



Starting at  
Australian Catholic University

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## ***Welcome to Australian Catholic University***

As you commence your studies Australian Catholic University is very pleased to extend to you a warm and encouraging welcome to the most distinctive public university in this country.

Australian Catholic University is Australia's only Catholic, national, publicly funded university and is open to all. It aspires to be a community characterised by free enquiry and academic integrity and it enjoys national and international recognition as an institution in which all activities are driven by its distinctive mission in a quality way. With campuses in Ballarat, Brisbane, Canberra, Melbourne and Sydney, the University is uniquely placed to provide quality higher education, research and community engagement opportunities to a diverse and dispersed student body. Internationalisation is also an important component of the University's activities. You can find out more about the University through our website at <http://www.acu.edu.au>

There are great challenges in the task of higher education and they ask for the very best of all of us. Together, we can significantly improve our society. As a nation we face major decisions about how we relate to each other, regardless of our varied ethnic origins, and we are all motivated by the pursuit of the true purpose of higher education.

The University congratulates you on your offer, welcomes you most warmly, and encourages you to contribute actively to the life and energy of your University.

## **You Must :**

- 1: Accept Your ACU Offer or**
- 2: Decline Your ACU Offer or**
- 3: Defer Your ACU Offer**

## **Accepting Your ACU Offer**

The method of accepting your offer will vary according to your type of admission:

### **Note:**

\* If you have received two offers through QTAC, UAC or VTAC, your second offer will be accepted as your University offer (1<sup>st</sup> preference).

\* If you choose to take up your first QTAC, UAC or VTAC offer, please contact your local Student Centre immediately.

### **QTAC offer:**

**Step 1:** Accept via the QTAC offer response website

See <http://www.gtac.edu.au>

**Step 2:** Attend course information session (if offered) for your course.

See [http://www.acu.edu.au/course\\_information\\_sessions](http://www.acu.edu.au/course_information_sessions)

**Step 3:** Access the relevant **Course Enrolment Guide** for your course.

**Step 4:** Enrol online via **Student Connect**. See page 4

### **UAC offer:**

**Step 1:** Accept via the UAC Online Offers website

See <http://www.uac.edu.au>

**Step 2:** Attend course information session (if offered) for your course

See [http://www.acu.edu.au/course\\_information\\_sessions](http://www.acu.edu.au/course_information_sessions)

**Step 3:** Access the relevant **Course Enrolment Guide** for your course

**Step 4:** Enrol online via **Student Connect**. See page 4

### **VTAC offer:**

**Step 1:** Attend course information session (if offered) for your course

See [http://www.acu.edu.au/course\\_information\\_sessions](http://www.acu.edu.au/course_information_sessions)

**Step 2:** Access the relevant **Course Enrolment Guide** for your course

**Step 3:** Enrol online via **Student Connect**. See page 4

### **Direct Offer:**

**Step 1:** Attend course information session (if offered) for your course

**Step 2:** Access the relevant **Course Enrolment Guide** for your course

**Step 3:** Enrol online via **Student Connect**. See page 4

## ***Declining Your ACU Offer***

If you wish to decline your ACU offer you must notify Admissions by:

Email [admissions@acu.edu.au](mailto:admissions@acu.edu.au)

Mail: Admissions Section PO Box 456, Virginia Qld 4014

*"I wish to decline my ACU offer".*

Please include your full Name, Student ID, Name of course, University Campus

**Note: Do not enrol into units via *Student Connect***

## ***Deferring Your ACU Offer***

If you wish to defer your bachelor degree or associate degree offer, visit <http://www.acu.edu.au/deferral> for detailed information on how to defer your offer.

### **Please Note:**

- If you are applying to defer the commencement of your course, you should **NOT** enrol into units online through the ACU web-based student administration system ***STUDENT CONNECT***
- Deferment is not available for postgraduate, cross-institutional or non-award offers.

