Transitioning into University

A New Student’s Guide to Transitioning into the University of Queensland
About This Guide

University can at first seem overwhelming, but with some information, helpful hints and preparation, you can enjoy your studies.

This guide has been compiled by the University of Queensland’s First Year Engagement Team and considers common challenges faced by new university students.

If you need help, you’ll find out how and where to get it here!

(If you can’t find it in here, you can always ask us at newtouq@uq.edu.au).

Created by Student Services 2011-2012

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Student Services

Living, learning, working ... it’s a juggling act.
Sometimes you need some help to sort things out.

At Student Services we can help with:

- Transition to University
- Accommodation
- Careers
- Counselling
- Disability, illness and injury
- International student support
- Learning
- Multi-Faith Services
- First Year Engagement
- Mentoring

Learning Assistance

The Learning Assistance Staff help students understand the expectations and demands of the University of Queensland’s educational system, and to develop appropriate approaches to meet these demands.

Learning Advisors are available to help you develop core academic skills to achieve the best possible outcomes at University. More than 20 academic study skills workshops run each week across the teaching semester. The workshops are cycled to take into account student learning differences. The sessions address writing, reading, studying, exam preparation, time management, and many other areas. In addition to the learning workshop program, Learning Advisors are available for individual consultations.

Disability Support

UQ is committed to accessibility in teaching, learning, and the physical environment. If you have a disability; you should contact a Disability Advisor the year before you intend to commence studies at UQ. If you become ill or broke a bone (e.g. arms, legs etc) during the course of your degree you can also contact a Disability Advisor. Disability Advisors will then work closely with you to help facilitate learning through implementing adjustments and access plans. Check out: www.uq.edu.au/student-services/Disability.

Accommodation

Information on a range of accommodation options and services can be found online or at the Student Services offices. www.accommodation.uq.edu.au

Student Counselling
Starting university can be an exciting and rewarding time. It can also be a time of change and stress, which may lead to a range of difficulties that can affect your life and studies. Student Counsellors are trained professionals available to help you with a range of issues, including dealing with crises, relationship problems, cross-cultural communication and adjusting to university life.

Counselling provides:

- Somewhere to talk about problems, ranging from everyday hassles to those that are seriously affecting your ability to function at university
- A safe place to let off steam
- An opportunity to generate solutions to problems
- A chance to talk to somebody who will listen

First Year Engagement

The First Year Engagement Team can help current students from diverse backgrounds engage in university education. Students who particularly benefit from the programs and activities are:

- Those who are the first in their family to attend university
- Those from a low socio-economic background
- Those from regional districts
- Those from culturally and linguistically diverse backgrounds
- Those who identify themselves as Aboriginal and/or Torres Strait Islander
- Those with a disability
- Those interested in non-traditional areas of study, e.g. women studying Engineering

Thrive@UQ

Thrive@UQ is a program that assists students who are new to UQ in their first year of study. Thrive@UQ provides students access to academic, social, wellbeing and careers workshops and activities that will enhance their experience and success at UQ.

Students are encouraged to attend Thrive@UQ activities that are aimed to develop their skills and knowledge, and ultimately support their studies and career goals. Students are rewarded for attending a minimum of 3 events. If students attend 6 workshops they will also receive a certificate and be officially acknowledged by the university. The certificates will strengthen the quality of their CV. Bonus prizes are awarded to those who attend more than 6 events.

Unless stated otherwise registration is not required for the workshops, however please bring student ID card for attendance records.

Gatton students please refer to the Thrive@UQ Gatton brochure for sessions and activities.

- Ipswich students please refer to the Quest program for semester activities
JSAPP (Jump Start Academic Preparation Program)

The JSAPP is organised by Student Services for:

- New international students - undergraduate and postgraduate
- Students from low socio-economic background and/or culturally and linguistically diverse backgrounds
- Mature age students
- Those with Op’s 6 - 25

The JSAPP creates a friendly and supportive environment to help students make the transition to a new educational institution and a new cultural setting. It offers you an ideal beginning to your studies at the University of Queensland, an opportunity to meet with other students and the chance to establish contact with staff who can help you during your degree. The JSAPP is provided to students at no cost.

Student Services: We are as serious about your success as you are!

Comprehensive online resources are available at www.uq.edu.au/student-services
New to University

Terminology at UQ

When first starting at UQ, the majority of students feel that university terminology is like learning a foreign language. University terminology is very easy to learn, once you become familiar with the basics. See the Dictionary of UQ Terminology for further reference.

Challenges at University

Most students face a variety of challenges during their studies. One key to success is knowing who and where to go for help. It can take time and energy just to settle in, to get a feel for what kind of work is expected from you and how the university operates. As you begin your studies, remember that you are not alone. Many first year students are feeling exactly the same way.
Some challenges new students may face:

- How do I get to university?
- How will I find my way around campus?
- I don’t know anybody who has been to University to give me advice.
- I don’t know anybody at the University.
- Where will I live?
- Should I study full-time or part-time?
- Can I succeed at university?
- How can I get help?
- Can I work and study?
- How can I balance my social life and studying?
- My family aren’t very supportive of my studies.

Student Services is here to help with a range of support services that are provided at no cost to all University of Queensland students.

First in Family to attend University

Studying at university is just like riding a bike. It takes practice, and getting a few pointers along the way can certainly make the journey a lot smoother.

Students who are the first in their family to attend university may face some extra hurdles during studies. This is because attending university is not just a new step for the student, but also for the whole family. Sometimes family members may not fully understand the expectations and pressures associated with studying, which can make it more difficult to adjust. Nevertheless, with the right information and support, anyone can overcome those challenges.

What if my family isn’t supportive?

If members of your family did not go to university themselves, they may not see the value and benefits of higher education. Your family may want you to start earning money now rather than later. A lack of support from people close to you can create tension and make it difficult to maintain study commitments.

Frequently, students come to university with well-developed preconceptions of how their life will change while they are studying. Families will have their own ideas, too. For students, university will seem fascinating; a place to meet a wide range of new friends; and a time when they can become more independent and find a clearer direction in life. This is part of what studying at university should be, but it takes time, dedication and effort to succeed.

Success at university requires time dedicated to studying, but this can often have unanticipated impacts on your life. How will you prioritise your studies, old and new friends, work commitments and everything else? Think about creating a routine that works for you. Talk to an
Academic or Careers Advisor if you feel that your degree may not suit you or your goals.

Your family also have to get used to the change of routine and your life as a university student. When a person commences their studies, other family members may sometimes misunderstand when that person is not available as much as they used to be, or are more preoccupied with their university commitments than with what is happening at home.

Keep the discussion channels open. Involve your family during your decision-making processes where possible. Remember, they need to learn about what it means to be a university student just as much as you do. As your studies progress, the attitudes of those around you may well change.

Being a student takes a lot of work, and to be a good student you will always have to persevere. There may be times when you struggle and you have to get back up again. Don’t give up. Concentrate on the big picture and communicate with your family.

