Welcome to UQ

Your guide to getting started at UQ
Acknowledgement of Country

The University of Queensland (UQ) acknowledges the Traditional Owners and their custodianship of the lands on which UQ operates. We pay our respects to their Ancestors and their descendants, who continue cultural and spiritual connections to Country. We recognise their valuable contributions to Australian and global society.

UQ Student charter

The Charter brings together key principles outlined in the University’s various policies that promote a sense of community, personal accountability and respect for the rights of others. Have a read below:

Settling in

Plan your orientation and get ahead during your first few weeks of university.

Starting at UQ

Prepare for the semester ahead by completing the starting at UQ page. Be confident with your enrolment, sign on, timetabling and more.

my.uq.edu.au/starting-at-uq

Welcome Weeks

Welcome Weeks includes Orientation Week and Connect Week featuring hundreds of events, information sessions, inductions and social activities. Plan ahead and find out what’s on and how to plan.

Find out more life.uq.edu.au/orientation

Get Set Mentoring

Join the Get Set program and settle into university life. Make new friends from around the world and settle in with a peer to guide you from week one to six!

life.uq.edu.au/getset

Student ID card

Pick up your student ID card from St Lucia, Gatton or Herston campus during Orientation Week to access buildings, discounts and more.

my.uq.edu.au/starting-at-uq/prepare-for-semester/student-id-cards

Join a club or society

Join hundreds of clubs and societies and discover a number of services and programs at Market Day.

orientation.uq.edu.au/event-search/category/market-day-34

Orientation planner

Orientation Week (O-Week) is one of the biggest weeks of the year with hundreds of events, information and faculty sessions, inductions and social activities. Plan ahead and be prepared for your orientation with the online orientation planner.

Plan your O-Week at orientation.uq.edu.au

Student Relations Network

New to UQ? Expect a call!

The Student Relations Network (SRN) is a network of current students who call new students to welcome them to UQ and answer questions about uni life. Call crew members are currently enrolled in your program so offer firsthand advice about accessing academic and social resources.

Please update your mobile phone number on mySI-net via sinet.uq.edu.au

Find out more at my.uq.edu.au/information-and-services/student-support/settling-uq/student-relations-network

Check out our Facebook @studentrelationsnetwork
Get to know your campus

As a UQ student, you’ll have access to a wide range of services on campus

While on campus, you’ll be able to:
• buy food from a wide variety of food outlets
• use on campus kitchen facilities
• do your banking at all campuses
• buy textbooks and other study materials
• go shopping at UQ’s many shops
• access parent and baby change locations
• arrange childcare at a number of independently operated childcare, family day care and after-school care facilities
• access all ability services and spaces
• use more than 4700 wireless access points across all UQ campuses
• visit a doctor at our medical centres
• enjoy a variety of sporting facilities
• attend a wide range of events
• access 24/7 study spaces
• feel safe with 24-hour security patrols and a Safety Bus service after 6pm at UQ St Lucia.

Learn more about life on campus at future-students.uq.edu.au/campus-life

Find your way around campus at maps.uq.edu.au

UQLife

Your UQLife is more than just study. It encompasses a range of events, experiences and programs to keep you engaged, motivated and connected. Immerse yourself in O-Week, Connect Week, NAIDOC, BLOOM Festival, Weekly events and more. With events across all campuses, there is something for everyone.

Follow @uqlife on Facebook and Instagram to find out what’s happening around your university.

Visit our website life.uq.edu.au

Respect at UQ

At UQ, we foster a safe and inclusive learning environment. There is no place for sexual misconduct at university or in wider society. Equally, discrimination and harassment is not tolerated at UQ. If you have been discriminated against, harassed or assaulted – support and reporting options are available to you.

Learn more at respect.uq.edu.au
Get connected

Aboriginal and Torres Strait Islander students

UQ strongly supports and celebrates Aboriginal and Torres Strait Islander cultures, peoples and perspectives. The Aboriginal and Torres Strait Islander Studies (ATSIS) Unit holds a number of regular events and activities and provides a range of professional services and academic support for UQ’s Aboriginal and Torres Strait Islander students.

