

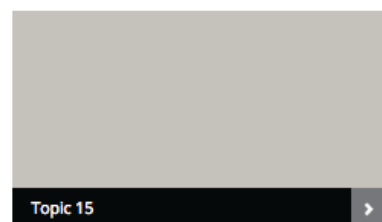
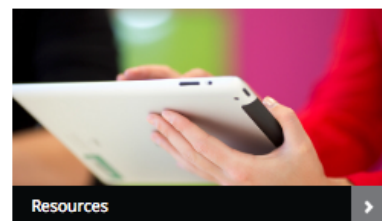
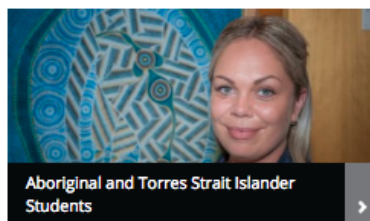
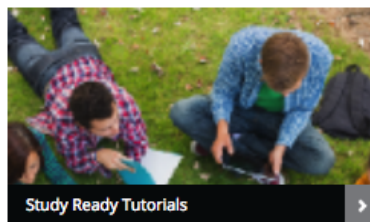
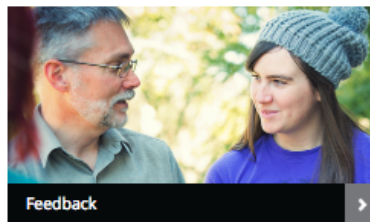
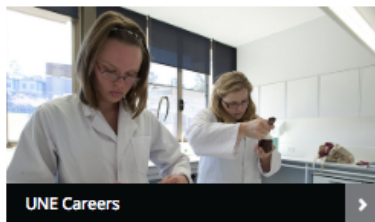
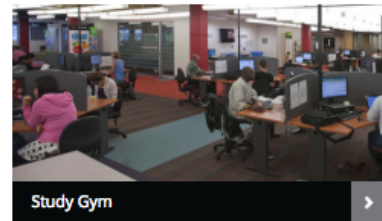
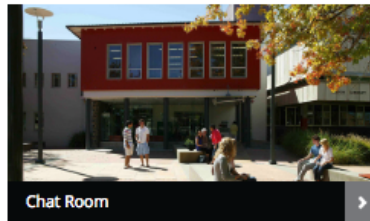
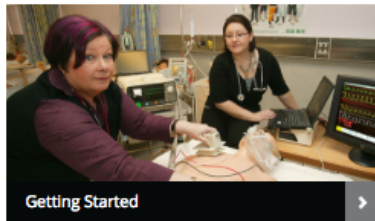
Contents

Online Orientation Program	2
Getting Started Checklist.....	3
Principal Dates 2019	4
Online Systems - FAQs	8
myUNE - The Student Portal.....	9
Online Learning - 'MOODLE' FAQ.....	12
Student Finances	13
Intensive Schools	14
Studying at UNE - FAQs	16
The Student Support Network (A-Z).....	18
Library Services for Online Students.....	22
Library Services for On-Campus Students.....	23
First Year Advisors (FYAS).....	24
Academic Skills Office (ASO).....	25
Studiosity	29
Oorala Aboriginal Centre	30
Study Centres	31
3 Ways to Tell us How You're Feeling and Get Help.....	33
Online Students' Survival Guide by Annette Stevenson, Senior Counsellor.....	35
Getting Setup.....	37
Online Supervised Exams	38
UNE Counseling and Crisis Line	39
New England Award.....	40

Make sure you complete the Student Success (Online Orientation) Program:

<https://moodle.une.edu.au/>



image quality a bit blurry



Getting Started Checklist

Your first, and most important task, as a student is to attend Orientation (if you are an on-campus student) and complete the online Student Success Program - students who complete these activities are more likely to succeed in their first year of study (seriously, it's that important).

We'll cover plenty of topics in both programs but to get you started here are some key things both on-campus and online students need to do:

- Complete the Student Success (Online Orientation) Program in Moodle. Make a note in your calendar, your Trimester 1 units will be available in Moodle from 25 February.
 - Search for, bookmark, and subscribe to the UNE Insiders' Guide blog, it's your toolkit for success. <https://blog.une.edu.au/studentexperience/>
 - Like and Follow us:
 ed.une  @UNESupport
 - Do the Academic Integrity Module (AIM) to learn how to avoid problems of academic misconduct: <http://moodle.une.edu.au/course/view.php?id=10214>
 - Do the Tertiary Literacy Assessment (TLA) to evaluate your current academic strengths and weaknesses: <http://moodle.une.edu.au/course/view.php?id=5510>
 - If you need to brush up on the basics, you can enrol yourself in a tUNEup from Home Course at: www.une.edu.au/current-students/resources/academic-skills/tuneup
 - Get your timetable (on-campus classes or intensive schools): www.une.edu.au/current-students/my-course/managing-my-course/timetables
 - Organise your new and secondhand textbooks at UNE Life Campus Books: www.unelifecampusbooks.com.au/
 - Bookmark direct links to:
Moodle: <https://moodle.une.edu.au/>
UNE Email: <http://access.myune.edu.au/>
Your Course Rules: <https://my.une.edu.au/courses/courses/browse>
- If you need more information about your course or study program contact Student Central via AskUNE, the Library helpdesk, or 02 6773 2000

- Make sure you entered your Tax File Number during Enrolment and filled out a Commonwealth Assistance Form
- Order your student ID card online through: www.une.edu.au/current-students/get-started/guide-to-une-student-id if you plan to come on campus:
- Download and install Sophos (free anti-virus software) www.une.edu.au/current-students/support/it-services/antivirus
- Complete a Web Browser Check (to ensure compatibility with the UNE network) www.une.edu.au/current-students/support/it-services/hardware
- Register for the New England Award (you'll be glad you did): www.une.edu.au/current-students/graduation/new-england-award
- If you didn't nominate an Exam Centre during enrolment, make sure you do it now. Contact the Exams Team via AskUNE or phone 02 6773 2000. If you're on-campus you must choose UNE, if you're studying online find your closest exam location at: www.une.edu.au/current-students/my-course/examinations/exam-centres
- Get your parking permit (on-campus students): www.une.edu.au/campus-life/campus-information/parking

TOP TIP - LET US HELP YOU

If something is bugging you about your studies, ask for help. That is what we are here for! You can call 02 6773 4430 or email studentsupport@une.edu.au

Find out more ...

une.edu.au/orientation

Principal Dates 2019

www.une.edu.au/about-une/principal-dates/principal-dates-2019

JANUARY 2019	
Tuesday 1 Jan	NEW YEAR'S DAY
Wednesday 2 Jan	Intensive schools start Lectures recommence for Trimester 3
Friday 25 Jan	Lectures end for Trimester 3
Tuesday 29 Jan	Examinations for Trimester 3, 2018 start
Saturday 26 Jan	AUSTRALIA DAY
Monday 28 Jan	AUSTRALIA DAY HOLIDAY
FEBRUARY 2019	
Monday 11 Feb	Examinations for Trimester 3, 2018 end Trimester 3, 2018 ends Last day to withdraw from Year-long Honours 2, 2018 units without failure
Friday 22 Feb	Year-long 2, 2018 and Trimester 3, 2018 results made available to students Intensive Schools end Trimester 1 International Students' Orientation starts
Monday 25 Feb	Trimester 1 On-Campus Orientation (including International students) starts
MARCH 2019	
Friday 1 Mar	Trimester 1 Orientation ends
Monday 4 Mar	Lectures start for Trimester 1
Monday 11 Mar	Last day to add Year-long 1, Year-long Honours 1 or Trimester 1 units to an existing enrolment
Monday 25 Mar	Census Day Trimester 1: <ul style="list-style-type: none"> ▪ Last day to withdraw from Trimester 1 units without HECS/Financial liability ▪ Last day UNE can legally accept whole/part up-front HECS payments ▪ Last day to submit Commonwealth Assistance Form ▪ Student Services and Amenities Fee payment date for Trimester 1 ▪ Last day for eligible students to submit an SA-HELP form
APRIL 2019	
Thursday 18 Apr	Year-long Honours 2, 2018 ends Lectures end Census Day Year-long 1 (units spanning Trimester 1 and Trimester 2 - March to September): <ul style="list-style-type: none"> ▪ Last day to withdraw from Year-long 1 units without HECS/Financial liability ▪ Last day UNE can legally accept whole/partial up-front HECS payments ▪ Last day to submit Commonwealth Assistance Form ▪ Student Services and Amenities Fee payment date for Year-long 1 ▪ Last day for eligible students to submit an SA-HELP form
Friday 19 Apr	GOOD FRIDAY
Saturday 20 Apr	EASTER SATURDAY
Sunday 21 Apr	EASTER SUNDAY
Monday 22 Apr	EASTER MONDAY
Tuesday 23 Apr	Intensive Schools Start
Thursday 25 Apr	ANZAC DAY
Monday 29 Apr	Census Day Year-long Honours 1 (39 week units ending 30 November 2018): <ul style="list-style-type: none"> ▪ Last day to withdraw from Year-long Honours 1 units without HECS/Financial liability ▪ Last day UNE can legally accept whole/partial up-front HECS payments ▪ Last day to submit Commonwealth Assistance Form ▪ Student Services and Amenities Fee payment date for Year-long Honours 1 ▪ Last day for eligible students to submit an SA-HELP form

MAY 2019	
Friday 3 May	Year-long Honours 2, 2018 results made available to students Graduation Day - Faculty of Science, Agriculture, Business and Law Awards
Saturday 4 May	Intensive Schools End Graduation Day - Faculty of Humanities, Arts and Social Sciences Awards Graduation Day - Faculty of Medicine and Health Awards
Monday 6 May	Lectures recommence for Trimester 1 Last day to withdraw from Year-long 3, 2018 or Trimester 1 units without failure
Friday 10 May	UNE Open Day
Friday 31 May	Lectures end for Trimester 1
JUNE 2019	
Monday 3 Jun	Examinations for Trimester 1 start
Monday 10 Jun	Last day to withdraw from Year-long Honours 3, 2018 units without failure QUEEN'S BIRTHDAY
Monday 17 Jun	Examinations for Trimester 1 end Trimester 1 ends
Tuesday 18 Jun	Intensive Schools Start
Friday 28 Jun	Year-long 3, 2018 and Trimester 1 results made available to students
Saturday 30 Jun	Intensive Schools End
Sunday 30 Jun	Student Services and Amenities Fee Payment Date For Research Period 1 Last Day for eligible students to submit an SA-HELP form
JULY 2019	
Thursday 4 Jul	Trimester 2 International Students' Orientation
Friday 5 Jul	Trimester 2 On-Campus Orientation (including International Students)
Monday 8 Jul	Lectures start for Trimester 2
Monday 15 Jul	Last day to add Year-long 2, Year-long Honours 2 or Trimester 2 units to an existing enrolment
Monday 29 Jul	Census Day Trimester 2 Units: <ul style="list-style-type: none"> ▪ Last day to withdraw from Trimester 2 units without HECS/Financial liability ▪ Last day UNE can legally accept whole/partial up-front HECS payments ▪ Last day to submit Commonwealth Assistance Form ▪ Student Services and Amenities Fee payment date for Trimester 2 ▪ Last Day for eligible students to submit an SA-HELP form
AUGUST 2019	
Friday 16 Aug	Year-long Honours 3, 2018 ends
Tuesday 20 Aug	Census Day Year-long 2 (units spanning Trimester 2 and Trimester 3 - July 2019 to February 2020):• <ul style="list-style-type: none"> ▪ Last day to withdraw from Year-long 2 units without HECS/Financial liability ▪ Last day UNE can legally accept whole/partial up-front HECS payments ▪ Last day to submit Commonwealth Assistance Form ▪ Student Services and Amenities Fee payment date for Year-long 2 ▪ Last Day for eligible students to submit an SA-HELP form
Friday 23 Aug	Lectures End
Sunday 25 Aug	Intensive Schools Start
Friday 30 Aug	Graduation Day - Faculty of Humanities, Arts, Social Sciences and Education Awards and Faculty of Medicine and Health Awards Year-long Honours 3, 2018 results to be made available to students
Saturday 31 Aug	Graduation Day - Faculty of Science, Agriculture, Business and Law Awards

