



Mentee
Handbook
2019

Mentoring Program

The mentoring program runs for the first 5 weeks of the semester, where new students are given a “mentor” that will help them transition into university life.

Mentors are here to:

- Provide access to a student network in your course
- Introduce you to the student support networks at university
- Orientate you to the campus, lingo and academic expectations.

During these weeks, your mentor will coordinate weekly meetings with a group of students. These meetings will include activities and discussions of issues such as:

- Academic requirements
- Where to find goods / services at student prices
- How to survive university life.

Mentor's are here to help. So don't be afraid to contact your Mentor!

Ask FedUni

The Ask FedUni kiosks are simple touch screen information points, delivering answers to frequently asked questions from Student HQ, ITS and the Library, to make it quick and easy for you to find the information you need.

Find the Ask FedUni kiosks at the following locations:

- Berwick Campus: Library, Ground floor
- Berwick Campus: Foyer/entrance near the café
- Camp Street Campus: Student Lounge
- Gippsland Campus: Library, Entrance level
- Gippsland Campus: ITS, Walk up service desk
- Gippsland Campus: Main entrance
- Horsham Campus: 'M' Building Foyer
- Mount Helen Campus: Library, Ground floor
- SMB Campus: Library, Computer lab opposite Loans desk

Alternatively you can view <https://ask.federation.edu.au/> and view Ask Feduni from your own computer.

Student HQ

Student HQ will be your first point of contact. We will be able to assist you with the following activities:

- Course Finder
- Admission and how to apply
- Transferring between programs
- Enrolment
- Program planning
- Fees and other payments
- Special consideration
- Timetable clashes
- Requests for leave from studies
- Graduating advice
- Student ID cards
- Academic transcripts
- Completion Letter Request
- For further information, Ask FedUni.

Student HQ Locations

Berwick Campus
Ground Floor, Building 930

Camp Street Campus
Building C, Level O (Thursday and Friday only).

Gippsland Campus
Building 1S Room 203

Mt Helen Campus
Ground Floor, Building T

SMB Campus
Building D

Phone: 1800 FED UNI (1800 333 864)

Monday - Friday 9.00am - 5.00pm

Email: info@federation.edu.au

Student ID Cards

You will need to get your student card from Student HQ as you'll need it to borrow books from the library, use computers, printing and access 24hr areas.

You can obtain your student card at Student HQ however the line to take your student card picture can be pretty lengthy in the first 2 weeks so I recommend if possible use CaptureMe Portal instead. Through CaptureMe Portal you can upload a photo of your choice to place on your student card, in which Student HQ will use to print your student card, then all you have to do is pick up your card from Student HQ from 2pm the next day!

Visit -> [federation.edu.au/student-id-cards](https://www.federation.edu.au/student-id-cards)
(then click CaptureMe Portal)

If your card is lost or damaged, you can get a replacement card at a cost of \$10.00. Replacement cards can be obtained from Student HQ.

Open Door Policy

Most staff have an 'open door' policy in If you see a blue 'Ask Me' sign out the front of an office, then feel free to knock and pop in for a chat! Even introduce yourself to your lecturers.

Alternatively, if you are after more in-depth advice from your lecturer/tutor then ask or email for a time to see them, some may have strict availability. These lecturers usually list their student availability hours outside their door or in their course description.

Census Date

Important dates!

Semester 1 census date is 31th March

Semester 2 census date is 31st August

This is the last day that you can withdraw out of a course or your program before you are financially charged for it.

For other Semester Census dates, check the FedUni website.

Course Descriptions

A course description is like a contract between a lecturer and student. You get one for each course and it outlines essential information like:

- Lecturers contact information
- When assignments are due
- Specific assignment guidelines and criteria
- A week by week guide for lessons
- Additional reading for that subject (usually a textbook list which is a great guide for which books to gather information from for your assignments)

Some course descriptions also display the required tutorial questions, which will be the questions you will need to attempt for your tutorials.

Please make sure to thoroughly read your course description for each course.

Fed Uni Scholarships

Textbook grants and vouchers, computer scholarships, internet and clothing funding, relocation allowances, wide range of merit-based scholarships and bursaries to provide financial assistance to help you meet your study expenses.

Apply online for these at [federation.edu.au/scholarships](https://www.federation.edu.au/scholarships).

Uni Language

Course - subject (Eg BUMGT1501)

Program - your degree

Moodle - FedUnis learning management system

FDL marks - Where you can access your results

Turnitin - similarity software system

SSAF - Student Services Amenities Fee

HECS - Higher Education Contribution Scheme

IT Stuff

Contact Service Desk
Online: Service Desk portal
Ph: 1800 333 864

The Service Desk operates Mon-Fri: 8.30am - 5.00pm
Sat-Sun: Closed

Offers and free stuff

Being part of the FedUni community gives you access to various special offers. Check out our Offers and free stuff page to see what cool stuff is available to you!
<https://federation.edu.au/its-offers>

Printing from Laptops

Use the 'follow me print' service by visiting fmp.federation.edu.au from your laptop or device at home and follow the prompts to print. Then approach and login to a printer on campus and follow the commands to print.