Find out more at atsis.uq.edu.au

Volunteer to get involved at UQ

Get involved and contribute to the UQ community! It’s a great way to help you develop professionally, create an impact, connect with other students and staff and celebrate your achievements. Sign up to opportunities such as event volunteering, peer mentoring, representation and voice activities.

Discover at life.uq.edu.au/get-involved

Clubs and societies

Whatever your passion, with more than 220 affiliated clubs and societies on offer, UQU is sure to have something just right for you. Learn new skills, expand your network, or just hang out with like-minded people.

uqu.com.au/clubs-societies

Expand your mindset with Ventures

At UQ, we encourage every student to get involved with Ventures. All programs are free to join and will help you to develop entrepreneurial skills, connect with like-minded students and create your own path.

Find out more at ventures.uq.edu.au

Join the Virtual Village, our online community

The Virtual Village is a student led online community where students can connect with UQ groups, individuals and faculty groups. Through the Village you can create student-led events and programs, freely discuss issues, connect over hobbies and interests and create virtual and in person meet-ups.

life.uq.edu.au/village

Join a sporting club

There are close to 40 sporting clubs, catering for the recreational participant through to the more experienced player. Joining is a great way to stay healthy and make friends.

Learn more and sign up at uqsport.com.au/clubs
Student essentials

Your first few weeks will be an exciting and busy time, but you may also feel a bit overwhelmed. The following websites and smartphone applications will ensure that you feel prepared for anything from orientation through to graduation.

Important websites

COVID-19 community advice
This is the University’s central page for the latest information on:
• student and parent advice
• health advice
• travel advice
• Government updates
Find out more about.uq.edu.au/coronavirus

Starting at UQ
Our Starting at UQ website will walk you through everything you need to know as a new student. Learn how to:
• choose courses for your program
• sign on to classes
• find scholarships and financial support
• connect to WiFi
• get a student ID card.
Get started at my.uq.edu.au/starting-at-uq

mySI-net
This is the University’s central administration system. You can use mySI-net to:
• enrol in courses
• update personal details
• pay fees
• defer exams
• view final grades
• request a change of program.
Access your important information at sinet.uq.edu.au

Learn.UQ
Blackboard is hosted on the Learn.UQ website and is the online learning platform used at UQ, through which you can:
• view lecture notes and recordings
• view your course profiles
• read messages from your course coordinator
• collaborate with other students
• submit assessment through TurnItIn – an online portal through which assessment items can be lodged
• take online exams (where applicable)
• view assessment results.
Keep up with your courses at learn.uq.edu.au

my.UQ
my.UQ is a website designed especially to help you answer all the questions you may have about studying at UQ.

Simply search our frequently asked questions, which are constantly being refined and updated, or if you can’t find an answer, send us your question.

my.UQ also provides access to the Dashboard – your personal portal that links to your email, timetable and other study resources.

Discover more at my.uq.edu.au
UQ Apps

UQ SafeZone
A free location-based app that connects you directly with UQ security officers or emergency services while on campus.

Blackboard Mobile Learn
Access your lecture notes and recordings whenever and wherever you want.

Zoom Video Conferencing
Attend your lectures, tutorials and meetings online where applicable.

Office 365
Access Office 365 from any internet accessible location, work with content offline and across up to 5 work and personal devices.

UQMaps
Interactive maps of your campus! Discover accessibility services, live updates for libraries and computers, well-lit paths at night and much more!

my.uq.edu.au/mobile-apps

Other Apps

CellOPark
A smartphone app which allows you to pay for parking quickly and easily online.

MyTransLink
Access to bus, train, ferry and tram information to help plan your commute.
translink.com.au/

COVIDSafe App
The CovidSafe App helps protect you and your friends and family.
Your resources

At UQ, you’ll have access to a range of services and resources to help you get the most out of your studies, tackle assignments and prepare well for exams.

Library

The Library will connect you with information, people, and resources you need 24/7. The Library is much more than books – it’s a space of creation and collaboration. Whether you’re a student or staff member, the Library can make your work easier and better. The Library has a broad range of experts available to help you and is constantly looking over the horizon at what our students and staff need to be change-makers.

