

NEW STUDENTS

GETTING STARTED AT THE UNIVERSITY OF THE SUNSHINE COAST



University of the
Sunshine Coast
The best of both worlds



www.usc.edu.au

WELCOME TO USC

Congratulations on gaining a place at USC.

At USC you manage your enrolment online, via USCCentral. Accepting, deferring or declining your offer and enrolling online can be quick and easy. The things that you need to do are outlined in the steps below.

MORE DETAILS

More details to start working through these steps can be found on the USC website at www.usc.edu.au/gettingstartedatUSC. To help you get started download the USCCentral *New Student Guide*.

STEP ONE

USC online services

www.usc.edu.au/step1

USC online services

While studying with us at USC, there are three online services that you will be able to access using the Username and the initial Password provided in your USC letter of offer. You need to become familiar with these services to self-manage your progress and support your studies:

USCCentral

This is where you must start to respond to your offer and enrol in your course and classes, provide and amend your personal/contact details and view your Study Plan, finances, grades (results), class timetable and examination schedule.

<http://usccentral.usc.edu.au>

USC Portal (Blackboard)

After you have accepted your offer in USCCentral you will have access to the Blackboard Learning Management System, course information, study tools, Train(ing) Station, email, change your password and other useful resources.

<https://online.usc.edu.au>

USC student email

This is where academic and administrative staff communicate important information to you. You are required to check your student email account at least once a week.



STEP TWO

Respond to your offer in USCCentral

www.usc.edu.au/step2

After receiving your letter of offer you must respond as soon as possible. Your offer will lapse if you do not respond before the commencement of the Semester or Session.

Reminder for QTAC applicants: You must also respond directly to QTAC by the specified date, via the QTAC Current Applicant Online Service at www.qtac.edu.au and scrolling down to the Current Applicant: login button.

Note: If you miss the QTAC response date, it may be possible to reinstate your offer, for further details contact Student Administration.

Go to www.usc.edu.au/step2 and follow the instructions on how to respond to your offer online using the USCCentral *New Student Guide*.

- Log in to USCCentral** <http://usccentral.usc.edu.au> using your Username and initial Password to **Accept, Defer** (if eligible) or **Decline** your offer.



STEP THREE

Plan your study before you enrol

www.usc.edu.au/step3

Planning your enrolment in your courses is an important start to your university life. Before you enrol, check the information relevant for your program in the Student Handbook at: www.usc.edu.au/handbook **Classes will fill quickly and are filled on a first-in, first-served basis.** Enrol as soon as you have finished your planning. Go to www.usc.edu.au/step3 and follow the instructions to plan your enrolment.

- There is a fixed deadline to add, swap or drop classes in each Semester and Session refer to the Academic Calendars at: www.usc.edu.au/calendars
- Download the Study Planner and Timetable Planner at www.usc.edu.au/step3 to complete the following:
 - ▶ To record your course choices on your Study Planner. Refer to your Study Plan in USCCentral.
 - ▶ Check the open classes timetable at www.usc.edu.au/timetables and record preferred class numbers and times on your Timetable Planner. **Identify alternatives in case classes are full by the time you enrol.**
- If you are eligible or required to undertake a **major** and/or **minor**, details will be outlined in your program's Study Plan. You must register your major and/or minor with your faculty as soon as possible after you enrol. Refer to www.usc.edu.au/howtoenrol
- If you are eligible, apply for **credit** for previous study. For information about applying for credit transfer or recognition of prior learning for previous tertiary studies refer to www.usc.edu.au/credit

STEP FOUR

Enrol in courses in USCCentral

www.usc.edu.au/step4

Refer to your completed Timetable Planner and enrol in your courses.

- Logon to USCCentral <http://usccentral.usc.edu.au> and follow the instructions in the USCCentral *New Student Guide* to:
 - ▶ Enrol in your courses
 - ▶ Click on the Finish Enrolling button to complete your enrolment
 - ▶ Click on My Class Schedule to ensure that classes have been added
- After you have enrolled, change the initial password provided in your letter of offer via USC Portal (Blackboard) at <https://online.usc.edu.au>





STEP FIVE

Check your student fees invoice in USCCentral

www.usc.edu.au/step5

When you are studying at University you may be charged tuition fees and other related fees for the degree you study. These fees will vary according to the program of study you choose and whether you are a Commonwealth supported or a fee-paying student. Your letter of offer will specify if you are a Commonwealth supported student. **Note:** TPP Commonwealth supported students do not incur tuition fees.

HECS-HELP or FEE-HELP are available to assist eligible students to defer payment of fees.