### **How to request Deferment**

#### **QTAC offer:**

Requests are lodged via the QTAC response to web. Responses must be lodged by the QTAC offer response date, as printed on your QTAC offer letter.

#### **UAC offer:**

Submit the DEF-form\* to the Admissions Section or a Student Centre, prior to the first week of the relevant standard study period.

#### **VTAC offer:**

Submit the DEF-form\* to the Admissions Section or a Student Centre, prior to the first week of the relevant standard study period.

#### **Direct offer:**

The DEF-form\* must be submitted to the Admissions Section or a Student Centre prior to the first week of the relevant standard study period.

\* Please download a copy of the DEF-form located at:  
[http://www.acu.edu.au/student\\_resources/forms/admission\\_forms/](http://www.acu.edu.au/student_resources/forms/admission_forms/)

## How to Enrol

To enrol successfully into your course at the University you must complete the following steps. All information and relevant links are available at <http://www.acu.edu.au/enrol>

1. Attend a course information session (if offered) for your course see: [http://www.acu.edu.au/course\\_information\\_sessions](http://www.acu.edu.au/course_information_sessions)
2. Read the relevant **Course Enrolment Guide** for correct unit enrolment information at: <http://www.acu.edu.au/ceg>
3. Complete your unit enrolment via **Student Connect** for **all** study periods in which you intend to enrol for the full academic year.
4. If you received an offer for a Commonwealth-supported place (CSP), you **must** complete your *Request for Commonwealth support and HECS-HELP form* prior to enrolling into units. Note: You require your **Tax File Number** if you intend to defer some or all of your student contribution (ie access HECS-HELP). You will find information on orientation, the commencing dates of each semester, final date to add or delete units, exam periods and census dates under 'Important Dates' at [http://www.acu.edu.au/calendars\\_and\\_timetables/important\\_dates/](http://www.acu.edu.au/calendars_and_timetables/important_dates/)

## Student Connect

### What is Student Connect?

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

You can:

- Apply for admission online
- Enrol into units online
- Vary your enrolment online
- View and update your personal details
  - Address information
  - Telephone contact details. Include your mobile number to receive important text messages from the University
  - Emergency contacts
- View and pay your fees
  - Apply for HECS-HELP or FEE-HELP
  - View and print a copy of your Commonwealth Assistance Notice (CAN)
  - Pay your fees
  - Access and print a summary of results

## Accessing *Student Connect*

You can access ***Student Connect*** online

- at your home or work
- in the University library
- in any University computer laboratory
- at an internet café

Free internet access is available in all of the University libraries

## Login to *Student Connect*

### Step 1:

From your Web Browser type in <http://www.acu.edu.au/>

### Step 2:

Select the '***Student Connect***' link under the pull down box on the right hand side of the screen under '**Login**' and click on '**Go**'.

### Step 3:

#### ***Student Connect*** Noticeboard

It is important that you read the information on the Noticeboard before proceeding with your enrolment. Information displayed is continually updated. Click on '[Access Student Connect](#)' at the bottom of the page.

### Step 4:

Enter Username – your ACU Student ID number appears in the top right-hand corner of your offer letter.

### Step 5:

Enter your Password.

If this is the **first** time that you have used ***Student Connect***, your password is your date of birth entered as an 8 digit number (DDMMYYYY). For example, if your date of birth is 21 March 1979, you would enter 21031979.

If you have previously studied at Australian Catholic University and have a ***Student Connect*** password, it is the same password as that used to login to university computers, university email, Noticeboard and Blackboard.

### Step 6:

Select '**Login**' button.

***Student Connect*** Available via the web at  
<http://www.acu.edu.au> under Login

***Student Connect*** is available during the following hours:  
Saturday - Thursday 7:00am - midnight  
Friday 7:00am - 4:00pm

## Enrolling into Units

### REMEMBER

You must enrol in all units (core and elective) for the full academic year. Refer to relevant Course Enrolment Guide for program maps and unit information.