Self-assess and communicate with your family

Self-assessment helps you gain a clearer understanding of where you are going in life, not just in terms of a career, but also in terms of life goals and relationships. Self-assessment is a way of learning what you do well, what you do not-so-well and what you might need to do in the future. Share these goals with your family so they, too, can understand how important university study is to you, and in securing your long term goals.

Studying at home

Having a comfortable place to study at home is extremely important. It is possible that some members of your family may not realise the amount of work you need to do to be successful in your degree. Explain your workload to your family members, remember to prioritise and persevere!

On campus, make the most of spaces that cater for study, such as libraries, computer labs and other quiet areas.

Remember, help is always available. All you have to do is ask!

Book an appointment at Student Services to speak to a Learning Advisor, Counsellor or Transition Advisor to help you address your concerns.
Successful Students

• Believe that consistent, ongoing study throughout the semester plays a bigger role in success than “native ability,” and they are right.

• Approach their learning strategically rather than haphazardly. They reflect on their learning, and learn from their successes as well as their mistakes.

• Aim for understanding and mastery rather than simply memorisation.

• Look at their lecturers and tutors as partners in their learning rather than as being indifferent. Successful students are not afraid to ask for help and act on advice given to them.

• Can prioritise their activities, both academic and social. While they are focussed on their studies, they are not obsessive about them.

• Have a purpose for being at university and keep this in mind while they study.

• Become part of a group of similarly dedicated students.

• Make use of most of services provided at university and extracurricular activities designed to support students to enhance their studies.
Believe in Yourself!

Sometimes, life as a university student can be overwhelming. Having confidence in yourself at the toughest of times can help within all aspects of your life – especially your study. Keep believing in yourself and your ability to succeed. The following section is taken from the Student Services website.

Self-Esteem

Self-esteem is a term often used to describe how we feel about who we are and the value that we place on ourselves. People develop self-esteem because we are able to have both a self-identity and also the ability to judge interpretations of ourselves.

Self-esteem impacts on the ways in which we think and view ourselves, do we feel competent and confident? Having a realistic view of our abilities and strengths can strengthen our feelings of confidence. We also regularly measure ourselves against others, thus adjusting our value in relation to other people. Having a peer group that you feel comfortable with and which has realistic expectations of the individual goes a long way to enhancing our self-esteem.

Self confidence

Self-confidence is the belief in oneself and abilities, it describes an internal state made up of what we think and feel about ourselves. This state is changeable according to the situation we are currently in and our responses to events going on around us. It is not unusual to feel quite confident in some circumstances and less confident in others. It is also influenced by past events and how we remember them; recalling a former success has a very different outcome in terms of our confidence levels than thinking about an occasion when we failed.

Confidence and self-esteem are terms which are often used interchangeably, but although there is over-lap perhaps there are also subtle differences. Self-confidence can refer to how we feel about ourselves and our abilities whereas self-esteem refers directly to whether or not we appreciate and value ourselves. We may have been discouraged from being boastful but a healthy amount of self-liking and self-approval is necessary if we are to have the confidence to meet life's challenges and participate as fully as we wish to in whatever makes life enjoyable and rewarding for us. In a sense, we could say that having healthy self-esteem leads to being self-confident.
Valuable exercises to build self-confidence

- **Recognise your insecurities.** What does that voice in the back of your mind say? Whatever is making you feel unworthy, ashamed, or inferior – identify it, give it a name, and write it down.

- **Talk about it with friends and loved ones.** Wear it on your sleeve. Each day you should chip away at it; wear it down. There's no quick fix. Get to the foundation of the problem; focus on it and understand that you need to resolve each issue before you can move on. You need to learn to accept yourself.

- **Remember that no one is perfect.** Even the most confident people have insecurities. At some point in any of our lives, we may feel we lack something. That is reality. Learn that life is full of bumps along the road.

- **Identify your successes.** Everyone is good at something, so discover the things at which you excel, and focus on your talents. Give yourself permission to take pride in them. Give yourself credit for your successes.

- **Be thankful for what you have.** A lot of the times, the foundation of insecurity and lack of confidence is a feeling of not having enough of something, whether it's emotional validation, good luck, money, etc. By acknowledging and appreciating what you do have, you can fight the feeling of being incomplete and unsatisfied.

- **Be positive,** even if you don't feel that way. Avoid self-pity, or the pity and sympathy of others. Speak positively about yourself, about your future, and about your progress.

- **Accept compliments gracefully.** Don't roll your eyes and say, "Yeah, right," or shrug it off. Take it to heart and respond positively ("Thank you" and a smile works well).

- **Look in the mirror and smile.** Studies surrounding what's called the "facial feedback theory" suggest that the expressions on your face can actually encourage your brain to register certain emotions. So by looking in the mirror and smiling every day, you might feel happier with yourself and more confident in the long run.

- **Fake it!** Along the same lines of smiling to make yourself feel happy, acting confident might actually make you believe it.

- **Stick to your principles.** It might be tough, but if you don't have something you can believe in, you don't have anything. If you don't stand for something, you will fall for anything.

- **Help others.** When you know you're kind to the people around you, and are making a positive difference in other people's lives.

- **Always keep a smile on your face.**

- **Share your knowledge and your experiences with others.**
On-Campus Services

Student Centre

UQ’s Student Centres are the first point of contact for all academic and administration matters and enquiries. If you need further specialist advice, you will be directed to the appropriate area.

Student Centres provide information for domestic and international on issues regarding:

- Academic records
- Admission procedures
- Enrolment procedures
- Examination and assessment
- Traffic and parking
- UQ Aboard
- Grievance procedures

- HECS – Help and FEE – Help
- ID cards
- mySI-Net (online enrolment system)
- Fees, prizes and scholarships
- Public transport
- Graduation

For more information you can visit the following website: www.uq.edu.au/student-centre

Information and Technology Services

What you will need to do online:

My.UQ website: Your portal to all university online programs, including access to your student email; mySI-net; myAdvisor; myStudy; and links to other facilities, such as the library.

mySI-net: Maintain your enrolment online. Add courses; drop courses; request a program change; change your plan; maintain your personal details; and submit your graduation semester.

myAdvisor: View comprehensive information including designing your program; program and course changes; forms online; help with a range of personal and study advice.

It is important that you become familiar with these services as a student at UQ. Take time to explore and become comfortable with the services that are made available to you.
Computing Help and Training

If you face any technical problems during your studies, or if you need assistance with the online applications and resources, Ask I.T. offers computing help and training for UQ students.

- **Help desks:** located on the St Lucia, Gatton and Ipswich campuses libraries
- **Telephone:** (07) 3365 8811
- **Or email:** help@askit.uq.edu.au

UQ Library

The UQ Library comprises 13 faculty-based branch libraries. The libraries are located on the St Lucia, Gatton and Ipswich campuses and in the three teaching hospitals. In addition, most libraries have “eZone” rooms with computers, printers, the University Archives and the AskIT Service. Students can use the computers available in all branches of the library for study, accessing university services and checking their student email.

To access most library services, you will need to prove that you are a member of the University of Queensland by either presenting your student card when borrowing books or providing your UQ username and password for the libraries’ online services.

