

University of
Western Sydney

Bringing knowledge to life



A Guide to University Life
for Mature Age Students



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Student Support Services – Counselling Service
University of Western Sydney
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A Guide to University Life for Mature Age Students

What to expect
when you return to learning

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Starting out at university

Congratulations on making the leap to return to learning after some time away from formal study. Education changes not only our opportunities but our expectations and our self-perceptions. You are about to embark on a remarkable journey.

At UWS we recognise that the first part of this journey can be as frightening as it is exhilarating. Students must adjust to their new environment and its demands together with the altering landscape of the many other aspects of their lives outside of university.

We have put together this guide for mature age students about university life to answer some of the questions you might have about this process.

As a university student, there is an expectation that you will be responsible for choosing which units to take, registering for tutorials, knowing when assignments are due, and where and when exams will be held.

There are also university rules and regulations on a vast array of matters such as special consideration and progression and a myriad of other information to digest.

UWS Policies can be found at www.uws.edu.au/policies

It is our hope that this guide will assist you to find the relevant help, information and services to make your time as a student rewarding.

8 essential steps

www.uws.edu.au/startingout

1

Accept or defer your offer
<http://oscas.uws.edu.au>

2

Set up your MyUWSAccount
<https://myuwsaccount.uws.edu.au>
<http://myuws.uws.edu.au>

3

Plan your course
<http://handbook.uws.edu.au/hbook/>
www.uws.edu.au/academicadvising
www.uws.edu.au/advancedstanding

4

Enrol online
<http://myuws.uws.edu.au>
www.uws.edu.au/mysrhelp
www.uws.edu.au/tutorialregistration

5

Check your timetable
<http://platformweb.uws.edu.au/>

6

Calculate your fees
www.uws.edu.au/fees

7

Get your Student ID card
www.uws.edu.au/studentidcard
www.uws.edu.au/studentcentres

8

Get prepared for uni
www.uws.edu.au/orientation
www.uws.edu.au/firstyearcentral
www.uws.edu.au/slu
www.uws.edu.au/matureage
www.uws.edu.au/campusmaps

The UWS environment and forming a support network

The University of Western Sydney (UWS) has campuses at Bankstown, Campbelltown, Hawkesbury, Parramatta and Penrith. Different courses are offered on different campuses and students may, at times, have to attend classes on a different campus depending on their course structure and unit choices. Each of the five UWS campuses have their own facilities and support services, such as cafeterias, bars, libraries, Computer Centres and Student Support Services.

UWS has approximately 36,000 students in any academic year. While the University is made up of three Colleges, College of Business, College of Arts and the College of Health and Science, the sheer size of any one campus can feel a little overwhelming at first. In time, students seem to adapt quickly to their new environment, finding lecture theatres and classrooms as well as preferred meeting places to catch up with friends between classes. To access campus maps go to:

www.uws.edu.au/campuses

At first it may seem that the campus is filled with “fresh from school teenagers” and you may wonder where you fit. Rest assured that a high percentage of students at UWS are non current school leavers. However, due to the many other commitments of mature age students, like work and family, they may not spend as much time on campus between classes.

In view of this, the UWS Counselling Service offers a variety of opportunities for you to meet other mature age students through the Starting Out Workshops, weekly drop in sessions for mature age students and through the online UWS chat forum, Campus Connection.

www.uws.edu.au/campusconnection

Tutorials and group projects can provide the opportunity for connecting with new peers as do the various social activities offered to students through **uwsconnect**.

www.uwsconnect.com.au

Although it can take time to form new networks, by making contact with your fellow students in lectures and tutorials and utilising the services listed above, you will soon develop a network with whom you can discuss all aspects of university life.

Tip:

Attend orientation activities as this will help you feel more comfortable in your new environment more quickly – allowing more time for the serious business of learning!

Campus tours and sessions to orient students to the use of the library and computer labs are offered throughout Week 0 (Orientation) to all students and it is strongly recommended that students take advantage of these tours to save confusion when session begins.

Tip:

You should familiarise yourself with campus facilities, services and the rooms and lecture theatres your classes will be held in as soon as possible.

Map locations for Bankstown, Campbelltown, Hawkesbury, Parramatta and Penrith campuses

www.uws.edu.au/campuses

University culture

What is a typical week at university?

This will depend on what course you are undertaking and whether you are a full or part time student. Full-time course hours vary from 20 to 30 contact hours in some courses to 12 to 15 hours in others. Contact hours are time spent in lectures, tutorials or practical classes. This may not seem like much, but there is more to university study than contact hours!

Each university year is made up of a number of sessions which is a period during which the content of a unit is delivered and the assessment is completed.

Students also need to spend many hours reading, writing and researching. Some of this extra time may be done at home, at the library or in the computer labs.

Tip:

If you feel you need extra help with the settling-in process, why not make an appointment with a UWS Counsellor.
www.uws.edu.au/ssc

Some students have found that to do well in a full-time course, they need to treat it like a full-time job, allocating around 35 hours a week to their studies.

