

Parent, Partner and Friends Information Guide



une
University of
New England

**Student
Support**

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What is University?

Students come to university not only to gain knowledge and experience in a certain discipline or profession but also to acquire and develop skills as independent learners, thinkers and problem solvers. These skills are highly valued in tertiary education and in the workplace.

New students may feel daunted by the unfamiliar learning environment and by the challenges they encounter as they develop these skills. Lecturers, and student support services such as Student Advisors, the Student Support Team, Access and Inclusion Office, free counselling, First Year Advisors and the Academic Skills Office at UNE are here to help. It is important that students always feel comfortable to ask for help or guidance during their time at university.

About the University of New England (UNE)

UNE was the first Australian university established outside a capital city. With a history extending back to the 1920s UNE has a well-earned reputation as one of Australia's great teaching and research universities.

UNE consistently receives the highest five-star rating from our graduates for teaching quality and graduate satisfaction in the Good Universities Guide. Year after year, these results reflect the outstanding academic and social support experienced by our students, and our world-class facilities for teaching and research.

UNE's three teaching periods may give students the flexibility to complete their degree over a shorter period and allows our students year-round academic support.



University Essentials

Orientation

Orientation takes place both on-campus and online each trimester. On-campus Orientation commences in the week before classes commence but Online Orientation is open to all new students (whether studying fully online or on-campus) soon after they enroll at UNE. Students will be given access to an online unit called UNE101 which provides on-campus and online students with the knowledge required to help them feel comfortable, especially in their first weeks and first trimester of study at university. They are introduced to the campus facilities and university academics. Orientation offers an excellent opportunity for students to meet others participating in their course. For more Orientation information visit: www.une.edu.au/current-students/get-started/orientation

Academic calendar

The teaching year at UNE is mainly divided into three periods known as trimesters. To view key dates for each trimester and print out a calendar for reference visit: www.une.edu.au/about-une/principal-dates

Timetable for on-campus students

The UNE Timetables site is an excellent resource to help students plan their on-campus lectures and tutorials. The website enables students to search available classes and add these to a custom timetable which can be easily viewed and shared. To view UNE Timetables visit: my.une.edu.au/timetables

Lectures

Lectures are presentations given by a subject matter expert and are intended to convey the key facts and concepts for the area of study. Students should be aware that lectures may not cover all the material they are expected to know. Lectures can be held in large lecture theatres, smaller rooms, via video-conference or viewed online and generally run from one to two hours. Students are expected to listen actively and take their own notes with little guidance from the lecturer in identifying what should be recorded.



Tutorials

Tutorials or 'tutes' are small discussion groups held on campus or online in virtual meeting rooms and are led by a lecturer or tutor. They provide an interactive learning environment where students can further explore the concepts and ideas presented in lectures. Discussion is focussed around assigned weekly readings and as such tutorial preparation is essential in order to get the most out of this learning environment.

Practicals

Some units will involve a practical component which is covered in classes known as 'pracs' or 'labs'. These classes are similar in size to tutorials but rather than discussion of unit content, the class will be structured around the practical application of lecture material. They will usually take place in a studio or a laboratory. Students should be aware that practicals may form part of the unit assessment. Online students will typically be required to attend an intensive school to complete any mandatory practical components of their units.



Field trips and placements

Some units may include a field trip or industry placement ranging from a single day to several weeks away from campus. These activities may have additional charges to cover the costs of transport, food and accommodation.

Online - the flexible alternative to on-campus study

In many courses, students will be given the opportunity to complete certain or all units entirely online. This provides students with increased flexibility as they are not required on campus and is particularly beneficial for students with work, family or other commitments.

What is Moodle?

UNE is committed to helping busy adults study anywhere. UNE Moodle is the customised learning platform used to provide online delivery of course material, submission of assessment tasks, and to enable participation in discussions and support collaboration. Both online-only and on-campus students will find course reading materials, details about assessment tasks, lecture recordings, and other learning materials in the Moodle site or platform for each unit they enroll in. Students can access their Moodle units generally one week before a trimester commences. UNE Moodle can be accessed via: moodle.une.edu.au/

Academic honesty

There are several resources available to help students understand what plagiarism and academic misconduct are. Some of those resources are compiled at: www.une.edu.au/current-students/resources/academic-skills/plagiarism

Rights and responsibilities

Students can learn about their social rights and responsibilities via their UNE101 Online Orientation unit, via policies relevant to students:

<https://policies.une.edu.au/students.php>

and via

[The A to Z Guide to Social Ethics @ UNE.](#)

Contacting lecturers and tutors

Lecturers and tutors are an excellent source of support for students; however, they teach a large number of students and often have very limited time. To make the most efficient use of time, lecturers will typically provide discussion forums on Moodle for students' unit and content based questions. Lecturers may also offer set consultation times for students. Students can demonstrate respect for their lecturer's time by using the available discussion forums and consultation times or by making an office or telephone or Zoom appointment. If the matter is personal, a student can also use email to contact their lecturer outside of lectures and consultation times. Academics are usually available only during normal work hours so students should be mindful that they may not receive an immediate response to enquiries.