- **Examples of online services:**
  - Placing requests via the catalogue on items that are currently on loan
  - Checking, renewing loans, cancelling holds and checking document delivery requests
  - Accessing academic databases, electronic journals and electronic books (licenses restrict access to current UQ staff and students only)
  - Booking group study rooms

If you have any questions about borrowing, online resources, your library record, or the services provided by the library, you can ask at the Loans Desk in any branch library. Or, check the library website at: [www.library.uq.edu.au](http://www.library.uq.edu.au)
UQ Sport

UQ Sport offers a wide range of sporting and recreational activities and first-class sporting facilities. UQ Sport manages the extensive sporting facilities across UQ’s four campuses.

At St Lucia, the biggest of the UQ campuses, you can take advantage of:

- an international-standard athletics centre and running track
- 21 flood-lit tennis courts
- an Olympic-standard swimming pool
- a beach volleyball court
- three netball courts
- the three-level Sport and Fitness Centre, which includes a gym, cardio studio, group fitness classes, squash courts, martial arts gymnasium, and indoor sports pavilion
- social sporting competitions and sporting events, such as triathlons, fun runs, and the prestigious Great Court Race
- adventure activities, such as horse-riding, sea-kayaking, surfing, and island discoveries run by professional instructors
- a range of short recreational courses in dance, holistic health, martial arts, and sports coaching
- eight ovals for cricket, hockey, softball, ultimate disc, and most football codes.

UQ Ipswich offers a workout room with cardio equipment and free weights, a multi-purpose court, and a large playing field.

UQ Gatton has a fully equipped weights gym, indoor basketball court, squash courts, tennis courts, cricket oval, rugby field and swimming pool

A range of cardio equipment and free weights is available at UQ Herston.

For a fee, all facilities are open to students, staff and the general community.
Health Services and Health Care

The University of Queensland Health Service (UQHS) is a fully accredited health care facility that provides comprehensive health services to current students of the University of Queensland.

The medical centres provide a wide range of general and confidential practice services including contraception advice, counselling, minor surgery, travel advice, and vaccinations.

You will need to make an appointment unless it is a medical emergency.

You can contact the UQHS on:

- St. Lucia: 3365 6210
- Gatton: 5460 1396
- Ipswich: 3381 1210

A dental Clinic is located at UQ St. Lucia in the Union Complex area and offers student discounts.

For more information about the University Health Services you can visit: www.uq.edu.au/healthservice

Hospitals

Most hospitals across Australia operate a 24 hour emergency centre.

If you or your family need to be admitted as an ‘in-patient’ to a hospital for treatment, it is important that you talk with your OSHC provider as soon as possible, preferably before admission. For those with OSHC Worldcare, phone the numbers on your membership card in an emergency. Emergency sections of public hospitals are free. Emergency sections of private hospitals charge ‘upfront’ for their services, before receiving treatment or before being admitted. Treatment at a private hospital usually costs more than the ‘schedule fee.’ Keep the receipt and claim a refund from your OSHC provider.

If you ever need to go into hospital, see the Queensland Health website for more information, including hospital admission and practical information: www.health.qld.gov.au

For any emergencies on campus, including health-related - call Campus Security on 3365 3333 (dial extension 53333 from internal phones)

For any off campus emergencies,

Call 000 for Fire, Police or Ambulance services.
Staying Safe on Campus

The University of Queensland developed its UniSafe program as a personal safety initiative designed to raise awareness and maximise personal safety on campus.

UniSafe is a personal safety awareness program that operates on all three major campuses. Initiatives include two free services operating after dark. The program, which is now licensed to other universities throughout Australia, runs in parallel with a 24-hour security presence. At UQ Ipswich, UniSafe includes an Escort Service and Security Call Points.

UniSafe Escort Service is for students and staff who can ask to be accompanied while walking to on-campus locations, especially at night time. All UQ campuses also have Security Call Points in strategic locations, and are patrolled 24-hours-a-day. An emergency phone number is effective all hours for an immediate security response. It printed on the back of all UQ student and staff ID cards. A free call number is also available for general inquiries. Safety Bus service is another safety measure provided at UQ, St Lucia which links main buildings, colleges, car parks and public transport stops.

To contact Campus Security in an emergency (all hours), dial 3365 3333 (internal: 53333)

General calls to Campus Security (e.g. UniSafe Escorts, information): 3365 1234, or 1800 800 123 (free call).

Personal Safety Tips:

- Avoid wearing headphones when you are walking, so that you can hear what is happening around you.
- Carry change for a phone call in case of emergency. Mobile phones are good for emergencies and consider getting a personal duress alarm if you often walk alone.
- Keep handbags, purses and wallets close to your body. Be prepared to give these up if someone tries to snatch them (this lessens the chance of injury to yourself).
- When taking public transport, know your timetable to avoid long waits. Avoid lonely, closed-in bus shelters and keep in full view of cars/buses and people.
- Be wary of strangers, on foot or in cars, asking directions – it’s better to be rude than to be in trouble.
- If someone follows you, go to a place where there are other people. If threatened, dial 000 (a free call to the Police) or on campus, dial Security (3365 3333)
- Respect your intuition. Don’t allow “rationality” to override your “sixth-sense” – it could protect you from danger.

Please Note:

UQ Security runs a lost and found service, so contact security if you lose something on campus.
Making a Successful Transition

All students, regardless of their personality, educational or cultural background, will experience a time of transition when they come to university. Successful students are those that can recognise, accept and adapt to the transition. The transition section of this guide is divided into four main transition types: Academic; Social; Geographical; and Administrative transitions.

Many people struggle with change. Your response can differ from that of someone else, depending on the type of change, and how you face it. One day you might handle it really well, you may even love the whole idea; the next day you may find that you don't like it at all.

If you are finding your transition to university hard to deal with, look first at whether it is the new situation, or how you feel about being here that is causing the problem. Start by asking yourself what it is that you are finding so hard. Is it that you don't know anyone, don't understand how things work, can't find your way around and worry about being late, or don't understand what is expected of you? Finding out exactly what it is that is hard for you at university is the first step to effectively managing it. Give it time, it can sometimes take several months to really get used to being at university. Be positive about the experience and be prepared to be independent, organised and motivated.

Change can occur at any time. You may wish to change to another degree, or consider studying a dual degree by adding a second degree. You will need to ensure you meet the entry requirements, however, including the entry rank and prerequisites for entry into the new program. The procedures for changing programs depend on a number of factors and are different for changes in first and second semester. Contact the Student Centre or your faculty office if you require more information, but remember to consult an Academic or Careers Advisor before making this big decision.

**Remember:** Change is OK, and can sometimes be the best decision for you in the long run. You are not going to absolutely love every single part of your degree (or maybe you will!). If you have any reservations, remember to seek help. All services at Student Services and the Student Centre are confidential – all you need to do is ask!

