Congratulations on gaining a place at USC.

**Before you begin:** It is essential that all your details are up to date including your personal/contact details, and course enrolment is correct in USC Central.

USC Central is a key online system that you will use during your student career. The USC Central Guide provides demonstration videos and tutorials about the 7 steps to get started, plus more!

When you see a 🎥 symbol, watch the corresponding video demonstration at usc.edu.au/usccentralguide.

**Follow these 7 steps to get started with your study.**

1. Get online at USC
2. Access your USC student email
3. Familiarise yourself with the USC Portal / Blackboard
4. Check your student fees in USC Central
5. Get your student identification (ID) card
6. Attend Orientation
7. Start classes

To view the online version, go to usc.edu.au/headstartgettingstarted
Use the new student checklist on the back page to make sure you complete all the steps in this guide for an easy transition to your study at USC.

1 Get online at USC
At USC you self-manage your enrolment, via USC Central usccentral.usc.edu.au
- Login to USC Central
- Navigate your USC Central student centre

Go to usc.edu.au and login under the essentials menu using the username and password in your offer letter.

Follow the instructions in the video demonstrations in the USC Central guide usc.edu.au/USCCentralGuide to:
- Navigate your USC Central student centre
- View your class timetable to confirm your enrolment
- View your financial account
- Generate your fee invoice

Need help with USC Central?
Web: usc.edu.au/USCCentralGuide
Email: studentcentral@usc.edu.au
Tel: 07 5430 2890
In person: Student Central, Ground floor, Building C, Sippy Downs campus

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

2 Access your USC student email
You have a USC student email account which the University uses to communicate with you. You are required to check your USC student email account at least once a week. This is where you will find important information to assist you.

Login from the USC home page (usc.edu.au) Essentials menu, or at login.microsoftonline.com, using the email address and password in your offer letter. You also have a second Personal Microsoft account that allows access to SkyDrive and other Microsoft services. For more information visit, usc.edu.au/ITsupport
- Change your password

Password change: For security reasons, you need to change your initial password within seven days of accepting your offer. For instructions, watch the demonstration video.

3 Familiarise yourself with the USC Portal/Blackboard
The USC Portal/Blackboard is the Learning Management System used by students and staff at USC. Located at online.usc.edu.au, it delivers access to:

- online study materials for lectures and tutorials
- student announcements and notifications
- information and online training resources
- discussion boards and forums (eg buy-sell, study, chat)

Students with a smartphone can download the Blackboard Mobile app (select University of the Sunshine Coast).

Help with using the USC Portal/Blackboard and other technical issues (eg logging in, password difficulties, or accessing your course materials on Blackboard) is available from the Student IT Help Desk:

Online: usc.edu.au/itsupport
Email: StudentITHelp@usc.edu.au
Tel: 07 5459 4455
In person: Student IT Help Desk, First floor, Library, Sippy Downs campus

Want to talk to someone?

Student Life and Learning (SLL) staff are ready to assist you with the transition to tertiary study. SLL can provide assistance with any problems that may be affecting your studies and provide a range of support and services.

Visit SLL at: Ground floor, Building E, Sippy Downs campus
Monday-Friday: 8.30am–5pm
Call 07 5430 1226 or email headstartsupport@usc.edu.au
Website: usc.edu.au/headstart

To view the online version, go to usc.edu.au/headstartgettingstarted

Other useful links
Guide to using Blackboard usc.edu.au/bbhelp
Need help with USC speak/terminology? usc.edu.au/terms
Key dates: View key academic and administrative dates at usc.edu.au/calendars
Check your student fees invoice in USC Central

All Headstart students are required to pay a $400 tuition contribution. If you have been awarded a Headstart scholarship the tuition fee is waived.

Follow the instructions at usc.edu.au/payfees to generate and print your fee invoice and check your payment due date (printed on invoice). Invoices are not posted to students, you need to generate them yourself.

If your parent/s or guardian/s will be paying your fees, provide them with your invoice for payment before the due date. For payment methods see: usc.edu.au/payfees. Enrolment will be cancelled for non-payment.

Get your student identification (ID) card

You will be issued with a USC Student 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

To have your photo taken and get your card:
- Attend Headstart Orientation and have your photo taken at the special ID card session, or
- Visit Student Central, Ground floor, Building C, Sippy Downs campus.
- Present your letter of offer and the required photographic identification (school ID card, driver’s licence or passport)

Start classes

You are required to attend classes for the course that you have been enrolled in from the beginning of the semester. Your Class Timetable in USC Central (refer to Step 1) will list your course starting dates and venues.