Ensure that you have accessed your Course Enrolment Guide to assist you in selecting units in which to enrol. Course Enrolment Guides can be found at: <http://www.acu.edu.au/ceg>

When you have successfully logged into '**Student Connect**', the Main Menu page will be displayed.

#### Step 1:

Select '**My Enrolment**' from the Main Menu.

#### Step 2:

Select '**Enrol into Units**'.

#### Step 3:

Enter any relevant disability information and/or select '**Continue**'.

#### Step 4:

Select '**Search for Units**'. Select the relevant '**Term**' from the drop down list and click on '**Submit**'.

#### Step 5:

Use the selection options to search for the units available in the selected study period. Click on '**Unit Search**'.

#### Step 6:

Tick the box in front of the unit with the relevant Location and Mode to select that unit. Select '**Register**' to add the unit to your enrolment. Repeat the process to add more units for that study period.

#### Step 7:

To select a new study period (eg Semester 2), select '**Return to Menu**' (situated at top of page) and then repeat steps 4, 5 and 6.

#### Step 8: IMPORTANT

You must check that you have enrolled correctly.

Select '**View My Unit Enrolments**' to ensure that units and semesters are correct.

If you wish to **add** a substitute/additional unit repeat steps 1 to 6.

If you wish to **withdraw** from a unit:

1. Select the drop down action box beside the unit.
2. Select '**Withdraw from Unit**', and then select '**Submit Changes**'.

**Step 9:** Select '**Exit**' button when you have finished.

#### DO NOT leave enrolment until the last day.

You may experience **Student Connect** access issues or require extra course information and need to contact University staff.

## Applying for HECS-HELP

If you are accepting our offer to enrol as a *Commonwealth-supported* student, Government legislation states that you must complete and submit a Request for *Commonwealth-support* and HECS\_HELP form.

To access the online *Request for Commonwealth-support and HECS-HELP form*:

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

### Step 1:

Select '**My Fees**' from the Main Menu.

### Step 2:

Select '**Apply for Commonwealth-support, HECS-HELP or FEE-HELP Assistance**'.

### Step 3:

Select '**Select Term**' to choose the study period from which the HECS-HELP is to apply (eg Semester 1). **NOTE:** It is important that the study term selected is the first term of study in which you have enrolled. eg if you have enrolled in Semester 1 2010, then the study period to submit the HECS-HELP form must also be Semester 1 2010. Click '**Submit**'.

### Step 4:

Scroll down, reading the information, to **8a** to enter your Tax File Number (TFN) if selecting the **Obtain a HECS-HELP loan for ALL or PART of my student contribution amount**. Providing your TFN will also ensure that your enrolment is not cancelled in the case where you select the **Full up-front payment** option and an up-front payment has not been received by the census date.

### Step 5:

Scroll down, reading the information, to **11** and select your payment option - **Full up-front payment** or **Obtain a HECS-HELP loan for ALL or PART of my student contribution amount**.

### Step 6:

After reading the Terms and Conditions, tick the **I agree** checkbox and click '**Submit**'.

### Step 7:

The receipt screen will be displayed. Print this screen as a record of your *Request for Commonwealth-support and HECS-HELP*.

The online *Request for Commonwealth support and HECS-HELP Form* **must** be submitted by the census date for the study period. Further information regarding census dates is available from the 'Important Dates' link at [http://www.acu.edu.au/calendars\\_and\\_timetables/important\\_dates/](http://www.acu.edu.au/calendars_and_timetables/important_dates/). If your form is not submitted by the census date, you may risk cancellation of your enrolment.

## ***Pre-2008 Students Applying for HECS-HELP for Business Units***

From 1 January 2008, the student contribution for business units (including accounting, administration, economics and commerce) increased to the same rate as law, medicine, dentistry and veterinary science units at the direction of the Commonwealth Government.

However, if you were a Commonwealth-supported student prior to 1 January 2008, you may be eligible for a lower pre-2008 student contribution amount for these units.