You are not alone!
Academic Transition

Get organised

- Use a weekly planner to map out your week.
- Sometimes, assignments for your courses all be due around the same time, so a semester planner is a useful way of keeping a track of the big picture and making sure things don’t get left to the last minute.
- Refer to the Semester Planner at the end of this booklet and visit http://www.uq.edu.au/student-services/Budgeting+your+time

Lay some foundations

Succeeding at university involves more than just studying the course materials. You also need:

- Library skills – attend a library orientation session so you can start on the right foot
- IT Skills – the library runs training sessions
- Familiarise yourself with departmental and other writing guides
- Talk to your lecturer or tutor
- See a librarian or AskIT support person
- See someone from Student Services

When in doubt, get help early!
What is expected of me?

In order to do well at your studies at university you will need to develop effective study skills and strategies. These skills include but are not exclusive to; managing your study time, taking notes, planning your assignments, revising for exams and preparing presentations.

Your lecturers and tutors will advise you about the skills you are expected to acquire and demonstrate while studying for your degree. Your lecturers will set assignments and exams designed to test and develop a range of academic and transferable skills.

Ultimately, you are in control of your own learning. Developing your study skills is an integral part of your life as a university student. Assistance and support is available when you need it. All you have to do is ask!

Find out about academic expectations

- Consult your course profiles. Course outlines are usually provided during the first lecture of each course. These should include the goals of the course and the criteria upon which your work will be marked. Course profiles are also available online. [www.uq.edu.au/study](http://www.uq.edu.au/study)
- Look at past exam papers, if they are available. These are available from the library’s homepage. Cross-check these with your work throughout the semester to ensure you are on the right track with your study.
- Look at the self-help material developed by Student Services.

What if I don’t know how to study well?

- Studying can encompass a whole range of skills from time management, to reading, note taking, assignment writing and exam preparation.
- Remember that none of us are born with an innate knowledge of how to study.
- Acquiring the skills necessary for effective study is in itself a learning process that will take time and commitment. You will also need to work out what style(s) of study best suit you.
- Set yourself realistic goals in your study regime. There is no use setting up a timetable where you will study for 6 hours straight without a break as the quality of your study suffer.
- **Learning Advisors** (accessed through Student Services) can assist you in improving a range of study skills and offer advice on how to study for specific courses.
Solving Study Problems

Can I pass the course?

It is very common for first year students to feel so disoriented by university study that they are convinced they are going to fail. Some of these students drop out of their studies, rather than hand in their first assignment.

These feelings are often not related to the quality of the student’s work. Indeed, students that do persevere until the end of semester are sometimes surprised to find they have achieved a high grade.

It is very important to go and talk to your lecturer or tutor if you feel that you cannot complete a piece of assessment. Your lecturer usually has a more accurate idea of how you are progressing than you do. In a one-on-one conversation, they can often clarify for you exactly what you need to do to pass.

You can also talk to someone at Student Services who may be able to help you sort out the extent to which your worries are part of adjusting to university.

“I don’t want to bother my lecturers, they will think I’m stupid”

THEY WON’T! In fact, your lecturers are much more likely to think they haven’t made things clear enough. One of the most common complaints by teaching staff is that students don’t tell them when they don’t understand and subsequently submit work that doesn’t quite meet its learning objective. You are entitled to ask questions.

- **When/how to ask?**
  - *In class*: If you don’t know, there will be other students who also need to know – they will probably thank you!
  - *After class*: You can slip in a quick question at the end of class while the lecturer is packing up.
  - *Consultation time*: All lecturers set aside an hour or two where they will be in their office, ready to answer questions. You can find the time in your course profile or the blackboard site for the course, on the lecturer’s door, or by asking your school’s administration officer.
  - *Make an appointment*: Email your lecturer or knock on the door to make an appointment (some lecturers don’t like to be phoned).
  - *Use Blackboard*: Email your question to the lecturer, or post a question on the discussion board.
What if I fail an assignment?

Failing one assignment does not mean you are going to fail the whole course or that you are not capable of getting your degree. Failing an assignment at any time during your degree means that you may not have had a clear idea of what was required. It is a good idea to make an appointment to see your lecturer or tutor to find out exactly what you need to fix, and how to fix it, before you start the next assignment. You could also book an appointment with a Learning Advisor at Student Services.

Is this the right degree for me?

It’s OK if you think that the degree or major you have chosen to study isn’t for you or if you aren’t sure. You are not alone! This is a common situation that many students encounter. Talk to an Academic or Careers Advisor for information and advice.

Some questions to consider

- How much do I know about each potential career path?
- What are the aspects of each program that attract me?
- Where do I fit into it?

If you are faced with the decision of changing programs don’t hesitate to consult an Academic or Careers Advisor. Contact the Student Centre or relevant faculty regarding entry and eligibility requirements in order to proceed.

What if I lose motivation towards my studies?

A loss of motivation may be the result of not really knowing why you are studying, or finding that what you are studying is not what you initially expected. If this is the case, study can easily turn into something that feels boring, irrelevant and therefore something to avoid.

Examine the reasons why you’re studying. If you discover that you’re not studying in the area that would prefer, talk to someone (such as an Academic Advisor or Counsellor) and work out an alternative course or program. Some may also come to the realisation that you are studying for someone else, and not yourself. In this case you will need to reassess your own personal goals.

Getting through the hard times – Doubt

There are some common myths about the kinds of people that go to university. The stereotype is that they are very smart, from private schools and their parents have high-status professions. Certainly, there are some students who match this profile, but there are many different kinds of people who study: mature age students, people from struggling families, workers, indigenous students, people from a variety of cultural backgrounds, sole parents and the list goes on. University is a very diverse place. It is very unlikely that you will be the ‘odd one out.’

You might also have heard various ideas of what university is like. For the most part, however, studying is a very individual activity. One person’s experience is often quite different from that
of another. What will it be like for you? Keep an open mind and be ready to get involved. What will you get out of university study will depend very much on your area of study, your expectations and your general approach to study and life. Make sure you take advantage of the support available to students, get involved in faculty and university activities, and take a positive approach to your learning.

What if I become really stressed and anxious about university and my studies?

Overwhelming emotions can result in a student spending large amounts of time worrying about their studies rather than getting down to the task at hand. Work out where your fears and anxieties are coming from. Is it a fear of the unknown? Are you a perfectionist? Do you have unrealistic expectations? Are you finding study overwhelming because you don’t think you have the right skills?

If your fears are due to a fear of the unknown, accept that it will take some time to adjust to studying. The first semester in many ways can be the most difficult while you are working out how the system works. Try to look at it as a challenge you can meet. Trying to incorporate relaxation exercises into your daily routine can also help with easing the symptoms of fear and anxiety.

No one is perfect. Do the best you can and seek help if you need assistance. Student Services is always available to help.

Workshop timetables for help in studying can be accessed at:

www.uq.edu.au/student-services/Learning+workshops
First year, First semester, First assignment.

Getting your first assignment in is a big achievement. The week the first assignment is due is a high-stress week for students, especially as they can sometimes all be due in the same week!

When you receive your course profiles in Week 1, check the dates for your assignments. Start working on them early. If you don’t understand exactly what’s required, you’re probably not the only one! Ask other students if they understand. Ask the lecturer to explain it, either in class, after class, or by email, or make an appointment to see them.