Some of the things you’ll find at the Library:
• AskUs help and information service – for help with finding information, student IT and general enquiries
• online modules to help you build your digital and assignment skills (Digital Essentials)
• print and electronic collections – many accessible 24/7
• high-use areas where you’ll find textbooks and course readings
• computers, WiFi, and recharge stations for your devices
• places to study during the day – and many available 24/7
• spaces to work and meet with other students
• places to socialise and revitalise
• printing, copying and scanning facilities
• online and in-person training and support
• past exam papers to help you study
• generous borrowing privileges for students
• events throughout the year.

Learn more about Library services for students at web.library.uq.edu.au/library-services/services-students
Learning assistance

Enrich your study skills and set yourself up for academic success with our range of online resources and in-person workshops, learning consultations and peer writing support. Learn how to write assignments and research reports, prepare for exams, manage your time, improve your memory, read and write critically. Our Learning Advisers can also assist you individually to help you clarify ideas from workshops you’ve attended, develop your study skills, give you feedback on assignments and your research.

Get the most out of your studies by visiting my.uq.edu.au/information-and-services/student-support/study-skills

Tech support

Login not working? Word doc being weird? Visit an “AskUs” help desk, located in eight branches of the UQ Library. Expert staff are ready to help with student IT problems including:
- internet connections
- UQ usernames and passwords
- login
- Learn.UQ (Blackboard)
- Turnitin
- printing, scanning and copying.

If you ever have any IT problems or questions, contact AskUs by visiting web.library.uq.edu.au/contact-us

Student Services Learning Workshops

To help you adapt to what is required at both undergraduate and postgraduate levels of study, our Learning Development Team offers workshops throughout the semester to enhance your learning, assignment writing, research, examination, and time-management skills.

For more information, visit my.uq.edu.au/information-and-services/student-support/workshops

My Timetable

Students choose their class preferences through My Timetable which can be accessed via the my.UQ Dashboard. Find out more below:

my.uq.edu.au/information-and-services/manage-my-program/classes-timetables-and-coursework/about-your-timetable

Zoom User guide

Learn how to set up Zoom for online classes.

my.uq.edu.au/information-and-services/information-technology/audiovisual/audiovisual-user-guides/zoom-user-guide
Appointments are available to all students and are free and confidential

Counselling

University can be exciting and rewarding, but can also be a time of change and stress. Our counsellors and crisis support team can assist you to gain a clearer understanding of the problems you face and how to identify appropriate strategies. Whether managing a mental health condition or just talking through a stressful situation, all enrolled UQ students are eligible for 10 free counselling sessions every year. Counselling appointments can be provided face-to-face on campus, over the phone, or via Zoom.

We also offer a range of group programs to support your wellbeing including Mindfulness Meditation, UniWellbeing, Freedom from Your Cage, Art for wellbeing and Canine Co Counselling.


Diversity, disability and inclusion

Access support for a medical, physical or mental health condition, temporary illness or injury. UQ offers ongoing support services to assist with flexible study arrangements, assistive technology, exam adjustments and liaising with your faculty to assist you with your studies. Call or make an appointment with one of our Diversity, Disability and Inclusion Advisers. Support is also available for students who are carers.

my.uq.edu.au/information-and-services/student-support/diversity-disability-inclusion

Mental health and wellbeing

At UQ, we are working to create a supportive and inclusive University culture to promote better mental health and wellbeing. Enhance your wellbeing and success by engaging and connecting with activities, services and the broader community.

about.uq.edu.au/campaigns-and-initiatives/mental-health
life.uq.edu.au/uqwellbeing

Spiritual Health

The Multi-faith Chaplaincy is open to students of all faiths, and of no faith at all. Come in and chat about faith, religion and spirituality; stress and worries or bigger life issues.

my.uq.edu.au/information-and-services/student-support/religion

UQ Counselling and Crisis Line

Call 1300 851 998 anytime of the night and day for crisis and support

Or text for crisis support after hours and weekends on 0488 884 115
Accommodation

Our accommodation team can provide guidance on available accommodation options, suburb selection, budgeting, and your rights and responsibilities as a tenant.

We conduct information sessions to help you prepare to start a new tenancy and offer assistance on how to search for appropriate accommodation. You can also make an appointment to see us for one-on-one support.