As well as academic work, mature age students often have to juggle work, families, partners and social life and still find time to sleep. For those not experienced at juggling, finding the right balance can take a bit of work and guidance in this area is available through the UWS Counselling Service.

www.uws.edu.au/ssc

The first session of a student's university career is a period of huge adjustment. It is common for there to be some emotional highs and lows during this time. Some students feel uncertainty as to whether they have made the right choice and whether they are going to be able to succeed at university.

It is a good idea to talk this through with your family, friends, course coordinators or the UWS Counselling Service.

Generally, by the end of their first session, the majority of students are feeling more comfortable and relaxed in their new environment.

What is a lecture?

A lecture is given by an academic staff member to a large number of students in a large lecture theatre. Lectures for each unit are usually one to two hours in duration and occur once a week during the teaching session. Students usually call their lecturers and tutors by their first names.

It is useful for students to do prescribed reading prior to attending lectures. This will prepare you for what is usually a fast-paced delivery of material.

Every unit of study has a unit outline which is issued in the first teaching week of session. The unit outline details important information about the unit and its assessment as well as prescribed readings for each week if applicable. You will also receive a Learning Guide.

Tip:

You will have enrolled in a number of units of study. Normally these units are of one session's duration.

Read your unit outlines thoroughly. They contain crucial information needed to successfully complete each unit.

While most lectures are not compulsory, attendance is highly recommended as it provides the core information about the unit which is necessary for the successful completion of the unit.

Times for lectures (or tutorials) can be scheduled across a broad band of hours (eg 8:00am to 9:00pm).

Contacting lecturers or tutors

Your unit outline/learning guide will give details of how to contact your lecturer or tutor. It may be easier to make contact by email. They have set consultation hours during each teaching session, which could be face to face or by email. Check with your School Administration Office for more details.

To find a staff member's contact details, go to the Staff Directory at

<http://pubapps.uws.edu.au/teldir/>

What is a tutorial?

As well as attending the large lectures for each unit, students will also usually need to attend tutorials (tutes), each of about two hours in duration. Tutorials are made up of a smaller group of students led by a tutor, where there is much more emphasis on student-teacher interaction.

Tutorials provide a forum for discussion and debate of lecture material and the opportunity to work in small groups and prepare and deliver presentations.

In most units, tutorials have compulsory attendance requirements. This means that if a student is absent from a tutorial they are encouraged to verify their reasons for absence, eg, by providing a doctor's certificate, and making arrangements with their tutor to make up for the absence. In some cases, it may be possible for the student to attend another tutorial time-slot to make up for that absence.

If students miss more than two tutorials in a session they can be at risk of failing the requirements of that unit. Details of attendance requirements are in the unit outlines available to students at the beginning of each session.

To get the most out of tutorials, it is recommended that students do the prescribed reading or exercises and attend lectures for that unit. By joining in discussions and asking questions you will further consolidate your learning of the unit material.

Times for tutorials can occur within a broad band of hours (eg 8:00am to 9:00pm).

Tip:

UWS offers workshops on public speaking anxiety and other life skills. For more information, visit

www.uws.edu.au/skillsworkshops

How to register for a tutorial

Tutorial registration is where students register to attend each of their classes. This is an online process.

You must have activated your MyUWSAccount and enrolled with MySR (MyStudentRecords) to use online tutorial registration.

<https://myuwsaccount.uws.edu.au/>

You can view information about tutorial registration with 'live' links at

www.uws.edu.au/tutorialregistration

This web link will give you the following information with 'live' links.

1. Check your enrolment details

Log in to MySR, and click on 'Course and Unit Details'. Your enrolment details will display. Click on 'Units for Course' to view a list of your unit enrolments. Their status must be 'Enrolled' for you to use online tutorial registration. If any of your selected units have a different status, read the information about Course and Unit Rules at www.uws.edu.au/rules and take any necessary action.

2. Log on to Tutorial Registration

Go to PlatformWeb. Log in using your MyUWSAccount details.

PlatformWeb provides access to tutorial registration, a personalised exam timetable, and your examination results online.

3. Proceed to Tutorial Registration

Click on 'Tutorial Registration' This page shows the units you are enrolled in for the various sessions of the academic year.

The right hand column for each unit displays the school offering the unit. (Click on the school link to display the opening date and time of that school. Ensure you close this window before continuing.)

Click on the unit code button in the 'Timetable' column for the current session only. This will allow you to view the tutorial timetable for the unit and make a selection if the units are open for registration.

How to register for a tutorial (continued)

4. Make your selection

If a unit is using this system for tutorial registration, you will see a selection marker to the right of each activity.

Register for each unit separately. Click in the marker next to each activity that you wish to register in.

To submit your choices for a unit, press the 'Enter your selection for ...' button at the bottom of the unit timetable.

As you may only change your registration five times, you will be asked if you are sure of your selection. A confirmation page will be displayed giving you the results of your submission.

5. Print your confirmation

It is important to print proof of your registration if it has been successful. This can be done by printing the confirmation page that appears after you have submitted your selection.