See a Learning Advisor to discuss any assignment, or what may be expected of you as a student.

Time Management

Good time management is one of the major keys to success at university. It’s a skill you’ll find immensely useful throughout your life. We all only have the same number of hours available to us in a day, a week, a month, or a year. The most important thing is how those hours are used. Effective time management means there is time to do what needs to be done, and what we would like to do. Time management can have a positive effect on your life at university.

Remember:

- Prioritize
- Use small periods of time to get yourself started in your planning
- Be realistic in the management of your time – you can’t spend all of your time studying as you need a healthy balance with social/academic/work activities. Just remember your priorities.

Student Services organise specific workshops for time management. For session timetables, check: www.uq.edu.au/student-services/Learning+workshops

Communication

Other students can be a great source of information and support. If any of your courses have group discussion tasks or online discussions through Blackboard, take advantage of the opportunity to share ideas and information with other students. Talk to other students as often as you can – in tutorials, lectures or even over coffee. You might have to take the first step to introduce yourself, but you will not regret making these valuable friendships.
Procrastination

Most people procrastinate at some stage in their lives. Although for the most of us this is sporadic and does not cause significant disruption in our lives. For some people, however, procrastination can become a more serious problem with quite serious negative effects. In extreme situations, a student may start to consider abandoning their studies.

There are a number of reasons why you might find yourself procrastinating:

• Waiting to get motivated to do something
• Fear of failure
• Perfectionism
• Feeling resentful or guilty for thinking you should be doing your work
• Not really knowing why you’re studying or finding that what you’re studying is not what you initially expected or wanted.

The key to dealing with procrastination is to gain insight into its causes and symptoms and then to develop strategies to overcome it. People who are successful know that motivation doesn’t come first, productive action does.

If you find that your procrastination has got out of hand it is important to remember that confidential help is available within the university.

Getting Advice

If you feel you have over-committed, or are not handling the academic challenges you are facing, you should talk with someone. This may involve your family, mentor, friends and work colleagues.

The best idea is to contact a Learning Advisor or Transition Advisor at Student Services to discuss your options: http://www.uq.edu.au/student-services/Contact+us

"In my first week when I flicked through and saw how many assignments were due and how big they seemed (at the time) I freaked out. I all but convinced myself by the fourth week that I'd never be able to do it and was kidding myself about being at Uni. I nearly dropped out but after an interview with one of the great staff members (who I will be forever grateful to) he convinced me to stay and drop my workload till I felt more comfortable with the whole experience and could see how I went with the assignments. Well, I have just finished my fourth part-time year and have done quite well so far. I now look back in fact, and can't believe all the stress and worry I put myself through at first. My advice to anyone who feels overwhelmed in his or her first weeks and months is that you're not the only one feeling this way. Also I recommend making appointments and talking with tutors, etc if you have questions or need help because they are only too willing to be of assistance."

First in Family, Contemporary Studies/ Education student, UQ
Social Transition

Balancing Work, Family, Leisure and Study

By enrolling in university, you have made a commitment to study. Whether study is something that you have either never done before or something you are returning to after some time, you need to be realistic about what this commitment entails. To continue leading an enjoyable and healthy life, you will need to ascertain how you can balance your study and non-study activities.

- Take a note of the time you spend doing non-study activities, such as hobbies, sports, watching TV, spending time with friends and family and simply relaxing.
- Take into account the time you spend doing activities that you have very little control over, such as sleeping, eating, doing household chores, travelling and working.
- Gauge how much time you’ll need for various study activities. As a general idea, a 2 unit course requires 10 hours of study per week, which includes any contact time (time spent at uni) as well as your own independent study.
- Make yourself a weekly plan and consider the following - do you think there are enough hours in the week for you to combine study with all the other demands of your life in a balanced way? In most cases the answer will be yes and you’ll find that you can fit all your commitments in quite comfortably.
- Remember your weekly plan is not set in stone and your priorities during different weeks will change. Be flexible, while keeping the making the goal of completing your study the ultimate goal and priority during your time at University.

TIME MANAGEMENT AND ORGANISATION IS ESSENTIAL!
Keep your Eye on the Prize

Look specifically at what you want out of life, both in the long and short term. Undertaking tertiary study indicates that your long term goals include developing new professional skills or upgrading those you already have. You may also be studying for your own personal development.

Your short term goals enable you to achieve your long-term goals, or in other words they are stepping stones to your long-term aspirations. For example, to gain your degree you’ll need to fulfil all of the requirements of your program, including enrolling in specific courses and passing various types of assessment.

Meeting New People

Sometimes it can be a bit lonely at university but there are lots of ways to meet people or get support.

Make new friends by:

- Joining Mates@UQ - a program designed to encourage interaction between domestic and international students
- Joining any number of the Student Union’s clubs and societies
- Taking up a sport
- Attending Thrive@UQ activities
- Talking to people in your lectures and tutorials
Geographical Transition

Getting used to a university campus, a new city or even a different country can be tough for new students. Some students may be worried about:

- **The size of the campus**: Depending on which campus you are on you will have to get used to the size of campus.
- **Class locations**: Having classes all over campus leaves many feeling lost and rushed.
- **New city or country**: Feeling lost is an issue especially significant for students who have moved away from home and who are also becoming oriented to a completely new city, country or even new language.
- **Travel arrangements**: Most students will also have to negotiate a new transport system.

The advantage of being in such a large place like the University of Queensland is the array of services available to you: cafes, sports centre, theatre, health services, chemist, libraries and a few lawns to just lie around and relax on.

There are maps placed around campus, and you can always ask someone!

Accommodation

Whether you are moving to Brisbane from another city, moving to Brisbane from another country or simply looking for another place to live, if you are intending to move from home and live independently, here is some information about accommodation that might be handy.

A variety of purpose-built student accommodation, rental apartments and houses, located near the campus, is available at affordable rates for students.

Things you may need to consider when looking for accommodation:

- Do I share with others?
- Are there extra costs based on the type of accommodation I choose?
- Are utilities included in the rent?
- Is it secure?

Finding a great place to live while studying at UQ can really enhance your experience of University life.

**Accommodation Services** at the University of Queensland provides information and services to assist you to find a home that's right for you, and make your arrival in Brisbane as smooth as possible. Accommodation Services can be contacted via email: info@accommodation.uq.edu.au or via phone: 07 3365 3419. You can also browse their website at: www.accommodation.uq.edu.au
Expenses and Help

As a university student you have a range of costs to consider. These include:

- Academic fees
- Books and equipment costs
- Living costs

Some programs may involve additional costs such as the need to purchase a uniform or to have a first aid certificate. Such costs are outlined in the Learning Resources sections of your course profiles.

Academic Fees

**Academic fees** vary depending on whether you are

- an international student
- an Australian (i.e. domestic) student

For academic fees, see the tables of indicative fee costs or use the fees calculator to estimate what your semester fees will be.

Scholarships

The University of Queensland is committed to enabling all students, regardless of their background or financial circumstances, to realise and establish their full potential. A wide range of scholarships are available to UQ students to help fund their tertiary education. International financial aid may also be available for international students.

