Key Resources & Referral Points

1. ‘Ask Us’ Self-Service Portal
   For information and questions, students should first visit Ask Us for answers to frequently asked questions.
   askus.utas.edu.au

2. Student Administration and Course Inquiries
   UConnect
   Initial advice and referral for all inquiries is provided at all front counters in Student Centres and Libraries, online and via telephone.
   - forms and University/School/College/Institute processes
   - Student ID and access cards
   - fees, withdrawal, leave of absence processes
   - enrolment and eStudent help and navigation
   - navigation of the physical and administrative environments
   - referrals to all other services
   No appointment is needed - drop in, phone 1300 361 928 or e-mail u.connect@utas.edu.au

   Course Information Officers
   Course Information Officers are available for every college and institute to assist students with inquiries about their degrees and the units in a particular college or institute. They can assist with enrolment queries including:
   - admission requirements for a degree
   - taking a second major
   - applying for advanced standing
   - unit pre-requisites, unit substitutes, overloads
   - exchange and studying abroad
   - understanding student study plans
   - graduation eligibility
   There are Course Information Officers for each College and Institute. Contact UConnect to book an appointment
   www.utas.edu.au/enrolments/enrolment-advice

3. Student Advisers
   Student Advisers
   All undergraduate students:
   - Personal issues impacting on studies
   - Adjustment to university
   - Issues impacting on academic progress,
   - Time and study management
   - Understanding and navigating policies/procedures
   - CALD cultural adjustment and access to NESB exam provisions
   www.utas.edu.au/students/learning/advisers

   International Student Advisers
   All international students:
   - Settlement
   - Visa issues
   - Attendance difficulties
   - Fees issues
   - Cultural adjustment
   - Finances
   - Homesickness
   - Accommodation
   www.utas.edu.au/students/international-students
Student Adviser Contact Details

**Hobart**

**Arts** (excl. Fine Arts), Psychology (and combined Law)
CALE.AdviserHbt@utas.edu.au 6226 8359

**Business** (and combined Law)
COBE.AdviserHbt@utas.edu 6226 1916

**Education**
CALE.AdviserHbt@utas.edu.au 6226 8359

**SET** (and combined Law)
COSE.AdviserHbt@utas.edu.au 6226 1916 • 6226 8359

**Health**
COHM.AdviserHbt@utas.edu.au 6226 7811

**Law**
CALE.AdviserHbt@utas.edu.au 6226 8359

**Fine Arts and Conservatorium**
CAM.AdviserHbt@utas.edu.au 6226 7811

**Wicking Centre**
DementiaCare Support@utas.edu.au 6226 6911

**International Student Advisers**

**Hobart**
All degree programs, including ELC and HDR
6226 1797, 6226 6633 & 6226 2160
ISA.Hobart@utas.edu.au

**Launceston**

**Inveresk Campus** (all courses)
Inveresk.Adviser@utas.edu.au 6324 3105

**Arts** (excluding Inveresk)
CALE.AdviserLtn@utas.edu.au 6324 9701

**AMC**
COSE.AdviserLtn@utas.edu.au 6324 9701

**SET** (excluding Inveresk)
COSE.AdviserLtn@utas.edu.au 6324 9701

**Business**
COBE.AdviserLtn@utas.edu.au 6324 9701

**Health Sciences**
COHM.AdviserLtn@utas.edu.au 6324 3105

**Education**
CALE.AdviserLtn@utas.edu.au 6324 9701

**Sydney**
Sydney.Adviser@utas.edu.au 02 8572 7953

**Cradle Coast**
CradleCoast.Adviser@utas.edu.au 6430 4904

**Launceston**
All degree programs, including ELC and HDR
ISA.Launceston@utas.edu.au 6324 3506

4. Specialist Services for Students – Enhancing Students’ Learning and Success

**Student Learning**

[www.utas.edu.au/students/learning](http://www.utas.edu.au/students/learning)
Student.Learning@utas.edu.au

[facebook.com/StudentLearningDropIn](http://facebook.com/StudentLearningDropIn)

**Student Learning Advisers/Librarians:**
- Academic writing and communication
- Referencing and research strategies
- Study skills development
- Numeracy skills
- English language development
- Drop In for academic assistance

No appointments needed for Drop In and PASS

**Counselling:**

Counselling.Consultancy@utas.edu.au
- Confidential, professional counselling on academic and personal concerns

**Disability Advisers:**

Disability.Services@utas.edu.au
- Services for students with a disability and/or health condition
- Learning Access Plans

**UTASLife**

UTASLife provides social activities for through a range of campus based events. [www.facebook.com/UTASLife](http://www.facebook.com/UTASLife)

**Riawunna Centre**

Education services and assistance, mentoring and pathway programs for Aboriginal and Torres Strait Islander students.
[www.utas.edu.au/riawunna](http://www.utas.edu.au/riawunna) riawunna.admin@utas.edu.au

**Accommodation and Unigym**


**Safety**


**Launceston**

**Inveresk Campus** (all courses)
Inveresk.Adviser@utas.edu.au 6324 3105

**Arts** (excluding Inveresk)
CALE.AdviserLtn@utas.edu.au 6324 9701

**AMC**
COSE.AdviserLtn@utas.edu.au 6324 9701

**SET** (excluding Inveresk)
COSE.AdviserLtn@utas.edu.au 6324 9701

**Business**
COBE.AdviserLtn@utas.edu.au 6324 9701

**Health Sciences**
COHM.AdviserLtn@utas.edu.au 6324 3105

**Education**
CALE.AdviserLtn@utas.edu.au 6324 9701

**Sydney**
Sydney.Adviser@utas.edu.au 02 8572 7953

**Cradle Coast**
CradleCoast.Adviser@utas.edu.au 6430 4904

**Launceston**
All degree programs, including ELC and HDR
ISA.Launceston@utas.edu.au 6324 3506

**Careers, Leadership and Employability**

[www.utas.edu.au/students/careers](http://www.utas.edu.au/students/careers)
careers.service@utas.edu.au

**Student Wellbeing: Counselling and Disability**

[www.utas.edu.au/students/shw](http://www.utas.edu.au/students/shw)
Phone: 1800 817 675

**Careers:**
- Career planning and developing links between courses and careers
- Advice on job seeking and job application
- Graduate programs
- Leadership development
- Career Mentoring
- Industry Experiences

Drop in service available in Hobart and Launceston for job application and job search support.

**Library and IT Support**

Assistance with accessing library resources and IT support.

[www.utas.edu.au/library](http://www.utas.edu.au/library) or phone 1300 304 903

**Student Advocates (TUU)**

Assist students with Academic Progress, Academic Misconduct, General Misconduct and Complaints procedures, Compliance, Fees and other issues that affect their ability to study. They also provide specialist Postgraduate Advocacy and welfare support, including practical financial assistance, applications to the Safety Net Grant Scheme and referrals to appropriate community agencies.

student.advocacy@tuu.utas.edu.au