For more information, visit accommodation.uq.edu.au

SAS (Student Advocacy & Support)

UQU is an student independent body that works closely with the University to provide free support for you during your studies at UQ. The qualified and professional SAS team can help you with a range of services relating to employment, education and equity, welfare, gender, sexuality, legal issues and migration.

Find out more at uqu.com.au/supporting-u

International students

International Student Advisers (ISAs) provide a range of support services from pre-arrival through to departure. These services relate to studying at UQ, transitioning to university life, and living in South East Queensland. ISAs can also answer questions about health services, family matters, schooling or childcare, working on a student visa, contacting government departments, and understanding university processes and facilities.

Find out more at my.uq.edu.au/information-and-services/student-support/international-interstate-students

Discrimination and Harassment Contact Officers (DHCOs)

Discrimination and Harassment Contact Officers (DHCOs) can provide you with information about the reporting process and where to access support for matters relating to harassment, discrimination and bullying.

Contact a DHCO at uq.edu.au/equity/dhco

UQ Ally Network

UQ’s Ally Network is a source of support if you identify as lesbian, gay, bisexual, transgender, intersex, asexual, and queer/questioning (LGBTIAQ). They are a visible network of empathetic staff and students whom you can freely talk to for advice.

Visit staff.uq.edu.au/information-and-services/human-resources/diversity/sexuality/ally-network

Student Centre

Need help navigating university administration? Visit my.UQ or contact your Student Centre at St Lucia, Gatton, or Herston campus for help with:
• Admissions and changing programs
• Orientation and timetables
• Enrolment
• Fees and payments
• Exams and calculator approvals
• Withdrawing from a course or program
• Graduation queries
• Forms and certified documents
• Academic records.

We solve problems: if we can’t help you, we’ll find someone who can.

Learn more about the Student Centre at uq.edu.au/student-centre

Ask online at support.my.uq.edu.au/app/ask

Access your UQ dashboard at my.uq.edu.au

Sexual Misconduct Support Unit (SMSU)

The Sexual Misconduct Support Unit (SMSU) is a safe place for you to receive guidance and support around sexual misconduct (sexual assault and sexual harassment). Visit respect.uq.edu.au for contact details and more information around support and reporting at UQ.

Find out more at respect.uq.edu.au
Follow @uqlife on Facebook and Instagram to find out what’s happening around your university. Discover on campus food, events, activities, programs and more.

Event information is available at life.uq.edu.au

Follow at facebook.com/uqlife & instagram.com/uqlife
Healthcare

If you need to see a doctor while on campus, you can visit UQ St Lucia Medical Centre, UQ Gatton Medical Centre, or Cornwall St Medical Centre located at Pharmacy Australia Centre of Excellence (PACE). UQ Health Care also offers clinics at Meadowbrook and Ipswich. These clinics are accredited General Practices providing comprehensive and confidential health services for students. Services include general medicine and specialist referrals, contraception advice, counselling, minor surgery, travel advice and vaccinations.

Find a location at uqhealthcare.org.au/our-clinics

Fitness

UQ Sport offers hundreds of sports and activities to help you keep active at UQ’s St Lucia and Gatton campuses! Sporting venues are open to UQ students and alumni, as well as the general public year-round. Explore Queensland’s largest multi-sport complex at St Lucia, featuring dedicated Fitness, Aquatic, Tennis, and Athletics Centres, as well as an array of sporting fields and courts. At Gatton, there’s both gym and pool facilities, as well as tennis, basketball, netball, and squash courts, allowing you to push your workout to a whole new level!

Get involved at uqsport.com.au
Prepare for your future while you’re at UQ

Access programs that will enhance your employability and prepare you for diverse career paths – so you are ready for every opportunity ahead.