6. Make selections for your other units

Return to the 'Tutorial Selection' page using the link on the menu bar and register for each of your units.

7. Confirm your registration

You can view the tutorials you have selected by clicking on the 'Confirm Registration' button on the 'Tutorial Registration' page. This will give you a list of the activities you have registered for in each unit. You may print this page as confirmation of registration.

8. Log out

Log out using the link on the menu bar.

Navigating PlatformWeb (continued)

Example – unit timetable

The screenshot shows a web browser window with the URL <https://platformweb04.unsw.edu.au/web/04/units/units.asp>. The page displays unit details for 'Second Language Acquisition' and a table of available tutorial times. The table has columns for 'Language Acquisition', 'Course', 'Day', 'Time', 'Location', 'Week/Day', 'Status', and 'Tutorial'. The 'Status' column shows 'Not Enabled' for all entries. A 'Select 1 tutorial time below' button is visible at the bottom of the table.

Unit details

Course: Second Language Acquisition
Bachelor of Early Childhood Studies (Child and Family)
School: School of Humanities and Languages

Usually you can only change your tutorial class five times.

Usually there is only one compulsory lecture time.

Select a tutorial day and time that best suits you. Note: Be quick as classes fill up quickly!

Not Open – not open until the specified registration time
Not Enabled – not enabled until all classes are full (Back-up classes only).
** Once open click the circle that corresponds with the tutorial class that suits you.

There is usually a long button at the bottom of the page, once you have selected your tutorial you MUST click this button to confirm your selection.

Language Acquisition	Course	Day	Time	Location	Week/Day	Status	Tutorial
Lecture	11102200	Wednesday	2:15-3:00	2138	2138, 4544 26	Not Enabled	
Tutorial	11102200	Wednesday	2:15-3:00	2138	4544 26	Not Enabled	
Tutorial	11102200	Wednesday	3:15-4:00	2138	4544 26	Not Enabled	
Tutorial	11102200	Wednesday	4:15-5:00	2138	4544 26	Not Enabled	
Tutorial	11102200	Wednesday	5:15-6:00	2138	4544 26	Not Enabled	
Tutorial	11102200	Wednesday	6:15-7:00	2138	4544 26	Not Enabled	
Tutorial	11102200	Wednesday	7:15-8:00	2138	4544 26	Not Enabled	
Tutorial	11102200	Wednesday	8:15-9:00	2138	4544 26	Not Enabled	

What online resources do I need to master?

Computer technology is used throughout the university for teaching, learning and accessing resources. Helpful resources on how to use these online services are available in the UWS systems section of the Current Students site.

www.uws.edu.au/onlinesystems

UWS has an Information Technology help desk (a free service) that provides telephone and email support for any problems you might have with online resources.

Phone: 02 9852 5111 for IT inquiries or
9852 5252 for E-learning inquiries

Email: servicedesk@uws.edu.au

When accepting your offer at UWS, you will have set up your MyUWSAccount using your student ID number as your username and creating a password. You'll need these details to access all UWS online systems.

<https://myuwsaccount.uws.edu.au>

MyStudentRecords (MySR) is the secure online student records system you'll use to manage your enrolment, keep your personal and contact details up to date, and check your fees and results.

Also, a student email account will be automatically set up for you when you receive your student ID number. It is important to check your **student email account** daily as this is the university's official communication channel.

Email is the preferred method of contact for you to access your lecturers and tutors. However, if you would prefer to speak face-to-face with one of your lecturers, you can make an appointment in the lecturers advised consultation times either by email or calling into your school office.

UWS has computer labs where students can access the internet while on campus. It is not essential for students to have online services at home, although it is definitely more convenient.

Online learning (or E-Learning, short for electronic learning) at UWS uses a program called 'vUWS' (pronounced VIEWS) This is a virtual class room used to support the face-to-face learning for your enrolled units. Some units are only carried out in the online classroom.

vUWS is an important part of your studies. It provides information about your unit outlines as well as message boards, where you can post messages, questions and have discussions with other students in your subjects. Assignment information plus reading material and resources are also found on vUWS.

What online resources do I need to master? (continued)

How to access vUWS

1. Open an internet page.
2. Type www.uws.edu.au into the address bar and click on E-Learning at the top left of the page.
3. The vUWS page will appear. Type in your Student ID number and password to login.
4. The units you are currently completing in the session will appear in the next page 'My vUWS'. Note: All units use vUWS
5. If a small blue pin or thumbtack icon appears under one of your units, it means someone has posted a new message on one of the discussion boards. To see this new message and view all other posted messages, click on the thumbtack.
6. If there is a small envelope under one of the units, it means that someone from that unit (a teacher or student) has sent you an email through vUWS. To see the email, click on the envelope icon.
7. If there is a small globe icon under one of the units, it means the lecturer has posted a website that they think may be of interest to the students.
8. If there is a small speaker/megaphone icon under one of your units, it means there is a new announcement about that unit.

9. vUWS will alert you of new grades you have received for assignments you have recently submitted.
10. vUWS will also alert you of campus announcements and other useful information, such as "how to practise submitting assignments online".

