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**STUDENT HANDBOOK  
SOUTH WESTERN  
SYDNEY CAMPUS**

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**UNIVERSITY  
OF WOLLONGONG  
AUSTRALIA**

# STUDENT HANDBOOK 2017

Updated February 2017

## CONTACT DETAILS

The Student Hub (Ground Floor, Reception) is your first point of contact for student enquiries at South Western Sydney (SWS) Campus.

**Email** [sws-enquiries@uow.edu.au](mailto:sws-enquiries@uow.edu.au)

**Website** <http://southwesternsydney.uow.edu.au/index.html>

**Address** 33 Moore St  
Liverpool  
NSW 2170

**Telephone** +61 2 8763 6000 or  
1300 727 622

**Opening Hours During Session** Monday to Friday: 0830 to 2030  
Saturday and Sunday Closed

**Students and visitors to the SWS Campus MUST carry Identification Cards provided AT ALL TIMES whilst in the building.**

# TABLE OF CONTENTS

1. PURPOSE OF THIS HANDBOOK.....	4
2. MISSION AND VALUES .....	4
3. SUCCEEDING AT OUR CAMPUS.....	5
3.1 Our Expectations .....	5
3.2 Support .....	5
3.2.1 Academic Support .....	5
3.2.2 Library .....	6
3.2.3 Computer Labs .....	6
3.2.4 Learning Development .....	7
3.2.5 Peer Support .....	7
3.2.6 Career Development and Employment Advice .....	8
3.2.7 Student Support Advisers .....	8
3.2.8 Counselling.....	8
3.2.9 Legal Support .....	8
3.2.10 Disability Service .....	9
3.2.11 Woolyungah Indigenous Centre (WIC).....	9
3.2.12 Religious Services and Parents' Facilities .....	9
3.2.13 Student Representatives.....	9
3.2.14 Textbooks .....	9
3.2.15 Clubs and Societies .....	9
3.2.16 Introduction to Microsoft Office 365 .....	10
3.3 Stay connected.....	10
3.4 Looking ahead .....	10
4. PRACTICAL INFORMATION FOR YOUR STUDY.....	10
4.1 Completing your Degree successfully.....	10
4.2 Dates and Timetables .....	10
4.3 Session Dates.....	11
4.4 Orientation and Enrolments.....	11
4.5 Adding or Withdrawing Subjects .....	12
4.6 Withdrawal .....	12
4.7 Examinations .....	13
4.8 Student Conduct .....	14
4.9 UOWmail .....	14
4.10 Student Online Services (SOLS) .....	15
4.11 Computer Facilities .....	15
4.12 UOW Internet Services.....	15
4.13 Printing and Photocopying .....	16
4.14 Finding your Way around Campus.....	16

## 1. PURPOSE OF THIS HANDBOOK

This handbook provides important information to help you to succeed in your studies at the South Western Sydney Campus. This handbook also highlights important University rules, policies and practices which you need to understand and comply with. Please read carefully and ask if there is anything you wish to clarify.

The information contained in this handbook is correct at the date of publication, however may change. Check the following website for the most current information: <http://southwesternsydney.uow.edu.au/campus-services/index.html>

This handbook should be read in conjunction with the University rules which are available online at: <http://www.uow.edu.au/about/policy/rules/index.html>.

## 2. MISSION AND VALUES

### Our Vision and Mission

The University of Wollongong South Western Sydney campus at Liverpool is where the region's best and brightest can earn an internationally recognised degree—without having to travel.

Opening in February 2017, the new campus will initially occupy two floors in the Liverpool City Council's Moore Street building before moving into larger premises in Liverpool's new Civic Place development, expected to be completed in 2019.

From the start of the 2017 academic year, the Moore Street campus will offer programs reflecting Liverpool residents' preferences, spanning disciplines from the UOW's Faculty of Law, Humanities and the Arts, Faculty of Business, Faculty of Engineering and Information Sciences and Faculty of Science, Medicine and Health; as well as UOW College university entry and vocational training programs.

The University plans to grow the South Western Sydney campus to more than 7,000 students by 2030.