- **Study overseas**
  and experience different cultures, places and people while you study

- **Gain research experience**
  by participating in a Summer & Winter Research Program

- **Seek out work experience**
  to broaden your networks and gain valuable skills

- **Build your network**
  by joining one of our mentoring programs

- **Represent UQ at a sporting event**
  to develop your social skills and teamwork

- **Learn a language**
  through the Institute of Modern Languages

- **Look for volunteer opportunities**
  locally and abroad and give back to the community

- **Develop your leadership skills**
  by leading a student club or society as an executive committee member

- **Develop your entrepreneurial mindset**
  through a range of UQ Ventures programs and events

Stay up to date with the latest opportunities at:

- employability.uq.edu.au
- uqsport.com.au
- iml.uq.edu.au
- ventures.uq.edu.au
As a UQ student you can access an amazing array of opportunities that add value to your university experience, complement your degree, and enhance your employability.

**Employability Award**

The Employability Award program is designed to enhance your time at UQ by encouraging you to get involved in a range of activities outside the classroom.

Through participation, you will develop the mindsets and capabilities to be effective in any path you choose. You can register to participate in the program at any stage of your undergraduate or postgraduate coursework studies.

Find out more at [employability.uq.edu.au/award](http://employability.uq.edu.au/award)

**Represent UQ**

Each year UQ selects a small number of ambassadors to represent UQ at Australian and international events.

These programs provide a fantastic opportunity to develop your network of international contacts and challenge yourself personally and intellectually.

Get involved at [employability.uq.edu.au/represent-uq](http://employability.uq.edu.au/represent-uq)

**Experiences**

UQ offers a range of flexible global, domestic and virtual experiences to suit your needs.

The exchange program gives you the opportunity to study overseas for a semester or a year at one of UQ’s 150+ partner universities across 35 countries, while gaining credit towards your UQ degree.

There is also a large offering of short-term global and virtual study experiences scheduled during the semester breaks where you can immerse yourself in a new culture for 2-8 weeks to enhance your academic learning and employability.

If you are looking at expanding your practical skillset through work experiences, opportunities for Domestic, Virtual and Global Internships are also available. Find out more:


**Financial Support**

There are a variety of scholarships, grants and loans available to UQ students who wish to go on exchange, participate in short-term programs, volunteer or engage in other extra-curricular activities.

Discover more at [employability.uq.edu.au/financial-support](http://employability.uq.edu.au/financial-support)
Entrepreneurship and startups

At UQ Ventures, you’ll find the people, tools and opportunities to help bring your ideas to life. There’s support at every stage of your entrepreneurial journey – from learning design thinking and building a business model to launching your own social enterprise or building your confidence as a female founder. Programs are complemented by a wide range of events and activities, and open to all students regardless of discipline.

Find out more at ventures.uq.edu.au

Careers advice

The Careers team delivers career development by connecting students’ with industry through networking and recruitment events, provides career planning, and delivers support and resources on how to develop into your career. Allow us to equip you with the knowledge and self-awareness to manage your career throughout your lifetime.

Discover more at employability.uq.edu.au/find-a-job

Diversity Hub

With opportunities to gain valuable careers experience, DiversityHub aims to strengthen the connection between UQ students and employers. Linking employability, diversity and inclusion, DiversityHub is a must for anyone thinking about their future employability.

Find more resources at bit.ly/diversityhub

Internships

Expand your practical skill set through internships and work experience. Work experience allows you to apply and contextualise your studies in an organisational environment and gain a competitive edge in the job market.

Visit employability.uq.edu.au/work-experience

Online employability course

EMPLOY101x is a free, self-paced, online course based on UQ’s approach to student employability development.

Learn how to maximise your experience to develop your employability, communicate your potential to an employer and make an impact throughout your career.

Find more at edx.org/uqx/employability
Student-Staff Partnerships

Student-Staff Partnerships seek to empower students and staff to collaborate as equal partners and mutual learners. The program facilitates opportunities to connect the diverse voices, skills and talents within the UQ community, and it aims to enhance the University experience for both students and staff. In Partnership Projects, students and staff collaborate to redesign courses, co-facilitate events, or evaluate programs/events. Student Representation and Student Voices seek to support students and staff to work together in governance groups and feedback activities.

For more information, visit the SSP website: employability.uq.edu.au/student-staff-partnerships

Interested in research?

UQ offers educational research experiences that enable you to team up with some of the University’s leading researchers to discover solutions to global challenges.

