

Staff referral
guide

to student
services.



Support services for our students

At ACU, we offer a range of support programs and activities to ensure our students make the most of their time at university.

This guide outlines all our available student services, including the specific ACU website or Student Portal address for each service. To access the Student Portal, you can simply sign in using your staff login.

Your contact with students, and often their timely use of our services, is critical to student success and retention. This guide forms part of the ACU Student Retention Strategy, which strives to ensure all ACU students are provided with the best opportunity to succeed in their studies.



SUPPORT AREA	SUPPORT SERVICES	CONTACT
Aboriginal and Torres Strait Islander students	Each ACU campus has a hub for Aboriginal and Torres Strait Islander students. Aboriginal and Torres Strait Islander students are encouraged to contact the Indigenous Higher Education Unit (IHEU) on their campus. IHEUs provide a range of services and support.	IHEU webpage: studentportal.acu.edu.au/indigenous
Academic Skills Unit	Academic Skills Advisors collaborate with academic staff to provide embedded tutorials and discipline-specific workshops within units around learning skills, academic language and maths. Academic Skills Advisors are also available for individual, group and drop-in consultations, and scheduled online consultations with students. During semester, the Academic Skills Unit offers generic skills workshops to students on all campuses and online. Topics include maths, academic reading, writing, referencing, exam preparation and time management. A range of interactive online resources designed to help students develop their skills is available on the Academic Skills Unit page on LEO. Ask an Advisor, an online service where students can ask questions and get an email response, is also available. Commencing students can also seek extra support through the online tool Studiosity, which offers 24/7 chat drop-ins and writing feedback.	The Academic Skills Unit webpage includes links to: <ul style="list-style-type: none"> • make an appointment with an Academic Skills Advisor or Maths Advisor • workshop and drop-in times • Academic Skills Unit resources on LEO • Ask an Advisor online • Studiosity. studentportal.acu.edu.au/academicskills
Accommodation	Students on the following campuses can apply to live in ACU's living and learning communities: <ul style="list-style-type: none"> • Ballarat – Camillus Residence and managed residences • Brisbane – Iglu Student Accommodation • Canberra – Managed residences • Melbourne – Iglu Student Accommodation • Sydney – Miguel Cordero Residence, Camperdown Students requiring accommodation near other campuses should email the Accommodation team for that campus.	The Accommodation webpage on the public website includes: <ul style="list-style-type: none"> • information about campus residences • application forms • contact details for each campus. acu.edu.au/student-life/student-accommodation
ACU National Student Association (ACUNSA)	ACUNSA is a key student organisation at ACU. It comprises the six Campus Student Association Presidents, the ACUNSA President and an international student representative. ACUNSA is committed to enhancing the student experience at ACU by organising social events and providing representation and support.	ACUNSA webpage: studentportal.acu.edu.au/acunsa
ACU Postgraduate Association (ACUPGA)	ACUPGA is a committee of coursework and research postgraduate students comprising a President, Vice-President (Coursework) and Vice-President (Research). ACUPGA's purpose is to facilitate the postgraduate student experience at ACU through events and social activities. It also aims to assist in the communication of issues raised by postgraduate students to the university.	ACUPGA webpage: studentportal.acu.edu.au/acupga
ACUXtra	ACUXtra is an online rewards and discounts program to help students make their budgets go further.	ACUXtra webpage: studentportal.acu.edu.au/acuxtra
Admission and course/campus transfers	Students seeking information about applying and admission to ACU, including course/campus transfers, cross-institutional study and individual units, can learn more on the public website or contact AskACU.	How to apply webpage: acu.edu.au/study-at-acu/how-to-apply AskACU webpage: acu.service-now.com/askacu