When emailing a lecturer or tutor, students are required to write from their UNE student email account and include their name, student number and the unit code. This enables academics to quickly identify the student and provide the most useful information. Whether verbal or written, all communication with academics should be courteous, kind and polite. Most academics prefer to be addressed by their first name but it is polite to check first before assuming this is the case.

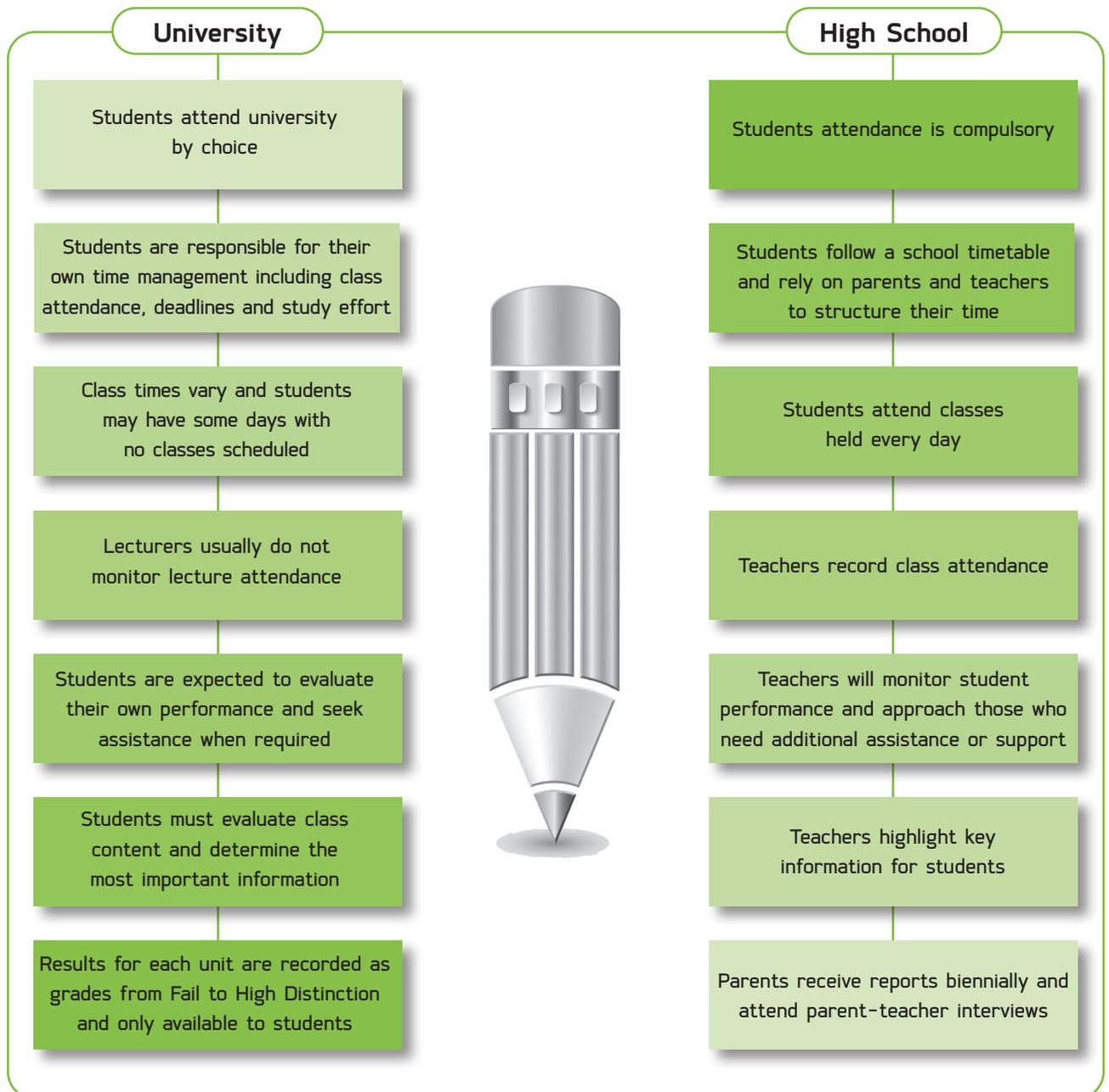
New Beginnings

Getting settled in

The start of a new trimester at UNE is an exciting and demanding time. There is a lot happening and plenty of information for new students to take in.