Along with the new campus, the University will establish the Western Sydney Nursing Education and Research Centre (WeSNER) to train the next generation of nurses and encourage them to study, train and work in the Liverpool area. Due to commence in 2019, WeSNER will be UOW's sixth nursing training facility, and be similar in size and standard as the nursing school currently operating on the main Wollongong Campus. Students will benefit from UOW's experience delivering nursing and health care education tailored to local health needs in rural, regional, metro and outer-metro communities.

Liverpool is booming, and the opportunities in the city are increasing every year. Through UOW South Western Sydney, people in the region will get the world-class education they need to make the most of these opportunities.

### Our Values

Our campus values:

- A global orientation and outlook across our teaching and research.
- Innovative, rigorous and original business-related research of high quality and broad impact.
- Fostering a supportive environment for our students and staff.
- High quality teaching and learning programs valued by students and organisational stakeholders for their relevance to the needs of industry and the community.
- A stimulating, inclusive and encouraging experience for students that allows them to pursue and achieve their goals.

□ Excellence in all we attempt to achieve through attention to quality and continuous improvement.

## 3. SUCCEEDING AT OUR CAMPUS

Welcome to our South Western Sydney campus! We are glad you have chosen to study a degree with us and we look forward to seeing you succeed in your studies.

### 3.1 OUR EXPECTATIONS

Undertaking tertiary study represents a serious investment of time and money. To make the most of your investment, it is important that you take your studies seriously.

You are expected to attend all classes conducted (lectures and tutorials). Attending class gives you a better understanding of relevant theory and its application, greater clarity about assignment requirements, and helps you prepare for exams.

Students who attend lectures and tutorials usually learn more and perform better in assignments and examinations. You are required to sign the class register at each lecture and/or tutorial. You should only sign for yourself. Students who are found to sign for someone other than themselves will be in breach of general student misconduct and appropriate action will be taken.

We expect that you will come well-prepared to all your classes, having read the relevant readings and thought about the issues being discussed. We expect that you will be on time or early, that you will listen to presentations, ask questions, take part in discussions, and not use your phone or other technology during class, unless as part of an official classroom activity. We also expect that you will behave respectfully to each other and to all members of staff, both in class and out of class, both face-to-face and online. See also Student Conduct in Section 4.8.

### 3.2 SUPPORT

Taking advantage of the support available is the smart way to ensure you do well in your studies and will be well positioned to benefit from your studies in your current or future employment. The roles of the different academic staff and the support available are outlined in more detail below.

#### 3.2.1 ACADEMIC SUPPORT

**Lecturer** Your Lecturers will help you understand and apply relevant theory, set and mark assignments and exams. Lecturers will assist you with subject content, reading materials, assessment tasks and feedback on assignments. The name of your Lecturer and contact details are listed on your subject outlines. Lecturers are available for consultation outside of class time so that you can discuss anything related to your subject or your assignments. Our academic staff allocate time each week to support students and provide academic guidance. Please make good use of this time – it is there to help you. For details of consultation times, view the front page of your Subject Outlines, or your Moodle subject site. It is not necessary to make an appointment to see Lecturers during these consultation hours; however it is helpful to email your enquiry to the Lecturer prior to your meeting. If you are unable to attend during these consultation times, you can contact the relevant academic staff member via telephone or email to make alternative arrangements.

**Tutor** In some courses, there are tutorials that help you to apply in practice the theory and knowledge learned in lectures. The tutorial leader may be the Lecturer or another member of staff with expertise in the subject area.

**Subject Coordinator** The Subject Coordinator has responsibility for developing and reviewing the subject content and assessment. Subject Coordinators also review requests for academic considerations and appeals. For general subject related matters, you must seek advice from your Lecturer first.

**Discipline Leader** A Discipline Leader, in consultation with the Head of School, is responsible, in for the development, maintenance and review of each course and its curriculum. You can meet your Discipline Leader for advice on matters relating to your course structure, subject substitution and credit for prior learning. To identify your Discipline Leader, go to your faculty website -> “About School” -> “Contacts”-> “Staff Listings” and select the “Discipline Listing” option.

**Head of Students** The Head of Students for your faculty is responsible for advice and approval of course transfers and articulations, credit for prior learning, cross-institutional study, enrolling in excess credit points in a semester, taking leave of absence, course progress requirements, issues with graduation, serious academic consideration, complaints, grievances and appeals.

The Head of Students will be available on campus for appointments. Students will need to contact their Head of Students directly to arrange an appointment.