SEPTEMBER 2019	
Monday 2 Sep	Census Day Year-long Honours 2 units (39 week units ending 17 April 2020): <ul style="list-style-type: none"> Last day to withdraw from Year-long Honours 2 units without HECS/Financial liability Last day UNE can legally accept whole/partial up-front HECS payments Last day to submit Commonwealth Assistance Form Student Services and Amenities Fee payment date for Year-long Honours 2 Last Day for eligible students to submit an SA-HELP form
Saturday 7 Sep	Intensive Schools End
Monday 9 Sep	Lectures recommence for Trimester 2 Last day to withdraw from Year-long 1 and Trimester 2 units without failure
OCTOBER 2019	
Friday 4 Oct	Lectures end for Trimester 2
Monday 7 Oct	LABOUR DAY Last day to withdraw from Year-Long Honours 1 units without failure
Tuesday 8 Oct	Examinations for Trimester 2 Start
Monday 21 Oct	Examinations for Trimester 2 end Trimester 2 ends
Thursday 31 Oct	Trimester 3 International Students' Orientation
NOVEMBER 2019	
Friday 1 Nov	Trimester 3 On-Campus Orientation (including International students) Year-long 1 and Trimester 2 results to be made available to students
Monday 4 Nov	Lectures start for Trimester 3
Monday 11 Nov	Last day to add Year-long 3, Year-long Honours 3 or Trimester 3 units to an existing enrolment
Monday 25 Nov	Census Day Trimester 3 Units: <ul style="list-style-type: none"> Last day to withdraw from Trimester 3 units without HECS/Financial liability Last day UNE can legally accept whole/partial up-front HECS payments Last day to submit Commonwealth Assistance Form Student Services and Amenities Fee payment date for Trimester 3 Last day for eligible students to submit an SA-HELP form
Friday 29 Nov	Year-long Honours 1 ends
DECEMBER 2019	
Thursday 12 Dec	Graduation Day - Faculty of Humanities, Arts, Social Sciences and Education Awards
Wednesday 13 Dec	Graduation Day - Faculty of Medicine and Health Awards Year-long Honours 1 results to be made available to students
Saturday 14 Dec	Graduation Day - Faculty of Science, Agriculture, Business and Law Awards
Monday 16 Dec	Last day to withdraw from Year-long 2 or Trimester 3 units without failure
Thursday 19 Dec	Census Day for Year-long 3 (units spanning Trimester 3, 2019 and Trimester 1, 2020 - November to June): <ul style="list-style-type: none"> Last day to withdraw from Year-long Honours 3 units without HECS/Financial liability Last day UNE can legally accept whole/partial up-front HECS payments Last day to submit Commonwealth Assistance Form Student Services and Amenities Fee payment date for Year-long Honours 3 Last day for eligible students to submit an SA-HELP form
Friday 20 Dec	Lectures end
Wednesday 25 Dec	CHRISTMAS DAY
Thursday 26 Dec	BOXING DAY
Monday 30 Dec	Census Day Year-long Honours 3 (39 week units ending 14 August 2020): <ul style="list-style-type: none"> Last day to withdraw from Year-long Honours 3 units without HECS/Financial liability Last day UNE can legally accept whole/partial up-front HECS payments Last day to submit Commonwealth Assistance Form Student Services and Amenities Fee payment date for Year-long Honours 3 Last day for eligible students to submit an SA-HELP form
Tuesday 31 Dec	Student Services and Amenities Fee Payment Date for Research Period 2 Last Day for eligible students to submit an SA-HELP form

JANUARY 2020	
Wednesday 1 Jan	NEW YEAR'S DAY
Monday 6 Jan	Intensive Schools Start Lectures recommence for Trimester 3
Friday 24 Jan	Lectures end for Trimester 3
Sunday 26 Jan	AUSTRALIA DAY
Monday 27 Jan	AUSTRALIA DAY HOLIDAY
Tuesday 28 Jan	Examinations for Trimester 3, 2019 start
FEBRUARY 2020	
Monday 10 Feb	Examinations for Trimester 3, 2019 end Trimester 3, 2019 ends
Friday 21 Feb	Trimester 1 International Students' Orientation starts Year-long 2, 2019 and Trimester 3 2019 results made available to students
Monday 24 Feb	Last day to withdraw from Year-long Honours 2, 2019 units without failure Trimester 1 On-Campus Orientation (including International students) starts
Friday 28 Feb	Trimester 1 Orientation ends
MARCH 2020	
Monday 2 Mar	Lectures start for Trimester 1
APRIL 2020	
Friday 17 Apr	Year-long Honours 2, 2019 ends
MAY 2020	
Monday 4 May	Last day to withdraw from Year-long 3, 2019 or Trimester 1 units without failure
JUNE 2020	
Monday 22 Jun	Last day to withdraw from Year-long Honours 3, 2019 units without failure
AUGUST 2019	
Monday 14 Aug	Year-long Honours 3, 2019 ends



Find out more ...

une.edu.au/current-students/support

Online Systems – FAQs

UNE USERNAME and PASSWORD

All UNE students are eligible for a UNE user account, which will give you access to an email address, printer access, internet access (including on-campus wireless), online Office Apps such as Word, Excel, Powerpoint, Skype for Business, Office 365, and access to online and library resources. On-campus and online students can activate their account online via the 'Register Your Account' link on the myUNE login page (<http://my.une.edu.au>) or in person at the IT Service Desk. You will need your student number to register, your account will be activated immediately.

CHANGING YOUR PASSWORD

If you have forgotten your password, you can reset it via the 'Forgot your Password' link on the MyUNE login page. If you know your password, you can change it via the Account Tab in MyUNE.

EMAIL ACCESS

Your UNE username and password will automatically generate a UNE email address for you. You are expected to check your email account at least daily - the university will use it to email important information out to you on a regular basis. It is important to note that you will need to check your UNE email address, even if you have nominated another email address on your student account. Just because some UNE emails are coming to both your UNE address and your personal address, doesn't mean that they all will. You can check your UNE email in any of the following ways:

UNE 'Office 365' WEBMAIL

You can log into your webmail account at: <http://access.myune.edu.au> - using your full email address (username@myune.edu.au as your username and your normal UNE password). 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. Office 365 is not just an email system. It also gives you access to online versions of Microsoft Office Apps (Word, Excel and Powerpoint) and OneDrive (25 GB of 'cloud' storage). You will also have access to Microsoft Skype for Business for audio and video calls, instant messaging and online meetings between you and other UNE staff/student accounts.

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. Click on the cog icon to the right of your name
2. Click on Options
3. Click on Forwarding in the left hand panel.
4. Click on "Start Forwarding"
5. Type in the address you are forwarding to
6. Save your changes to start forwarding.

EMAIL CLIENTS (OUTLOOK, ETC):

You can also access UNE's Office 365 email server from their personal computer using mail programs such as Microsoft Outlook, Mac Mail etc. You can also set up your email on your mobile or iPad / Android tablet. For more information on how to configure your email program please go to: help.outlook.com/en-us/140/dd936216.aspx

TIP – Never be scared to give feedback.

Use your emoticons in myStudy, tell us how you're feeling via The Vibe in myUNE. Use your Unit Evaluations at the end of the Trimester. If you're not sure who to pass the feedback on to, email it to the Student Support Team and we'll forward it on for you, confidentially, if you'd like.



myUNE - The Student Portal

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:

The screenshot shows the myUNE Student Portal homepage. At the top, there is a navigation bar with the myUNE logo and links for Home, myStudy, myEnrol, Account, myLibrary, and myAssist. A search bar is located in the top right corner. The main content area is divided into two columns. The left column, titled 'Important Student News', features a section for 'insiders' guide @ UNE -' with several news items dated from October 3rd to 10th, covering topics like timezones, study guides, research updates, and SSAF changes. The right column, titled 'The Vibe', contains a word cloud with terms like 'stressed', 'excited', 'study', 'orientation', and 'exam', along with a search input field and a 'Share' button.

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: a list of classmates you may contact; E-motion indicators (your happiness level with each Unit); e-Reserve readings

available for each of your units; and information on the unit (links back to the Course and Unit Catalogue).

'Past Exams' links you to the database of previous exams, 'UNE Online Units' is the link to the online Moodle component for each of your units. Not all columns will be available at all times, e.g. online teaching units become available one to two weeks before the first day of teaching.

The screenshot shows the 'myUnits and Services' page in the myUNE Student Portal. The page features a table with columns for 'Information (DBV)', 'e-Reserve Readings', 'Information (DBV)', 'Past Exams', and 'UNE Online Units'. The table lists units such as 'Bachelor of Social Science (BSCSQC)' and 'Master of Arts (MAon)' with their respective trimesters and course codes. Below the table, there are sections for 'Study Links' (Academic Skills Office, Class Timetables, etc.), 'Support services' (Library, Academic Board, etc.), 'Exams & Assessment' (Results online, My Examination Details), and 'Graduating' (Graduation, Graduation Application Form). At the bottom, there is a 'Results' section with an announcement about email notifications and a technical error message.

myENROL:

Gives you access to personal tasks such as changing your preferred name or address, accessing confirmation of enrolment, viewing course and unit enrolment details, results and replacing your UNE student ID card.

It also allows you to vary your enrolment via the Enrolment and Enrolment Variation link. On this tab you will find the 'My Examination Details' link. Mid-way through each trimester, after the exam timetable becomes available, you should use this link to view your personalised examination timetable including your exam venue and other specific information. It also includes e-submission information on assignments,

financial details including invoices and Commonwealth Assistance Notices.

You may also apply online from this page for a transfer to a different degree program. If you are considering transferring into another degree program, make sure you get in contact with the Enrolment and Progression specialists at Student Central to determine any advanced standing that may be available to you. Make sure you complete the Advanced Standing form and submit it with your application. You do not need to provide us with a UNE transcript or UNE unit outlines.

The screenshot shows the myENROL interface with a navigation bar at the top containing 'Home', 'myStudy', 'myEnrol', 'Account', 'myLibrary', and 'myAssist'. The main content area is divided into several sections: 'Enrolment Details', 'Online Admission', 'Exams and Assessment', 'Financial Details', 'Graduation', 'Important Enrolment Information', and 'Course Rules'. Each section contains links to various services and information. The 'Important Enrolment Information' section includes a list of responsibilities for managing enrolment, such as understanding course requirements, planning units, and checking timetables. The 'Course Rules' section lists available courses like Master of Arts and Bachelor of Social Science.

myLIBRARY:

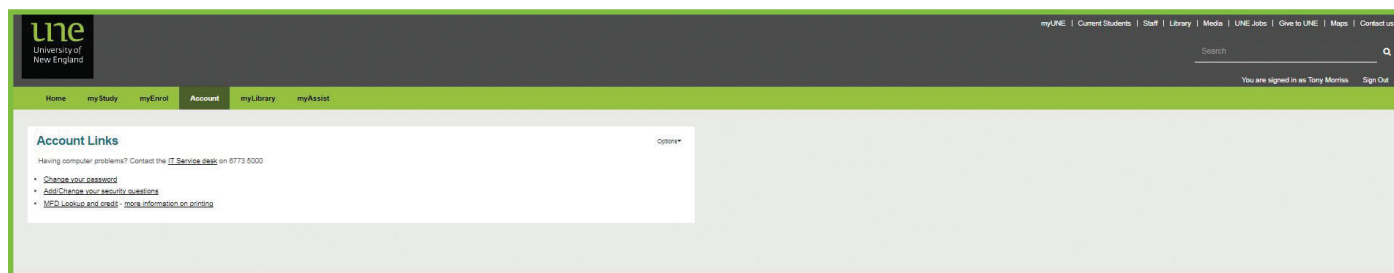
Provides instant access to electronic resources and advice about library services. It includes tips on using the Library online, recent podcasts and videos and useful links to your unit, and academic databases specific to your learning

program. You can also Search for Library databases and use Google Scholar right from this page. More information on the Library can be found in the Library section of your guide.