SUPPORT AREA	SUPPORT SERVICES	CONTACT
Advocacy services	<p>The Student Advocacy Service helps students navigate university policies and procedures.</p> <p>The Student Advocacy team provides confidential support, information and referrals on matters related to ACU's academic and procedural rules and regulations.</p>	<p>Student Advocacy Service webpage:</p> <p>studentportal.acu.edu.au/advocacy</p>
Associations, clubs and societies	<p>ACU offers students on all campuses opportunities to participate in a diverse range of student associations, clubs and societies.</p>	<p>Associations, clubs and societies webpage:</p> <p>studentportal.acu.edu.au/clubs</p>
Campus Ministry	<p>Campus Ministry provides opportunities for students to connect with other students, enquire about and express their faith, and explore how to use their gifts and talents in service of the world.</p> <p>Campus Ministry welcomes all ACU students. It offers them professional care and consideration, a positive and collaborative culture, planned and well-managed service delivery, and local campus networking.</p> <p>In 2020, ACU will be relaunching campus choirs in Brisbane, Melbourne, North Sydney and Strathfield. These choirs come under the auspices of the Office of Identify and Mission, sitting alongside Campus Ministry.</p>	<p>The Campus Ministry webpage includes:</p> <ul style="list-style-type: none"> information on events and activities. <p>studentportal.acu.edu.au/campus-ministry</p> <p>ACU Choir webpage:</p> <p>studentportal.acu.edu.au/choir</p>
Career Development Service	<p>Career Advisors collaborate with academic staff to provide embedded sessions, tailored discipline-specific content, and online resources to address graduate employability.</p> <p>The Career Development Service offers students and graduates direct and online consultations, employer engagement events, workshops and resources.</p> <p>ACU CareerHub allows students to search for jobs, internships and vacation employment. The Ask an Advisor function provides students with the opportunity to have their applications reviewed online.</p> <p>Student Jobs on Campus offers job opportunities so students can 'earn where they learn' on their campus.</p>	<p>The Careers Development Service webpage includes:</p> <ul style="list-style-type: none"> CareerHub information tips on employment. <p>studentportal.acu.edu.au/careers</p>
Community engagement	<p>Students have the opportunity to participate in community engagement activities that connect classwork to community action for an invaluable learning experience in service to the common good.</p>	<p>Community engagement webpage:</p> <p>studentportal.acu.edu.au/community-engagement</p>
Counselling	<p>The Counselling Service provides free, confidential assessment and counselling support to students in person or online. Please note that:</p> <ul style="list-style-type: none"> appointments with a counsellor can only be made online 20-minute drop-in sessions are available daily at 12pm and 12.30pm on all campuses (except Ballarat and Canberra) an out-of-hours crisis counselling line is available. <p>The counsellors offer mental health first-aid training, which educates and raises awareness about mental health and empowers people to respond appropriately.</p> <p>A number of workshops are offered each semester to help students manage the demands of studying and develop personal resilience.</p>	<p>The Counselling Service webpage includes:</p> <ul style="list-style-type: none"> drop-in times how to book an appointment with a counsellor out-of-hours crisis counselling line information workshop registration forms. <p>studentportal.acu.edu.au/counselling</p>
Course and faculty enquiries	<p>AskACU provides course and study-related information.</p>	<p>ASKACU webpage:</p> <p>acu.edu.au/askacu</p>

SUPPORT AREA	SUPPORT SERVICES	CONTACT
Disabilities	<p>The Disability Support team promotes access and equity for students with disabilities and health conditions.</p> <p>Disability Advisors use supporting medical documentation and work with students to develop Education Inclusion Plans (EIPs). EIPs include recommended reasonable adjustments to meet the accessibility needs of students with disabilities or health conditions.</p> <p>Disability Advisors liaise with and advise ACU staff to help the university meet its legal obligations in relation to the Disability Discrimination Act (DDA) 1992 and the Disability Standards for Education (DSE) 2005.</p>	<p>The Disability Support webpage includes:</p> <ul style="list-style-type: none"> • how to make an appointment with a Disability Advisor • registration for an EIP. <p>studentportal.acu.edu.au/disability</p>
Examinations and results	<p>AskACU gives students information on examination timetables and timelines, exam rules and regulations, tips for exam preparation, and results release dates.</p> <p>Students can view their results from all semesters on the Student Portal's units and results page.</p>	<p>ASKACU webpage:</p> <p>acu.service-now.com/askacu</p> <p>Units and results webpage:</p> <p>studentportal.acu.edu.au/unitsandresults</p>
Fees	<p>Students can contact AskACU for information about course fee types, unit and course costs, fee payment due dates, late payment penalties, refunds and other fees and charges.</p>	<p>ASKACU webpage:</p> <p>acu.service-now.com/askacu</p>
Financial assistance	<p>Student loans up to a maximum of \$500 are available for eligible students.</p>	<p>Financial assistance webpage:</p> <p>studentportal.acu.edu.au/financialsupport</p>
International	<p>International students experiencing academic or personal difficulties at ACU should contact the International Student Advisor on their campus.</p>	<p>ACU International webpage:</p> <p>studentportal.acu.edu.au/international</p>
IT technical support	<p>Troubleshooting help and resources to support students in their learning is available on the student website.</p> <p>This includes free access to a vast online training library, wireless access, internet and student emails.</p>	<p>IT information and resources webpage:</p> <p>studentportal.acu.edu.au/itresources</p>
Legal services	<p>The Student Legal Service provides free legal advice on areas of law common to university students. The advice is of a high quality, independent and confidential. The service will provide referrals to other legal services and support networks in instances where advice cannot be provided.</p> <p>Student Engagement and Services manages this service.</p>	<p>Legal services webpage:</p> <p>studentportal.acu.edu.au/legalservice</p>
LEO	<p>The LEO Support Desk is available to students as follows:</p> <ul style="list-style-type: none"> • Monday to Friday, 8am to 10pm (Sydney time) • weekends and NSW public holidays, 9am to 5pm (Sydney time) • closed on Good Friday and Christmas. <p>Phone 1800 246 442 or visit LEO online to view the guides for students.</p>	<p>LEO webpage:</p> <p>leo.acu.edu.au</p>
Library services	<p>ACU Library provides 24/7 access to a wide range of electronic resources and expert advice via the library website, chat and email services.</p> <p>Campus libraries house a range of print materials and offer other services and facilities, including computers, printers, group study rooms and quiet study areas.</p> <p>The 24/7 chat service is available during semester only. The chat pop-up appears on each library webpage, and there is a link to the chat service at the bottom of each page.</p> <p>To contact the library, SMS 0488 445 660.</p>	<p>Library webpage:</p> <p>library.acu.edu.au</p>