**Dean** The Dean is responsible for the overall academic, research and business development of your faculty.

**Executive Dean** The Executive Dean is responsible for the overall academic, research and business development of your faculty.

If you are unsure which staff member is the most appropriate for you to speak to, contact the Student Hub at [sws-enquiries@uow.edu.au](mailto:sws-enquiries@uow.edu.au) or phone 02 8763 6000.

### 3.2.2 LIBRARY

The UOW Library has partnered with the [Liverpool City Library](#) to provide all of your Library needs.

Liverpool City Library is open from 9.30 – 8pm Monday to Friday, 9.30 – 4pm Saturday and 12pm – 4pm Sunday.

Facilities at the Library include wi-fi, computers, power points, study rooms and a coffee shop (Mon-Fri only).

Library staff are available to assist you with research and assignments.

Books in the UOW collection are located on the Reading Room Level of the Library. Electronic books, database access and subject readings are available via the [UOW Library website](#) or by clicking on “My Library” in your Moodle.

Your student card is your borrowing card for UOW books. If you would like to borrow from the City Library collection just ask the friendly staff who will assist you to join for free.

We strongly recommend that you complete the online tutorials StartSmart – Essential Academic Information Skills and Stay Smart - Researching Assignments. For information on these and other self-help tutorials, see <http://www.library.uow.edu.au/tutorials/index.html>. Completing these tutorials early will help you do well in all your assignments as they help you to identify relevant sources to deepen your understanding and acknowledge sources correctly. This will help you use your time efficiently in preparing your assignments and meet the required degree standards for each subject.

### 3.2.3 COMPUTER LABS

#### South Western Sydney Campus Computer Lab Rules:

You must wear your current Student ID card on your lanyard.

Usage of computers:

- Computers at our campus are provided for use by **current** students and staff of the University of Wollongong only.
- You may use them for course related research and study purposes.
- They are **not** to be used for recreational purposes.
- If you wish to have a discussion with other students please do so in low voices or book a group study room.

#### In the labs each of the following are not permitted:

X Eating, drinking or smoking. To prevent spillage and damages to the furniture and devices, food or drink is NOT to be consumed in the Computer Labs. Students will be liable to pay for any damages caused.

X Use of mobile phones. All phones must be switched off or turned to vibrate while you are in the labs. If

you need to take a call, walk outside.

X Unsupervised children.

X Tampering with hardware and/or software configurations.

X Downloading, copying or communication of copyright protected material (such as music, videos and software).

X Carrying with you any printed or photocopied textbooks as this is a serious breach of the Australian Copyright laws.

X Any use of games.

X File transfer (FTP) of files not related to study.

X ANY access to offensive, obscene or pornographic material.

X Making anonymous or fake postings to email or newsgroups.

X Harassment of other network users.

X Attaching other equipment in the Computer Lab i.e. laptop computers etc.

X Posting any ads on the notice boards. You must obtain approval from our Student Hub staff first.

Any violation of the rules will incur penalties ranging from the barring of your email account for a period of time, to disciplinary review. Issues relating to copyright will be reported to the Campus Manager, Dean of the School and Copyright Officer. In the event of such a review, the full range of disciplinary sanctions may be brought against you. These include **loss of all computer access privileges**, charging for all usage at commercial rates, **dismissal** from the University and **legal action**. Violation of some of the above rules may constitute a **criminal offence**.

Additional notes:

Waiting users have the right to use computers left unattended for more than 15 minutes.

Keep the noise Level to a minimum. This is a quiet study space, not a group discussion area.

Report any misuse of these facilities immediately to staff. These are your resources. Malfunctions, problems and downtime inconvenience you.

Your use of these computing facilities may be monitored to ensure compliance with the above rules.

### 3.2.4 LEARNING DEVELOPMENT

**Learning Development** offers a range of free services to all enrolled students to improve their academic performance and English language proficiency. There are a number of workshops available including: essay and report writing, critical reading for assignments, effective referencing, study skills and exam preparation. Given that the semesters are only short, you need to learn quickly what is required when studying at university and to develop your academic capacities. For more details, please see [the following website](#).

Individual consultations are also available to discuss a student's academic work – appointments are essential. This can be face-to-face, online, Skype, or by telephone. Please bear in mind that this is a teaching service, not a proof reading service.