The screenshot shows the myAssist Notice Board interface. The main content area is titled 'myAssist Notice Board' and displays a list of notices. The notices include: 'insiders' guide @ UNE - Resumania: Thursday 24 August in Dixon Library 10AM TO 1PM; No Appointment Necessary, just drop in'; 'Chat is Back! Connect online to a library staff member from Monday 28 August'; 'Adobe Connect: new add-in; install it before your next session'; 'The Student Support Team's weekly guide: Trimester 2, 2017 - week 9; get study tips and tricks'; and 'Never OK Day BBQ: Tuesday 22 Aug - Top Courtyard; take a stand against sexual harassment'. The right side of the page features a 'Student Assist Links' section with buttons for ASO, Disability, Students As Staff, Complaints, Employment, Study Centres, and Counselling. The bottom of the page has an 'AskUNE' section with a search bar and a 'Ask UNE' button.

ACCOUNT:

You can change your password, and add security questions here. You can also use this page to top-up your printer credit.

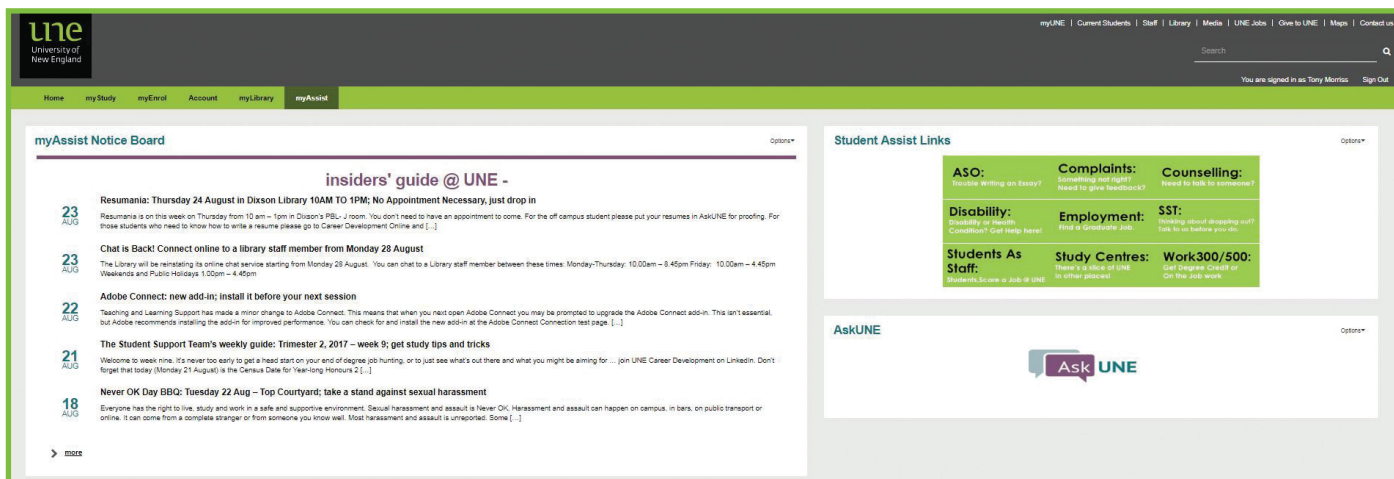


The screenshot shows the 'myAccount' page of the University of New England (UNE) website. The page has a green header with the UNE logo and navigation links. Below the header, there is a search bar and a notification that the user is signed in as Tony Morris. The main content area is titled 'Account Links' and contains several links: 'Change your password', 'Add/Change your security questions', and 'MPO Lookup and credit - more information on printing'. There is also a link for 'Having computer problems? Contact the IT Service Desk on 0773 5000'.

myASSIST:

Connects you to support services for both on-campus and online students. On the top left is an automated feed of the stories posted by the Student Support team to The Insiders' Guide @ UNE site. You can also access resources

available to students from the Academic Skills Office, Careers Advice, Graduate Employment, the Work Integrated Learning Program, Counselling, Student Equity and Special Needs Team.



The screenshot shows the 'myAssist Notice Board' on the UNE website. The page features a green header with the UNE logo and navigation links. Below the header, there is a search bar and a notification that the user is signed in as Tony Morris. The main content area is titled 'myAssist Notice Board' and contains a list of notices under the heading 'insiders' guide @ UNE -'. The notices include: 'Resumania: Thursday 24 August in Dixon Library 10AM TO 1PM; No Appointment Necessary, just drop in', 'Chat is Back! Connect online to a library staff member from Monday 28 August', 'Adobe Connect: new add-in; install it before your next session', 'The Student Support Team's weekly guide: Trimester 2, 2017 - week 9; get study tips and tricks', and 'Never OK Day BBQ: Tuesday 22 Aug - Top Courtyard; take a stand against sexual harassment'. To the right of the notice board, there is a 'Student Assist Links' section with various links: 'ASO: Review Writing an Essay?', 'Complaints: Something isn't working? Need to give feedback?', 'Counselling: Need to talk to someone?', 'Disability: Disability or Health Condition? Get help here!', 'Employment: Find a professional role!', 'SST: Thinking about dropping out? Talk to us before you do.', 'Students As Staff: Interested to create a job @ UNE?', 'Study Centres: There is a place of UNE in every precinct.', and 'Work300/500: Get Degree Credit or On-line job work'. Below the links, there is an 'AskUNE' section with a 'Ask UNE' button.

TIP - Keep up to date.

There's a million and one tips the Student Support Team passes on to students via The Insiders' Guide on a weekly basis ... so why not go and bookmark the site now and keep up to date with everything you need to know.

<https://blog.une.edu.au/studentexperience/>



Online Learning – ‘MOODLE’ FAQ

What is Moodle?

UNE uses an online learning system called Moodle (abbreviation for Modular Object-Oriented Dynamic Learning Environment).

When can I access the online site?

You can access your Moodle unit site/s one week before the commencement of teaching. Teaching dates are available from the UNE [Principal dates](#).

You are encouraged to use this time to familiarise yourself with the online site for your unit, begin readings, view the content that has been made available to you, plan assessment schedules, and interact with other enrolled students in the student forums. Generally you will have to wait until the Trimester begins before commencing any activities or assessment tasks, unless directed otherwise. Be aware that teaching staff will not generally be available to answer questions until the start of teaching. You should direct any questions for support before teaching starts to the support services listed in the unit site.

How do I access the online unit site?

Accessing the online teaching sites for your unit/s is straightforward. There are 2 ways to do this:

1. Through myUNE

You can access their online units via the myStudy tab in myUNE. The myStudy tab contains a table on the top right corner of the page. This table has a list of your current units down the side and columns that relate to particular services, such as UNEonline (online unit site). These columns only appear if there is an item that is currently available for that service for at least one of your units. You can access an online unit site by clicking on the icon in the UNEonline column for the unit you wish to access. Other Moodle sites that you have access to are listed in ‘Other Moodle sites’, for example, such as The New England Award.

2. Directly using the UNE Moodle site home page

You can go directly to Moodle using this link <http://moodle.une.edu.au> (Bookmark this link). This will bypass myUNE and will take you directly to the UNE Moodle home page. Log in using the green button at the top right of the page or the Login link in the header. You will then be taken to your Moodle home page with a list of the sites that you have access to.

What can I do if I have difficulties accessing Moodle?

If you have difficulties accessing your online unit you can contact the IT Service Desk on 1800 763 040, 02 6773 5000 or email servicedesk@une.edu.au for advice and assistance. If you have questions about the unit content or assessment, you should contact the unit coordinator or teaching staff for your unit.

What are the benefits for UNE Students?

The UNE Moodle learning environment is fast, flexible, and designed for the ways that today’s students learn. Moodle provides a simple, clear view of all learning activities and resources for a unit, with assessment information and assignment submission contained within the Moodle unit site. Together with the myUNE portal, it serves to save you time by aggregating all information in clean, simplified views.

Moodle allows you to quickly and easily import files (Dropbox.com, GoogleDocs, and folders on your own computer).

Moodle also uses tools that enable you to ‘subscribe’ to receive information about your study: RSS feeds for blog posts and forum discussions; calendar feeds you can add to MS Outlook or Apple iCal; email notifications about forum discussions; or marked assignments.

Best of all, Moodle provides a flexible foundation for continued improvement and expansion, meaning that we can continue to shape and mould it to suit the changing educational environment.

How long will I have access to my unit?

You will continue to have access to your unit/s for 20 days after results have been released for that Trimester. If you have been granted a special extension of time, for that unit, you will have access until the end of the extension period. If you wish to keep copies of any files, you should do so before your access has ended.

Student Finances

Organising your finances at University can be a challenging experience, especially if this is your first time at a University or you are returning to study after a significant break. The most important thing to remember is when the census date for the period is and that if you have any questions, concerns or if you are not sure of something in regards to your finances with UNE, to contact someone immediately using the Handy Contacts list below.

Handy Contacts

Student Accounts

studentaccounts@une.edu.au or +61 2 6773 2664

Residential Services

rescentral@une.edu.au or +61 2 6773 3370

Accounts Receivable

finar@une.edu.au or +61 2 6773 2617

The types of fees that you might be charged during your time at UNE will fall into one or more of the following broad categories:

Unit Fees

These are the Tuition, Non-Award or Student Contribution Amounts charges for each unit of Study. Your invoice for these will be available on MyUNE from a fortnight prior to teaching, only up until the census date. These invoices MUST be paid on or before the census date.

Student Services and Amenities Fees

These are separate from your unit fees and are charged to all students. They are not part of your accommodation costs. If you are eligible you may be able to defer these fees to the ATO if you complete the SA-HELP form (available on myUNE).

Accommodation Fees

These are fees charged by the residential colleges for on campus accommodation and intensive school accommodation. You will need to refer to your contract with the accommodation provider for the terms and conditions payment deadlines.

Miscellaneous Fees

This can include fees for overseas exams or late change of exam venue fees. These invoices are due as per the due date on the issued invoice and will usually be emailed to your myUNE student email.

Handy Websites:

Plan your budget. The ASIC provide a budget planner online at www.moneysmart.gov.au

Study Assist: www.studyassist.gov.au

UNE Fees Website: www.une.edu.au/current-students/my-course/fees/student-fees

To look up the CSP rates for units: <https://planning.une.edu.au/student/index.php>

Financial Health Check-List

- Check Your Offer Letter - it is very important to know which fee category you have been admitted into as this gives you information on what your fees will be and what payment options are available to you.
- Check Your MyUNE Student Email Regularly. All Notices about your Fees and Invoices are sent only to your UNE student email account. This may mean checking your SPAM folder for misplaced emails.
- Download a copy of the Commonwealth Assistance Form booklets - when you enrol online there will be Commonwealth Assistance Forms to complete. If you complete any of these forms please download a copy of the information booklet as well as this will tell you all about your obligations, the information you need to provide (or have provided) and your payment options. These booklets are also available from the Study Assist website.
- Make Sure You Have Your TFN - If you intend to defer any amounts to the ATO you need to supply your TFN or Certificate of Application for a TFN before the census date. As it takes about 28 days for a TFN to be allocated it is recommended that you apply in the first week of teaching if you do not already have a TFN.
- Provide up to date contact details - Student Accounts will usually attempt to send an SMS reminder to all students who MUST pay by census so it is important to have a valid mobile number in your contact details so that we can contact you easily if there is a problem that needs urgent attention.
- Pay by Census - If you are wanting to make a full or partial upfront payment of your unit fees for the period then you need to do so by the Census Date for the period. UNE is not allowed to grant any extensions of time to pay beyond this date for most categories. See Principal Dates, Pages 4 - 7.