The expectations of university learning are likely to be quite different to previous learning environments. University students are considered 'mature learners' and as such are expected to effectively manage their own study commitments. For new students, getting the hang of this can be challenging.

How is university different from high school?





A typical week of uni life

UNE recommends students set aside a minimum of 12 hours per week for each enrolled unit. Included in this allocation is time to undertake the activities associated with each unit, such as attending or listening to lectures and tutorials, doing the prescribed readings, research and assignments, completing practical components or laboratory work, attending intensive schools, making study notes and preparing for exams. The time commitment for a full-time student with a three to four unit workload is equivalent to working a full-time job.

Organisation and time management are key elements in achieving success at university. A weekly study planner and an exam day planner are useful tools to assist students to self-manage their time. Printable templates of these planners and other valuable study resources are available for students to download from the Academic Skills Office site <https://aso-resources.une.edu.au/aso-learning-resources/>. Students can also access a range of “tool kits” in the UNE101 Online Orientation unit that they are automatically enrolled in. Sharing planners with parents or partners can be beneficial to students.



Ups and downs are to be expected

A broad range of feelings and emotions are part of the journey for students. It is common for the parents, partners and friends to encounter these highs and lows first hand, so it is helpful to be prepared for the times when additional support may be needed by being aware of important dates.

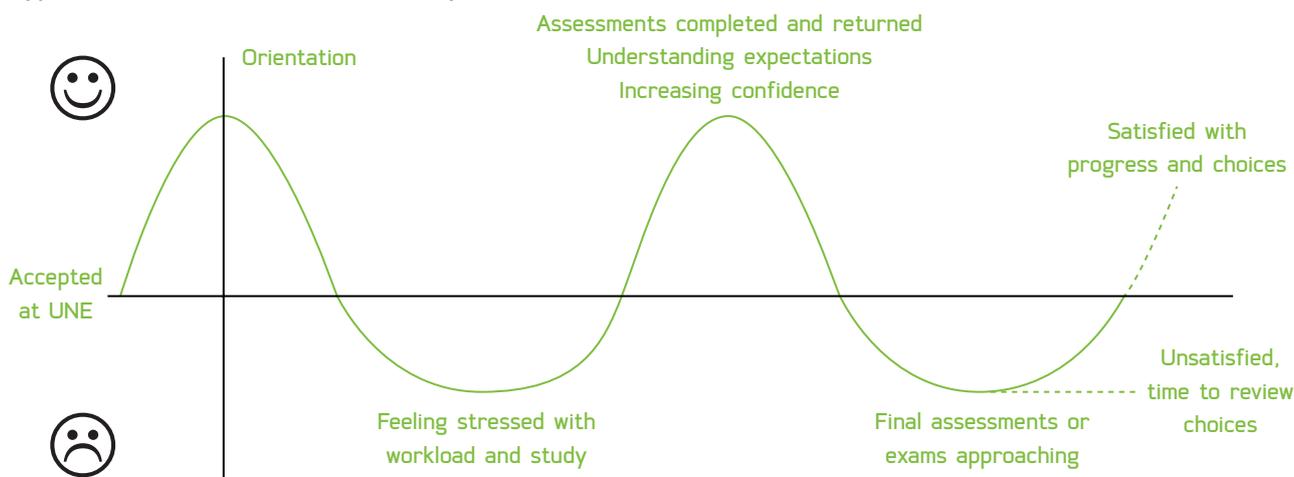
The new experiences and activities encountered by students in their first few weeks at university are typically exciting; at this time students are usually happy, nervous and full of anticipation. As the buzz of Orientation recedes and students settle into the rhythm of university, the realities of their workload set in. At this time students will often feel stressed as they seek to find balance amongst competing deadlines, family life, social commitments and work responsibilities.

Approaching mid-trimester, most first assessments are completed and feedback received. During this time students will gain confidence from having a better

understanding of what to expect from university. As a result of having cleared their first academic hurdles, students often gain insight into the areas of their studies where they may require additional skills or support. UNE offers a range of academic and personal support. For example, each new student will receive a call from their "Student Advisor" who will offer guidance as needed. The Student Support Team will direct students to the appropriate support service.