For individual consultations at the South Western Sydney Campus (available every Monday and Tuesday), students can make an appointment through the Student Hub.

### 3.2.5 PEER SUPPORT

UOW's **Peer Assisted Study Sessions (PASS) Program** is available for some subjects at the South Western Sydney campus. In this free award-winning program, students who have previously successfully completed a subject and been trained in peer support, hold weekly group sessions with current students. More information is available at

<http://www.uow.edu.au/student/services/pass/index.html>. Students who attend PASS regularly have consistently been shown to achieve higher results than those who do not attend. PASS is also a great way to connect with other students studying the same course.

### 3.2.6 CAREER DEVELOPMENT AND EMPLOYMENT ADVICE

The University of Wollongong's Careers Central team can help you to improve your employability by enhancing the quality of your resume, practising your interview techniques and developing your LinkedIn profile. For more information, see [www.uow.edu.au/careers](http://www.uow.edu.au/careers)

A Careers Consultant will be available at the South Western Sydney campus by appointment. Students can make an appointment by emailing [careers@uow.edu.au](mailto:careers@uow.edu.au)

Careers Central offers an online career development tool CareerSmart to all UOW students free of charge. This helps to identify the careers most likely to bring you success and satisfaction, and to suggest actions to take to work towards your career goals. To register, go online to the Careers website and register online at <http://www.uow.edu.au/careers/careersmart/index.html>.

Many of our courses provide an option for you to undertake an industry-related project. This project provides the opportunity to investigate a real business problem in a local organisation as part of your course of study. The resulting project can be an important part of your portfolio when applying for the next position in your career.

### 3.2.7 STUDENT SUPPORT ADVISERS

Student Support Advisers (SSAs) can advise on a wide range of questions such as where to get help in the University, study problems, grievances and appeals, administrative procedures such as leave of absence, withdrawing from subjects or courses and study load information.

SSAs can also assist with a wide range of issues such as balancing life and study commitments, adjusting to university, making friends, accommodation, legal and financial matters, and assistance in critical incidents or emergencies.

University study can be stressful. If your studies are affected by any negative circumstances, discuss with one of the SSAs who may suggest a course of action and possibly make a referral to Counselling (see below) if appropriate.

Our campus Student Support Advisor and Disability Liaison Officer, Tina Edney is available Monday - Thursday. For Student Support Advisor enquiries -  
Phone: (02) 8763 6006  
Email: [tedney@uow.edu.au](mailto:tedney@uow.edu.au)

### 3.2.8 COUNSELLING

The University offers a free and confidential counselling service to all students to assist with personal, work or study related difficulties. The counsellors can assist you with a wide range of personal difficulties such as family or relationship issues, communication problems, loneliness, lack of confidence, stress, anxiety, depression, bereavement, grief and adjusting to another culture. Please refer to the following website for more information <http://www.uow.edu.au/student/services/cs/index.html>.

Counselling availability on campus is TBA.

### 3.2.9 LEGAL SUPPORT

UOW's [Student Legal Clinic](#) provides free confidential legal advice to current students of UOW. The service is provided by [Carter and Ferguson Solicitors](#). For more information, please visit <http://www.uow.edu.au/student/legalclinic/index.html>.

South Western Campus students can also contact Student Legal Clinic in Wollongong via Skype. Redfern Legal Centre also provides confidential legal information, advice and advocacy to international students. More information can be found here <http://rlc.org.au/our-services>.

### 3.2.10 DISABILITY SERVICE

The Disability Liaison Officer (DLO) provides advice on resources at the University for assisting students with disabilities. Students commencing courses are advised to contact the Disability Liaison Officer prior to the beginning of their first session of study. For further information, visit: <http://www.uow.edu.au/student/services/ds/> or call +61 2 4221 4942.

To register with the **Disability Liaison Officer**, you will need to [register online](#) and provide a recent specialist assessment that advises the University on the type of assistance you may require in order to pursue your studies. The DLO can advise students on the forms of assessment acceptable to the University.

The Student Support Adviser (SSA) – see Section 3.2.7 - is able to act as a link between the student, Disability Services and relevant academic staff to ensure the student is supported through their study.