### **Registering to become a pre-2008 student**

To be considered a pre-2008 student you must:

- have studied a unit (in any area) as a Commonwealth-supported student (undergraduate or postgraduate) prior to 1 January 2008;

*and*

- not have completed your course by 31 December 2007 or, if you completed the course, it was:
  - an enabling course undertaken in 2007; or
  - the related course for an honours course of study and you are undertaking the honours course of study.

*and*

- completed the unit of study on or before 31 December 2012.

If you are a continuing student who has studied at Australian Catholic University prior to 2008, your pre-2008 status is known to the University and no action from you is required as your status will be automatically determined by the Enrolments Fees and Scholarships Section.

If you are transferring from another university, you will need to provide a letter from your previous university stating the course of study that you were enrolled in as a Commonwealth-supported student and that you have not completed the course of study.

This letter must be received by the Enrolments, Fees and Scholarships Section prior to the relevant census date. Information regarding census dates is available from the 'Important Dates' link at:

[http://www.acu.edu.au/calendars\\_and\\_timetables/important\\_dates/](http://www.acu.edu.au/calendars_and_timetables/important_dates/). Please contact your local Student Centre if you require further information.

## **Applying for FEE-HELP Students in full fee-paying places only**

Students who have been offered a Fee-paying place may be eligible for assistance in payment of their tuition fees through a loan program. To apply for this assistance, students should complete the *Request for FEE-HELP Assistance* form. It is recommended that completion and submission of this form should be done once you have enrolled into units.

To access the online *Request for FEE-HELP Assistance* form:

When you have successfully logged in to **Student Connect**, the Main Menu page is displayed.

### **Step 1:**

Select '**My Fees**' from the Main Menu.

### **Step 2:**

Select '**Apply for Commonwealth-support, HECS-HELP or FEE-HELP Assistance**'.

### **Step 3:**

Click on '**Select Term**' to choose the study period from which the FEE-HELP is to apply (eg Semester 1). **NOTE:** It is important that the study term selected is the first term of study that you have enrolled in, eg If you have enrolled in Semester 1 2010, then the study period to submit the FEE-HELP form must also be Semester 1 2010. Click '**Submit**'.

### **Step 4:**

Scroll down reading the information, **9** to enter your Tax File Number (TFN).

### **Step 5:**

After reading the Terms and Conditions tick the '**I agree**' checkbox and click '**Submit**'.

### **Step 6:**

The receipt screen will be displayed. Print this screen as a record of your *Request for FEE-HELP Assistance*.

The online *Request for FEE-HELP Assistance Form* **must** be submitted by the census date for the study period. Further information regarding census dates is available from the 'Important Dates' link at [http://www.acu.edu.au/calendars\\_and\\_timetables/important\\_dates/](http://www.acu.edu.au/calendars_and_timetables/important_dates/). If your form is not submitted by the census date you may risk cancellation of your enrolment.

## Class Timetables

### REMEMBER!

More information regarding class timetables and important dates is available at [http://www.acu.edu.au/calendars\\_and\\_timetables/](http://www.acu.edu.au/calendars_and_timetables/)

#### Step 1:

From your Web Browser type in <http://www.acu.edu.au>

#### Step 2:

Select the '**Calendars and Timetables**' tab at the top of the page

#### Step 3:

Click on the '**Class Timetables**' link

#### Step 4:

Click on the '**Class Timetables (All Campuses)**' link

#### Step 5:

There are several ways to view the timetable; however, you may find it easiest to view your class options using the 'Unit' view option. Click on '**Unit**' link on the left hand menu.

- Select your campus and unit code from the drop down menus.
- Select the Semester Period in which you are enrolled
- Select the "**All Week**" option under "**Select Days**"
- You may wish to change the display from Grid to List view using the drop down box. (List view provides a spreadsheet style view of the classes scheduled and is easier to print).

## Tutorial Direct

### Your step-by-step guide

Students may be required to register themselves in tutorials, laboratories or practicals using Tutorial Direct, the University's class allocation system.

