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 Get Set to fast track settling into life at UQ! This program makes it easy to connect in by grouping you with other new students in your faculty. You’ll have extra support from student mentors who can answer questions and show you the ropes from week one to five.

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

Attend Market Day

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

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-and-orientation/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

• buy food from a wide variety of food outlets
• use on-campus kitchen facilities
• access ATM’s at all campuses
• access textbooks & resources at the Library
• 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

Follow @UQUnion on Facebook and Instagram and visit uqu.com.au for updates.

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 and more. We have events across all campuses! 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

UQ Union (UQU)

UQU, your student union, represents the interests of UQ students and runs independent Student Advocacy & Support services including a number of retail, food and beverage outlets like your on-campus bar the REDROOM.

Enjoy events such as Market Day, the Great Court Party, Cultural Fiesta and other pop-ups like Llamas and Icecreams and Bubble tea give aways.

The Union also has you covered with free breakfasts and dinners throughout semester and free coffee, snacks and stationary during Exam periods.
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, student 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

Find a Mentor

UQ offers a number of mentoring programs that provide valuable leadership and guidance through all stages of your time at UQ and beyond. Support your transition to uni life and foster positive cultural, social and professional connections by accessing the knowledge of those before you.

https://my.uq.edu.au/mentoring

Build connections while studying overseas

Join Study Bubbles to connect with the local UQ community in your city. Create city-based meet-ups or study groups and build your UQ community where you are.

life.uq.edu.au/studybubbles

Join the Virtual Village to find and connect with like-minded students from all over the world. Create virtual communities, catch-ups and chat around your hobbies and interest.

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!

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

Get training for Learn.UQ from the Library at web.library.uq.edu.au/library-services/it/learnuq-blackboard-help/getting-started-learnuq

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!

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.

Learn how to add your vaccination certificate to the COVIDSafe App

Find UQ apps my.uq.edu.au/mobile-apps
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

Check out the Library, your place to study on campus. We’re here to help you connect to information, spaces and resources, 24/7. Every Library is yours to use, whether you’re working on an assignment, meeting a friend for coffee, or looking for help getting online. Our friendly staff can help with almost any question, and set you up for success.

You can find:
• Library, IT and general information help at the AskUs service, available in-person and online
• all kinds of accessible study spaces, from bookable rooms for group assignments to adjustable individual desks in quiet zones
• access to all the resources you need for your course
• print collections across our locations
• electronic resources, available from wherever you are
• high speed internet and laptop docking stations for your device
• laptops and other tech available to borrow
• places to print, scan and copy
• Digital Essentials online modules to help you build your digital and assignment skills
• training sessions in software, systems, and skills you’ll need for the future

To get started, visit our 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 and learning consultations. Learn how to write assignments and research reports, prepare for exams, manage your time, improve your memory and oral presentation skills, and 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 and give you feedback on assignments and your research writing.

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? Get help by visiting the AskUs service on campus, online or over the phone. Our friendly staff will assist you with IT queries including:
• accessing resources online
• wireless internet
• learn.UQ (Blackboard)
• printing, scanning and copying
• student passwords

Contact AskUs by visiting web.library.uq.edu.au/contact-us or dropping into one of our Library locations during staffed hours

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 body image program, Art for Wellbeing and Self-Compassion Chats.


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 Student 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 or text 0488 884 115 for crisis support after hours and on weekends.
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 my.uq.edu.au/student-support/accommodation

SAS (Student Advocacy & Support)

UQ Union Student Advocacy & Support is a free, independent service provided by qualified staff for UQ students. The team can help with a range of issues relating to job preparation, welfare, education and equity, legal issues, and migration enquiries.

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

International students

Student Advisers (SA) 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. SA’s 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 staff.uq.edu.au/information-and-services/human-resources/conduct-ethics/discrimination/contact-officers

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 work with the UQU Queer Collective to provide 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 Administration

Need help navigating university administration? Visit my.UQ or contact your Student Administration team at St Lucia, Gatton or Herston campuses 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 my.uq.edu.au/contact/student-central

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.
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
Healthcare

If you need to see a doctor or nurse 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 ughealthcare.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 ugsport.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 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 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  ugsport.com.au  iml.uq.edu.au  ventures.uq.edu.au
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

Find Job Opportunities
Studenthub is your one-stop online portal for access to employment opportunities, professional development sessions, industry events, workshops and resources.

Register at studenthub.uq.edu.au to set up your profile.

Employability Week
Employability Week consists of industry panels, networking events and workshops designed to enhance your employability to give you the edge. Find engaging and informative sessions that will help you to unlock your value.

life.uq.edu.au/employability-week

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:

employability.uq.edu.au/global-experiences

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

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.
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

Engage in a range of career development programs and events designed to enable you to effectively navigate the workforce and articulate your capabilities to future employers. Access a range of online resources that have been created to give you the edge when preparing for your future career or for when you are applying for that next position.

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**

The Student-Staff Partnerships program empowers students and staff to collaborate as equal partners and mutual learners. By facilitating opportunities to connect the diverse voices, skills and talents within the UQ community, it aims to enhance the University experience for both students and staff. By participating in a Partnership Project, students and staff collaborate to redesign courses, co-facilitate events, or evaluate programs. Through Student Representation and Student Voice, students and staff partner together in continuous improvement through participation in governance groups and facilitating feedback opportunities.

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 academics and researchers. Apply your degree knowledge and develop valuable research and professional capabilities while discovering 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
uqcollege.uq.edu.au/study-options/english-courses/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/global-experiences
Casual employment - UQ Union
uqu.com.au/work-for-uqu

DIVERSITY, DISABILITY, INCLUSION, ADJUSTMENTS AND SUPPORT
Student 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
Contact Ventures - ventures.uq.edu.au

ON-CAMPUS EMERGENCIES
Call Security for on-campus emergencies including fire, medical emergency, power failures and more: 3365 3333
Directory of Services

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)

Free confidential STI testing

HIGHER RESEARCH DEGREES

Academic writing and working with your supervisor
my.uq.edu.au/information-and-services/student-support/study-skills

Searching databases and using EndNote
library.uq.edu.au/library-services/services-for-researchers

Publishing and research impact
library.uq.edu.au/library-services/services-for-researchers

INDIGENOUS AUSTRALIAN STUDENTS

Aboriginal and Torres Strait Islander Studies Unit
atsis.uq.edu.au

INTERNATIONAL STUDENTS

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
campuses.uq.edu.au/information-and-services/parking-transport/parking/accessible

SEXUALITY AND GENDER SUPPORT

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

UQ Union

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
my.uq.edu.au/contact/student-central

STUDENT SUPPORT

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