Scholarships at UQ are awarded for academic excellence, to assist students wishing to undertake research, to provide support for students experiencing financial hardship, to assist elite athletes and to help alleviate costs associated with overseas study.

Finding the right scholarship does require some research, as the eligibility criteria varies by scholarship type. Scholarships are offered in the following areas:

- Academic Excellence Scholarships
- Equity
- Indigenous Students
- Field of Study
- Ipswich Campus
- Gatton Campus
- Honours
- Overseas Study
- Summer Research
- Sporting Excellence
- General

Check out [www.uq.edu.au/study/scholarships](http://www.uq.edu.au/study/scholarships) for more info!
Financial Support and Help

There are financial counselling services that provide free and confidential advice and assistance to people experiencing financial difficulties. You may want to try one of the following:

- Credit Help Line Telephone: 1800 808 488
- Lifeline Credit line (24 hour crisis line) Telephone 13 11 14
- Lifeline Brisbane Telephone 07 3250 1900
- Lifeline Ipswich & West Moreton Telephone 07 3281 8688

Many students live on a limited income, so managing and saving money is very important. It will be an advantage for you to have a well thought out budget that you can realistically stick to. It is also important to know how and where to shop to save money, what financial traps to look out for, your rights as a consumer, and what to do if you run into financial difficulties.

Only YOU can create a workable and viable budget for yourself. It is up to you how you spend your money and a budget plan will allow you to stay on top of your finances as well as having a life! A well thought out budget will enable you to:

- Increase control over your money
- Meet regular expenses
- Make decisions about what you can afford and when
- Build savings
- Plan for the future
- Minimise financial stress
- Refer to Appendix as there is a budget planner in there
- If you are new to Queensland and Brisbane then ask your mentor or fellow students’ advice on the best shopping and discount variety stores in near your campus and your home.
Saver Plus – The Smith Family

Saver Plus is a 10-month financial literacy and matched savings program that assists people to build savings for their own or their children’s education and in doing so strengthens their capacity to save.

As part of the program, participants receive:
- One dollar in matched savings for every one dollar they save, up to $500
- Money Minded financial training
- Personal support and guidance from a trusted community organisation.

At the end of the program participants use their matched savings to purchase an education-related goal, which can include items like uniforms, computers, and textbooks.

Benefits of Saver Plus

By joining the program participants will:
- receive a financial reward for their saving efforts - up to $500
- acquire new financial skills
- improve their ability to save in the long-term, and
- increase their financial confidence.

Are you eligible for Saver Plus?

You must be over 18 years and have a Health Care or Pension Card and earnings from paid employment. You must also live in an area where Saver Plus is operating and have children enrolled in a school or be attending or returning to vocational education yourself.

How does Saver Plus work?

Participants:
- Work with their Saver Plus worker to identify an educational item for which they intend to save
- Open an account with their local ANZ branch and begin making deposits
- Attend Money Minded workshops to improve their financial management skills
- Continue to make regular deposits into their ANZ Progress Saver account over a 10-month period

Once participants reach their savings goal, participants savings are matched dollar for dollar, up to $500 by ANZ.

Saver Plus is being delivered around Australia by The Smith Family.

To find out more information, visit:
www.anz.com/aus/aboutanz/Community/Programs/Saver.asp
Budgeting

Budget worksheet

Use the Budget worksheet and follow the steps below to develop your own budget. You can also access an online budget spreadsheet at the Money Minded website www.moneyminded.com.au

Steps to making your own budget

<table>
<thead>
<tr>
<th>Step 1: Identify essential expenses</th>
<th>Essential expenses may include: rent, food, transport, electricity and telephone accounts. Start keeping a diary of everything you spend each month as this will tell you exactly where your money is going. Review your spending patterns regularly and rewrite your plan several times to come up with a realistic budget. Decide whether your budget will apply for each week, fortnight or some other period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2: Complete Income section</td>
<td>If your income is erratic (e.g., due to work shifts) then make an estimate based on the average income you receive.</td>
</tr>
<tr>
<td>Step 3: Complete Expenses section</td>
<td>Be sure to include those less-frequent expenses (gifts, textbooks etc) You may find that your ongoing weekly/fortnightly expenses are quite substantial, perhaps more than you thought? This is because the amount includes all those long-term and irregular expenses. Therefore, you will need to save some of your income to cover those costs when they arise. Consider opening a separate bank account to deposit money in each week/fortnight as a way of saving</td>
</tr>
</tbody>
</table>
Tips for saving money when shopping

- Think carefully before you buy – can you really afford it?
- Don’t fall into the impulse buying trap – buy now regret later!
- Beware of sales fever – some so called sales prices are only slight reductions so be aware of the normal price of goods before buying something on sale.
- Try to pay cash for items rather than use credit – you can sometimes get a discount on products if you pay cash (excludes food).
- Take time to shop around – you will greatly improve your chances of finding a suitable product at the right price.
- Keep proof of purchase in case something goes wrong.

Tips for saving money when grocery shopping

- Try buying generic brands – Home Brand, etc.
- Plan your menu for the week before you go shopping.
- Shop less often.
- Reduce the amount of pre-prepared or takeaway food you buy.
- Try to eat before shopping in order to avoid impulse buying.
- Watch out for specials advertised in Home Delivery Mail and local newspapers.
- Buying in bulk can be cheaper - shop with friends or your flatmates.
### Income

<table>
<thead>
<tr>
<th>Item</th>
<th>Per week/fortnight</th>
<th>Per year</th>
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</thead>
<tbody>
<tr>
<td>Wages (after tax)</td>
<td></td>
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<tr>
<td>Scholarship</td>
<td></td>
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</tr>
<tr>
<td>Family</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
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<tr>
<td>TOTAL</td>
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</table>

### Expenses

<table>
<thead>
<tr>
<th>Item</th>
<th>Per week/fortnight</th>
<th>Per year</th>
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</thead>
<tbody>
<tr>
<td>Rent/board</td>
<td></td>
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<tr>
<td>Electricity/gas</td>
<td></td>
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<tr>
<td>Telephone</td>
<td></td>
<td></td>
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<tr>
<td>Food/Household</td>
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<tr>
<td>Meals on campus/out</td>
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<tr>
<td>Public Transport</td>
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<tr>
<td>Car/motor bike:</td>
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<tr>
<td>maintenance</td>
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<tr>
<td>running costs/fuel</td>
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<tr>
<td>RACQ / insurance</td>
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<tr>
<td>Course costs:</td>
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<td></td>
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<tr>
<td>Tuition fees</td>
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<tr>
<td>textbooks/manuals</td>
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<tr>
<td>stationery, equipment</td>
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<tr>
<td>computer/printing/paper</td>
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<tr>
<td>photocopying</td>
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<tr>
<td>Health</td>
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<tr>
<td>Personal</td>
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<tr>
<td>clothing</td>
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<tr>
<td>cosmetics &amp; toiletries</td>
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<td></td>
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<tr>
<td>newspapers/magazines</td>
<td></td>
<td></td>
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<tr>
<td>haircuts</td>
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</tr>
<tr>
<td>entertainment</td>
<td></td>
<td></td>
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<tr>
<td>gifts</td>
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<tr>
<td>cigarettes, alcohol</td>
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<td></td>
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<tr>
<td>videos, books, CD’s/music</td>
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<td></td>
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<tr>
<td>airfares home</td>
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<tr>
<td>Loans/insurance</td>
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<tr>
<td>loan repayments</td>
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<tr>
<td>contents insurance</td>
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<tr>
<td>credit charges</td>
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<tr>
<td>Other</td>
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<tr>
<td>TOTAL</td>
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</table>
Getting To and From University

Public Transport

The vast majority of students rely on public transport. Trans-Link is the public transport network in South East Queensland which connects buses, trains and ferries. Under the Trans-Link system fares, zones and concessions have been standardised across all types of public transport, resulting in a simple, easy to use network.