Towards the end of each trimester students generally experience a rush of final assessment submissions, coupled with the requirement for exam preparation. During this time students often experience the intense pressure of a full workload, competing deadlines and the need to study for exams. The best way for students to plan for these busy times is to keep on top of their workload throughout the trimester as this will help to reduce the amount of stress felt during this period and steer them on the path to success.

Typical first trimester at university.



Important tips for easing the transition to university

- Keep communication open with your student and discuss their goals, any issues they are facing and what you can do to help them during this period of adjustment.
- Be conscious of the importance of balance in your student's life between study and family, work and social activities.
- Celebrate their achievements and remind them to keep focussed on their end goal, especially during times of increased stress.
- Support and encourage new friendships and participation in study groups and other student activities both on-campus and online.

Managing Enrolment and Academic Progress

Key responsibilities

When a student enrolls in their degree they enter a legal contract with the University. In managing this contract they will need to choose the correct units for their course, keep on top of university fees and finalise their enrolment in time for census dates.

Enrolment

Prior to each trimester students will need to determine the units they will enrol in and this may take time, in particular if a course has many unit choices. Students can check and manage their enrolment using the University's online portal 'myUNE'. To evaluate the impact that unit choices will have on their timetable students can visit the Timetables home page: my.une.edu.au/timetables

Parents, partners and friends are prevented from accessing a student's enrolment details, financial information and results due to privacy laws, even if the student is below 18 years of age.

Academic progression

The University requires students to achieve a minimum academic standard in each of their units in order for them to continue to progress towards completion of their degree. Failing to achieve the minimum standard means students may not be able to continue in their studies or complete their degree when planned. The University will notify students who are not meeting minimum academic standards to enable them to seek additional support and improve on their performance.

Unit grades

Throughout their university career, students can track their grades and progression towards graduation using the 'myUNE' online portal. For any queries regarding their grades, students should contact their lecturer/unit coordinator as their first port of call. Further information on the UNE grading system can be found in [AskUNE](#).

What happens if they fail a unit?

Do not panic! Failing a unit is not the end of the world. In the first instance, students should contact the Unit Coordinator to discuss what went wrong. However, it is better to be proactive and address issues before things go wrong. It is important to encourage students to seek help from their lecturers or via the Student Support Team before things get out of control.

What if they want to drop out or change course?

Degree programs run over several years and sometimes circumstances and interests can change. Before dropping out or changing courses it is extremely important that students talk to someone and seek advice for their specific personal circumstances. Advice can be sought from Unit Coordinators, Course Coordinators, Careers, Counselling and Student Advisor staff or the Student Support team.

Full-time versus part-time study load: what's right for your student?

Each unit of study takes an average of 12 hours per unit, per week over the whole trimester. So, a full-time load (ie, three to four units) is an equivalent time commitment to a full-time job. To determine how many units a student should undertake they need to work out how much time they have to commit to study - making sure to include work, family, sporting and social commitments. For example, if they have 12 hours per week to devote to study then a student would enrol in one unit only. Depending on skills, background and interest some units may take more or less than 12 hours per week.



What You Can Do To Support Your Student

Make sure they have a comfortable study area

One of the most effective ways to support your student is to ensure they have their own study area whether they are at home, in a residential college or rented accommodation. Ideally this will be a space exclusively for studying where a student can leave their textbooks and notes without having to pack up between study sessions. Providing a quiet place with plenty of light and a comfortable chair is a fantastic way to start a student off on the right foot.

Encourage your student to make use of university or public libraries. The main library at UNE, Dixson Library, has a Learning Commons on Level 2 which provides access to computer facilities and all the UNE support services. Students who have their own computer can utilise the library's wi-fi access and Laptop Lounge. Online students should consider using university or public library spaces in the towns where they live. They can access wifi at other institutions via [eduroam](#). They can also access facilities at their nearest UNE Study Centre or Country University Centre une.edu.au/study/study-centres

Encourage students to talk to UNE's Academic Skills Office and First Year Advisors

The university's Academic Skills Office and First Year Advisors can direct students to all of the services and resources available to assist them in their university studies. The university offers both on-campus and online workshops to help students further refine their skills and develop confidence. For new students or those recently returned to study, the university offers an optional online learning support service called tUNEup. The unit is free of charge and runs over a period of two weeks before the start of trimester.