Venues: Lecture theatres show on the schedule as LT (eg LT5 is Lecture Theatre 5 in Building K). Tutorial or lab rooms are usually displayed as Building, Level, Room number (eg CG.40 is Building C, Ground level, Room 40). For more information visit usc.edu.au/room-locations

Find your course outline: The course outline provides an overview of the course content, assessment, textbooks and recommended readings, other course requirements and your responsibilities as a student.

You can find your course outline by going to usc.edu.au/coursefinder, type in your course code and search.

Prescribed texts and readings: Some courses require you to have a prescribed text (textbook).

The textbook list is available at:
- the Co-op Bookshop, Sippy Downs campus; or
- online—go to coop-bookshop.com.au and click on the TEXT LIST SEARCH tab
- the Student Guild. The Guild operates a second-hand textbook service.

Questions?
askUSC!

Search for answers and ask us questions via askUSC usc.edu.au/askUSC

Need some tips?
For tips and information go to usc.edu.au/headstartfaqs

Attend Orientation

Orientation is the official start to the University semester and is compulsory for new Headstart students. The Headstart Orientation date and schedule will be sent to your USC Student email or visit usc.edu.au/orientation.

Coming to Orientation will assist you to:
- prepare for your studies
- learn more about the campus, facilities and services
- meet fellow students and staff

Headstart Orientation includes:
- a welcome session
- collecting your orientation bag
- library and IT network information sessions
- academic writing skills workshops
- a campus tour
- obtaining your ID card

Connect with USC usc.edu.au/socialmedia
New Headstart Student Checklist

Your Student ID number: (from your offer letter)

Your Username:

Your Email address: @student.usc.edu.au

(do not record your password)

I have:

- [ ] Watched the video tutorials in the USC Central Guide to navigate my student centre and complete items listed in step 1.
- [ ] Confirmed I have been enrolled into my class
- [ ] Printed my class timetable
- [ ] Generated my invoice, and given to parent/guardian to pay (if applicable) by the due date
- [ ] Logged on to my USC Student email account and changed my password
- [ ] Familiarised myself with the USC Portal / Blackboard
- [ ] Read my course outline
- [ ] Found required textbooks
- [ ] Attended my Headstart orientation
- [ ] Have my Student ID Card
- [ ] I’m ready to start class!

Key dates: View key academic and administrative dates at usc.edu.au/calendars

Student Central: can assist you with:
- scholarship and bursary applications
- your enrolment in USC Central
- advice on study costs and fees
- centrally scheduled examinations
- 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

Student Life and Learning: offers a wide range of support services, including academic and study support, careers and employment advice, disability support, counselling services, health and wellbeing workshops, and the Ally Network for LGBTQI individuals.

The Buranga Centre located at Sippy Downs campus offers support services and resources for Indigenous students.

Call on 07 5430 1226 or email StudentLifeandLearning@usc.edu.au or visit our office - EG.05, Ground floor, Building E, Sippy Downs campus.

Website: usc.edu.au/studentsupport

Visit the Library: The USC library houses a large general and reserve collection, computer labs, relaxation spaces, audio-visual equipment and printing facilities. Go to usc.edu.au/library for more information.

Information technology services: USC students have access to comprehensive Information and Communication Technology Services. For more information visit usc.edu.au/online

Other useful information

Parking: Find out more about parking on Sippy Downs campus, including paid and free parking areas, public transport and carpooling at usc.edu.au/parking

Campus maps: You won’t get lost at USC! Maps are available on the website to help you find your way around, including a disability access map. usc.edu.au/maps

Transport: Find out about the variety of transport services to the campus, including shuttles and bike paths usc.edu.au/transport

Travel concession: Full-time high school students are eligible for a concession TransLink go Card, which can be purchased:
- online, with a list of where to buy at www.translink.com.au
- at the Co-op Bookshop, Ground floor, Building J, Sippy Downs campus.

Useful links on USC’s website

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

Headstart: usc.edu.au/headstart

Academic Skills and study help: usc.edu.au/academicsupport

Disability and equity support services: usc.edu.au/disabilitysupport

Examination information: usc.edu.au/exams

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

Important dates: usc.edu.au/calendars

Indigenous Services: usc.edu.au/indigenousservices

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

Library: usc.edu.au/library

Sporting facilities: usc.edu.au/sport

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