Intensive Schools

Depending on which Units you are studying, you may be required to attend an Intensive School at UNE (some Intensive Schools are also held at other venues). When you were enrolling (i.e picking your Units) you would have used the Course and Unit Catalogue to find information about each Unit of study and you may not have noticed the reference to Intensive Schools or known what it meant. Here's how to tell if your Unit has a 'Mandatory Intensive School'; in this case we're using AGEX310 Trimester 2 as an example:

AGEX310 Agricultural and Natural Resource Extension				
Updated: 15 September 2015				
Unit Information		Additional Information		
Credit Points	6			
Offering	Responsible Campus	Teaching Period	Mode of Study	
	Armidale	Trimester 2	Off Campus	
	Armidale	Trimester 2	On Campus	
Intensive School(s)	Start	Finish	Attendance	Notes
	24 June 2015	26 June 2015	Mandatory	On-campus and off-campus students must attend the intensive school. Ability to enrol in this unit will be removed approx two days prior to the commencement of this mandatory intensive school.

Mandatory means you must attend whereas 'Non Mandatory' means you can choose to attend. Here's an example of a Non Mandatory Intensive School, in this case AFM217:

AFM217 Financial Management I				
Updated: 15 September 2015				
Unit Information		Additional Information		
Credit Points	6			
Offering	Responsible Campus	Teaching Period	Mode of Study	
	Armidale	Trimester 1	Off Campus	
	Armidale	Trimester 1	On Campus	
Armidale	Trimester 2	Off Campus		
Intensive School(s)	Start	Finish	Attendance	Notes
	13 April 2015	15 April 2015	Non-Mandatory	None
	17 August 2015	19 August 2015	Non-Mandatory	None

Many courses at UNE offer intensive schools that provide the perfect opportunity to immerse yourself in your learning environment. By choosing to live in a college during your intensive school, you are able to escape into a learning oasis, away from other work and family commitments. This is a great opportunity to study with minimal distraction and embrace the strong network of highly focused individuals in the college environment.

What's in the Intensive School Checklist

Here's the Intensive Schools checklist with all you need to know about intensives. We update all the info prior to Intensive Schools so it's a good idea to bookmark the link: <http://blog.une.edu.au/studentexperience/tag/intensive-school/>

- 1. Accommodation Options:** You have two options, stay on campus in one of the colleges or stay in town. We'll provide a link to both options
- 2. Maps:** Links to maps of Campus, Colleges and Armidale (and a special custom Google Map)
- 3. Bus Timetables and Maps:** Links to Edwards Coaches - local public transport
- 4. IT:** All the info you need to get access to the high speed UNE network while you're here (and yes you can arrange access to it before you leave home)
- 5. Library:** No doubt you'll be using the Library while you're here so we include links to the opening hours and how to print and photocopy when you get here
- 6. ID Cards:** You'll need a student ID card - if you haven't sorted yours out yet, head on over to the ID Cards site - www.une.edu.au/current-students/get-started/guide-to-une/student-id (rather than getting them to send it to you, ask them to hold it and pick it up when you get here.)
- 7. Student Central:** If you'd like to talk to one of the staff about your degree, Unit selection, options, changes etc., drop into Dixon Library and have a chat to the Student Central Help Desk
- 8. Parking:** Students attending intensive schools will need to pay to park between 8.30am and 4.30pm Monday - Friday (excluding Public holidays). There are two ways to do this:
 1. Purchase a ticket from any one of the 7 parking machines on campus when you get here. You can purchase a daily ticket at a cost of \$1 per hour up to a maximum of \$8 or a weekly ticket at a fixed rate of \$15 for 7 days.
 2. Purchase either a Blue Annual Parking Permit or a Trimester parking permit. The expected cost in 2019 is \$91 for the Annual fee or \$46 the Trimester 1,2 or 3. You can find further information on parking on campus at: www.une.edu.au/campus-life/campus-information/parking

9. Stationery, Prac Equipment, Merchandise, and

General Goods: Campus Essentials in the Northern Arcade stocks a full range of office supplies and stationery with particular emphasis on student needs including pens, folders and lecture pads, lab coats, stethoscopes and dissecting kits. It also stocks a full range of essential uniforms required by nursing and other students. Campus Essentials operates as a complete newsagent, Australia Post outlet and has a range of UNE merchandise and grocery items available.

10. Food & Drinks: [Campus Essentials](#) offers small snack items as well as a range of grocery products, if you're the self-sufficient type. If you're more into grab and go meals, [Cafe Life](#) in the northern courtyard sells hot and cold meals for take away as well as your typical cafe fare. Adjacent to Cafe Life is the '[Stro](#)' - a place to steal some minutes for yourself and relax. You can also grab a coffee and light snack or a drink from our licensed bar. Be sure to keep an eye out for opening times. Whilst on campus, don't miss the opportunity to visit the iconic [Booloominbah Homestead](#) (in the centre of Campus) and enjoy a meal overlooking beautiful Armidale at the Booloominbah Collection. The Collection offers fine dining out of its kitchen, a cafe and the Limerick Bar will sell you something to unwind after 12noon.

11. ATM: There is one on campus, located near Campus Essentials.

12: Uni4Me: Uni4me, your campus advocacy officers can assist with a range of issues that you may have during your time at UNE. From Centrelink or employment issues to problems you might be having with the university, Uni4Me helps you find your voice and ensures you've been dealt with fairly.

Studying at UNE – FAQs

How do I pick Units to study?

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, pre-requisites, course plans and updates <https://my.une.edu.au/courses/>. To change units once you are enrolled, log into [myUNE](#), click on the myEnrol 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 Student Central via AskUNE.

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

Am I Studying the right Units?

From time to time and depending on which degree you are studying, you might wonder if you're studying the right Units at the right time. You might have questions about the structure or majors. For advice, contact the Enrolment and Progressions Team via Student Central (via AskUNE or via 02 6773 2000).

Where do I go for 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 Team at Student Central 02 6773 2000 or email via: <http://askune.custhelp.com/app/ask> or the Enrolment and Progressions Team at [Student Success](#) on 02 6773 2000.

Who are my Course and Unit Coordinators and how do I contact them?

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 ENCO100, MATH100). 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 Trimester you may contact your Course Coordinator. To find your course coordinator you may need to contact the School.

www.une.edu.au/about-une/academic-schools

www.une.edu.au/courses/

How do I apply for an extension on an assignment?

If you are looking for a short extension on an assignment. You can contact your unit coordinator directly. Each school has a different process relating to extensions, so it is a good idea to familiarise yourself early on. If you need a more substantial extension you must apply for a special extension of time. You will need to fill out the Special Extension of Time Application Form and provide independent supporting documentation, search for Special Extension in ASKUNE.

How and When can I get an invoice?

Invoices are available for download from the myEnrol section of your myUNE student portal from the start of the teaching period until the census date.

You can download the Printer Friendly version of the invoice with biller codes, reference numbers and a barcode.

Please be aware that there will NOT be any hard copy invoices and that all accounts are due by the census date for each trimester.

If you have any problems accessing your invoice or any question regarding your account please contact Student Accounts through AskUNE.



How am I notified about my Exams?

Instructions for accessing your exam info will be sent to your UNE email mid-trimester. Exam details (time and date) will be available in myUNE > myEnrol > myExamination Details. You will find the dates for future exam periods via Principal Dates: www.une.edu.au/about-une/principal-dates/principal-dates-2019 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 WELL BEFORE the day of your exam.

Exam Centre changes are possible by contacting Ask UNE or phoning Student Central (02 6773 2000). Cut off dates do apply so if you need to change your exam centre, get on to it early. Visit: www.une.edu.au/current-students/my-course/examinations There is a late fee (\$50) if you change your exam details within a five week period before the exam period. Very late changes may not be possible. Remember! It is your responsibility to check your exam info and notify Student Central if it is incorrect.

Remember! It is your responsibility to check your exam info and notify Student Central if it is incorrect.

What do I do if I miss an exam or my exam performance is affected due to an illness or injury?

If you are unable to sit an exam or you feel your performance in the exam was affected by illness or unforeseen circumstances, you may be eligible for either a special exam or special consideration. You will need to provide supporting

documentation explaining why you were unable to sit the exam or why your performance was affected. Search for Special Consideration and/or Special Examination in AskUNE.

What if I need a Justice of the Peace?

Should you need a Justice of the Peace to sign a Statutory Declaration, drop into the Student Central helpdesk at Dixson Library. You can also find Justices of the Peace by typing this into AskUNE.

Services and Amenities Fee (SSAF)

The Student Services and Amenities Fee (SSAF) supports the provision of a range of non-academic services and amenities, including career advice and development, student health and welfare, activities for international students, sport and recreation, student clubs and societies, scholarships, uni4me, Tune FM, Nucleus, services and support for online students, food & drink, orientation and more. Find out about the SSAF online at:

www.une.edu.au/study/fees/student-services-and-amenities-fee

Who do I speak to if something goes wrong with online services?

If you experience any problems with any part of your UNE online services you should contact the IT Service Desk immediately and report the problem. You can email them at servicedesk@une.edu.au or call on 02 6773 5000 (1800 763 040 if you're on online student).

GET ACTIVE - Tips from SportUNE to Improve Concentration and Manage Stress

By Mally McCormack, Fitness Coordinator - SportUNE

BENEFITS OF EXERCISE AND STUDY

Not only is exercise good for your overall health and fitness, it also boosts your mental wellbeing.

Keeping active doesn't necessarily take a lot of time and effort, exercise can be anything that gets your body moving for a defined period of time. It could be walking, running, swimming, bike riding, using exercise equipment or taking a Group Fitness class. To qualify as exercise the activity needs to break you into a sweat (!) or to raise your heart rate for a reasonable period of time.

EXERCISE RELIEVES STRESS: The demands of being a student can be high and can be very stressful and exercise is one of the best ways to deal with this. Even doing something like a 20 minute run will release endorphins (a natural chemical the body produces during exercise) which reduces stress.

FEEL GOOD: Not only does exercise decrease stress, it can actually make you feel good. It's those endorphins again, which produce a feeling of wellbeing.

EXERCISE GENERATES ENERGY AND PRODUCTIVITY: The body is like a human generator. If we don't do anything, we don't generate much energy and therefore feel tired and flat. With this being the case, we can use exercise to reset, and put ourselves in a better frame physically and mentally.

EXERCISE MAKES THE BRAIN STRONGER: The brain is a muscle. The healthier this muscle is, the more information it can absorb and retain. Exercising the body actually helps to make the brain healthier by increasing both oxygen flow and neuron creation and survival. It should come as no surprise that a healthy brain is a very useful tool when studying!

The Student Support Network (A-Z)

No matter what your specific needs, there's someone who can help you out with any challenges you might face. 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.

PHONE: 02 6773 4430

EMAIL: studentsupport@une.edu.au

ACADEMIC SKILLS OFFICE (ASO)

The Academic Skills Office (ASO) is UNE's learning support unit and is part of Teaching and Learning Support. 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 or check out our extensive online resources.

PHONE: 02 6773 3600

EMAIL: asohelp@une.edu.au

WEB: www.une.edu.au/current-students/resources/academic-skills

ACCOMMODATION

UNE Colleges offer a complete learning experience. They range from catered to self-catered, and each has a distinct culture. They all offer a place where you can completely immerse yourself in the university experience, seek out academic assistance, and build social and professional networks.

PHONE: 02 6773 3370

EMAIL: Via AskUNE

WEB: www.une.edu.au/campus-life/une-accommodation/colleges

CAREER DEVELOPMENT

Your Career Starts now!

From the moment you commence studying at UNE, you have access to accredited Careers Coaches. They will help you successfully develop a Career Action Plan and navigate the graduate recruitment processes that employers are currently using.

24/7 self-help assistance is also available in the Career Development Online Moodle unit <https://moodle.une.edu.au/course/view.php?id=2153>

PHONE: 02 6773 2000

EMAIL: Via AskUNE.