All UWS students can register to have access to Campus Connection, a vUWS site where they can meet and talk with other UWS students about student life. The site also provides the opportunity for students to become more familiar with "E-Learning Technology".

www.uws.edu.au/campusconnection

Other online systems you may encounter during your studies at UWS include:

- AirUWS—for wireless internet access from your laptop or PDA (hand-held accessible pocket personal computer). This allows students to connect with UWS IT systems and the internet without needing to be physically connected to the network.
- iPay – for graduation and a host of other payments.
- Print services for students.

www.uws.edu.au/onlinesystems

How are students assessed?

Forms of assessment for each unit are outlined in detail in learning guides provided to students at the start of each session.

Assessment is generally through a combination of exams, quizzes, essays, tutorial attendance and participation, tutorial presentation, practical reports and/or field reports.

Some units require a pass in all components of assessment to gain an overall pass mark.

Students' results are confidential and are made available to students in MySR.

Grades website

A description of all grades awarded by the University is available at

www.uws.edu.au/grades

Tip:

It is best to try to save several large 'chunks' of time during the week for study and preparation. Some students try to fit all their classes into 3-4 days which allows them to have a study day at home.

Tip:

Need help understanding the terminology at UWS?

A list from A-Z of terminology used at the University is available at

www.uws.edu.au/a-zguide

What will university cost?

Fees

The fees you are required to pay will depend on whether you are enrolled in a Commonwealth supported place or a fee-paying place. The amount paid each year also depends on the course of enrolment.

HECS HELP is a loan available to students enrolled in Commonwealth supported places and can cover all or part of the student contribution amount.

For those eligible for the HECS HELP Loan, the Australian Government pays part or all of your contribution to your education provider on your behalf and records a HECS HELP debt with the Tax Office. When the student's income is above the minimum threshold for compulsory repayment (eg, 2007-8 \$39,824 pa) the student is required to start paying the debt in instalments.

Another form of HECS HELP is in the form of a discount of 20% if you pay all or at least \$500 up front of your fees.

For more information about fees and census dates go to www.uws.edu.au/fees

or see the Dept of Education, Employment & Workplace Relations website at www.goingtouni.gov.au/

If relevant legislation is enacted by the Commonwealth Government in 2010, all university students may be required to pay an additional fee which will be used for student services (which may include services for food, sports and recreation, childcare, counselling, legal, health, housing and employment).

For further details go to

www.uws.edu.au/fees

Census date

Census date is the official cut-off date for enrolment for each teaching session. You need to ensure your enrolment is correct before census date as you must pay fees for all units you are enrolled in as at midnight on this date. If you drop any units after this date you will still be liable for the tuition fees.

www.uws.edu.au/census

Listed below are the census dates for the main teaching sessions.

Autumn Session	31 March
Spring Session	31 August
1st Half (1H) Session	31 March
2nd Half (2H) Session	31 August
Research 1 (R1) Session	31 March
Research 2 (R2) Session	31 August

What will university cost? (continued)

Textbooks

In the first week of lectures, students will be advised what textbooks are essential. While main textbooks are often placed in the Reserve section of the library, demand for these can be high and borrowing time is limited.

The Reserve collection consists of high demand course related materials, such as reading list items, and comprises print and electronic resources. Material is placed on Reserve at the request of academic staff. Check with Library staff for borrowing conditions.

Second-hand textbooks are often advertised around campus, on Campus Connection (www.uws.edu.au/campusconnection) and through the Student Association. Bookshops are run by uwconnect on each campus for the purchase of textbooks. Be sure to check that the books you wish to purchase are the correct editions.

Books listed as 'Recommended Reading' are not essential and can usually be accessed from the library. These are texts that will broaden students' knowledge on a particular area of study.

The Student Welfare Service can help students with book vouchers for academic textbooks.

www.uws.edu.au/welfareservice

Computers and internet connection

All UWS campuses have computer labs, with extended hours of access for students on application through the Security Office on each campus.

UWS students and staff can now enjoy wireless email and internet access on all campuses. AirUWS users can use their MyUWSAccount to access the internet from their wireless-enabled laptops in libraries, recreation rooms, lecture theatres, most tutorial rooms, staff meeting rooms and many outdoor areas.

While having access to a computer at home is not essential, it is strongly recommended. Most students find a computer at home makes their study easier and helps them to avoid travelling home late at night after spending hours working on campus.

Internet access is essential for many administrative aspects of university life, such as registering for tutorials, re-enrolling and accessing results, researching assignments, accessing lecture notes, emailing teaching staff and accessing your student email account.

What will university cost? (continued)

Travel

UWS has campuses across Greater Western Sydney. All of our campuses are serviced by both public transport and major roads. Not all courses are offered on each campus, students must take this into account when budgeting for their travel expenses.

Students enrolled in a single degree are generally based at one campus but may have to travel to attend some components of their course (eg, industry based placements).

Costs involved with travel depend on whether you will be using private or public transport. Students using public transport are entitled to a Student Concession Card and can obtain these through the Student Centres on each campus.

