact form. Try eSKILLS UNE, tutorials showing you how to find and evaluate information, write essays and correctly reference assignments. Move on to eSKILLS Plus for more advanced tutorials, especially for postgraduates.

**PHONE:** Dixson Library Service Desk 02 6773 2458

**PHONE:** Law Library 02 6773 2322


Many distance education (off campus/external) units have intensive schools (traditionally known as residential schools, also called weekend schools), a significant proportion of which are mandatory. Intensive Schools enable distance education students to have access to class style teaching and practical exercises that are designed to achieve specific learning outcomes. You have the opportunity to meet your fellow students and lecturers for informal discussions and advice.

Most are held here on campus, although some are held in Sydney (particularly if you are studying through the Graduate School of Business) or other major cities if there are a number of students in those locations.

Intensive Schools are usually held in the term breaks. Many other services - such as Student Assist and Dixson Library - will run workshops or provide assistance to distance education students during Intensive Schools.

The Course and Units Catalogue listing for each unit will tell you if there is an Intensive School for that unit and the intended dates for the school. If your Intensive School is mandatory, you must attend to complete the unit.

### Intensive School Checklist

<table>
<thead>
<tr>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get your Intensive School Timetable</td>
</tr>
<tr>
<td>Keep an eye on your email account for updates about your intensive school</td>
</tr>
<tr>
<td>Organise your travel</td>
</tr>
<tr>
<td>Organise your accommodation</td>
</tr>
<tr>
<td>Bring your Student ID Card (very important)</td>
</tr>
</tbody>
</table>

### ACCOMMODATION:
While you’re here at Intensive School you have a range of choices about where you stay. Many students choose the on campus option and stay in one of our Residences.

### BANKING FACILITIES:
There are several banking facilities available on campus at UNE. These include a branch of the New England Credit Union (located underneath the Bistro) and three ATMs (NAB, Westpac and Commonwealth) located around the Union Courtyard (near Delicafe/Campus Essentials and Student Assist).

### BUS TIMETABLES:
In Armidale, Edwards Coaches is the local bus service provider. For up to date Route Maps and Timetables for your upcoming Intensive Schools go to:


### CAMPUS ESSENTIALS:
Serving students, staff and townsfolk for over 20 years, Campus Essentials stocks a wide range of products and offers many other services at very competitive prices including a fully licenced Post Office offering a full range of services including postage, packaging, Express Post, BillPay, Banking, Passports and Private Boxes.

### DISABILITY SUPPORT:
If you have a disability or medical condition (permanent or temporary) contact the Disability Office. The Disability Office coordinates a range of support services to registered students with a disability or medical condition.

The Disability Card (intended to assist students when requesting possible adjustments from Unit Coordinators, requesting photocopies from the library or assistance in retrieving books from shelves, etc.) is available if you have a disability or medical condition (permanent or temporary). To register with the Disability Office you need to complete a Special Needs Form annually. This form can be obtained by visiting the Student Assist Disability Support website or by contacting the Student Assist Office. [http://www.une.edu.au/disability-support/](http://www.une.edu.au/disability-support/)
GETTING TO ARMIDALE: Armidale is located on the New England Highway, 535km north of Sydney and 466km south of Brisbane, 191km west of Coffs Harbour on the Waterfall Way and 256 km north west of Port Macquarie via the Oxley Highway.

INTENSIVE SCHOOL TIMETABLES: The Intensive School dates for all units can be found in the Course and Unit catalogue. Simply enter in the unit code, click Search and then click on the link under Unit ID.

Timetables for Intensive Schools are located in the same place as the Class timetables.

Simply choose the year that the intensive teaching period falls in and then the Unit Timetable option. Be sure to select the correct Intensive School period in the ‘Choose a Teaching Period’ list. Intensive school periods are not usually in the semester on campus teaching periods as they are held outside of these weeks.

Please be aware that Timetabling is only responsible for the scheduling of academic activities during your school. If you have any queries about the content of the Intensive School, please contact the Unit Coordinator for your unit (listed in the Course and Unit catalogue).

MEDICAL CENTRE: The University Medical Centre Doctors, assisted by a qualified registered nurse, provide a clinical service to students, staff and the broader community. Consultations are by appointment by phoning 02 6773 2916. Eligible full time students are bulk billed through the Medicare system. A current Medicare Card must be presented by full time students at the time of consultation. Overseas students are billed through Medibank Private. Staff and private patients are asked to pay at the time of consultation.

HOURS OF BUSINESS: Currently the Doctors are in attendance from 9.00 am to 4.00 pm each weekday.
PHONE: 02) 6773 2916
EMAIL: imyhill@une.edu.au

PARKING: UNE Parking rules apply during Intensive Schools. Students need to pay to park if they intend bringing a vehicle onto campus between the hours of 8am-4.30pm Monday to Friday (excluding Public Holidays). The best option for short term parking is to purchase a coupon on arrival from any of the seven parking machines located on campus. Each parking machine is programmed to issue three types of coupons. The types and costs are as follows:

<table>
<thead>
<tr>
<th>Type</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Half day Coupon (4 hours)</td>
<td>$2</td>
</tr>
<tr>
<td>Full Day Coupon (8 hours)</td>
<td>$4</td>
</tr>
<tr>
<td>7 Day Coupon</td>
<td>$10</td>
</tr>
</tbody>
</table>

PRINTING (On campus): Most labs on campus, including the Dixson Library Learning Commons and the IT labs, have printers set up. To add credit to your account, you can use the cash machine in the foyer of the Learning Commons or pay online by credit card via the ‘Account’ tab in myUNE. Instructions on how to associate your card with your account can be found by each printer. This is a one-off process and will only need to be repeated if your card or your password change.
On-Campus: Subject to availability, you may request accommodation at your preferred college or be allocated with other students from your unit attending this intensive school. Please note: if your college of first preference (eg Mary White) is either full or not open, you will be reallocated to a different college. On campus accommodation gives you access to:

a) Networking with others studying your course
b) Close proximity to lectures
c) Breakfast and dinner included
d) Wireless access

PHONE: 02 6773 3370
EMAIL: eao@une.edu.au

Armidale Accommodation Guide: Whether it’s overnight, a few days, weeks or even months, there’s plenty of options in Armidale.

WEB: http://www.armidale.info/accommodation/index.htm
<table>
<thead>
<tr>
<th>Name</th>
<th>Contact No.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
IT HELPDESK
02 6773 5000
EMAIL: helpdesk@une.edu.au

STUDENT CENTRE
02 6773 4444
EMAIL: VIA AskUNE (http://askune.custhelp.com/)

UNE SWITCHBOARD
PH: 02 6773 3333

STUDENT SUPPORT NUMBERS
STUDENT ASSIST
02 6773 2897

ACADEMIC SKILLS OFFICE
02 6773 3600

DIXSON LIBRARY
02 6773 2458 (HELPDESK)
02 6773 2322 (LAW LIBRARY)

SERVICES UNE
02 6773 3116