**Full-time** tertiary students are eligible for ‘concession’ (discount) fares, amounting to 50% of the full fare on all Trans-Link services. You need a valid UQ student ID card to buy a valid (concession) Go Card. No other form of ID is acceptable. Go Cards were introduced to replace paper tickets in QLD in the past year. You can purchase Go Cards at most newsagencies and train stations. Please carry your Student ID card with you when you are travelling with a concession Go Card. Fines may apply (up to $150), if caught travelling by a concession card without carrying a Student ID if you do not. Also ensure that your UQ Student ID card has a Queensland Rail logo on it. There are no discounts on the Airport Train – Air-Train.

**Please note:** Queensland Transport policy states that external students are ineligible for a transport concession even if they are enrolled full time.

To find out more information about public transport options, costs and timetables you can call Trans-Link Call Centre on: 13 12 30 or visit their website at: [www.translink.com.au](http://www.translink.com.au)

For more information on concession fares, visit the [Queensland Government Transport website](http://queensland.gov.au).
Cycling

UQ is easily accessible by bicycle (also called push bikes) from either side of the Brisbane River. On the north side cyclists can use a safe riverside bicycle path that connects the campus via Toowong to Brisbane’s city centre.

Driving/using a motor vehicle

You cannot drive in any state in Australia unless you have a valid driver’s licence. You must know the Queensland Road Rules. For information on driving rules and laws in Queensland, visit the Queensland road rules page. Also read ‘Your keys to driving in Queensland’ (road rules).


If you want to buy a car, make sure you read the RACQ’s Car buyer’s Guide, which includes important information to know before buying a used car and the Glove box Guide provided by the Queensland Government, which contains useful information about buying and owning a car.

UQ Intercampus Bus

The UQ intercampus bus travels between the St Lucia, Ipswich and Gatton Campuses. You can buy tickets at the following outlets:

St Lucia: Book Shop and Student Centre
Ipswich: Book Shop and Student Centre
Gatton: Bookshop and Post Office/Cashier

Note: You cannot buy tickets on the bus.
Administrative Transition

As well as taking control of your own study and learning requirements at university, you also need to keep up to date with all of the ‘paperwork’. The university will communicate with student via email. Keep yourself informed by checking your student email at least once a week.

- **Uni and you**: If you’ve come from school, you will have to get used to the fact that all of the university's communication will be with you, and not through your parents or guardians.

- **Timetable**: You will have to organise your own timetable and sort out any clashes that might occur.

- **Enrolment**: It is your responsibility to enrol (and re-enrol for subsequent semesters) on time.

- **Due Dates**: You need to keep track of all due dates for enrolment, subject changes, and census dates etc. Check the Academic Calender on the [my.UQ](http://my.uq) page.

- **Email**: It is expected that during semester and end-of-year breaks, that you will stay in touch by regularly checking and responding to emails sent to your student email account. You do not need to apply for this service - it is set up automatically for all students. When you enrol at UQ you will be sent a letter with a UQ username and password. These details are used for this service and other online services around UQ, such as mySI-net.
  
  - Your email may look like: firstname.lastname@uqconnect.edu.au

- **UQConnect** can help with most of your queries.

- **Online**: A lot of university communication and administration is conducted online, so make sure you have skills in using email and the internet.

- **Personal support** is accessed at: [www.uq.edu.au/student-services/Living](http://www.uq.edu.au/student-services/Living)

- **Academic support** is accessed at: [www.uq.edu.au/student-services/Learning](http://www.uq.edu.au/student-services/Learning)
### Useful Contacts: Getting help at UQ

<table>
<thead>
<tr>
<th>What</th>
<th>Who</th>
<th>Where (see code)</th>
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</thead>
<tbody>
<tr>
<td>Accommodation</td>
<td>Accommodation Services</td>
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<tr>
<td>Anxiety or depression</td>
<td>Personal Counsellor</td>
<td>1</td>
</tr>
<tr>
<td>Assessment: unable to complete assessment due to illness or personal difficulties</td>
<td>Lecturer/Personal Counsellor/Health Services</td>
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<td>Assignment writing</td>
<td>Lecturer/Learning Advisor</td>
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<tr>
<td>Balancing study and life</td>
<td>Personal Counsellor</td>
<td>2</td>
</tr>
<tr>
<td>Careers Decisions</td>
<td>Careers Advisor</td>
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<tr>
<td>Centrelink</td>
<td>UQ Union</td>
<td>3</td>
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<tr>
<td>Changing/Upgrading program</td>
<td>QTAC/Student Centre/Careers Counsellor</td>
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</tr>
<tr>
<td>Childcare during exams</td>
<td>Student Union</td>
<td>3</td>
</tr>
<tr>
<td>Choosing electives</td>
<td>Academic Advisor/Careers Counsellor</td>
<td>2</td>
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<tr>
<td>Computing</td>
<td>Ask IT, Library</td>
<td>4</td>
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<tr>
<td>Courses-Selecting, changing/withdrawing</td>
<td>Lecturer/Academic advisor/School Admin Officer/Counsellor</td>
<td>5,6,2</td>
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<td>Enrolling and getting a student card</td>
<td>Student Centre</td>
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<tr>
<td>Exam anxiety</td>
<td>Personal Counsellor</td>
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<tr>
<td>Exclusion</td>
<td>UQ Union/Personal Counsellor/Learning Advisor</td>
<td>3,2</td>
</tr>
<tr>
<td>Failed an assignment</td>
<td>Lecturer/Learning Advisor</td>
<td>5,2</td>
</tr>
<tr>
<td>Feedback on assignment or exam</td>
<td>Lecturer</td>
<td>5</td>
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<tr>
<td>Fell like dropping out</td>
<td>Lecturer/Personal Counsellor/Careers Advisor</td>
<td>5,2</td>
</tr>
<tr>
<td>Finding work</td>
<td>Student Union</td>
<td>3</td>
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<tr>
<td>Getting behind in Study</td>
<td>Lecturer/Learning Advisor</td>
<td>5,2</td>
</tr>
<tr>
<td>Harassment or bullying</td>
<td>Student Union</td>
<td>3</td>
</tr>
<tr>
<td>How to use Blackboard</td>
<td>AskIT</td>
<td>4</td>
</tr>
<tr>
<td>Illness and staying healthy</td>
<td>Health service</td>
<td>7</td>
</tr>
<tr>
<td>Interrupted Studies</td>
<td>Academic Advisor/Personal Counsellor or Careers Advisor</td>
<td>6,2</td>
</tr>
<tr>
<td>Keeping Fit</td>
<td>UQ Sport</td>
<td>3</td>
</tr>
<tr>
<td>Legal issues</td>
<td>Student Union</td>
<td>3</td>
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<tr>
<td>Library skills</td>
<td>Library</td>
<td>4</td>
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<tr>
<td>Making friends</td>
<td>Student union clubs &amp; Societies, Mates@UQ</td>
<td>3, 2</td>
</tr>
<tr>
<td>Money Problems</td>
<td>Financial Assistance Advisor/Student Union</td>
<td>2,3</td>
</tr>
<tr>
<td>Not coping with readings or assessment</td>
<td>Lecturer/Learning Advisor</td>
<td>5,2</td>
</tr>
<tr>
<td>Issue</td>
<td>Resource Available</td>
<td>Code</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>---------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Personal /family issues</td>
<td>Personal Counsellor</td>
<td>2</td>
</tr>
<tr>
<td>Program structure/timeframe</td>
<td>Academic Advisor</td>
<td>6</td>
</tr>
<tr>
<td>Putting off doing study/procrastination</td>
<td>Learning Advisor/Personal Counsellor</td>
<td>2</td>
</tr>
<tr>
<td>Reading</td>
<td>Learning Advisor</td>
<td>2</td>
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<tr>
<td>Statistics</td>
<td>Learning Advisor</td>
<td>2</td>
</tr>
<tr>
<td>Study skills: taking notes, studying for exams</td>
<td>Learning Advisor/SS Workshops</td>
<td>2</td>
</tr>
<tr>
<td>Time Management</td>
<td>Learning Advisor</td>
<td>2</td>
</tr>
<tr>
<td>Unable to concentrate</td>
<td>Personal Counsellor</td>
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**Code:**