Students travelling by car have the costs of fuel, maintenance, insurance and university parking fees to factor into the equation.

UWS Parking Permits

Students must pay for on-campus parking.

Annual General Parking Permits (Yellow) may be purchased online via the university's iPay system by credit card or by printing off an internet order (tax invoice) with the option to pay later.

Payment options are as follows:

Pay in person at any Post Office (EFTPOS, cash, credit card or cheque)
Pay from a bank account using BPAY or POST Billpay
Pay over the phone
Pay by cheque

Further instructions are available from the UWS iPay website.

<http://ipay.uws.edu.au>

Once payment has been received, you will receive a payment confirmation via email. This can take up to 10 working days for your permit to arrive to the address provided on your application.

What will university cost? (continued)

Parking (continued)

While waiting for your permit you can place a copy of your receipt or payment confirmation on the driver's side dashboard of your vehicle for a period of 10 days or until you have received your permit through the mail.

To purchase a General Permit (Yellow) please go to iPay at

<http://ipay.uws.edu.au>

For more information on parking permits go to <http://parking.uws.edu.au/>

Information about public transport access to all UWS campuses can be found at

www.uws.edu.au/campuses

Scholarships

To make study more affordable and to recognise high academic or personal achievements, UWS has a scholarships program.

Scholarships range from Academic and Leadership Scholarships to Sporting and Equity Scholarships as well as degree specific, industry and community funded scholarships.

For more information, call 1300 897 669 or visit the website at

www.uws.edu.au/scholarships

Tip:

Some students believe they would not qualify for a scholarship and so do not apply.

A scholarship can make a substantial difference to students in terms of money available to purchase books and computers, and/or extra time for study if they do not have to support themselves by working.

Check out the Ann D Clark scholarship for mature age women at www.uws.edu.au/scholarships

What support services are available to assist my return to learning?

While the importance of students being responsible for their own success has been stressed, UWS is committed to providing students with a high quality education, and aspires to produce graduate students of a high calibre.

As such, UWS provides a range of student support services including, personal and academic counselling, disability services, welfare services, academic learning skills, career programs, library services and childcare. Services are also available for students with disabilities.

The **UWS Counselling Service** offers students an opportunity to talk in confidence and privacy about problems of concern including relationship difficulties, mental health concerns and traumatic life events. The Counselling Service also offers individual and group programs aimed at assisting students with the adjustment to university life and skills development. Counsellors can also provide advocacy and mediation assistance around university issues.

Details of these programs can be found by contacting Student Support Services on 9852 5199 or at

www.uws.edu.au/sss

What support services are available to assist my return to learning? *(continued)*

The Disability Service deals exclusively with issues relating to students with a disability or chronic health condition. The Disability Service has the responsibility of ensuring students with a disability or chronic health condition are provided with appropriate advice, support and services that enable the student to access and participate in all aspects of UWS including social activities sponsored by the university. The university will identify barriers and implement appropriate strategies to ensure equal participation.

www.uws.edu.au/disabilityservice

Student Welfare Service are able to help you with rent problems, Centrelink and financial issues, discipline and other matters that may come up during sessions. They also offer emergency food vouchers, book vouchers for academic textbooks and loans for university and living expenses.

www.uws.edu.au/welfareservice

Tip:

First year students should check out First Year Central for help with starting out at uni and understanding your responsibilities as a uni student.

www.uws.edu.au/fyc

You can also visit Campus Connection, the vUWS site where all UWS students can connect online. Peer support is vital in feeling 'connected' to your new environment.

www.uws.edu.au/campusconnection

Lecturers and tutors are available to assist students with any difficulties they are having with their course work in their specified consultation hours with the onus being on the student to seek whatever assistance they require.

What support services are available to assist my return to learning? (continued)

The **Student Learning Unit** organises and runs a variety of programs and courses to develop students' academic literacy, mathematics and study skills. The Unit participates in many collaborative projects with Schools and Colleges to enhance the academic achievement of UWS students.

All these programs and services are detailed below

Bridging Programs – pre-session courses in academic writing, study skills, mathematics, statistics and nursing maths.

SLU Workshops – session workshops in academic writing, mathematics, statistics and nursing maths.

PASS – small study group sessions with senior students situated in various courses.

Online Learning – resources on essays, reports, referencing, algebra, statistics, nursing maths and many more.

Collaboration with Schools and Colleges
For more information about any of these services, email the Student Learning Unit at

slu@uws.edu.au

If you want help with how to plan your future career, **Careers & Cooperative Education** offers a range of resources to equip students with the skills to plan and manage their own career development.

These include careers workshops and resources on career planning, resumes, job applications, job interviews and work experience.

www.uws.edu.au/careers

Student enquiries

Each campus has a Student Centre where you can pick up forms and brochures, lodge forms and seek advice about a wide range of student issues, including admissions, enrolment, examinations, graduations, special requirements, course transfers, results and review of grades.

Student Information Line

1300 688 370
studentinfo@uws.edu.au

Student Centre location details are available at the end of this guide.

