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

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
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

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.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

**Science, Engineering and Technology** (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

International Student Advisers

**Hobart**
All degree programs, including ELC and HDR
6226 1797, 6226 6633 & 6226 7836
ISA.Hobart@utas.edu.au

**Launceston**

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

**Arts** (excluding Inveresk)
CALE.AdviserLtn@utas.edu.au 6324 3105

**AMC**
COSE.AdviserLtn@utas.edu.au

**Science, Engineering and Technology** (excluding Inveresk)
COSE.AdviserLtn@utas.edu.au

**Business**
COBE.AdviserLtn@utas.edu.au 6324 3105

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

**Education**
CALE.AdviserLtn@utas.edu.au

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

**Cradle Coast**
CraddleCoast.Adviser@utas.edu.au 6430 4904

**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
www.utas.edu.au/students/shw
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, Leadership and Employability**
www.utas.edu.au/careerconnect
career.connect@utas.edu.au

Online and On Campus Support

**Student Learning Team and 24/7 Online:**
- Academic writing and communication
- Referencing and research strategies
- Study skills development
- Numeracy skills
- English language development

**Peer Assisted Learning:**
- Drop In for immediate study skills advice
- PASS for unit specific group study sessions

**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

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

**Safety**
www.utas.edu.au/safe20
www.utas.edu.au/safezone

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

**Cradle Coasts**

**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