WEB: www.une.edu.au/careers

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://yarmgwangachildcare.com.au/>

COMPLAINTS PROCEDURES

The Student Grievance Unit (SGU) welcomes the opportunity to resolve your complaint. However, we ask that you give the person immediately involved or their supervisor the opportunity to provide resolution in the first instance (ie Head of School/Head of Department etc). The SGU acts as an independent body for complaints that can't be resolved informally. If you need to lodge a complaint, please visit the website for information about how the process works/what kinds of issues are handled by the SGU. Sometimes the action you need to take to solve your issue is to lodge an appeal under UNE policy. The SGU can also refer you to the appropriate policy if you need to lodge an appeal.

PHONE: 02 6773 4260

WEB: www.une.edu.au/student-grievances

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: www.une.edu.au/current-students/support/student-services/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 02 6773 2897. Or you may want a 'study gym' session. Let the counsellor be your 'personal trainer' to help you boost your confidence, overcome exam or presentation anxiety, manage your time, avoid procrastination, and improve your concentration and memory for effective exam revision. Counselling services are available to on-campus and online students. Please phone rather than email to arrange an appointment. Further information can be found here:

PHONE: 02 6773 2897

EMAIL: Via AskUNE

WEB: www.une.edu.au/current-students/support/student-support/counselling

UNE AFTER HOURS CRISIS LINE

The Counselling Service is open from 9am to 4pm Monday to Friday and is located on the Cnr of Elm Avenue and Queen Elizabeth Drive. Should you require support outside of these hours you can contact the UNE After Hours Crisis Support Line on 1300 661 927 or TEXT 0488 884 169. The After Hours Support Line is also available 24 hours on weekends and public holidays. This is a free and confidential service available to all current UNE students.

ELITE ATHLETE PROGRAM

UNE is part of the [National Network of Elite Athlete Friendly Universities](#), which supports Australia's elite athletes to achieve academic excellence whilst also pursuing a sporting career. The university supports Students who are formally recognised Elite Athletes and provides strategies that ensure that they are not unduly disadvantaged academically or financially as a consequence of participation in their sporting commitments. Further information on the support available to Elite Athletes and how to register can be found here:

PHONE: 02 6773 2000

EMAIL: [via AskUNE](#)

WEB: www.une.edu.au/current-students/support/student-support/elite-athlete-program

FIRST YEAR ADVISORS

First Year Advisors assist new students to identify their learning needs and expectations in a broad range of areas, including specific disciplines. They can help you with strategies for success and resources relevant to your own area/s of study, and with everything from essay writing and referencing to time management and research skills. Your First Year Advisor will offer confidential individual consultations, workshops and seminars and a range of discipline-specific resources. They will help you monitor your progress and, as your point of first contact, refer you to other appropriate university services. Identify the relevant First Year Advisor to help you and then contact is easy: www.une.edu.au/fya

SERVICES FOR INTERNATIONAL STUDENTS

UNE International is here to support you during your enrolment at UNE and is your link between the administrative and academic functions of the university. It also helps you access academic support and pastoral care services offered by the university. You must speak to UNE International before you make any changes to your enrolment if you want to change your course; withdraw from a unit; suspend or withdraw from your studies; transfer to another institution; or if you need information regarding your Student Visa. Come in to talk about these or other issues or just come in to say 'hello'.

PHONE: 02 6773 3192

WEB: www.une.edu.au/current-students/support/international-students

OORALA ABORIGINAL CENTRE

Ooralala is a study and educational advisory centre for on-campus and online Aboriginal and Torres Strait Islander students. The Centre offers tutoring services and assists students with enquiries about Abstudy, enrolment, academic progress, scholarships and cadetships. Facilities at the Centre include a computer lab, tutorial rooms, kitchen and informal areas for study and getting together with other students.

Ooralala also offers two undergraduate units which focus on Aboriginal intellectual traditions (OORA100/300) and Working with Aboriginal People (OORA200/400).

PHONE: 02 6773 3034

TOLLFREE: 1800 622 384

WEB: www.une.edu.au/oorala

Find us on Facebook: [@OoralalaUNE](#)

REGIONAL STUDY CENTRES

The University of New England currently has 10 Regional Study Centres for students to utilise for study, completion of assignments/quizzes etc and to meet other students. Each centre has an internal phone so students can contact the university directly. The Tamworth and Taree centres are staffed.

WEB: www.une.edu.au/current-students/support/student-support/study-centres

SCHOLARSHIPS

UNE is committed to helping you reach your 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; Scholarships for Postgraduate Research Students and College Scholarships.

WEB: www.une.edu.au/scholarships

SPECIAL NEEDS SUPPORT

Do you have a temporary or permanent health condition? Are you the carer for someone who has a temporary or permanent health condition? If you do, then staff from the UNE Special Needs Office may be able to provide reasonable adjustment/s. Giving you a bit of extra help to fulfil your studying requirements. To be eligible for assistance you need to register through AskUNE and provide supporting health professional documentation.

A temporary or permanent health condition can include any physical injury or illness, mental illness or learning disability, and we often provide assistance where accidents and sporting injuries cause adverse impacts upon studies and exams. If you require more information, you can make an appointment to speak to the Special Needs & Equity Officer.

PHONE: 02 6773 2897

EMAIL: Via AskUNE

WEB: www.une.edu.au/current-students/support/student-support/special-needs-office

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, group fitness classes, squash, tennis, badminton, indoor basketball courts, climbing wall & bouldering cave, over 15 hectares of playing fields, and more!

SportUNE is the hub for all fitness and sporting activities and administers intercollegiate and intervarsity sporting competitions, including the extremely popular University Games, which is held at regional, national and international level each year.

There are also great deals for students (both on-campus and online).

PHONE: 02 6773 3856

EMAIL: sportune@une.edu.au

WEB: www.sportune.com.au

STUDENT CENTRAL

Student Central provides you with a focal point of contact for all your administrative enquiries during your study at UNE, from enquiring about a potential course right up until you reach your graduation. Student Central is open from 8.30am-4.30pm Monday to Friday. You can contact Student Central via phone or through the AskUNE Contact Us page: <http://askune.custhelp.com/app/ask>

PHONE: 02 6773 2000

EMAIL: Via AskUNE

WEB: www.une.edu.au/current-students/support/student-central

STUDENT SUPPORT TEAM

As well as putting together the new student guide, the Student Support Team is your first point of contact if you need support, and you're not sure who to speak to, on-campus. They run 'The Insiders' Guide to UNE', Blog, which is well worth bookmarking. They also provide important information, tips, and updates on Facebook and Twitter.

PHONE: 02 6773 4430

EMAIL: studentsupport@une.edu.au

WEB: <http://blog.une.edu.au/studentexperience/>

FACEBOOK: www.facebook.com/ed.une

TWITTER: twitter.com/UNESupport

UNE LIFE

Whether you're on-campus or online, the facilities and support provided by UNE Life will compliment your UNE experience. Check out the website for a detailed explanation of our services: www.unelife.com.au

Belgrave Cinema

The Belgrave is the only cinema on the Northern Tablelands offering an excellent mix of mainstream movies and blockbusters to quality art-house movies for discerning adult audiences. Join the Belgrave Loyalty Club as a UNE student to earn points for every movie you see and get a range of special 'member only' deals!

PHONE: 6772 2856

WEBSITE: www.belgravecinema.com.au

The Boolloominah Collection

Housed within the historic Boolloominah homestead at the University of New England, the Boolloominah Collection has a restaurant, brasserie, cafe and bar and also transforms into one of the best function centres on the Northern Tablelands.

PHONE: 6773 5122

EMAIL: unelifecatering@une.edu.au

Campus Essentials

Provides both internal and external student and staff needs. It is a newsagent, general store and post office. You can also shop online at: <http://unelife.com.au/campusessentials/>

The Stro

The Stro is the central hang out hub on campus and the space is open daily, Monday to Friday. As well as hosting a variety of student events, from gaming nights to awards evenings, every Thursday night during term the 'Stro transforms into a fully operational nightclub with DJs and occasional live music. Like Stro UNE on facebook to keep up to date with all current events.

PHONE: 6 773 5186

WEB: www.thestro.com.au

Academic Hire

When it comes time to graduate, make sure you contact Academic hire for all your graduation needs.

EMAIL: graduation@services.une.edu.au

uni4me

Independent Advocacy

uni4me's specialty is independent student advocacy and it is passionate about helping you from orientation, through to graduation! Get in touch and have a chat about any difficulties you are facing in your academic life. uni4me can provide assistance by interpreting university policies and procedures and help you to understand your rights and obligations. If you are unsure about how to proceed in relation to any communications you've received from the university, or because you feel that you've not been treated fairly, uni4me may be able to help.

uni4me is available to all students on campus. You can pop in to the office Monday to Friday, next to Tune FM in the top courtyard, visit the website, email or phone.

WEB: www.uni4me.com.au

EMAIL: uni4me@une.edu.au

PHONE: (02) 6773 2506 or (02) 6773 3116

Don't forget to Like uni4me on Facebook!

Information & Referral

We can also offer support and assistance with matters that aren't directly related to your academic life, but affect you while you study. Again, this service is available to on-campus and online students. We can offer support and guidance with respect to:

- Off-campus accommodation in Armidale
- Employment opportunities appropriate for students
- Tax Help Program
- ISIC cards
- Centrelink issues and
- Scholarship opportunities

We can't always answer all of your questions, but we can certainly help you find the people that can.

Tune!FM & Tune!TV

TuneFm is the University of New England's campus radio station. Nearing 50 years of operation, the station is Australia's oldest university broadcaster, serving UNE's students, staff, and the broader Armidale community. It is a great opportunity for volunteering at UNE and not only do you pick up some great skills with industry standard equipment, but you can also earn points towards the New England Award.

TuneTV is your go-to channel for UNE related news, events and updates. 2017 is it's first year of operation and if you'd like to be involved, the team would love to hear from you!

LISTEN LIVE AT: www.tunefm.net/

Nucleus

Nucleus is YOUR student newspaper. The editors are always open to contributions from all students, and would love to have your input. Pick up the electronic version at: WEB: www.nucleusune.net/

Library Services for Online Students

Borrowing from home

www.une.edu.au/library/borrowing/borrowing-from-home

As an on-line student you can borrow the same material as on-campus students, such as books, videos, DVDs, software and other items from the library collection. We can post you physical items or we can email you scans of book chapters, journal articles or law cases to your student email address (for free). To request an item to be posted or a scan to be emailed please use our web-based request form. If you are using this library service it is important that you keep your postal address up-to-date through myUNE. For more information on borrowing for online students go to the borrowing webpage. Here you can check your loan period and get information on overdue fines and more. NB. Just so you know, return postage for library loans is free of charge.

Borrowing from other university libraries

www.une.edu.au/library/borrowing/borrowing-at-other-libraries

As a UNE student you can borrow from other university libraries if you work or live nearby. Please check out the website for information about the ULANZ borrowing scheme.

Finding information for assignments

<http://une.au.libguides.com/?b=s>

Search provides a Google-like search experience where you can search the Library's online and print collections at once! This includes physical books, eBooks, journal articles, newspapers and more. Another great tip is to check your library subject guide for key databases to use for assignment help, and internet resources for your specific discipline. As an online student you are able to use the Book a Librarian service to request assistance and get clues from a Librarian on how to find information for your assignments.