<table>
<thead>
<tr>
<th>Code</th>
<th>St Lucia</th>
<th>Ipswich</th>
<th>Gatton</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Student Centre</td>
<td>Lvl 1, JD Story Building P 07 3365 2600</td>
<td>Building No. 8 P 07 3381 1011</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lvl 1, N W Britton Administration Centre Annexe P 07 5460 1276</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Student Services</td>
<td>Building 21 D P 07 3365 1704 E: <a href="mailto:ss@uq.edu.au">ss@uq.edu.au</a></td>
<td>Building No. 8 P: 07 3381 1060 E: <a href="mailto:ssipswich@uq.edu.au">ssipswich@uq.edu.au</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Morrison Hall P: 07 5460 1040 E: <a href="mailto:ssgatton@uq.edu.au">ssgatton@uq.edu.au</a></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Student Union</td>
<td>Level 4 Union Building (Bldg 21), St Lucia Campus</td>
<td>P: 07 3377 2200 F: 07 3377 2220</td>
</tr>
<tr>
<td>4</td>
<td>AskIT</td>
<td>Lvl 2, Duhig Bldg P 07 3365 8811</td>
<td>Lvl 1, UQ Gatton Library P: 07 3365 8811</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lvl 2, Ipswich Library P: 07 3365 8811</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Lecturer</td>
<td>Contact your Lecturer directly – phone, email, ask for an appointment, knock on the door, see them after class.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Academic Advisor</td>
<td>Ask your school administration officer to make an appointment to see an Academic Advisor</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Health Services</td>
<td>Lvl 1, Gordon Greenwood Building (Blg32) P: 07 3365 6210 F: 07 3365 6222</td>
<td>Ground Floor N W Britton Annexe, (Blg 8101a) P: 07 5460 1396 F: 07 5460 1756</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lower level, Blg No 8 P 07 3381 1210 F: 07 3381 1205</td>
<td></td>
</tr>
</tbody>
</table>
After University

How will university make a difference in my life?

Going to university can open the door to many opportunities. Sometimes, even when you have chosen your degree, it’s difficult to decide where you are headed.

They are Careers Advisors who can help with:

- Planning your career
- Finding out about employers
- Securing a job

Career-hub helps employers promote their organization to UQ students, and UQ Faculty staff to market careers in their discipline. You can talk with a Careers Advisor, take a look at some resources, search for jobs on UQ’s very own career portal www.careerhub.uq.edu.au and participate in workshops on campus and online. Career-hub has information on a wide variety of careers, as well as vacation work, internships, and graduate employment opportunities from more than 3000 employers. Our services are available at no cost to UQ students while enrolled and for up to six months after graduation.

Some people say that searching for the career you want is a full time job. Some applications can take more than 3 months to be processed, so you need to be thinking about your career long before your graduate. It’s easy to get wrapped up in study and exams but there is a competitive job market out there and employers are expecting that you will have had some work experience, plus exposure to your own industry before you graduate. **UQ Careers and Graduate Employment** has a range of workshops to prepare you for the job hunt.

In addition to direct employment benefits from completing your studies, you will acquire life-long skills like problem-solving and critical thinking that can be applied to all kinds of life and work situations. Communication, team work, organisation and research skills are all abilities that employers look for, and these are exactly the skills you will develop by studying at University.

**Why not volunteer?** UQ Careers and Graduate Employment also hold a Volunteer Expo during the year. Students can discuss volunteer opportunities directly with the organisations attending. Thus improving their transferrable skills, building up the resume and boosting their employment prospects and we haven’t even mentioned the warm fuzzy feelings you get from doing something for someone else. Find out more info at **UQ Jobs Portal Careerhub**.
How does study help me to get a job?

As well as educating you in your field of study, university courses are designed to help develop ‘graduate attributes’. Whatever program you study, when you graduate you should have developed skills such as:

- Problem-solving
- Communication
- Independent thinking
- Critical analysis
- Capacity for ethical judgement

Every course that you study at UQ will help you to develop these attributes, but different courses will approach graduate attributes in different ways. Some courses will concentrate on in-depth knowledge, while others will place more emphasis on problem-solving or critical thinking.

The course profile that you receive for each course that you study will contain a brief explanation of how the graduate attributes are integrated into that particular course.

What if I don’t know what type of career or job I want?

It’s about YOU, and ultimately YOU have to make the decisions and choices about your career direction and pathway. Career planning is a lifelong process rather than a one-off decision. You can see Careers Advisors at Student Services or visit: www.uq.edu.au/student-services/Working

Careers and Graduate Employment

Assistance is available for you to explore your career and employment goals and includes:

- Career Plan Consultations, which assist developing individual action plans, information sessions and online resources on vacation, graduate, volunteer work, careers, industries and industry linkages, career questions, and internships
- Career Development Learning (CDL) strategies, such as resume writing, interview skills, networking, leadership skills, and presentation points
- Employer and industry visits, seminars, and events

GO FOR IT!

Good Luck!