

Student services and information



Information in this section relates to the St Lucia campus. Comparable services are available at the Ipswich campus.

Using the Cybrary

The Cybrary is an integral part of your life at university. You can access its services in any of 13 branches during extended opening hours, or from home 24 hours a day, seven days a week at the web site www.cybrary.uq.edu.au

In the Cybrary you can browse the Web, find course materials, check your reading lists, locate information for your assignments, do photocopying, meet for group study sessions, study individually, browse

newspapers and journals in all subjects, plus much more. Students can use one of over 1100 computers to find textbooks and references, search databases to locate additional information for assignments, access the Internet, email and word processing, look at past exam papers – both print and on the Web – and learn new IT and information finding skills.

You can consult with specialist librarians to find what you need. Your student ID card automatically entitles you to borrow material from any branch library. The standard loan period is 14 days.

How do I find out more about the Cybrary?

There are several information options provided by the Cybrary – brochures, guides to information sources, notice boards, but especially the Cybrary's web site. As well, the Cybrary's friendly staff are trained to assist you. All new students are encouraged to attend tours and classes on information and research skills run by the Cybrary – see the web site for details www.cybrary.uq.edu.au/training/

Summer Semester opening hours

See table on the left. Please check the web site for opening hours of other branches.

Summer Semester opening hours

Biological Sciences *	
Mon-Fri	9–5
Sat/Sun	Closed
Dorothy Hill Physical Sciences and Engineering	
Mon, Wed	9–7
Tues, Thurs, Fri	9–5
Sat/Sun	Closed
Graduate Economics/Business (postgraduates, staff only)	
Mon-Thurs	10–6
Fri	9–5
Sat/Sun	Closed
Law	
Mon, Wed, Fri	9–5
Tues, Thurs	9–8
Sat/Sun	Closed
Social Sciences and Humanities (Including Fryer Library & the eZone, Duhig Library Building)	
Mon, Wed	8–8
Tues, Thurs, Fri	8–5
Sat	9–5
Sun	Closed

* These hours may change when Summer Semester courses for Physiotherapy & Occupational Therapy are announced & when the starting date for MBBS Yr 1, 2004 is available).

Internet access

To assist you with your study, UQ provides you with a free email and dial-in internet access. Now that you have received the offer of a place at UQ you will also receive your internet access information by separate mail, including email address, personal username and password. The free internet access is restricted for study purposes only, however if you want a full service Internet account you can also receive significant discounts as an enrolled UQ student see www.uqconnect.net. If you have any queries, please contact ITS Service Centre - UQconnect, next to the ANZ Bank at St Lucia, phone 3365 6000 (Option 1), email info@uqconnect.net or check out our website at www.uqconnect.net.

Because the University provides important information by email, you should check it regularly by visiting my.UQ at <http://my.uq.edu.au>. If you already regularly use an email address and you would like your UQ email address to be forwarded to your existing one, please visit <http://www.uq.edu.au/cgi-bin/forward.pl>

AskIT, the University's Information Technology Help & Training Service, assists students with their computer problems and provides training in a wide range of computer skills. **AskIT** assistance is available from:

Telephone Helpline (07) 3365 8811

Website (<http://askit.uq.edu.au>)

Email Enquiry Service (help@askit.uq.edu.au)

Help Desk Service (Level 2, Duhig Library Building, St Lucia; UQ Ipswich Library Level 2 Building 8, Ipswich; Centenary Learning Centre, Level 1, UQ Gatton Library)

Information on **AskIT** training is available via brochures, by asking an **AskIT** staff member or via the website <http://askit.uq.edu.au/itraining>

Student Centres

Friendly staff at the Student Centre on each campus provide information, forms and service regarding admissions, enrolment, examinations, prizes & scholarships, HECS & PELS, tuition fees, graduations and parking, and provide referral to other services. They are open Monday to Friday.

Web www.uq.edu.au/studentcentre

Gatton 8.30am – 4.30pm; phone (07) 5460 1276; (Bldg 8101A)

Herston 8.30am – 4.30pm; phone (07) 3365 5446; (Bldg 887)

Ipswich 8am – 6pm; phone (07) 3381 1011; (Bldg 8)

St Lucia 8am – 5.30pm;
JD Story Building; (Bldg 1)

Student Support Services; Health Services; Chaplaincy Services

Services offered by Student Support Services, Health Services and Chaplaincy Services are available to students during the Summer Semester. Information can be obtained from:

Student Support Services: Relaxation Block, (07) 3365 1704; www.sss.uq.edu.au/

Health Services: Gordon Greenwood Building (07) 3365 6210 www.uq.edu.au/healthservice

Chaplaincy Services: Chaplaincy Centre, Social Sciences Annexe, (07) 3365 6439 www.uq.edu.au/chaplaincy

Disability Program

The University is committed to providing equal opportunity for all students and to promoting inclusion through valuing diversity. In particular, the University has a longstanding commitment to assisting students with disabilities.

A University of Queensland Disability Action Plan has been developed to guide the University's activities in providing equitable academic access for students with disabilities.

Policies and procedures have been developed to provide reasonable academic adjustments for students with disabilities to participate in their programs on the same basis as students without disabilities. These adjustments may include examination arrangements, alternative academic programs, alternative forms of assessment and part-time study, etc.

A range of services and facilities is available for students with disabilities. It is strongly advised that you see a disability adviser at Student Support Services if you consider that you may require academic adjustments and/or services so that an individual plan can be developed.

It is important that you notify the University at enrolment to ensure that you are sent more detailed information about the services provided by the University and to enable planning to accommodate your requirements if you choose to register with the Disability Program.

If you develop a disability or a medical condition, which affects your study and/or examination requirements during the course of the year, it is advisable for you to contact a Disability Adviser as soon as possible.

Information provided to Disability Program personnel is protected by the University's Privacy Management Policy. The Department of Education, Science and Training (DEST) requires each university to report student numbers and disability category as part of the equity performance monitoring. This information is protected by the Privacy Act.

Appointments can be made to see a Disability Adviser by ringing the following numbers:

St Lucia Phone (07) 3365 1704

TTY (07) 3365 1508 or (07) 3365 1757

Ipswich Phone/TTY (07) 3381 1011

Gatton Phone/TTY (07) 5460 1046

Parking and Parking Permits

The Paid Parking Scheme applies between 7:00am and 9:00pm, Monday to Friday, all year round (including examination periods and vacations). All other regulations apply on every day of the year.

For further and more detailed information on parking telephone (07) 3365 1016, or e-mail traffic@uq.edu.au, or look up the website at www.admin.uq.edu.au/traffic

Accommodation

Most Colleges offer on-campus accommodation during Summer. For information regarding fees and applications, please contact the colleges directly or see the web page www.accommodation.uq.edu.au. Further information about accommodation can be obtained from Accommodation Services on (07) 3365 3419.

The University of Queensland Union and UQ SPORT

The University of Queensland Union and UQ SPORT are open during Summer Semester.

The University of Queensland Union, organised by students for students, is the peak representative body for students on campus and offers many important services. It is located next to Campbell Place and Student Support Services. For further information phone (07) 3377 2200 or www.uqu.uq.edu.au

Academic Summer Semester students, on payment of the Student Service Levy, are afforded automatic membership of **UQ Sport**, which allows access to all facilities at discount rates.

Other students may apply for temporary membership if they wish to use the facilities. Temporary membership costs \$11.00 per month. Applications should be made to UQ Sport, Building 26a, Union Road. Further information may be obtained from UQ SPORT. Phone: (07) 3365 6612; Fax: (07) 3365 1836 www.uqsport.uq.edu.au