### 3.2.11 WOOLYUNGAH INDIGENOUS CENTRE (WIC)

The Woolyungah Indigenous Centre (WIC) at the Wollongong campus provides academic and personal support for Aboriginal & Torres Strait Islander students. For further information call +61 2 4221 3776, email [wicenquiries@uow.edu.au](mailto:wicenquiries@uow.edu.au), or visit <http://www.uow.edu.au/wic/>.

### 3.2.12 RELIGIOUS SERVICES AND PARENTS' FACILITIES

Prayer spaces are available in our Prayer Room, located on the ground floor opposite Study Room 1.

A parent's room is available at the campus for the use by students and staff requiring a place to attend to specific needs of young children and to meet the needs of nursing mothers. The room is located on the ground floor, opposite the female and male toilets.

### 3.2.13 STUDENT REPRESENTATIVES

Student representatives are elected in March/April of every year by students to represent them to the faculty on a wide range of issues. Student representatives can raise issues or concerns directly with their faculty and also contribute to faculty committees. For further information about Student Representatives, see: <http://www.uow.edu.au/student/representation/>.

### 3.2.14 TEXTBOOKS

You will need a copy of the required textbook for each subject. You can purchase textbooks from the UOW UniShop at the Wollongong campus, online from <http://unishop.uow.edu.au/books/home.do> or at South Western Sydney Campus (dates TBC).

Australian copyright laws state that you must not photocopy or scan more than 10% or one chapter of a book. If you copy more than this, you are breaking the law and will be personally liable for copyright infringement. If you are found in possession of a copied textbook, this will be treated as general misconduct and penalties can be severe. For further details of the University's Student Conduct Rules, see <http://www.uow.edu.au/about/policy/UOW058723.html>. Please refer to: <http://www.library.uow.edu.au/copyright/> for more information on copyright. Questions regarding textbooks and copyright legislation should be directed to the Sydney Business School Librarian.

### 3.2.15 CLUBS AND SOCIETIES

South Western Sydney Campus Clubs and Societies promote sport and social activities at the South Western Sydney Campus. There are also numerous clubs and societies at Wollongong. To find out more, click on <https://clubs.uow.edu.au/>. The Centre for Student Engagement run events and activities at Wollongong and South Western Sydney to connect students, the campus and the community and you are likely to pick up some important skills on the way. Events include networking events, seminars, BBQs, trips, seasonal activities and more. Students will be informed about these events during session. More information at <http://unicentre.uow.edu.au/unilife/index.html>.

### 3.2.16 INTRODUCTION TO MICROSOFT OFFICE 365

In addition to Office Online in UOWmail, current students of UOW [can install Microsoft Office for free](#) on personal computers and mobile devices thanks to Microsoft Student Advantage.

Access is integrated with @uowmail.edu.au email account.

This provides access to a full version of the Office suite of tools:

- Office for Windows PC & Mac OSX.
- Office Mobile for Apple iOS or Android phones - [See mobile device compatibility](#).
- Windows Phone, Windows 8 Tablet, Nokia and Blackberry options also available.

[Further information and troubleshooting](#)

### 3.3 STAY CONNECTED

As well as checking your UOWmail and SOLSMail messages (see below), keep in touch with South Western Sydney Campus updates on our MyUOW app channel.

Download the MyUOW app for Apple or Android at <http://www.uow.edu.au/student/life/myuow/index.html>.

Throughout the year, the South Western Sydney campus organises events to which we invite alumni and corporate partners as well as current students. Attend these events to enhance your experience at the campus and to increase your network.

### 3.4 LOOKING AHEAD

The University of Wollongong has a strong reputation with employers and we are keen to continue our association with you when you graduate. We have a network of alumni across the world who keep in touch and provide input on relevant developments in the workplace, employer expectations, emerging trends and opportunities. We encourage you to make the most of your UOW Alumni Network throughout your career.

## 4. PRACTICAL INFORMATION FOR YOUR STUDY

### 4.1 COMPLETING YOUR DEGREE SUCCESSFULLY

If you are enrolled full time, you must follow the recommended sequence of subjects for your degree. You will be provided with a study sequence at orientation and this is also available at <http://www.uow.edu.au/handbook/index.html>.

You need to enrol in all subjects for the calendar year, according to the recommended sequence. This will ensure a place in the relevant subject, as all classes have limited quotas.