Student storage and Emails

Students have their own storage known as J drive, you can save documents to it and access it via any computer on campus.
All students automatically receive a student email address: (your student number) @students.federation.edu.au. If you prefer to use your everyday/existing email account, search email forwarding on Ask FedUni for instructions.

Printing

You can send multiple documents to the printer into a queue and then print them all at once after logging into the printer with your student card.
Printing Costs: 10c per side for B&W (20c for duplex) & 40c for colour (80c duplex).

Recharging print credit

You need to add 'print credit' to your student account before printing any documents on campus printers. This can be done through a desktop app (called 'add print credit') on all Fed Uni computers on campus, or at fmp.federation.edu.au. You will need to add in a credit or debit card details to pay.

Access your Office365 and email account

As a new student you will be provided with an Office365 account. This account gives you online access to your email and the familiar Microsoft Office programs (Outlook, Word, PowerPoint, etc.) and enables you to work on your documents online, anytime, anywhere. This account also provides you with the option of downloading these programs to your own personal desktop or laptop for free and provides you with 1TB of storage space online.

You can log in to Office365 and access your email via our Access my student email help page.

Peruse our Special Offers information to download and set up your Office365 account.

Moodle

Your course content delivery system. Login to Moodle from the Fed Uni homepage. Will display your week to week lecture slides and additional documentation provided by your lecturer for your classes. You can also chat to fellow students in that course and ask questions to your lecturer.

FDL Marks

Specific marks that you receive from your assignments/tests (eg. 23.5/30) will be posted in a grid like table on this site. Simply type in 'FDL marks Fed Uni' into Google, click, then log in to view. Additionally, some lecturers may also post your assignment/ test marks into your Moodle with additional notes and comments.

My Student Centre

The place for you to add and drop courses, view and print class timetables, check overall course results, check your fees and all that official stuff... Log in to My Student Centre from the Fed Uni homepage.

Study Stuff

Student Advisory Service

The Student Advisory Service is paid for by your Student Services and Amenities Fee and can help you with your University concerns. We can give you clear advice and information around University policies, procedures and processes.

Student Advisory Service

Phone : (03) 5327 6105

Email : studentadviser@federation.edu.au

Special Consideration

If you feel that something is preventing you from finishing an assignment on time, or preventing you achieving your best in a test, you can always either email your lecturer and ask for a short extension or talk to student HQ about applying for special consideration.

Referencing

Referencing Styles may differ between schools, so always check your course description to confirm, or email lecturers if you are unsure.

For a comprehensive document on referencing with heaps of examples for referencing textbooks, articles, websites and more, download the General Guide to Referencing 2016 (pdf doc - just google Fed Uni Referencing) or a hardcopy is available to buy from the Fed Uni bookshop for around \$6.00.

You can receive additional help with referencing from the following:

- Lecturers
- ASK Desk
- Learning Skills Advisors

Pass

PASS (Peer Assisted Study Session) is a study class run by a student who has previously completed that course and has received an outstanding result. A PASS leader helps guides participate to work together through course work to enable a greater understanding. There's a strong link between the amount of PASS sessions you attend and your final grades. Also attend PASS to receive a stamp towards a free coffee voucher!

Ask Service

The Academic Skills and Knowledge (ASK) program supports students with their development of study skills. Comprised of experienced student leaders, the ASK team is there to help answer any question a student has during their undergraduate degree, from referencing to finding a booklist.

The ASK Service can be contacted in person, or online. You can find the ASK Desk on campus at the following locations:

Berwick: Library Ground Floor

Monday - Thursday, 9.30 - 3.30

Camp St: Student Lounge

(opening hours available at desk)

Churchill: Library Ground Floor

Monday - Thursday, 9.30 - 3.30

Mt Helen: Library Ground Floor

Monday - Thursday, 9.30 - 3.30

SMB Library Ground Floor,

Tuesday, Thursday, Friday 10am - 1pm

/Wednesday 10am - 2pm.

You can also contact the service by email, phone or even Facebook using the following details:

Phone: 5327 6422

Email: ask.sal@federation.edu.au

Facebook:

www.facebook.com/FederationGeneration

Studiosity

Studiosity is on-demand study help that is accessible online.

They provide 24/7 writing feedback on your assignments and have live chats available from 3PM - 12AM every day for any of your academic related concerns.

You can access Studiosity through the 'Study Help' > 'Online tutoring' link in the top navigation panel in Moodle or go directly to the Studiosity Moodle course.

