Support for Off Campus Students

Studying off campus allows students to study when and where they choose. It enables students to balance study with work and family commitments and provides access to university courses for those living some distance from a university campus, or those who are unable to attend daytime classes.

Instead of attending weekly lectures and tutorials, students receive class content online. Sometimes unit material may be mailed to you (for example, unit outline, study guide and/or a reader). This material is usually available around the commencement date for each semester.

When students do not have regular contact with their lecturers in face-to-face classes, it is most important that they take responsibility to access help when they need it. The University supports students in many ways to try to ensure a satisfying and successful learning experience. If you are studying off campus all services are available to you, but the mode of delivery may be different.

Individual schools provide a range of services to help students succeed. Always refer to the information received from your school in the first instance if you have a question.

The following tips incorporate information about support services available to all students.

**Tips for success**

**Seek help promptly if you are having problems with an assignment**

Your lecturers or tutors are usually available at specified times to help you with questions about your assignment topics, the content of your course, or the skills you need to complete the unit. Your lecturer is always the first point of contact for academic issues. There are also a range of options available to assist students in developing their tertiary literacy and the skills needed for independent learning. For further details go to: [www.utas.edu.au/student-learning](http://www.utas.edu.au/student-learning)

**Access learning support through UniStart**

Learning support is available through UniStart, an enabling course that provides a short face-to-face program prior to each semester and access to many learning resources online throughout the year.

For further information on UniStart check the website: [www.utas.edu.au/unistart](http://www.utas.edu.au/unistart) or phone 1300 361 928.

**Develop your information technology skills**

Information technology (IT) is used throughout the University as a means of communication, course delivery and access to resources. Learning to use this technology is essential to successful study. Links and resources to help you are available at: [www.utas.edu.au/first-year/computer-and-online-skills](http://www.utas.edu.au/first-year/computer-and-online-skills)

Access to computer facilities is available on all campuses. For further details contact the University Library or the Service Desk at: [www.utas.edu.au/servicedesk](http://www.utas.edu.au/servicedesk)

You could also check your local Online Access Centre or public library to find out what level of computer help and access is available.

For general IT support phone the Service Desk on 6226 1818 or 1300 304 903 (local call charge from within Tasmania, mobiles excepted) or access online help at: [www.utas.edu.au/servicedesk](http://www.utas.edu.au/servicedesk) or via email at: service.desk@utas.edu.au

**Find out about MyLO**

The University uses MyLO as its centrally supported online course management and delivery tool. You can find printable guides to MyLO on the Computer and Online Skills page: [www.utas.edu.au/first-year/computer-and-online-skills](http://www.utas.edu.au/first-year/computer-and-online-skills)

Contact the Service Desk (see contact details above) for any IT issues with your online unit.

**What other services are available?**

**Seek help quickly if personal issues are affecting your studies**

The Counselling Service offers free, confidential counselling to students. Counsellors can help you develop strategies to positively deal with a range of personal issues. Further information and a range of self-help resources are available at: [www.utas.edu.au/students/counselling](http://www.utas.edu.au/students/counselling)
Contact the Disability Service
Contact the Disability Service if you have disability issues or health conditions which may impact on your study. The University of Tasmania is committed to a policy of equal opportunity in education and employment and welcomes students with disabilities.

Consult Career Development and Employment
Staff in Career Development and Employment can help you plan your career path and prepare for employment. They can help you clarify important career issues, assist you with decisions and provide many services to support you. Further information and a range of self-help resources are available at: www.utas.edu.au/students/careers

Access CareerHub
Access CareerHub to find out about employment opportunities, resources and events. CareerHub is a 'one-stop' shop allowing you to keep up to date on study and career-related events, search for part-time/casual and graduate jobs and find information on all aspects of career planning. You will need your UTAS email username and password to log on to CareerHub. It takes only a few minutes to complete the initial registration details:
https://careerhub.utas.edu.au

If you are new to off campus study …
Early attention to the requirements of your subjects will help you to stay in control.

Check out the website
Go to www.firstyear.utas.edu.au for useful information for new students, or go to www.utas.edu.au/students and click on the Ask Student Centre link for a list of FAQs.

Student ID Cards
If you are a new student studying by distance, you can obtain a student ID card by sending a passport-sized photo, certified on the back as a true copy, along with a copy of other formal ID (e.g. driver licence) and your student ID number to:

Student Centre, UTAS
Locked Bag 1345
Launceston 7250 TAS

If you need more information, go to www.utas.edu.au/enrolments/student-identity-card or contact the Student Centre by phone on 1300 361 928 or email: Student.Services@utas.edu.au

Read all information relating to your subject(s) carefully
The unit outline is the basis of information for each unit. Refer to this regularly as it will answer many questions. Note deadlines (assignment due dates, study school dates, assessment details etc.) Many units may also have a reader containing relevant readings for the unit.

Establish early contact with your lecturer
See the unit outline for telephone or contact details. Contact your lecturer if you have a problem related to course content or assessment.

Become a library user as soon as possible
The library makes special provision for remote students through its Flexible Library Service. The library will post resources to your home address and allow additional borrowing time for postage but you need to register for these services. Read more at: www.utas.edu.au/library/access-borrow/flexible-library

Attend study schools whenever possible
Many subjects offered for off campus study will run weekend or out of hours workshops or study schools during the semester. These provide opportunities to meet your lecturer face to face and to raise any problems you may be having with your work. You will also meet other students and have opportunities to set up study groups and car-pool arrangements with students who live near you.

Apply effective time management strategies
Without the discipline of weekly classes it is easy to put off study until the last minute. It is important to allocate time to your studies on a weekly basis (we recommend around 10 hours per subject per week) so that you meet your assignment deadlines.

If you are thinking of withdrawing …
Students withdraw from their studies for a variety of reasons. Sometimes when things become tough withdrawal seems to be the only option but there may be alternatives that will allow you to continue. Talk to your lecturer if you’ve fallen behind in your work. An extension for an assignment may help you to get back on track and continue.

First year students may also like to talk with a Student Adviser from Student Centre. Student Advisers can assist you in resolving any issues you may be having that are affecting your university studies. To check who your faculty Student Adviser is go to: www.utas.edu.au/first-year/student-advisers
Make sure you follow correct procedures

If you do decide to withdraw or make any changes to your enrolment, you can do it online; go to Current Students page and click the link to the eStudentCentre: www.utas.edu.au/students

The eStudentCentre provides you with the ability to view and manage your enrolment and student details online. Alternatively, you can advise the Student Centre of enrolment changes using a printed variation form which can be downloaded from eStudentCentre.

Above all, if you decide to withdraw, you must do so before the relevant census date to avoid unnecessary financial expenses. To check the relevant census dates, go to: www.utas.edu.au/enrolments/census-dates

If you need further assistance please call 1300 361 928 or visit the Student Services and Information Centre in Hobart or Launceston, or Reception on the Cradle Coast.

Other fact sheets available
Student Services has a range of fact sheets available including:

- Access to Assistance for Students with Disabilities/Health Condition
- Alcohol and Drug Abuse
- Being Successful in Tertiary Exams
- Counselling Information for Students
- Depression
- Effective Exam Preparation
- Financial Management
- Graduate Recruitment
- Improving your Sleep
- Interview Skills
- Managing Exam Anxiety and Stress
- Normal Healthy Eating and Eating Disorders
- Stress Management
- Time Management
- Writing a Cover Letter
- Writing a Resume