Enquiries relating to results should be referred to the relevant School.

www.uws.edu.au/studentcentres

Tip:

Do not hesitate to ask for assistance or clarification on any matter.

The University staff are here to assist you.

Library services

The University Library provides comprehensive library services on all campuses. More detailed information about the Library may be found on the website

<http://library.uws.edu.au/>

Services include:

- **Library Tours**
- **1st year undergraduate integrated programs**
Successful searching online tutorial and assessment is designed for 1st year undergraduate students and provides an introduction to research techniques and tools to help students find and manage information effectively.
- **Managing your citations with EndNote**
- **Citation tracking for your literature review**
- **Targeting journals for publication**
- **Turnitin for UWS academic staff**
- **Searching for Patents**

- **Tutorial Central**

The Library has developed a formal information literacy program which incorporates both online and face to face tutorials. Tutorial Central provides access to online tutorials developed by the Library, that introduce information literacy concepts.

<http://library.uws.edu.au/>

Liaison Librarians

To access the list of Library Liaison staff associated with each College/School go to the appropriate school to locate the Library Liaison staff member.

<http://library.uws.edu.au/infoContacts.php?case=LL>

Childcare

UWS has childcare centres with places for the children of staff and students on the following campuses:

Bankstown campus
Campbelltown campus
Hawkesbury campus
Penrith campus

Hours of operation: 8.00am – 6.00pm
Monday to Friday

www.uws.edu.au/childcare

For other childcare centres, contact your local Council.

If at all possible, you should consider what alternate arrangements you can make to cover instances when children are ill or have school holidays.

Children must be supervised if on campus with you. It is good practice to get clearance from your lecturers or tutors if you have to take your child to class with you due to an emergency situation.

If your child is sick and you are unable to attend class you should get a medical certificate to verify this and notify your tutors of the unavoidable absence.

Frequently asked questions

What can I do if I am concerned about my progress at university?

Some students do, at times, perform below standard and this can be due to any number of reasons, eg. personal circumstances, difficulties adjusting to the new environment, lack of support or lack of motivation.

If you have concerns, it is important to take action to rectify the problem and get back on track as quickly as possible. You may find it helpful to discuss your situation with a UWS counsellor or speak to teaching staff within your course.

Continued poor performance is picked up by the University's twice yearly routine checks on student progress. Students passing less than 50% of the credit points available in the calendar year for their enrolled units or failing the same unit on three occasions are identified as being "at risk" and can be placed on conditional enrolment.

This means you can only study a reduced number of subjects in the following year and must consult with the Head of Program to plan your study and discuss what options are available. Discussion with the UWS Counselling Service is also highly recommended.

What if my timetable is a disaster?

Lecture times are set by the academic staff and cannot be changed although, you may have a choice of timeslots to attend that lecture. As tutorials are smaller groupings of students there are usually a number of choices to select from for each unit.

You can alter your tutorial registration up to five times for each unit you are enrolled in via the online tutorial registration system prior to the commencement of session. After that you need to contact your school office for assistance.

As some tutorial times are more popular than others you may not always get your first choice. It is assumed that full time students will be available on campus five days a week and as a general rule the university is not able to move students from one tutorial to another unless there are extenuating circumstances. Each school has its own arrangements for dealing with extenuating circumstances such as, a clash of core units, disability/health issues or carer responsibilities, so you should contact the Unit Coordinator if you feel you have extenuating circumstances that warrant special consideration.

Frequently asked questions (continued)

Can I study at a campus closer to my home?

Generally, students need to complete their various units at the campus they were offered a place. If you want to select activities on a campus other than your home campus you need to obtain the written permission of the Unit Coordinator and submit a rule waiver request through the Student Centre but due to high numbers on certain campuses this may not necessarily be granted.

What is a Podcast?

A podcast is a multimedia file distributed over the Internet using syndication feeds for playback on mobile devices and personal computers.

Links on how to download podcasts:

www.ehow.com/how_2004202_download-podcast-pc.html

www.abarticledirectory.com/Article/How-To-Download-A-Podcast/138639

www.secretplaceministries.org/pages/support/free-podcast-downloads.html

What can I do in the first few weeks of university to settle in?

This is the best time to meet other people in your course and academic staff in your area of study. Important information about your course structure, organisation and assessment will be given at the Academic Advising session for your course. You should also attend your Orientation Course session during Week 0 (Orientation) and read over the material provided to you in the first weeks of session.

Read through each of your unit outlines carefully and note any key information. It is expected that you will have many questions at this time so do not hesitate to ask any staff member for guidance.

Take some time to find the various locations of your lectures and tutorials as well as your school office and notice boards.

Go on a library and campus tour and investigate the computer labs and how to use them. Also check out the food and drink outlets on campus as well as the gym facilities.

Tip:

Spend some time familiarising yourself with the UWS homepage, in particular the Current Student information. Read your unit outlines and learning guides. Check your emails daily.

Frequently asked questions (continued)

What is the UWS Handbook?

The UWS course and unit Handbook is the official online handbook updated each year by the University. This is the official reference for courses and units offered.