Other helpful information

- Library opening hours -**
www.une.edu.au/library/about-us/opening-hours
- Library Chat**
www.une.edu.au/library
- How to find us -**
www.une.edu.au/library/about-us/how-to-find-us
- Library classes and tours -**
www.une.edu.au/library/support/library-classes
- Facilities for students -**
www.une.edu.au/library/about-us/facilities-for-students
- How to print, scan or photocopy -**
www.une.edu.au/library/about-us/facilities-for-students/printing-copying-and-scanning
- Contacting the library -**
www.une.edu.au/library/about-us/contact-details
- Ask a Librarian email service -**
<https://askune.custhelp.com/app/ask/p/521,522/>
- Make an appointment with your Academic librarian -**
www.une.edu.au/library/about-us/forms/book-a-consultation
- Online student enquiries -**
Tel: 1800 059 735
Fax: 02 6773 3273
- Library Service Desk**
Tel: 02 6773 2458

Additional services

- For postgraduate students -**
www.une.edu.au/library/services/postgraduates
- For students with Special Needs -**
www.une.edu.au/library/services/students-with-disabilities

Book an Appointment with a Librarian: www.une.edu.au/library/about-us/forms/book-a-consultation

8 GREAT TIPS FROM MEG (A CURRENT STUDENT):

- 1) Plan ahead and create to-do lists.
- 2) Have a dedicated study space.
- 3) Sign up to the Insiders' Guide and friend Ed UNE on Facebook for important updates.
- 4) Take study breaks (I recommend the Pomodoro technique).
- 5) Participate in online discussions, especially in your Moodle forums.
- 6) Get up and move.
- 7) Discover your learning style.
- 8) Reach out when you need support - the unexpected happens to all of us so don't be afraid to ask your unit coordinator or Student Support Team for help.

Library Services for On-Campus Students

Borrowing

www.une.edu.au/library/borrowing

As a student you are able to borrow books, videos, DVDs, software and other material from the library collection. Go to the library borrowing webpage to check your loan period, and get information on overdue fines and more. Your UNE Student Card is also your library card so make sure you carry it with you at all times!

Finding information for assignments

www.une.edu.au/library/find

Search provides a Google-like search experience that enables you to find online and print collections simultaneously. The Library has lots of online resources such as eBooks, journal articles, newspapers and videos as well as items you can borrow from the Library. Library subject guides are also a great way to find key databases to use for your assignments and Internet resources for your discipline

Other helpful information

Library Opening Hours -

www.une.edu.au/library/about-us/opening-hours

How To Find Us -

www.une.edu.au/library/about-us/how-to-find-us

Library Classes and Tours -

www.une.edu.au/library/support/library-classes

Facilities for Students -

www.une.edu.au/library/about-us/facilities-for-students

How to Print, Scan or Photocopy -

www.une.edu.au/library/about-us/facilities-for-students/printing,-copying-and-scanning

Contacting the Library -

www.une.edu.au/library/about-us/contact-details

Ask a Librarian Email Service -

<https://askune.custhelp.com/app/ask/p/521,522/>

Make an Appointment with Your Academic Librarian -

<http://www.une.edu.au/library/about-us/forms/book-a-consultation>

Library Service Desk -

02 6773 2458

Additional Services

For postgraduate students -

www.une.edu.au/library/services/postgraduates

For Students with Special Needs -

www.une.edu.au/library/services/students-with-disabilities

Book an Appointment with a Librarian: www.une.edu.au/library/about-us/forms/book-a-consultation



First Year Advisors

Whether you are studying on-campus or online, there is a First Year Advisor to help you succeed in your studies. First Year Advisors promote independent learning and success in tertiary study by assisting new students to identify their learning needs and expectations, and also help students to identify the expectations and requirements of their UNE course. They will 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, research skills and preparing for exams.

First Year Advisors offer confidential individual consultations, workshops and seminars and a range of discipline-specific resources. They will help you monitor your progress and, as your point of first contact, refer you to other appropriate university services.

Identify the relevant First Year Advisor to help you and then contact is easy:

www.une.edu.au/fya

FIRST YEAR ADVISOR FOR ONLINE STUDENTS:

As a first year online student, you have access to a First Year Advisor who is specifically there for students studying online throughout the academic year.

Helen Patterson:

Online Studies Academic Skills Support

EMAIL: helen.patterson@une.edu.au

Access online First Year Academic Skills Support:

<http://moodle.une.edu.au/course/view.php?id=10420>

FIRST YEAR ADVISORS DISCIPLINE-SPECIFIC:

Located in the Schools of their specialist discipline areas, these First Year Advisors can assist you with strategies for success relevant to your own area/s of study.

Julie Godwin:

Sciences

PHONE: 02 6773 2057

EMAIL: fyascience@une.edu.au

Nola Holmes:

Business & Law

PHONE: 02 6773 2181

EMAIL: nola.holmes@une.edu.au

Jenny Vaughan:

Humanities, Arts, Social Sciences & Education

Academic help for both on campus and online HASSE Students.

FYA HASSE Moodle site - (log in Key- FYA):

<https://moodle.une.edu.au/course/view.php?id=8937>

PHONE: 02 6773 2396

EMAIL: jvaughan@une.edu.au



New to university study & assignment writing?

ASO can help!

Workshops and courses

Self-paced, online courses and on-campus workshops to help you improve your study skills.

[une.edu.au/current-students/
resources/academicskills](https://une.edu.au/current-students/resources/academicskills)

Individual consultations

Contact the ASO or a First Year Advisor. Make a booking for an individual consultation with the ASO.

asohelp@une.edu.au

Learning resources

Handy tips and hints for your study including referencing help, writing essays, study skills and planners and links to fact sheets.

[https://aso-resources.une.
edu.au/](https://aso-resources.une.edu.au/)

Academic Skills Office (ASO)

Academic Skills Office (ASO)

The Academic Skills Office (ASO) is UNE's learning support unit and is part of Teaching and Learning Support (TaLS). We are here to help you succeed and excel in their studies through the development of independent learning skills and the provision of study programs, including group and individual support programs that address students' general and course-specific needs. 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 or check out our extensive online resources.

Consultations:

Individual consultation times are available to students. Trained and experienced academic skills lecturers provide free advice and guidance on academic skills in a supportive environment. Book a 30-minute session by logging in to our online booking system. Register your UNE details, then log in and book a consultation. We can meet you in person on-campus, or contact you by phone. Alternatively, you can send your query to our email address asohelp@une.edu.au, and we will reply within 5 working days.

Online resources:

The ASO develops and maintains a comprehensive set of resources on a wide range of academic literacy topics. Check out the fact sheets, and the ASO video resources to help you with those essential skills that underpin university learning. Your lecturers' expectations of how you should approach your assignments can be different in different disciplines, so have a look at the subject-specific writing site to see whether your discipline is covered. The ASO also maintains the UNE referencing resources. Make sure you know which referencing system you need for your units, and then check the ASO referencing fact sheets for information about each particular style.

tUNEup from home university preparation course:

tUNEup from home is an online university preparation course for students who may not be confident about studying online or writing assignments at university. The course is free, totally online and runs over two weeks in the break between trimesters. The course covers the use of online learning tools, academic writing and study skills. Further details can be found on the ASO site:

www.une.edu.au/current-students/resources/academic-skills

tUNEup Mathematics - Stage 1

tUNEup Mathematics - Stage 1 is a self-paced online mathematics program. It runs for two weeks at a time during various breaks between trimesters. The tUNEup Mathematics - Stage 1 course is for students who want to fill in some gaps in their secondary school level mathematics. The main part of this short course focuses on key numeracy skills, early algebra, and pre-calculus material. It culminates with students being able to solve quadratic equations.

Planning your success at university:

For most students, university study is challenging and interesting. To make the most of the experience, you need to be able to set priorities, organise your time to meet deadlines, work efficiently and be confident to seek help and advice when you need it. Time management is the key to success. If you plan your study, develop good study habits and manage your time effectively, you can be confident that you will achieve your goal. Make sure that you give yourself sufficient time to complete your units. That means studying 10-15 hours per week for each unit that you are enrolled in. As a start, download the student planners at <http://aso-resources.une.edu.au/study-templates/> to help you organise your time.

Academic Integrity Module (AIM):

The AIM is housed in a Moodle site that all students will already have access to or that they can self-enrol into via: <http://moodle.une.edu.au/course/view.php?id=10214>

The AIM offers choose-your-own-adventure video coverage of the issues and concepts involved with academic integrity. It also offers a quiz that covers many important UNE rules and procedures on academic misconduct, which you are required to be familiar with. You only need to complete ONE of the choose-your-own-adventure videos OR the quiz. The AIM seeks to educate students about academic misconduct and plagiarism, and it also explains how and why it is important to incorporate the work of others into one's own writing in appropriate ways. All UNE students are responsible for completing the AIM. While there are no formal penalties for not completing the AIM, students who do not complete it will be in breach of university policy, and will not be able to submit assignments until they complete it.



SARAH'S 5 TIPS (A current student):

1. Be realistic in what you can manage in one trimester, particularly if you are working or have a family etc.
2. Be aware of census dates and don't panic if you feel that your degree is taking too long. Better to tackle one subject a trimester and pass with flying colours than doing three and failing two.
3. Lecturers are not monsters; they don't want to fail you, so contact them if and when you have any sort of query.
4. Don't get too distracted with Moodle discussion boards. Allocate 10-15 minutes a day to read/respond to discussions, but don't get too caught up in the general discussions section.
5. And self-enforced bans of all social media during exam prep are a must!

Turnitin self-check

UNE uses software called Turnitin to check student assignments for plagiarism. It works by matching the text in an assignment with any text on the Internet and other assignments that have been submitted to Turnitin in the past. The software also has a self-check function. You can use the self-check function of Turnitin before submitting their assignment to check the text of the assignment for matches to other sources. If there are matches in the text of the assignment, it may be necessary to add a reference for a direct quote or to paraphrase the text more appropriately. The Turnitin self-check can be accessed here: <https://moodle.une.edu.au/enrol/index.php?id=16707> For further advice about using the self-check function to improve your writing, contact the ASO.

Tertiary literacy assessment (TLA)

The tertiary literacy assessment is an optional activity that students can undertake to assist in evaluating their individual academic strengths and weaknesses. The TLA offers self-tests in four key academic literacies: academic writing, information literacy, computer literacy, and mathematics. Students are encouraged to be proactive in addressing any areas of academic weakness. The TLA is available to all students via the self-enrolling Moodle site: <http://moodle.une.edu.au/course/view.php?id=5510>

Reading, listening and making notes:

At university, you need to take more control of your learning and become less reliant on the lecturers telling you what you need to know. Therefore, a lot of your time at university will involve reading and making notes to prepare for lectures, tutorials and assignments. The Academic Skills site provides information about academic reading strategies.

All of your units have an online component. Many will also have lectures and tutorials on campus. Most lectures will also be recorded and available for online students to listen to. Lectures should supplement your required readings. Make sure you prepare first by reading around the topic of the lecture. You also need to develop some good strategies for listening and making notes. After the lecture, review your notes and follow up on anything that you are not clear about.

You should develop your note making skills, as they will be useful for both reading and listening. Work through the online tutorial on note making and download the ASO fact sheet on different note making strategies to see which style suits you best.

Writing assessments:

The majority of your assessment is done through writing. What you are required to write may vary from short answers of a few words to 2000 or 3000 word essays or reports. It is important to become familiar with the type of writing that is required in your discipline and the process you need to work through to produce a quality piece of writing. The ASO has a series of fact sheets on writing for different assignment tasks and a comprehensive online tutorial on academic writing.

Referencing and avoiding plagiarism:

Academic writing builds on the knowledge and research of others. In your academic work, you will need to use evidence to support your arguments and to convince your reader that what you are saying is credible. The ideas, words, data, or writing of others that you use in your own work need to be explicitly acknowledged through a system of referencing. UNE has a number of referencing systems. It is your responsibility to become familiar with the particular style(s) that is/are required in the units you study. Information on the systems in use in the different schools is available from the UNE referencing link. Also, you should become familiar with how to incorporate references into your writing and the correct way to format references. See the referencing fact sheets and the online workshops on information basics for more information on how to reference appropriately.

Plagiarism refers to the use of other people's work without proper acknowledgement. It is essential that you understand what plagiarism is and how to avoid it in your assignments. Start by reading the policies and rules on this topic before you begin your assignments. These policies and rules are provided on the Plagiarism page on the Academic Skills site. Also, you should read the ASO fact sheet on Avoiding Plagiarism and work through the online tutorial on plagiarism. Finally, make sure you complete the Academic Integrity Module (AIM) before your first assignments to check your understanding.