**Please Note:** If you have just enrolled on **Student Connect** - you may have to wait up to four (4) hours before you will see your subjects displayed in Tutorial Direct.

#### Instructions to login:

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

**Step 2:** Select the **'Calendars and Timetables'** tab at the top of the page

**Step 3:** Click on the **'Tutorial Direct'** link under Class Timetables heading

**Step 4:** Enter your **Student ID**. If your **Student ID** contains an alphabetical letter ensure that you enter the letter with a capital. If your **Student ID** contains numerical zeros ensure they are entered as numerals **not** capital O's

**Step 5:** Enter your NETWORK password (8 digit date of birth eg 21021966) which is the same for network and email

Select

Click here when ready!

#### Subject Allocation

When you login, your current unit enrolments will be displayed along the left-hand side of the screen. Each subject should show a number of activity groups (Lectures, Tutorials, etc) and will contain a number of activities of which you must attend one. Read the instructions outlined on the WELCOME! to **Allocate**<sup>+</sup> page for further clarification

### Examinations

Examination timetabling information is maintained by the Timetabling, Examinations and Results (TE&R) Section of Student Administration. TE&R is responsible for the management and conduct of central examinations. School-based examinations are administered by the relevant School.

You are encouraged to visit the Examinations web page at <http://www.acu.edu.au/examinations>

## eLearning

ACU National students are able to study in an online environment, referred to as eLearning. Our Learning Management System (LMS) is known as Blackboard [http://www.acu.edu.au/student\\_resources/elearning/](http://www.acu.edu.au/student_resources/elearning/). Unit study material is usually available for access a week prior to the commencement of semester or as determined by the Lecturer responsible for the unit (Lecturer-in-Charge)

### Getting Started

**Step 1:** Download the **Getting\_Started\_-\_Student\_** document for login information.

[http://www.acu.edu.au/data/assets/pdf\\_file/0017/102905/Getting\\_Started\\_-\\_Student.pdf](http://www.acu.edu.au/data/assets/pdf_file/0017/102905/Getting_Started_-_Student.pdf)). Then complete a Browser Check:

**Step 2:** Go to <http://blackboard.acu.edu.au> to login to Blackboard

**Step 3:** Click the 'Run a Browser Check' link to make sure your browser is compatible and all plugins are available

**Step 4:** Login to Blackboard by entering your:

- User name (your **Student ID**, eg S0001234)
- **Password** (by default is your date of birth (8 digits)  
eg 2 January 1985 would be 02011985)

**Blackboard Technical Requirements** (for a complete reference)

[http://www.acu.edu.au/student\\_resources/elearning/help/faqs/](http://www.acu.edu.au/student_resources/elearning/help/faqs/)

Help is available by telephone, email or the online support form:

- **Phone:** 1800 730 288 (ask for ACU Blackboard Support)
- **Email:** [blackboard.support@acu.edu.au](mailto:blackboard.support@acu.edu.au)
- **Online support form** can be found in the login window below the username/password area

### Self-help

By completing the 'Student eLearning Tutorial' available on your Blackboard Course List, you can develop comprehensive online learning skills. Once you have logged in to Blackboard this option will be displayed under Course List. The 'Student eLearning Tutorial' is open 24hours 7 days a week and contains 5 modules:

1. Quick module
2. Learning to use Blackboard
3. Managing your online learning
4. Interacting online
5. Assessment

### Frequently Asked Questions (FAQs)

Here are some questions and answers about eLearning

[http://www.acu.edu.au/student\\_resources/elearning/students/faq/](http://www.acu.edu.au/student_resources/elearning/students/faq/)

## **Course/Unit Costs**

Course/unit costs may vary depending on the individual units selected and fees are subject to annual review. Indicative course costs are available via [http://www.acu.edu.au/coursecost/course\\_search.cfm](http://www.acu.edu.au/coursecost/course_search.cfm). Unit costs are available via <http://www.acu.edu.au/fees>