If you deviate from the recommended study sequence or fail any subject, it may take longer to complete your degree and/or you may have to enrol in subject/s at another campus. If you experience difficulties, you should discuss subject enrolments with your Discipline Leader and/or Head of Students.

### 4.2 DATES AND TIMETABLES

The South Western Sydney campus delivers degree subjects over semesters. A summer session may also be offered. Dates are listed at <http://www.uow.edu.au/student/dates/index.html>.

Subjects are scheduled either on a weekly basis or as per the course structure indicated on your SOLS subject enrolment and timetable information.

You should regularly review the timetable close to the commencement of session, as often class times may change.

The South Western Sydney subject timetable is located at <http://www.uow.edu.au/student/timetables/index.html> by selecting Subject Timetables -> South Western Sydney and then select your faculty, school and then select your subject in the search results.

### 4.3 SESSION DATES

#### Autumn Session 2017:

Lectures Commence (weeks 1-7)	27 Feb – 13 Apr
Mid-Session Recess (1 week)	17 Apr – 21 Apr
Lectures Recommence (weeks 8-13)	24 Apr – 2 Jun
Study Recess (1 week)	5 Jun – 9 Jun
Mid-Year Recess (4 weeks)	26 Jun – 21 Jul

#### Spring Session 2017:

Lectures Commence (weeks 1-9)	24 Jul – 22 Sep
Mid-Session Recess (1 week)	25 Sep - 29 Sep
Lectures Recommence (weeks 10-13)	3 Oct – 27 Oct
Study Recess (1 week)	30 Oct – 3 Nov

#### Summer Session 2017/2018:

Lectures Commence (weeks 1-3)	4 Dec – 22 Dec
Mid-Session Recess (1 week)	25 Dec – 1 Jan
Lectures Recommence (weeks 4-7)	2 Jan – 25 Jan
Study Recess (1 week)	29 Jan – 2 Feb

### 4.4 ORIENTATION AND ENROLMENTS

#### Autumn Session 2017:

First day to enrol for re-enrolling (continuing Students)	21 Nov 2016
Last day to re-enrol without late fee	31 Jan
Domestic Enrolment	Information and dates for Domestic Enrolment is available at our <a href="#">Get Started</a> website.
Orientation	17 Feb
Last day to enrol / add subjects yourself	12 Mar
Last day to enrol / add subjects with Head of School approval	19 Mar

#### Spring Session 2017:

First day to enrol for re-enrolling (continuing) students	21 Nov 2016
Domestic Enrolment	Information and dates for Domestic International Enrolment is available at our <a href="#">Get Started</a> website

Orientation	TBC
Last day to enrol / add subjects yourself	6 Aug
Last day to enrol / add subjects with Head of School approval	13 Aug

### **Summer Session 2017/2018**

First day to enrol for re-enrolling (continuing) students	4 Sep 2017
Last day to enrol / add subjects yourself	10 Dec
Last day to enrol / add subjects with Head of School approval	17 Dec

### **4.5 ADDING OR WITHDRAWING SUBJECTS**

You are responsible for managing your enrolment in subjects, ensuring any changes are made by the requisite deadlines. If you add or withdraw a subject/s after the last date listed, you will lose any fees paid and/or receive a fail grade on your academic record.

If your course has tutorials (see your orientation package), you must enrol in one tutorial for each subject. Tutorial classes are filled on a first come first serve basis. For tutorial enrolment refer to tutorial enrolment dates on SOLS. Further information about enrolling in tutorial groups is found using the SOLS Help website <http://www.uow.edu.au/student/sols-help/menu/UOW197226.html>.

The 'Show My Timetable' option that appears on the main Tutorial Enrolment screen will allow you to view all the tutorial groups that you are currently enrolled in. Note that this link only shows tutorial groups, it does not include lecture information.

For your first year, you may only enrol in subjects offered at the South Western Sydney campus. From second year, students may seek approval from their faculty to also undertake subjects at a different UOW campus (i.e. if you would like to take a major, minor or elective subjects not offered at the South Western Sydney campus). If you choose to complete some subjects at a different campus, remember that you will have to travel to that campus to attend all classes and also examinations.