Critical Thinking:

An important part of university study is the ability to think critically. We use critical thinking to evaluate the intellectual work of others, to identify both its strengths and weaknesses. To think critically, you need to understand the meaning of statements, identify and challenge underlying assumptions, recognize and assess the accuracy and validity of arguments and question evidence. Check out the ASO fact sheet on critical thinking.

Mathematics, statistics, science and other digital literacy support

The Academic Skills Office (ASO) provides mathematics and mathematics-related academic support to all students. Students from disciplines as diverse as nursing, economics, psychology, chemistry, and computer science and everything in between are welcome to participate. However, because staff hours are very limited, most of this academic support is provided by email for both on-campus and online students. Students are instructed to seek help directly from their unit coordinators for problems related to unit content and are further instructed to try to narrow down the nature of their enquiries. On-campus students may be able to book face-to-face consultations if the ASO academics decide that it would facilitate student learning.

Visit the ASO website for more information on:



Contact the ASO

PHONE: 02 6773 3600

EMAIL: asohelp@une.edu.au

WEB: www.une.edu.au/current-students/resources/academic-skills

Studiosity

The Academic Skills office also coordinates the University's partnership with Studiosity, an external provider supplying free additional academic support to students.

What does Studiosity do?

Working as a complement to the services provided by the Academic Skills Office, Studiosity provides two types of service: Writing Feedback that generally occurs within 24 hours, and Connect Live, a live online chat service.

Writing Feedback works similarly to the asohelp@une.edu.au service in that it provides feedback on aspects of your academic writing. This service doesn't provide direct advice on the discipline specific content of your writing; instead, it helps guide you as to how you might improve things such as structure, answering the question, referencing, grammar and spelling. It is not a comprehensive proofreading service, but one designed to help you learn how to improve your academic writing. You simply upload a draft of your work at any time and you will generally receive feedback within 24 - 72 hours. So make sure you leave enough time to receive the feedback, edit your work if necessary, and submit.

As the name suggests, Connect Live puts you in direct contact with a subject specialist. You simply ask a question then work in an interactive classroom complete with chat, collaborative whiteboard and file sharing. Subjects covered include English, mathematics and science to year 12 level from 3pm-12am Sunday to Thursday; and statistics, economics and accounting at a basic first-year tertiary level from 7pm-10pm Sunday to Thursday.

Where can I find my free access to Studiosity?

You should be able to access Studiosity through your Moodle units by clicking on a link or a tile (usually located in the right-hand column) marked with the Studiosity logo. If you have trouble locating the link, then please contact:

asohelp@une.edu.au

Feedback and advice

The Academic Skills Office works closely with the Studiosity team. If you have any questions or feedback about the service we'd love to hear from you. You can contact us at asohelp@une.edu.au and we'll get back to you as soon as possible.



Oorala Aboriginal Centre

Oorala Aboriginal Centre is a place for all Aboriginal and Torres Strait Islander student community members at UNE to come together to access culturally safe and appropriate support services that will enhance your experience at UNE. We warmly invite and encourage all Aboriginal and Torres Strait Islanders students to gather with us as we support you on your individual learning journey.

Oorala's Student Engagement Team can help students with a range of matters relating to:

- Academic support
- Targeted scholarships
- Funding assistance to attend intensive schools and practical field placements
- Local support services, including Aboriginal community controlled health services, accommodation providers and community organisations

Study Support Scholarships

The Oorala Study Support Scholarships are an exciting new suite of scholarships designed to kick start your studies. Developed in partnership with the Dixson Library, UNE IT-Services, UNE Special Needs Unit and Dell Computers, Oorala is offering over a hundred scholarships for 2019 commencing students which come with:

- Internet Access sponsorship - \$750
- Textbook Voucher - \$500
- A new Dell Laptop computer

Apply for a scholarship today at www.une.edu.au/oorala

Targeted Tutorial Assistance Program (TTA)

Commencing students are encouraged to enrol in Oorala's free tutoring program, TTA. Our tutors will work with you to help overcome initial hiccups all students can have when commencing tertiary studies. TTA will help you master study skills such as creating a study plan; academic writing and referencing; exam preparation; understanding unit content and course requirements; and navigating UNE's online teaching and learning systems. Tutoring can happen face-to-face; over the phone and via email; and/or via videoconferencing and remote screen sharing - our TTA program has both the flexibility and expertise you need to help make your learning with us a success.

Student Facilities at Oorala

On campus, students can access a study lab, resource library and a culturally safe space to hang out and yarn with fellow Aboriginal students. Access to the study lab is available 24 hours a day, 7 days a week. It features kitchen facilities; breakout rooms for meeting 1-on-1 with your tutor; the latest in computer hardware and software; and free printing.



Online, students can access a culturally safe space to engage with Oorala's services and be part of the Aboriginal and Torres Strait Islander community, no matter where you're studying from. The Indigenous Students Hub is a popular support web site that is especially linked to each individual student's online learning platform or Moodle dashboard.

Culture, Community, Partnership

As the focal point for UNE's Aboriginal and Torres Strait Islander activities, Oorala also hosts community and student events throughout the year, providing on campus students with opportunities to meet fellow Indigenous students and local community members.

Oorala's *Elder In Residence* is available to all students and can provide cultural support and mentorship.

For non-indigenous students, Oorala offers 4 units designed to increase your capacity to work effectively and respectfully with Aboriginal communities, search for "OORA" in the UNE Unit Guide.

The AIME mentoring program has a chapter at UNE based out of Oorala. AIME offers a great opportunity for both Indigenous and non-indigenous UNE students to grow their personal, cultural and leadership potential whilst giving back to the local Indigenous community.

Contact Oorala

Email: ooralasupport@une.edu.au

Phone: 1800622384 or 0428497140



Study Centres

www.une.edu.au/current-students/support/student-support/study-centres

UNE Sydney

Located in the new Central City of Parramatta just 5 minutes' walk from the Parramatta train station and bus inter change UNE Sydney provides a great location and resources for students studying at UNE in Sydney. The study centre promotes learning, group collaboration, workshops, and tutorials and participates in a number of community engagement activities throughout the year.

The Centre is staffed 7 days per week at 211 Church St Parramatta. The reception desk can be contacted on 02 9689 4888 or email sydney@une.edu.au

- 9am to 9pm (Monday to Thursday)
- 9am to 5pm Fridays
- 10am to 6pm (Weekends)

Access times may vary around holiday periods

UNE Sydney facilities:

- location for weekend workshops and intensive delivery
- computer workstations and quiet study space
- student support services and IT services
- open access to 5 study areas to facilitate local small group collaboration
- first year law textbooks for use on site
- flexible 1:1 tutoring or course advice during the trimester
- communal student kitchen with tea & coffee supplies
- WiFi via Eduroam throughout the Centre
- printing, scanning and photocopying
- breakout lounge spaces to relax during study breaks



UNE Tamworth

Located in the heart of the CBD, the UNE Tamworth Centre is a state-of-the-art facility offering resources and support for students studying across the Tamworth region. Centre staff provide guidance to current students and those considering tertiary study.

24 Fitzroy St, Tamworth
(in Peel House next to Town Hall)

UNE Student Access hours:

6.30am to 11.00pm - 7 days a week*

Note: UNE Student ID card is required to access Centre. Access may vary around holiday periods

Staffed hours:

9.00am to 5.00pm - Mondays & Fridays

9.00am to 6.00pm - Tuesdays, Wednesdays & Thursdays

10.00am to 2.00pm - Saturdays

You can organise after-hours access to the UNE Tamworth Centre by contacting the Centre team on tamworthsc@une.edu.au or phoning 02 6766 3860.

UNE Tamworth facilities:

- 2 large lecture theatres
- 3 small tutorials rooms with Mondopads screens for quiet study or small group study
- shared/open plan study areas with Mondopad screens, which can be divided into smaller spaces for private or small group study
- computer lab with desktop computers connected to the UNE platform
- 2 shared postgrad study rooms
- multi-use room and computer lab with video conference capability
- communal student kitchen with tea & coffee supplies
- WiFi via Eduroam throughout the Centre
- printing, scanning and photocopying
- breakout lounge spaces to relax during study breaks

The UNE Tamworth Centre is also home to the UNE SMART Region Incubator (SRI), a start-up incubator facilitated by the UNE Business School. The SRI provides support to startups with innovative business ideas by offering resources including work space, access to research and expertise, data and funding opportunities. Students studying in Tamworth have the opportunity to work and network with entrepreneurs, learn about the start-up ecosystem and participate in SRI events and activities. For more information about the SRI visit the website: www.smartri.com.au



UNE Taree

The UNE Taree Centre is located adjacent to the Manning Mall shopping complex at 91 Manning Street in Taree. The Centre is fully staffed Monday to Friday with after-hours access available. Staff can help you with any aspect of your studies. Regular workshops and tutorials on Essay Writing, Referencing, using the Library and preparing for Exams are presented at the UNE Taree Centre throughout the year.

Staffed hours:

Monday to Friday 9am to 5pm

UNE Student Access hours:

6.30am to 11pm - 7 days a week (including Trimester breaks and public holidays). A UNE Student ID card is required to access Centre. Contact UNE Taree to arrange activation of your Student ID card.

Contact 02 6557 7190 or email tareesc@une.edu.au

UNE Taree facilities:

- 10 computers with touch-screen technology, internet, Skype and all Microsoft programs
- printing/scanning/copying
- 3 tutorial rooms for quiet study or small group meetings
- video conferencing facilities
- internal phone to Armidale campus
- communal kitchen with tea & coffee supplied
- open plan areas for workshops and group meetings
- WiFi via Eduroam throughout the Centre

Regional Study Centre Network

UNE offer access to modern technology and enhanced tertiary education opportunities in the New England and North West region through six Regional Study Centres, available to students 24 hours a day, seven days a week.

Locations

- Coonabarabran - TAFE Campus, John St
- Glen Innes - Glen Innes Severn Learning Centre, Grey St
- Gunnedah - TAFE Campus, Hunter St
- Guyra - Armidale Regional Council precinct, Bradley St
- Inverell - TAFE Campus, Evans St
- Moree - TAFE Campus, Frome St
- Narrabri - TAFE Campus, Barwon St
- Tenterfield - TAFE Campus, High St

Regional Study Centre facilities include:

- desktop computers connected to the UNE platform, with internet access and the Microsoft office suite
- WiFi via Eduroam
- printing facilities
- direct phone link to the UNE Armidale campus
- video conferencing unit in some Centres
- a meeting place for UNE students
- student support from the Regional Study Centres team

You can organise after-hours access to the Regional Study Centres by contacting the Centre team on regionalsc@une.edu.au or phoning 02 6766 3860.

3 Ways to Tell us How You're Feeling and Get Help

The Student Support Team

The Student Support Team is here to make sure you get the help you need throughout your studies but we can't help you if we don't know you need it. Most stumbling blocks can be solved in a couple of phone calls (or a couple of emails) and there's nothing you can tell us that we haven't heard or helped with before.

Here's three ways to get help:

Emoticons:

Your emoticons in myStudy are your direct link to the Student Support Team. If you indicate that you are unhappy or very unhappy with one (or all) of your Units, we'll be in touch within 24 hours to see if we can help.

No one else (including your Unit Coordinators) can see any of your emoticon information - it's just between you and us. Now's a great time to test the system, jump into myStudy via myUNE and let us know how you're feeling.

myUnits and Services

	Class List	E-Motion	eReserve Readings	Information	Past Exams	UNEonline Units
User: <input type="text"/>						
Bachelor of Business/Bachelor of Laws (BBULAW)						
Trimester 3 - 2015						
LAW400 Administrative Law						
Graduate Diploma in Financial Management (GDF)						
Trimester 3 - 2015						
AFM301 Accounting Theory						
Other Moodle sites						
ODU Training Annual Refresher for Staff						
AIM						
New England Award						

LAW400

Today I am feeling:

- Happy
- Neutral
- Unhappy
- Very unhappy
- I don't want to say

Online Students' Survival Guide by Annette Stevenson, Manager, Counselling Service

Enrolling in study as an online student can be like taking a journey to a new part of the country. It is likely that you will experience excitement, anxiety and have many questions. It is important to know that you are not really on your own, even though you may be geographically at a distance from the campus and other students. Set time aside to become familiar with your new territory. Start with the UNE homepage www.une.edu.au from where, under "current students" you will discover the many support services that can provide information and assistance to help guide you through your studies. You will also find your student portal called MyUNE that you securely log into. This portal is your online "doorway" to information about your enrolment, your study units, support services, the library, your student account and more.