Types of Classes

The types of classes you will have will vary depending on your program. Below is a summary of what each type means. Check with your mentor regarding the types of classes in your program.

Lectures: conducted in a large room, generally the lecturer will read off a PowerPoint presentation, but this may vary.

Tutorials: These class sizes are smaller and have a more in-depth study of specific topics are covered. It is generally required that you have completed tutorial work prior to these classes.

Seminars: These are a cross between lecturers and tutorials. A lot of content will be covered, but you will also complete questions in these classes.

Labs: conducted in state of the art labs. These are practical classes, undertaken in a setting where you will gain skills relevant to your program.

Academic Integrity Module

The Academic Integrity Module (AIM) which was developed in Moodle to provide students with self-paced resources covering

- Plagiarism
- Contract cheating or paying for another person to prepare an assignment
- Collusion, such as copying of others work
- All forms of cheating in exams
- Offering or accepting bribes
- Fabrication or falsification of information

To access the module -

<https://moodle.federation.edu.au/course/view.php?id=44369>

Students should contact the ASK Service on (03 5327 6303 or email ask.sal@federation.edu.au for further information or assistance.

Other Stuff

Student Kitchens and Microwaves

There are a range of facilities that students can access in their breaks:

Mt Helen

Student Lounge, Level 1, Albert Coates Centre
Table tennis, pool table and board games. Equipment to be collected from Student Engagement Office

SMB

Hub Cafe, Building E
Pool table. Equipment collected from the Hub.

Gippsland

Student Lounge, 3N -131
Pool Tables and table tennis table (sign out balls and cue from Student Engagement)

Berwick

Student Lounge, 902 -G79
Hot water for tea and coffee, toaster, sandwich press, microwave and table tennis table (sign out bats and balls from Student Engagement 902 G76)

24 Hour Study Spaces

You may need your student ID card to access these spaces.

Mt Helen

Located in rooms F302, F303, F304 and F305, these spaces are primarily computer labs but also hold vending machines, a kitchenette, printing facilities, and an open collaborative space.

Gippsland

Located in rooms 1E-213 and 1E-214, these spaces are primarily computer labs.

Berwick

Located in room #G96, Building 903, this space is primarily a computer lab. Students have automatic access to this space via their Student ID cards between 6am - 10pm
After 10pm access is available by calling security on 03 5122 8555, or by entering the external door near the security office to gain access from the main desk.

The Writing Space

The Writing Space is a drop-in service for assignment help available to students on the Berwick, Gippsland and Mt Helen campuses. This drop-in space is set up to provide you with guidance through whatever stage of the writing process is relevant for your assignment.

The aim of the service is to assist you so that you can develop the skills and confidence to:

- analyse assignment questions and criteria
- evaluate and organise sources
- develop plans/outlines
- write the first draft
- revise and edit to produce a polished final draft
- develop effective study skills

But wait! If you are not at the Berwick, Gippsland or Mt Helen campuses, you can still access support through our new Writing Space Online classroom. The Writing Space Moodle shell contains an online classroom where you can talk to a Writing Tutor in real time, who can help you to improve your writing and study skills.

Counselling

The University Student Counselling Service provides free and confidential counselling in a supportive and welcoming environment. We aim to help you to meet the daily challenges of student life and to achieve your academic potential.

The Counselling Service is available between 9am-4pm Monday to Friday and operates from:
Mt Helen Campus - Health Centre, Building T North
SMB Campus - Student Connect, Building D
Horsham Campus - Student Support, Building C
Gippsland - Student Connect, Building 3N
Berwick Campus - Building 901, Room 103a

We provide counselling by appointment for personal, academic and financial/welfare issues. You can speak to a qualified counsellor by phone, face-to-face or via Skype. Contact Counselling to make an appointment,

Ballarat and Wimmera

(03) 5327 9470 or
email: counselling@federation.edu.au

Gippsland & Berwick

(03) 5122 6425 or
email: gippslandcounselling@federation.edu.au

Important Services offered at FedUni

Disability Services

FedUni has a Disability and Learning Access Unit (DLAU) which provides services to students with disabilities. The role of the DLAU is to support the development of an environment that maximises participation in FedUni life for students with disabilities.

The Unit employs Disability and Learning Access Officers (DLAO) whose role it is to:

- Negotiate tailored services to meet the individual needs of students with a disability.
- Participate in policy development in relation to the University's obligations under anti discrimination legislation.
- Raise community awareness about disability and access issues.
- Ensure that the academic standards and inherent requirements of a program or course are not compromised.

Phone

Ballarat, & Wimmera - 03 5327 9470

Gippsland & Berwick Campuses - 03 5122 6425

Apprenticeship & trainee - 03 5327 8323

Email - disability@federation.edu.au