If you are not eligible for HECS-HELP or FEE-HELP you must pay your fees in full by the due date shown on your invoice.

Generate your student invoice

All students must generate and print a fees invoice in USCCentral to check fees liability and fee payment due date.

Note: Invoices are not posted to students.

Log on to USCCentral and follow the instructions in the USCCentral *New Student Guide* to:

- ▶ generate and print your student invoice after you have completed your enrolment; and
- ▶ record the fee payment due date (Note: If you are deferring all of your fees to HECS-HELP or FEE-HELP disregard the payment due date).

How to pay your fees

Three payment methods:

- ▶ **In person:** at any Post Office Australia wide
- ▶ **By telephone:** call 131 816 via PostBillpay using your Visa or Mastercard
- ▶ **Online:** at www.postbillpay.com.au using your Visa or Mastercard

STEP SIX

Access your USC student email

www.usc.edu.au/step6

Each student has a Student USC email account which the university uses to communicate with you. **You are required to check your Student USC Mail account at least once a week** for official correspondence and information.

- Go to www.usc.edu.au click Student USC Mail. This will take you to *Outlook Live*.

In the Windows Live ID field enter the email address provided in your USC letter of offer and enter your password. **Note:** The initial password should have been changed after you enrolled, as per Step 4.

STEP SEVEN

Get your student identification (ID) card

www.usc.edu.au/step7

You will only need to wait 24 hours after you have completed your enrolment to be issued with your USC ID card. It allows you to:

- ▶ access computer labs
 - ▶ borrow items from the Library
 - ▶ use USC copying and printing services
 - ▶ confirm your ID at exams
- Provide the required photographic identification (18+ Card, driver's licence or passport) and have a photo taken at:
 - ▶ Special ID card sessions scheduled prior to and during Orientation Week. Session schedules can be found at www.usc.edu.au/studentadministration and will be forwarded to your USC student email account.
 - ▶ Student Administration in Student Central, Ground Floor, Building C.

STEP EIGHT

Attend Orientation

www.usc.edu.au/step8

Orientation week is the official start to the University semester and an important event for all new students to attend. Coming to Orientation will assist you to:

- ▶ Prepare and get organised for your studies.
- ▶ Learn about the campus, facilities and support services available.
- ▶ Meet students and staff, make new friends and have some fun!

Orientation includes important academic activities and free social events put on for you by fellow students and staff of the University.

- To plan your attendance at Orientation go to www.usc.edu.au/orientation

IMPORTANT

USC will provide assistance where possible but it is your responsibility to ensure that your enrolment is correct and that your personal/contact details are up to date at all times.

NEED HELP LOGGING IN?

Online: <http://online.usc.edu.au>
Email: StudentITHelp@usc.edu.au
Telephone: 07 5459 4455
In person: Student IT Help Desk, First Floor, Library

NEED SOME TIPS?

For step by step enrolment information and useful tips download the USCCentral *New Student Guide* at www.usc.edu.au/gettingstartedatUSC

NEED HELP WITH USC SPEAK/ TERMINOLOGY?

www.usc.edu.au/terms

FIND OUT MORE ABOUT

FEES:

- ▶ HECS-HELP or FEE-HELP Information booklet included in your offer pack
- ▶ www.usc.edu.au/feesandcosts
- ▶ <http://www.goingtouni.gov.au>

WANT TO TALK TO SOMEONE?

Student Administration:
Student Central, Ground Floor,
Building C

Monday–Thursday: 8.30am–5pm
Friday: 8.30am–4.30pm

or call
07 5430 2890
or email
studentadministration@usc.edu.au

www.usc.edu.au

IMPORTANT INFORMATION

DO YOU HAVE QUESTIONS?

Ask us at Student Administration

We are committed to exceptional customer service and are able to assist you with all student administration enquiries or refer you to other USC services to ensure that your enquiry is resolved.

As a USC student you are responsible for self-managing your continued enrolment in your program via USC Central. This means you need to ensure all your details are up to date, including your personal/contact details, and that all aspects of your program and course enrolment are correct.

