1. ‘Ask Us’ self service portal - askus.utas.edu.au

For information and questions, students should first visit Ask Us for answers to frequently asked questions.

2. Student administration and course inquiries

**U Connect**

Initial advice and referral for all inquiries is provided at all front counters in Student Centres and Libraries, online and via telephone.
- forms and University/School/College/Institute processes
- Student ID and access cards
- fees, withdrawal, leave of absence processes
- enrolment and eStudent help and navigation
- navigation of the physical and administrative environments
- referrals to all other services

No appointment is needed - drop in, phone 1300 361 928 or e-mail u.connect@utas.edu.au

**Course Information Officers**

Course Information Officers are available for every college and institute to assist students with inquiries about their degrees and the units in a particular college or institute. They can assist with enrolment queries including:
- admission requirements for a degree
- taking a second major
- applying for advanced standing
- unit pre-requisites, unit substitutes, overloads
- exchange and studying abroad
- understanding student study plans
- graduation eligibility

There are Course Information Officers for each College and Institute. Contact UConnect to book an appointment www.utas.edu.au/enrolments/enrolment-advice

3. Student Advisers

**International Student Advisers**

All international students:
- Settlement
- Visa issues
- Attendance difficulties
- Fees issues
- Cultural adjustment
- Finances
- Homesickness
- Accommodation

www.utas.edu.au/students/international-students

**Student Advisers**

All undergraduate students:
- Personal issues impacting on studies
- Adjustment to university
- Issues impacting on academic progress,
- Time and study management
- Understanding and navigating policies/procedures
- CALD cultural adjustment and access to NESB exam provisions

www.utas.edu.au/students/learning/advisers

www.facebook.com/UTASLife
Student Adviser Contact Details

Hobart

Arts (excl. Fine Arts), Psychology (and combined Law)
CALE.AdviserHbt@utas.edu.au
6226 8359

Business (and combined Law)
COBE.AdviserHbt@utas.edu.au
6226 1916

Education
CALE.AdviserHbt@utas.edu.au
6226 8359

SET (and combined Law)
COSE.AdviserHbt@utas.edu.au
6226 1916 • 6226 8359

Health
COHM.AdviserHbt@utas.edu.au
6226 7811

Law
CALE.AdviserHbt@utas.edu.au
6226 8359

Fine Arts and Conservatorium
CAM.AdviserHbt@utas.edu.au
6226 7811

Wicking Centre
DementiaCare.Support@utas.edu.au
6226 6911

Launceston

Inveresk Campus (all courses)
Inveresk.Adviser@utas.edu.au
6324 3105

Arts (excluding Inveresk)
CALE.AdviserLtn@utas.edu.au
6324 9701

AMC
COSE.AdviserLtn@utas.edu.au
6324 9701

SET (excluding Inveresk)
COSE.AdviserLtn@utas.edu.au
6324 9701

Business
COBE.AdviserLtn@utas.edu.au
6324 9701

Health Sciences
COHM.AdviserLtn@utas.edu.au
6324 3105

Education
CALE.AdviserLtn@utas.edu.au
6324 9701

Sydney

Sydney.Adviser@utas.edu.au
02 8572 7953

Cradle Coast

CradleCoast.Adviser@utas.edu.au
6430 4904

International Student Advisers

Hobart

All degree programs, including ELC and HDR
6226 1797, 6226 6633 & 6226 2160
ISA.Hobart@utas.edu.au

Launceston

All degree programs, including ELC and HDR
ISA.Launceston@utas.edu.au 6324 3506

4. Specialist services for students – enhancing students’ learning and success

Student Learning

www.utas.edu.au/students/learning
Student.Learning@utas.edu.au

Student Wellbeing:
Counselling and Disability

www.utas.edu.au/appointments
Phone: 1800 817 675

Disability Advisers:
Disability.Services@utas.edu.au

Counselling:
Counselling.Consultancy@utas.edu.au
- Confidential, professional counselling on academic and personal concerns including (but not limited to) anxiety, stress, depression, motivational issues and relationship difficulties

Careers, Leadership and Employability

Careers:
Careers.service@utas.edu.au
- Career planning and developing links between courses and careers
- Advice on job seeking and job application
- Resume writing
- Job interview skills
- Graduate programs
- Leadership development
- Career Mentoring
- Industry Experiences
Drop in service available in Hobart and Launceston for job application and job search support.

Library and IT Support

Assistance with accessing library resources and IT support.
www.utas.edu.au/library or phone 1300 304 903

Student Advocates (TUu)

Assist students with Academic Progress, Academic Misconduct, General Misconduct and Complaints procedures, Compliance, Fees and other issues that affect their ability to study. They also provide specialist Postgraduate Advocacy and welfare support, including practical financial assistance, applications to the Safety Net Grant Scheme and referrals to appropriate community agencies. www.tuu.com.au/advocacy/student.advocacy@tuu.utas.edu.au

UTASLife

UTASLife provides social activities for through a range of campus based events. www.facebook.com/UTASLife

Riawunna Centre

Education services and assistance, mentoring and pathway programs for all Aboriginal and Torres Strait Islander students.
www.utas.edu.au/riawunna • riawunna.admin@utas.edu.au

Accommodation and Unigym

www.accommodation.utas.edu.au • www.unigym.com.au

Safety