### **4.6 WITHDRAWAL**

#### **Autumn Session 2017:**

<b>CENSUS DATE</b>	
<ul style="list-style-type: none"> <li>Fees Due</li> <li>Last day to withdraw from subject/s without paying for them</li> <li>HECS / FEE HELP debt reporting date</li> <li>Last day to change HECS / FEE HELP billing option</li> </ul>	31 Mar
Student Services and Amenities Fees Due	1 Apr
Last day to withdraw without academic penalty - subject deleted from record	7 May
Fail grade recorded if subject withdrawn after this date	

#### **Spring Session 2017:**

<b>CENSUS DATE</b>	
<ul style="list-style-type: none"> <li>Fees Due</li> <li>Last day to withdraw from subject/s without paying for them</li> </ul>	31 Aug

<ul style="list-style-type: none"> <li>• HECS / FEE HELP debt reporting date</li> <li>• Last day to change HECS / FEE HELP billing option</li> </ul>	
Student Services and Amenities Fees Due	1 Sep
Last day to withdraw without academic penalty - subject deleted from record Fail grade recorded if subject withdrawn after this date	24 Sep

**Summer Session 2017/2018:**

<b>CENSUS DATE</b> <ul style="list-style-type: none"> <li>• Fees Due</li> <li>• Late date to withdraw from subjects without paying for them</li> <li>• HECS / FEE HELP debt reporting date</li> <li>• Last day to change HECS / FEE HELP billing option</li> </ul>	17 Dec
Student Services and Amenities Fees Due	18 Dec
Last day to withdraw without academic penalty - subject deleted from record Fail grade recorded if subject withdrawn after this date	24 Dec

**4.7 EXAMINATIONS**

**Autumn Session 2017:**

Exams (2 weeks)	10 Jun – 22 Jun
Release of Results	<a href="#">Exams &amp; Results Key Dates</a>

**Spring Session 2017:**

Exams (2 weeks)	4 Nov – 16 Nov
Release of Results	<a href="#">Exams &amp; Results Key Dates</a>

**Summer Session 2017/2018:**

Exams (1 week)	3 Feb – 9 Feb
Release of Results	<a href="#">Exams &amp; Results Key Dates</a>

You can also check the dates for release of results at <http://www.uow.edu.au/student/exams/resultspub/index.html>.

You must check your personal exam timetable on SOLS. Details will not be displayed or distributed by Lecturers. All details of exams including locations and times will be available on SOLS. It is your responsibility to view your personal exam timetable and advise the University immediately of any clashes in exam times.

If you cannot access exam details on SOLS for the subject/s you are studying, contact the Student Hub immediately as this may indicate a problem with your enrolment.

## 4.8 STUDENT CONDUCT

As stated in UOW's Student Conduct Policy (<http://www.uow.edu.au/about/policy/UOW058723.html>), UOW is committed to providing a safe, equitable and orderly environment for the University community, and expects each member of our community to behave responsibly and ethically. Students must treat each other and members of staff with respect at all times, face to face and online, regardless of each other's faith, culture, country, gender, sexual orientation or disability. Breaches of this policy will be treated seriously.

You should ensure that you have a current UOW Student ID Card, and that you carry the card with you when on campus. You are required to wear your Student ID at all times while on the South Western Sydney campus premises. UOW lanyards are available to students free of charge during Orientation.

Mobile phones must be turned off during class and when using the Library.

No eating in seminar rooms or meeting rooms. Bottled water is permitted in seminar rooms and meeting rooms. No food or drink is permitted near PCs or in the Library.

Dress code: You are expected to wear appropriate and respectful clothing when you are on University premises.

UOW has a smoke-free workplace policy available at <http://www.uow.edu.au/content/groups/public/@web/@gov/documents/doc/uow058720.pdf>. This means that you must not smoke in or near any University building.

## 4.9 UOWMAIL

On enrolment, you will be given a UOWmail account on the Microsoft Office365 service. You can access your UOWmail account via the Current Students portal. Your email address is your username (usually two or three letters followed by two or three numbers) followed by [@uowmail.edu.au](mailto:@uowmail.edu.au). This is a lifetime account that stays active beyond graduation from the University of Wollongong. Further information is available at <http://www.uow.edu.au/its/uowmail/about/index.html>.

UOW staff will use UOWmail (along with SOLSMail) as the main method of communication so make sure you check your account regularly.