Who to ask?

Unit information - As an online student, all of your unit information is found in your online learning platform called "Moodle". When you log into each unit in Moodle, it is there, within the general discussion forums, that you can ask your fellow students and the unit coordinator questions about the unit, and can contribute to discussions about online lectures, reading materials, and assignments. Each unit coordinator will also have specific information about if, when and how you can email or phone him or her. If you are seeking an extension of time to complete assignments, some unit coordinators can be approached directly (via email, phone or in person) while others will have a specific administrative email that all requests for extensions must go via.

Social - Some online units have an informal chat space or forum, where you can have social discussion with your peers. You can also link in with UNE students via a number of specific UNE Facebook groups, and via Student Clubs and Associations. You can get a sense of what other students are thinking via the Vibe in your MyUNE. You can also meet other UNE students when accessing one of the UNE study centres in NSW, when attending events during intensive schools, and at the Future Campus if in Parramatta, Sydney. Just so you know, intensive schools are teaching periods where, for some online units, students are required to attend classes for consecutive days at the Armidale Campus (or Parramatta or Tamworth for some units). Check, via the unit information tab in the Course and Unit Catalogue, if you have intensive schools in your online units and whether they are optional or compulsory. Do attend the optional schools

if possible, as it is a stimulating, motivating time.

Course/Enrolment information - Student Central is the administrative hub of the university and is where you can seek information about your enrolment, course, graduation, etc. You can also find information about your enrolment under the MyEnrol tab in your MyUNE student portal. If you need to speak to someone, you can contact Student Central via the Helpdesk on 02 6773 2000 and via email at AskUNE.

Academic Skills and Support - The staff of the Academic Skills Office will give you information and advice about academic research and writing, preparation for exams, referencing for assignments and other practical study skills.

Student Support - Student Support provide services that include: the student support team for information, referral and online support via Facebook, Twitter and the Insider's Guide @ UNE blog; regional study centres throughout NSW; counselling for personal, relationship or study-related matters; career support to help guide you through the process of deciding on a career path and developing the skills to obtain a job after you graduate; access and inclusion support to ensure that you have access to necessary resources and facilities to undertake your studies; and a student grievance unit that responds to your feedback and any complaints.

Financial assistance

If you have financial difficulties, talk to the uni4me Student Advocacy Officer. Small loans are available either through the University to help purchase textbooks or for other costs associated with your course. Check out the Financial Assistance webpage for loan forms and tips to manage your money.

Time management

Re-structure your time to give yourself at least 10 hours a week for every subject you are enrolled in. Talk over your needs with other people in your household or possibly at your workplace so they understand what changes you require.

Use 'waiting' time such as when waiting for a bus or an appointment, as learning time. For example, listen to podcasts or recordings of your lectures, and review summaries, definitions or formulae that you can read over.

Use a timetable to work out and plan time for study. Make sure you still leave time for relaxation, leisure and “the unexpected”. If you have a smartphone, check out the range of apps for managing time and reminder messages. Also check out time management tools like My168 for tertiary students at thedesk, a website especially developed for Australian tertiary students.

Use assignment due dates, exam dates and intensive school dates as a guide for long-term planning. Guesstimate how long each part of your assignment will take (locating resources, reading, summarising, writing, proofing). If assignments are due around the same time, aim to work on several concurrently, otherwise work on one at a time but then allow time to proof read them all again before the due dates. Plan [with your family, employer, partner, pets!] for time off to attend intensive schools.

Develop self-confidence in your academic ability

It is much easier to stay motivated if you enjoy the subject that you are learning about. Enrol in a course that you at least think will interest you. If you are not sure whether you are in the right course for you, talk to the Careers team at UNE. Refer to the online Course and Unit catalogue for course and unit descriptions.

Set yourself realistic and manageable goals. This gets easier as you get better at knowing how long tasks take. You're more likely to succeed if you keep your load to what you can handle. Full-time study and full-time work do not mix. One of these needs to be part-time, especially if you have a family to look after as well. If you want to complete your studies faster, enrol in one or two units to begin with, and then build up the number once you assess how you are managing. If you are relying on Centrelink payments, check with Centrelink as to how you can spread your academic load across trimesters without affecting payments.

Ask for feedback from supportive friends and family. Discuss your ideas with them, ask them to read your assignments and to give constructive feedback. When you get a mark that you are pleased with, share your pleasure with them by celebrating in some way.

Take in written comments from your markers as constructive feedback. Recognise areas that need improvement and contact the Academic Skills Office about specific study skills. You are on a learning curve, so it's OK to have room to improve. If things don't improve, talk to the counselling team about whether you or others are sabotaging your studies. Maybe you don't think you deserve this degree or that someone let you into “uni” when no one was looking!! Lots of students have these thoughts, but then overcome them as they give themselves permission to do well.

Use time at any intensive schools to get to know your lecturers and other students. Sharing ideas and study strategies can really affirm that you are doing well.

When problems arise

Let others know if you are having difficulty with your studies. If you start to feel overwhelmed, or unpredictable problems arise, get help earlier rather than later. The Student Support counsellors offer counselling by phone or Skype for online students. Lecturers, academic skills advisors, the Student Support Team and Student Central will all give advice by phone or email or via AskUNE. You may also be eligible to seek an extension or extra time from your unit coordinator to complete assessments (check in your unit guide for how to do this). Under extenuating circumstances, special arrangements (special extensions of time, special consideration and special exams) can be applied for via relevant forms.

For further information, go to the Student Support webpage: www.une.edu.au/current-students/support/studentsupport

You can get in touch with the Student Support Team via: studentsupport@une.edu.au or 02 6773 4430

You can get in touch with other student support services, such as counselling via 02 6773 2897 or emailed via AskUNE.

Please phone rather than email to arrange an appointment.

**TIP - Call the IT Helpdesk (toll free!)
When something goes wrong!
1800 763 040**



Getting Setup

RECOMMENDED MINIMUM SPECIFICATIONS:

Operating System:

A computer that can run Mac OS10.11 (or higher) or Windows 7, Windows 8.1 or Windows 10.

To update Mac computers: Apple -> About this Mac -> Software Update

To update Windows computers

- Windows 7: Start button -> All Programs -> Windows Update
- Windows 8: Settings -> Change PC settings -> Update and recovery
- Windows 10: Start button -> Settings > Update & Security > Windows Update

Peripherals

- Headphones or speakers (required to listen to lecture and other media provided in units, a USB style headset has proven to provide superior audio quality to the jack style headset when used for online teaching software)
- Headset, including microphone (highly recommended for participation in virtual classrooms)
- Webcam (may be required for participation in virtual classrooms and/or media presentations)

Software

- Microsoft Office 2013 for Windows or higher/Microsoft Office for Mac 2011 or higher ([instructions](#))
- Adobe Acrobat Reader ([download Acrobat Reader](#))
- Flash Player ([download Flash Player](#))
- Java 8 ([download Java](#))
- Anti-virus software ([download UNE's Sophos anti-virus software](#))
- VLC Media Player - for audio and video files ([download VLC Media Player](#))
- Adobe Connect Add-In (download Adobe Connect Add-in) - not required for units that use Zoom as their virtual classroom

Browsers

At least one from the list below (though we recommend that you have a second browser installed as backup)

- Firefox ([download Firefox](#)) - Firefox is the recommended browser
- Internet Explorer 11 ([download Internet Explorer](#))
- Google Chrome ([download Chrome](#))
- Safari for Mac. This is already on the Mac. (Windows version discontinued in 2012).

NOTE: Microsoft Edge (on Windows 10) is not currently supported and incompatible with some UNE systems such as Moodle.

Please use [Internet Explorer as an alternative on Windows 10](#) or another compatible browser such as Chrome or Firefox.

SOPHOS - FREE ANTIVIRUS SOFTWARE FOR STUDENTS

UNE provides FREE enterprise level antivirus software to all students. To download and install the software just follow the link below and follow the step-by-step instructions. After that, Sophos automatically updates its antivirus database while you remain a student, saving you thousands of dollars! Sophos is available for Windows XP or higher and Mac 10.6 or higher.

Visit here to download: www.une.edu.au/current-students/support/it-services/antivirus

If you are on a low bandwidth connection, no problem, contact the IT Service Desk for an installation CD.

You can contact the IT service desk on 02 6773 5000, 1800 763 040 or <http://une.service-now.com>

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: www.une.edu.au/current-students/support/it-services/hardware

Whenever something goes wrong (Moodle, E-submission etc) or you're having trouble interacting with UNE's online systems and network, make sure you contact the IT Service Desk via email, [servicedesk@une.edu.au](mailto: servicedesk@une.edu.au) Phone (02) 6773 5000 (on-campus) or Toll Free on 1800 763 040 (for online students). Support Desk opening hours are: During Term/Intensive Schools: Mon-Fri 8:30am-9pm, Sat-Sun 9am-5pm. Holidays: Mon-Fri 8:30am-5pm.

BANDWIDTH CHECK

Run the bandwidth check at: www.speedtest.net

- A connection speed of 56KB modem or below will be sufficient for email and basic web pages, but will make downloads of large files (such as electronic readings) slow.
- A connection speed of 256 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 512 or higher should give you sufficient bandwidth for all online teaching tools used at UNE.

Online Supervised Exams



As a leading online university, we strive to offer you the most flexible study options. This applies to traditional exams as well and we are rolling out the option of sitting your supervised exams online.

If your unit has an exam and is included in the project you can sit your exam in your own space and won't need to use precious exam prep time to travel to an exam centre. You would type your answers instead of handwriting, and you would be able to choose your preferred start time within the exam availability window.

How does it work?

You would need a webcam, speakers, microphone (normally built into the webcam), a reliable internet connection and a suitable space where you won't be interrupted.

A real person supervises the exam in real time via a web cam and the screen is monitored.

To find out more visit <http://www.une.edu.au/current-students/my-course/examinations/olx-project> or post your questions in **AskUNE** at <https://askune.cus-thelp.com/>



**Need
Help**

UNE Counselling Service
(02) 6773 2897

Corner of Queen Elizabeth Drive and Elm Avenue

Weekdays 9.00am - 4.00pm AEST

Face-to-Face - Over the Phone - Via Skype

Free - Confidential

**UNE After-Hours
Crisis Support Line**

1300 661 927

Text: 0488 884 169

Weekdays 4.00pm - 9.00am AEST

Weekends & Public Holidays

New England Award (NEA)



What is the NEA?

The prestigious New England Award is presented to students who have embraced the full UNE experience by getting involved in social and community activities that develop life skills, such as:

- participation in social, cultural and sporting events
- training undertaken in addition to your degree
- committee membership
- event organisation
- paid and voluntary work
- contribution to your local community and to the University.

Why take part in the NEA?

The New England Award (NEA) will add value to your CV, and provide evidence of your commitment to developing the [UNE Graduate Attributes](#) and preparing yourself for graduate employment and citizenship.

The NEA acknowledges the development of the skills and attributes necessary for successful study, workplace attributes and good citizenship. It will be a valuable addition to your academic record and CV and enhance your employability.

[More information](#)

Contact nea@une.edu.au

“ To the person that founded the award and to the people that now run it, thank you. Thank you for allowing students, like myself, to have the opportunity to strive towards something bigger and the self-development along the way. I started as a seed and now can say I have blossomed into a flower ready to spread my knowledge and skills to others. ”

Grayson, 2018, Bachelor of Education
(K-12 Teaching)

