

IMPORTANT STUDENT INFORMATION

Purchase of Books of Readings

It is not compulsory to buy the Book of Readings, but we will rely on them during the sessions and for the assignments. If you prefer to gather and find the readings yourself, please contact the lecturer for the list of readings that will be used.

Class Attendance

Attendance at all sessions of the Unit is compulsory. Should significant personal circumstances (similar to those defined in the University Assessment Policy, Section 9) arise, application is to be made to the Lecturer, using the form relating to Special Circumstances. In such situations special arrangements will need to be made with the Lecturer. These will normally involve additional work to substitute for what has been missed.

Student Email Accounts

As an ACU National student, you will be assigned an email account. The University uses e-mail to communicate with students about administrative matters. These matters may include:

- advising of enrolment problems which need attention
- advising the outcome of an application, such as for a deferred examination
- advising about a new service
- advising of a service difficulty and when the problem will be rectified
- advising of matters likely to affect all students or cohorts of students
- communications from the Library and ITCS.

Students are encouraged to communicate with the University on administrative matters using e-mail. Such matters include seeking information concerning policies or procedures; inquiring on the status of an application; advising of a problem.

If an e-mail communication has not been acknowledged within 5 working days, students should either re-send their original e-mail, telephone or visit a Student Centre in person.

When communicating official correspondence by e-mail, the University communicates to the student's University e-mail address. Students may choose to use another Internet Service Provider (ISP) but it will be the student's responsibility to ensure that this address is linked to their ACU e-mail address.

It is vital that Students regularly check their e-mail!

To access student email accounts go to the following weblink:

<http://my.acu.edu.au/node.cfm/9EAF8479-F201-485D-85B20B3ADAFCCCEEC#student>

A dialogue box will prompt you to enter your Username = (student ID) and your Password = (PW). Password default is your date of birth written as ddmmyyyy unless you have changed it through iMail or at the labs.

Student Connect

Student Connect is a self-service, web based student administration system which provides a secure, simple and user-friendly web interface that allows you to undertake most of your administrative transactions with the University and to keep track of your progress electronically.

What can I do in Student Connect?

- Enrol Into Units: You can enrol and vary your enrolment by adding and withdrawing units.
- View Unit Enrolments: You can view your enrolment for a particular study period.

- View Grades: You can view and print a copy of your grades for a particular study period. Students with interim/outstanding results should check *Student Connect* regularly as results will be updated as they become available.
- View & Pay Fees: You can view your financial liability and charges for a particular study period/s. More information is available below under the title 'Student Fees'.
- View Personal Information: You can view and update your contact information such as address and phone number.
- View Emergency Contact Information: You can view and update your emergency contact information.
- Change Your PIN Number
- Change Your Security Question

How can I access Student Connect?

You can access Student Connect using a web browser (e.g. Netscape 4.x) from a computer:

- at your home or work
- in the ACU National library
- in any ACU National computing laboratory
- at an internet café.

Free internet access is available at all ACU National libraries.

Instructions to Login

Step 1: From your Web Browser type in <http://inet.acu.edu.au>

The INET Home Page will appear.

Step 2: Select the '*Student Connect*' link.

Step 3: Click on the 'Enter Secure Area' link.

Step 4: Enter User ID: (ACU National Student ID Number).

Step 5: Enter your PIN: as a 6 digit number which is initially set as your date of birth DDMYY (e.g. 210743).

Your PIN must be a six digit number. Select '**Login**' button.

How do I enrol into units?

When you have successfully logged into Student Connect, the Main Menu page is displayed.

Step 1: Select 'My Enrolment' from the Main Menu.

Step 2: Select 'Enrol into Units'.

Step 3: Select 'Select Term' to choose which study period you wish to enrol for (e.g. Semester 1). Click 'Submit'.

Step 4: Select 'Search for Units'. Use the selection options to search for the units available in the selected term. Click on 'Unit Search'.