Find out more at employability.uq.edu.au/research
ACADEMIC CONCERNS
Academic advice, course selection, course progression, failing a course. Contact the student administration team in your faculty
uq.edu.au/departments

ACCOMMODATION
Accommodation and tenancy advice
my.uq.edu.au/student-support/accommodation

ADVOCACY
Discrimination, harassment, bullying policies, and access to support services
staff.uq.edu.au/information-and-services/human-resources/conduct-ethics/discrimination/contact-officers

UQ Union
uqu.com.au
SAS (Student Advocacy & Support)
uqu.com.au/supporting-u

ASSESSMENT AND STUDY HELP
English language skills and English for academic communication
ict.e.uq.edu.au/eac

Finding information & using databases
web.library.uq.edu.au/library-services/services-students

Learning workshops
my.uq.edu.au/information-and-services/student-support/workshops

Learning Advisers – Student Services
Academic writing, referencing, group work, presentations, time management, exam prep
my.uq.edu.au/information-and-services/student-support/study-skills

AT RISK REFERRALS
Welfare concerns
UQ Counselling & Crisis line 1300 851 998
Afterhours crisis text support 0488 884 115
my.uq.edu.au/information-and-services/student-support

Sexual Misconduct Support Unit
Crisis 1800 737 732
respect.uq.edu.au/support/sexual-misconduct-support-unit

UQ Health Service
uqhealthcare.org.au

CAREERS AND EMPLOYABILITY
Career development learning, volunteering, mentoring, work integrated learning, networking, graduate employment
employability.uq.edu.au

Exchange, short term study and internships offered as global, virtual and/or domestic experiences
employability.uq.edu.au/get-experiences

Casual employment - UQ Union
uqu.com.au/work-for-uqu

DIVERSITY, DISABILITY, INCLUSION, ADJUSTMENTS AND SUPPORT
Diversity, Disability and Inclusion Advisers
my.uq.edu.au/information-and-services/student-support/diversity-disability-inclusion

Library assistance and alternative text formats
web.library.uq.edu.au/library-services/support-clients-disabilities

ENTREPRENEURSHIP
Ventures - ventures.uq.edu.au

ON-CAMPUS EMERGENCIES
Call Security for on-campus emergencies including fire, medical emergency, power failures and more: 3365 3333
FINANCIAL SUPPORT
Scholarships
scholarships.uq.edu.au
Emergency loans/ Food Bank - UQ Union
Financial support
my.uq.edu.au/information-and-services/student-support/financial-support

HEALTH AND WELLBEING
UQ Health Service
uqhealthcare.org.au/our-clinics
Counselling
uq.edu.au/student-services/counselling
Psychology Clinic
clinic.psychology.uq.edu.au
Overseas health care (for international students)
future-students.uq.edu.au/international/health-insurance
Free confidential STI testing

HIGHER RESEARCH DEGREES
Academic writing and working with your supervisor
my.uq.edu.au/information-and-services/higher-degree-research/hdr-candidature-support
Searching databases and using EndNote
web.library.uq.edu.au/research-tools-techniques/endnote-referencing-software/endnote
Publishing and research impact
research.uq.edu.au/research-support/research-performance/research-impact

INDIGENOUS AUSTRALIAN STUDENTS
Aboriginal and Torres Strait Islander Studies Unit
atjis.uq.edu.au

INTERNATIONAL STUDENTS
International Student Advisers
my.uq.edu.au/information-and-services/student-support/international-interstate-students

PROPERTY AND PARKING
Lost property
campuses.uq.edu.au/information-and-services/security/lost-property
Traffic and parking
campuses.uq.edu.au/information-and-services/parking-transport/parking/parking-at-uq
Accessible parking

SEXUALITY AND GENDER SUPPORT
UQ Ally Network
staff.uq.edu.au/information-and-services/human-resources/diversity/sexuality/ally-network

SPIRITUAL HEALTH
Multi-Faith Chaplaincy
my.uq.edu.au/information-and-services/student-support/religion

STUDENT ADMINISTRATION
Admissions, enrolments (courses), examinations, fees, graduation, scholarships, transcripts, complaints and grievances
uq.edu.au/student-centre

STUDENT SUPPORT
my.uq.edu.au/information-and-services/student-support