We can assist you with matters relating to:

- ▶ applying to study at USC
- ▶ scholarship and bursary applications
- ▶ assistance with managing your online enrolment using USC Central
- ▶ credit transfer, change of program, re-enrolling and taking a break from study
- ▶ advice on study costs and tuition fees, HECS-HELP, OS-HELP and FEE-HELP
- ▶ centrally scheduled examinations
- ▶ release of final grades in USC Central
- ▶ information on academic progression
- ▶ applying for official documentation relating to your enrolment and academic record
- ▶ obtaining your Student ID Card
- ▶ purchasing Translink Go Card
- ▶ graduation

FOR MORE INFORMATION:

- ▶ Visit us at:
Student Central Ground Floor Building C
- ▶ Tel: 07 5430 2890
- ▶ Fax: 07 5430 2882
- ▶ Email:
 - General enquiries:
studentadministration@usc.edu.au
 - Enrolments and academic progression:
studentadministration@usc.edu.au
 - Student fees: fees@usc.edu.au
 - Scholarships: scholarships@usc.edu.au
 - USC Central: usccentral@usc.edu.au
 - Tertiary Preparation Pathway (TPP):
information@usc.edu.au
 - Admissions: information@usc.edu.au
 - Graduation: graduation@usc.edu.au

Website: www.usc.edu.au/studentadministration

Our opening hours are:

Monday–Thursday: 8.30am–5pm
Friday: 8.30am–4.30pm

Cashier opening hours are:

Cash Payments (maximum \$50): 8.30am–3.30pm
EFTPOS/Credit Cards: 8.30am–4pm
Go Cards: 8.30am–3.45pm

USEFUL LINKS ON USC WEBSITE

Class timetable: www.usc.edu.au/timetables

Credit transfer recognition of prior learning and articulation:

International students:
www.usc.edu.au/internationalcredit

Domestic students:
www.usc.edu.au/credit

Deferring an offer / taking up a deferred place:
www.usc.edu.au/deferredstudents

Disability support services:
www.usc.edu.au/disabilitysupport

Enabling courses:
www.usc.edu.au/enabling

Examination information:
www.usc.edu.au/Exams

Explanation of USC terms:
www.usc.edu.au/terms

Faculty of Arts and Social Sciences:
www.usc.edu.au/ArtsandSocSci

Faculty of Business:
www.usc.edu.au/business

Faculty of Science, Health and Education:
www.usc.edu.au/science

Fees and costs information:
Domestic students:
www.usc.edu.au/feesandcosts

International students:
www.usc.edu.au/fees-and-study-costs

Frequently Asked Questions (FAQs):
www.usc.edu.au/studentfaq

How to enrol:
www.usc.edu.au/howtoenrol

Important dates:
www.usc.edu.au/calendars

Indigenous Services:
www.usc.edu.au/indigenousservices

IT services for students:
www.usc.edu.au/itsupport

Library:
www.usc.edu.au/university/Library

New students:
www.usc.edu.au/newstudents

Orientation Program:
www.usc.edu.au/orientation

Parking on campus:
www.usc.edu.au/parking

Student Administration:
www.usc.edu.au/studentadministration

Student Support and Services:
www.usc.edu.au/studentsupport

Travel Concessions:
www.usc.edu.au/transport

Please note: The faculty structure at USC is changing as of January 1, 2012. The new faculties are:

- Faculty of Arts and Business
- Faculty of Science, Health, Education and Engineering

For more information about the merger, refer to www.usc.edu.au/facultymerger

SCHOLARSHIPS AND BURSARIES

A number of scholarships are available to assist students with the financial cost of attending university. Go to www.usc.edu.au/scholarships

CHILD CARE ON-CAMPUS

Enrolments are open for the new child care centre at USC. For more information: www.usc.edu.au/childcare

TEXT BOOKS

A list of prescribed texts is available at:

- ▶ the Co-op Bookshop on campus; and
- ▶ online—go to www.coop-bookshop.com.au and click on the TEXT LIST SEARCH tab

CAMPUS MAPS

You won't get lost at USC—use the maps on the website to find your way around the campus. The road map provides directions on how to get to the University. A disability access map is also available. www.usc.edu.au/maps

TRAVEL CONCESSION

Full-time students are eligible for a concession Translink go card, providing a 30 per cent discount on public transport. Translink go cards can be purchased:

- ▶ online at www.translink.com.au
 - ▶ at Student Central, Ground Floor, Building C
- For more information: www.usc.edu.au/transport

TRANSPORT

Visit the website to find out about the variety of public transport services to the campus. There are regular bus services to locations across the coast, a connecting bus to Queensland Rail at Landsborough, and plenty of bike paths to surrounding suburbs. www.usc.edu.au/transport

PARKING

Free parking makes the campus more accessible, but spaces can be limited in peak times. Consider catching public transport or carpooling. Cars with two or more occupants receive priority parking in the Shared Ride car parks. Visit the website to find out more. www.usc.edu.au/parking



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