Course Search

- Please use web address below to find courses in your area of interest.
- Unit Set (Key Program, Major, Sub-Major) Search

<http://handbook.uws.edu.au/hbook/>

Tip:

You have until the census date to withdraw from unit/s without incurring academic or financial penalties.

www.uws.edu.au/census

You may want to discuss this with Academic staff, the Counselling Service or Student Welfare Service

Can I keep working full-time as well as study?

Some courses are offered part-time and this may be a better arrangement for those students needing to maintain full-time employment to support themselves. Students can discuss the possibility of doing their course part-time or reducing their unit load with their Head of Program.

For full-time students, university is considered to be their first priority, and falling behind in study because of paid work demands is not a legitimate excuse.

Students who devote the majority of their time to their university courses will be more successful in their degrees. So the demands of work need to be kept in balance and be flexible enough to accommodate study demands such as exam time.

More information regarding supporting yourself at university is available online at:

www.uws.edu.au/dollarsandsense

Frequently asked questions (continued)

I feel I lack the resources and knowledge to be a capable university student. What can I do?

Students often feel overwhelmed and anxious about their academic ability if they haven't studied for a while. Mature age students generally have more life experience and are more willing to contribute to discussions which is valued by lecturers, tutors and fellow students.

Part of the transition process is discovering how the university works and recognising that independent learning and active questioning is encouraged.

Give yourself time to develop the necessary academic skills and to settle in. Have realistic goals for this period as setting the bar too high will only increase your anxiety and demoralise you.

There are a plethora of resources and services to help you on your way to feeling more confident in your abilities.

The UWS Counselling Service provides workshops and programs that will help you to succeed at university.

They will provide you with information and skills that will allow you to make the most of your university studies and will help in overcoming obstacles to study.

The skills that you will develop here are also highly valued by employers and will contribute to your graduate attributes.

www.uws.edu.au/counsellingservice

The Student Learning Unit offers a variety of programs and courses to develop students academic literacy, mathematics and study skills.

www.uws.edu.au/slu

The Library also has a number of resources and services to assist students with researching assignments. Drop in to the library or visit

<http://library.uws.edu.au/>

Frequently asked questions (continued)

What are the names of the Colleges within UWS?

College of Business

Courses in accounting, business, economics and finance, law, management and marketing.

www.uws.edu.au/business/cob/courses

College of Arts

Courses in communication arts, education, humanities and languages, psychology and social sciences.

www.uws.edu.au/arts/coa/courses

College of Health and Science

Courses in biomedical and health sciences, computing and mathematics, engineering, medicine, natural sciences and nursing.

www.uws.edu.au/health_science/chs/courses-for-college-of-health-and-science

What can I do if I feel I have enrolled in a degree that is not right for me?

Students do not always receive an offer for the course that was their first choice, or may have chosen to enrol in a course without adequate background knowledge as to what the course was like.

Students who feel they are in the wrong course could benefit from discussing their concerns with their Head of Program or the UWS Counselling Service to discuss their options.

In some situations students just need time to settle into their new environment before they can begin to enjoy the course fully. If you do decide to change courses you can apply for 'Advanced Standing' for the units you have already studied in your present course. 'Advanced Standing' (previously known as Academic Credit) is recognition of prior learning in terms of experience and/or prior studies.

www.uws.edu.au/advancedstanding

Frequently asked questions (continued)

What if my circumstances change and I am unable to continue with full-time study?

There are a number of options available to you such as, reducing your unit load thereby freeing up more time for the other demands in your life or taking a leave of absence for 6 to 12 months.

Students in this situation may benefit from discussing the various options with the UWS Counselling Service on campus.

If you are receiving Centrelink benefits it is important to notify them of any changes in enrolment.

If you would like to see a counsellor you can make an appointment at one of our offices, or by calling 02 9852 5199, or email counselling@uws.edu.au.

If you do decide to withdraw from your course remember you are able to apply for Advanced Standing for the work you have already completed in your current course. Information on applying for advanced standing is available at:

www.uws.edu.au/admissions

What if I am finding it hard to meet new friends?

Try to be patient, persistent and initiate contact with other students as chances are they too are feeling isolated. As university is such a big place with people coming and going at different times, students can find it harder to meet new friends.

Each UWS campus has a number of social groups and sporting activities that new students are welcome to join. Information about these groups is available from [uwsconnect](http://uwsconnect.com.au).

www.uwsconnect.com.au

Another option is Campus Connection

www.uws.edu.au/campusconnection

Campus Connection is an online meeting place for students from UWS There are also weekly drop in sessions for mature age students run by the UWS Counselling and Welfare Services.

As the weeks progress you will make acquaintances with other students from your tutorial groups or lectures. You could suggest lunch or coffee together before or after class as a way of connecting with these students.

If your time is limited build an email or phone list of contacts for those times when you need encouragement, support or help with a university related question.

Sometimes students form groups to work on researching assignments or studying together so you could suggest this to others in your class.

Remember many students experience some degree of loneliness at the beginning of their course and therefore most would welcome the company.