Step 5: Select the box in front of the unit to select that unit. Select 'Register' to add the unit to your enrolment.

Step 6: Repeat the process to add more units.

Don't forget! You must enrol in all units (core and elective) for the full academic year, not just Semester 1.

Step 7: To select a new study period (e.g. Semester 2), select 'Return to Menu' and then 'Select Term' and repeat the process above.

Step 8: To Exit

Select 'Exit' button for security and privacy when you have finish using *Student Connect*.

Application for Credit

You cannot submit a credit application through Student Connect. To claim credit towards your current course at ACU National on the basis of previous tertiary studies or recognised prior learning, you must complete an 'Application for Credit and/or Recognition of Prior Learning' (CR) form.

Applications for credit must include:

- official certified copy of results, and
- unit outlines describing previous studies (e.g. credit point value, content and assessment).

Applications will be assessed and approved by the Course Co-ordinator.

Student Fees

Accessing Your Tax Invoice

Your Tax Invoice can be accessed through Student Connect. Simply login using your user ID (your student number) and your PIN and go to My Fees and select the term.

Continuing students will be able to access their Tax Invoice via Student Connect 30 days before the start of the study period.

Commencing students will be able to access their Tax Invoice via Student Connect after they enrol or 30 days before the start of the study period whichever is the later.

Each time you make changes to your enrolment a new Tax Invoice will be generated for you and can be accessed from Student Connect. However, to avoid late fees, you must pay by the due payment date shown on your first Tax Invoice

Payment Methods for Student Fees

The following three methods are available to you when making any payment:

- Credit Card via Student Connect
- B-Pay by Telephone or Internet
- Mail (cheque or money order)

Note: Fees cannot be paid in cash and cannot be accepted at a Student Centre

Payment Requirements

A person who is in debt to the University because of non-payment of any fee, charge or other debt to the University and who fails to make satisfactory settlement of that debt after notice from the University may not be permitted –

- to enrol or re-enrol in any program or unit;
- to receive a result in any program or unit completed; or
- to graduate from any program or receive any award of the University:

until the debt is repaid or arrangements, satisfactory to the Academic Registrar, have been made for settlement of the debt.

If as a result of a student varying his/her enrolment under these Regulations any further fee becomes payable, the variation of enrolment will not take effect until such further amounts have been paid.

Student ID Cards

Your student ID card is proof of your status as an enrolled student at ACU National. Your student ID card displays your photo and student number. It enables you to borrow books from the library, and to do photocopying and printing. It is compulsory for attendance at examinations. If you are a full-time student your ID card may provide you with discounts at cinemas, some retail outlets and concessions on buses, trains and ferries.

Where and when can I get my student ID card?

Student ID cards are available from your local Student Centre. If you are unable to come to the campus to have your ID card photo taken during normal business hours, you can forward to the Student Centre a passport sized colour photograph* for scanning or an electronic image file in jpeg format. Please ensure you include your full name, course and student ID number when providing your photograph to the Student Centre.

*(Please note that "happy snaps" are not appropriate and are not acceptable. Only passport-sized photos [head & shoulders] will be accepted.)

Note: In order to obtain your student ID card your enrolment must be recorded on the student database.

You must allow a minimum of **ten working days** after returning your enrolment material (if all the information you have provided is correct) before an ID card can be produced.

What if I lose my student ID card?

Replacement ID cards are available from the Student Centre. There will be a replacement fee.

Graduation

Important: In order to graduate you need to submit an Application to Course Complete Form (ACC Form) at the commencement of your final semester.

You are eligible to graduate from ACU National if:

- You have completed your course
- You have no outstanding debts with the University

All eligible graduands receive a course completion package upon the completion of their course. This package is usually mailed around 6-8 weeks before the graduation ceremony takes place. Your course completion package contains:

- Your academic transcript, which indicates that you are course complete
- Information about graduating
- A Graduation Registration Form which you **MUST** complete and return