Please remember that your Lecturers receive many emails each day. In order to enable them to respond to your emails appropriately and in a timely fashion, we ask that you observe basic standards of professional communication. A few tips to help you:

- Please ensure you include full name and Student ID number.
- Use your UOW email address to send emails to UOW staff. Emails from non-UOW email addresses may be trapped by the UOW Junk Mail manager and may not be delivered. Your Lecturers have the discretion not to respond to emails sent by students from a non-UOW email account due to potential privacy issues.
- Identify the subject code of the subject you are enquiring about in the email header, as your Lecturer may be involved in more than one subject. Add a brief, specific header after the subject code where appropriate.
- Check whether your question is addressed elsewhere, e.g. in the subject outline or on the subject Moodle site.
- Is it something that is better discussed in person or by telephone? If so, check consultation times and/or schedule an appointment.
- Address your Lecturer appropriately by name (and formal title if you do not yet know them).
- Use full words, correct grammar and correct spelling.
- Avoid 'text-speak' abbreviations or slang.
- Be respectful and courteous.

A guide to eLearning 'Netiquette' is available at <http://www.uow.edu.au/student/elearning/netiquette/>. The basic principles of Netiquette also apply to email communication.

Academics will normally respond within 1-2 days. If the matter is urgent, you may wish to telephone the Lecturer whose contact details are given in the subject outline or available from the Student Hub.

#### 4.10 STUDENT ONLINE SERVICES (SOLS)

All University of Wollongong students have access to SOLS (Student OnLine System), which is used for the following:

- Subject enrolment and withdrawal
- Access to online subject resources on Moodle
- View assessment and final marks awarded throughout the Trimester/Session and final marks
- View examination timetable
- Apply for Academic Consideration
- View fee information
- Tutorial enrolments
- Student forms
- Print enrolment record
- Application to graduate
- View SOLS messages received

To access SOLS, visit the website <http://www.uow.edu.au/student/index.html> or use the MyUOW app which can be downloaded from <http://www.uow.edu.au/student/life/myuow/index.html>. If this is your first time using the UOW system, click on <http://getstarted.uow.edu.au/index.html>.

The University uses SOLSMail to communicate important messages. You must ensure that your postal address and contact telephone numbers are current in SOLS. Please note that you must list the address where you are actually living, not the address of a post office box, your agent, or the university address. You are strongly encouraged to access SOLSMail at least once each week. A SOLSMail message will automatically appear on the screen after log in if the University has sent you a SOLSMail. Students will be notified through UOWmail when a SOLS message is sent.

#### 4.11 COMPUTER FACILITIES

Several Computer Labs are available to you on campus. These labs feature break-out spaces for collaborative work as well as lounge areas and open plan computer spaces.

IT support staff can assist students via email and phone with equipment and software. They can also help with student difficulties such as creating an account, expired accounts and forgotten passwords. You are encouraged to manage your own user account for email and Internet, including resetting expired or forgotten passwords. Please visit <http://www.uow.edu.au/its/accounts/index.html#password>.

At the South Western Sydney campus, Computer Labs are available for your use on the ground floor (when not being used for teaching purposes). The Computer Labs provide students with access to email, Internet, software, and a black and white laser printer.

For assistance contact the Student Hub. Alternatively, call UOW's Information Management and Technology Services (IMTS), at + 61 2 4239 2000.

#### 4.12 UOW INTERNET SERVICES

The University of Wollongong has both a wired and wireless network available to all students at Wollongong and South Western Sydney campus with an active UOWmail account.

More information about the network, including, how to connect and frequently asked questions, is available at <http://www.uow.edu.au/its/network/index.html>.

#### 4.13 PRINTING AND PHOTOCOPYING

Information on prepaid printing and photocopying can be found at <http://www.uow.edu.au/its/prepaidprint/>. Students can charge their Student ID cards online and printing/ photocopying costs incurred are then deducted from the credit amount.

#### 4.14 FINDING YOUR WAY AROUND CAMPUS

Campus location maps and transport options can be found at <http://southwesternsydney.uow.edu.au/location/index.html>.

If you are unable to find a particular seminar room or Lecturer's office, please ask at the Student Hub. You might also like to download the Lost on Campus app which has maps for most Australian universities

<https://apps.uow.edu.au/ios/lostcampus>.