Frequently asked questions (continued)

What if I am having trouble in class?

Ask questions in class to clarify information or contact your lecturer or tutor in consultation times or by email at the first sign of trouble. You are here to learn so you are not expected to have all the answers!

You may want to form a study group with your peers to assist you in understanding course material.

Also try to do any pre-reading advised before classes and print off and read lecture notes before going to class.

Most issues, if raised early, can be dealt with easily but, if left unattended, can become less manageable. If appropriate, students may choose to contact the UWS Counselling Service or Student Welfare Services for assistance with their problem.

How can I become more familiar with all the technology?

We have tried to demystify some of the technology in this guide with our step by step guides on accessing vUWS and registering for tutorials. There is lots of great information on the current students page on the UWS web site as well as tutorials within the vUWS site.

Like anything, practise will lead to mastery and the ability to ask for help when you are confused or stuck will get you on your way.

Within vUWS you can practise submitting an assignment electronically or in Campus Connection you can practise using the discussion forums and chat rooms and ask other students how to perform certain technological tasks.

www.uws.edu.au/campusconnection

Spend time familiarising yourself with your library resources. Do a tour and visiting the library website, as well as checking the relevant library resources for your discipline, such as the main journals, books and databases for your area.

<http://library.uws.edu.au>

In this guide the web addresses provided are long to enable you to get to the page mentioned but for practise, you could work backward to the first link.

What if I have more questions that need to be answered?

If you have questions and can't find the answers you need, call the Student Information Line on 1300 668 370 or email studentinfo@uws.edu.au.

All information relating to current students is also available online at

www.uws.edu.au/students

Frequently asked questions (continued)

What if I am having trouble meeting university requirements?

Task organisation and time management are two major learning tasks of university study.

In recognition of this, the UWS Counselling Service offers free individual and group appointments on time-management techniques and you may wish to make use of these services.

www.uws.edu./counsellingservice

If you are having difficulty understanding assignment requirements we recommend asking your lecturer to clarify what is required or perhaps showing them a draft of your work to check that you are on the right track.

A weekly timetable can be a useful management tool listing all your university, work, social and family commitments. Identify weekly tasks such as preparation for lectures and tutorials, as well as additional time available for assignment preparation and revision.

Getting an early start on assignments is advisable, as well as staying up to date with reading and activities for week-to-week classes. Identifying when you are at your best for learning can also help you with planning your times for university work.

To assist you with the development of academic skills the Student Learning Unit offers free workshops in a wide range of areas.

www.uws.edu.au/slu

To succeed in your study at university you will need to prioritise, so if you have numerous commitments outside university you may have to make some decisions in other areas of your life to enable you to accommodate the new demands on your time.

Be sure to also allow time to relax without guilt as it is important to have the opportunity to renew your energy.

What is stuvac?

A week prior to the official examination period no lectures or tutorials are held. This is to allow more time for you to study for your exams and is referred to as stuvac.

Notes

Notes

UWS Student Support Services - contact details

If you are feeling confused or overwhelmed during the first few weeks of session, each Student Support Services Campus Centre offers a number of free professional services, programs and special activities for students.

www.uws.edu.au/sss

Counselling Service

Central Booking number: 9852 5199

counselling@uws.edu.au

www.uws.edu.au/counsellingservice

Disability Service

If you have a disability that may impact on your ability to meet the demands of university then you may want to talk with a Disability Adviser to see what special accommodations may be available to you.

Central Booking number: 9852 5199

disability@uws.edu.au

www.uws.edu.au/disabilityservice

Counselling Service and Disability Service locations

Bankstown Campus	Building 11
Campbelltown Campus	Building 16
Hawkesbury Campus	Building G7
Parramatta Campus	Building EJD-51
Penrith Campus	Building P1-04

Student Welfare Service

If you have any financial difficulties, require information on sexual health, legal problems, or require assistance with accommodation, Centrelink, university disciplinary matters, food and book vouchers or loans go to:

www.uws.edu.au/welfareservice

Student Welfare Service locations

Bankstown Campus	Ph: 02 9772 6338	Building 1.G.74
Campbelltown Campus	Ph: 02 4620 3013	Building 5.G.03
Hawkesbury Campus	Ph: 02 4570 1965	Building G7.031
Parramatta Campus	Ph: 02 9685 9366	Building EJD.G57
Penrith Campus	Ph: 02 4736 0674	Building K.1.06

UWS Student Centres - contact details

Each campus has a Student Centre where you can pick up forms and brochures, lodge forms and seek advice about a wide range of student issues, including admissions, enrolment, examinations, graduations, special requirements, course transfers, results and review of grades.

Student Information Line

1300 668 370
studentinfo@uws.edu.au

Opening hours

All Student Centres generally operate from 9am to 5pm Monday to Friday, and are closed on Public Holidays.

Student Centre locations

Bankstown Campus	Building 1
Campbelltown Student Centre	Building 5
Hawkesbury Student Centre	Building G7
Parramatta Student Centre	Building EJa
Penrith Student Centre	Building K

www.uws.edu.au/studentcentres

