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.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 5472
- AMC
  COSE.AdviserLtn@utas.edu.au 6324 5472
- Science, Engineering and Technology (excluding Inveresk)
  COSE.AdviserLtn@utas.edu.au 6324 5472
- Business
  COBE.AdviserLtn@utas.edu.au 6324 3105
- Health Sciences
  COHM.AdviserLtn@utas.edu.au 6324 3105
- Education
  CALE.AdviserLtn@utas.edu.au 6324 5472
- Sydney
  Sydney.Adviser@utas.edu.au 02 8572 7953
- Cradle Coast
  CradleCoast.Adviser@utas.edu.au 6430 4904

**UTASLife**
- 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.Consultancy@utas.edu.au
  Disability.Services@utas.edu.au
  Disability Advisers:
  - Confidential, professional counselling on academic and personal concerns
  - 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

**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**
- Providing 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.utas.edu.au/student-living
  www.unigym.com.au

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