### **When are fees due?**

Fees are due on the first day of each teaching period, refer to Academic calendar [http://www.acu.edu.au/calendars\\_and\\_timetables/academic\\_calendar/](http://www.acu.edu.au/calendars_and_timetables/academic_calendar/). Full details of fee due dates can be found at: [www.acu.edu.au/fees](http://www.acu.edu.au/fees)

### **How do I pay my fees?**

For information on how to pay your fees go to: <http://www.acu.edu.au/fees>

**Note:** If you add or withdraw a unit your revised invoice will be available on **Student Connect** one working day after the change is made.

## ***Australian Catholic University Student Email Information***

Your ACU student email account is automatically generated within three (3) days of an offer being made. Important information relating to your enrolment, fees, results etc is frequently sent via your ACU student email address and it is your responsibility to regularly check this email account.

To access your student email, go to: <http://www.outlook.com> on the right hand side under the heading “**Login**” select “**Email**”, click on “**Go**” and sign in. The login information is your **Student ID** ([S00099999@myacu.edu.au](mailto:S00099999@myacu.edu.au)) and your password is your date of birth DDMMYYYY.

**Note:** It is a condition of your enrolment at the University that you agree to access the correspondence in your ACU student email account on a regular basis.

## **CHECKLIST**

**Please utilise this checklist to ensure that you have completed all steps in your enrolment process.**

**Have you:**

- Located your course information session details (if offered)?**  
[http://www.acu.edu.au/course\\_information\\_sessions](http://www.acu.edu.au/course_information_sessions)
- Located and printed a copy of your Course Enrolment Guide?**  
<http://www.acu.edu.au/ceg>
- Checked and updated your personal details?**
- Checked your email?**
- If you are a Commonwealth-supported student read the HECS-HELP or FEE-HELP booklets located at [www.goingtouni.gov.au](http://www.goingtouni.gov.au)**
- If you are a Commonwealth-supported student complete your Request for Commonwealth-support.**
- Viewed your class timetable and selected your tutorial, practical and laboratory selections?**

### **Student ID Cards**

Once you have successfully completed the enrolment process you are then eligible to collect a Student ID card. On-campus students will have their Student ID card photograph taken during Orientation Week, off-campus students will need to forward a passport sized photograph to the Student Centre.

## ***Useful Links***

### **Scholarship, Bursaries and Prizes Information**

<http://www.acu.edu.au/scholarships>

### **Orientation Information and First Year Experience Program**

<http://www.acu.edu.au/orientation/>

**(available January and June)**

### **Student support (eg academic skills, counselling, equity etc)**

[http://www.acu.edu.au/student\\_resources/student\\_support/](http://www.acu.edu.au/student_resources/student_support/)

### **Application for Credit**

[http://www.acu.edu.au/application\\_for\\_credit](http://www.acu.edu.au/application_for_credit)

### **Student Associations**

[http://www.acu.edu.au/student\\_life/student\\_association](http://www.acu.edu.au/student_life/student_association)

## ***Further Help—Student Centre***

If you have difficulty accessing any of the information or services detailed in this booklet, or if you need assistance, please contact a Student Centre:

**Phone – 1300 AskACU (1300 275 228)**

**Email – [futurestudents@acu.edu.au](mailto:futurestudents@acu.edu.au)**

### **Before you call**

Login to <http://www.acu.edu.au/> and have your Student ID number ready.

### **Before you email**

All email correspondence to the University must be from your ACU email.

For a prompt reply, ensure you include the following information in your email:

**Student Name**

**Student ID Number**

**Brief description of enquiry**



**AskACU** is your virtual Student Centre, available 24/7 for your convenience.

For an immediate answer to frequently asked questions, check out **AskACU** at any time of the day or night.

**Click on 'AskACU' at [http://www.acu.edu.au/student\\_resources/](http://www.acu.edu.au/student_resources/)**