For further information your student can contact the Academic Skills Office via email asohelp@une.edu.au or phone 02 6773 3600.

Be understanding with family commitments

Throughout the academic year, students will encounter periods when they need to dedicate more time and attention to their studies. This can impact on family or personal commitments. You can support your student by planning holidays and family celebrations to coincide with quieter times in the academic calendar, such as between study trimesters or after exam periods.

Exam periods and assessment submission times can be particularly stressful times for students. Your increased support and understanding at these times will be beneficial. Expect and encourage your student to dedicate more time to their studies during these periods.

Open the lines of communication

Being able to talk through issues and concerns, especially before making decisions, is essential for students. This is an important life skill which will help students consider the potential impacts of the choices they make. You show your support by initiating conversations and familiarising yourself with university terminology. This will demonstrate that you have an interest in their studies and create opportunities for further communication. Most importantly offer a listening ear - without judgement - to discuss new university experiences.

For students who live away from home, maintaining regular and positive contact is a good way of showing your support. If you are able to, plan a visit with your student - but remember to check on when might be the best time.



Offer to proof-read their assessments

Although you may not feel confident with the subject matter you may be able to assist with the spelling, grammar and general structure of assignments. Even if you don't feel comfortable proof-reading your student's assessments you can still support them by encouraging them to talk about what they are learning. Often just the simple act of articulating their argument will help.

Young students may need extra support

For some students the commencement of university coincides with the beginning of their adult life and is the first time they will live away from home. To help prepare your student, check they have a Medicare card, Tax File Number, Healthcare card, bank account, and access to maps and transport timetables and relevant concession cards.

Be aware of the advice students have been given

Commencing UNE students are automatically enrolled in an Online Orientation unit in Moodle called UNE101. They are also given advice from their lecturers and from their Student Advisors. Directing students back to this support information will help parents and partners and friends to mirror the University's support messages.

For your information - here are some of the tips that all new students at UNE receive.

Tips from lecturers

- Be willing and have the ability to seek help; if you are not sure who to talk to you should email the Student Support Team studentsupport@une.edu.au
- Maintain consistency with time and effort, develop and stick to a study plan; there are peaks and troughs in workload.
- Stay mindful that it is natural to experience highs and lows throughout each unit of study. Celebrate the highs and ensure you seek help for the lows by emailing the Student Support Team studentsupport@une.edu.au
- Check - some first-year units have assumed knowledge, content and skills that are required to undertake the unit but will not be taught as part of the unit. You should have a look at the Course and Unit Catalogue <https://my.une.edu.au/courses/units/atoz>
- Know that it may take time to settle in and develop the skills needed to become a successful university student.
- Think when asking a question; it can be useful to reframe the question or write it out. This can help you to look at it differently and you may be able to solve it yourself.
- Remember problem solving takes time; have a coffee, go for a walk or sleep on it. You will have a better understanding if you can work it out for yourself.
- Be aware that success is up to you - if you commit effectively, seek help when needed and continually build academic skills, you can achieve your study goals.
- Be mindful that being a student gets easier, even though the academic content gets more challenging. Your ability to problem solve, manage time and meet academic standards becomes second nature.
- Try to remind yourself regularly that YOU CAN DO IT.



Tips from fellow students

- Read the unit study guide! They are full of useful tips and info – not just the assignment.
- If you're struggling with motivation you should try to remember why you are at uni in the first place – for me it started as wanting to keep my mum happy, but it turned out I loved learning.
- Turns out when the lecturer says it takes 6 weeks to do a good assignment they are right. Don't leave things to the last minute,
- Don't overcommit to too many units – if you do you may struggle to find a balance between work, family, social and study activities. Also, if you don't have the assumed knowledge for a unit the workload can be higher than anticipated – check the unit info for assumed knowledge requirements.
- If you feel yourself lagging behind, do something about it right way – revisit notes, use resources on Moodle, check study guides, re-read textbooks, ask a friend. If you wait until the assignment is due it's too late.
- Be kind to yourself – the world won't end if the beds don't get made for a day. Take time out for the things you love.
- Help fellow students who ask questions in Moodle as it's a great way to add to your own knowledge when you try to explain something to others.
- There's a search button in the Moodle forums.
- Read all general emails from Unit Coordinators – lecturers aren't there to chase you down if you don't notice or forget a deadline.
- Don't be afraid to admit there is a problem – use Student Support.



Contact us

Student Support Team

(02) 6773 4430

studentsupport@une.edu.au