Key Resources & Referral Points

1. ‘Ask Us’ Self-Service Portal
   For information and questions, students should first visit Ask Us for answers to frequently asked questions.
   askus.utas.edu.au

2. Student Administration and Course Inquiries

   UConnect

   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

3. Student Advisers

   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

   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

   International Student Advisers

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

   www.utas.edu.au/students/international-students
Student Adviser Contact Details

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

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

Education
CALE Adviser Hbt@utas.edu.au 6226 8359
SET (and combined Law)
COSE Adviser Hbt@utas.edu.au 6226 1916 • 6226 8359

Health
COHM Adviser Hbt@utas.edu.au 6226 7811

Law
CALE Adviser Hbt@utas.edu.au 6226 8359

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

Wicking Centre
Dementia Care Support@utas.edu.au 6226 6911

International Student Advisors

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

Launceston
Inversesk Campus (all courses)
Inversesk.Adviser@utas.edu.au 6324 3105
Arts (excluding Inversesk)
CALE Adiiser Ltn@utas.edu.au 6324 9701
AMC
COSE.Adviser Ltn@utas.edu.au 6324 9701
SET (excluding Inversesk)
COSE.Adviser Ltn@utas.edu.au 6324 9701
Business
COBE Adviser Ltn@utas.edu.au 6324 9701
Health Sciences
COHM.Adviser Ltn@utas.edu.au 6324 3105
Education
CALE.Adviser Ltn@utas.edu.au 6324 9701
Sydney
Sydney.Adimiser@utas.edu.au 02 8572 7953
Cradle Coast
CradleCoast.Adviser@utas.edu.au 6430 4904

4. Specialist Services for Students – Enhancing Students’ Learning and Success

Student Learning

Student Wellbeing: Counselling and Disability

Careers, Leadership and Employability

www.utas.edu.au/students/learning
Student.Learning@utas.edu.au
facebook.com/StudentLearningDropIn

Student Learning Advisers/Librarians:
- Academic writing and communication
- Referencing and research strategies
- Study skills development
- Numeracy skills
- English language development
- Drop In for academic assistance

No appointments needed for Drop In and PASS

Counselling:
Counselling.Consultancy@utas.edu.au
- Confidential, professional counselling on academic and personal concerns

Disability Advisers:
Disability.Services@utas.edu.au
- Services for students with a disability and/or health condition
- Learning Access Plans

Careers:
- Career planning and developing links between courses and careers
- Advice on job seeking and job application
- 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.

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 Aboriginal and Torres Strait Islander students.
www.utas.edu.au/riawunna  riawunna.admin@utas.edu.au

Accommodation and Unigym

Safety