SUPPORT AREA	SUPPORT SERVICES	CONTACT
Policies and procedures	Access important policies and procedures regarding enrolment, avenues for appeals, codes of conduct and other administrative matters by contacting AskACU or visiting the Student Portal's policies webpage.	ASKACU webpage: acu.service-now.com/askacu Student policies webpage: studentportal.acu.edu.au/ACUInfo/admin/up
Scholarships and bursaries	ACU offers a wide range of scholarships and bursaries for eligible students. Students can learn more about the opportunities available on the Scholarships Browser.	Scholarships and financial support webpage: studentportal.acu.edu.au/financialsupport
Sports, health and wellbeing	On-campus, inter-campus and online health, sport and wellbeing activities are offered on all campuses. Dedicated Sports Activity Officers based in Sydney, Brisbane and Melbourne can provide further information.	Sports clubs webpage: studentportal.acu.edu.au/sportsclubs
Student Enrichment	Student Enrichment provides co-curricular activities across the university, offering students the opportunity to develop holistically. Programs include language lessons, guitar lessons, toastmasters, creative and performing arts, campus market days and various student events. Student Enrichment provides advancement opportunities for students as well. These include Leading with Impact, Community Achievers Program, volunteering opportunities, and the ACU Golden Key Chapter. Student Enrichment also supports the development of clubs and societies and the Student Associations.	Student Enrichment webpages: Guitar lessons: studentportal.acu.edu.au/guitar Toastmasters: studentportal.acu.edu.au/toastmasters Debating: studentportal.acu.edu.au/debating Language lessons: studentportal.acu.edu.au/languagelessons Oratory: studentportal.acu.edu.au/oratory Photography competitions: studentportal.acu.edu.au/npc Creative and performing arts: studentportal.acu.edu.au/capa Student leadership: studentportal.acu.edu.au/leadership
Student leadership	Student leadership is focused on developing students' leadership skills through events and programs and providing coaching and guidance for student associations, clubs, societies and students more broadly within ACU.	Student leadership webpage: studentportal.acu.edu.au/leadership
Student Portal	The Student Portal is a student's go-to resource for important ACU information, academic and co-curricular activities, services and opportunities. It provides information personalised to each student, including their schedule and student details and single sign-on to other key platforms such as LEO. It also includes news, events, notifications and announcements. Staff may view the non-personalised version of the portal using their staff login.	Student Portal homepage: studentportal.acu.edu.au

SUPPORT AREA	SUPPORT SERVICES	CONTACT
Student retention	<p>PASS (Peer Assisted Study Sessions) are free, voluntary small-group study sessions that help students succeed in challenging units/subjects. Weekly PASS sessions are facilitated by current ACU students who excelled in the units/subjects in the past. PASS sessions run for one hour and are offered weekly during semester, commencing in Week 2.</p> <p>Connect2Uni is a transition program available to selected first-year undergraduate students. Its aim is to help new students negotiate university culture, expectations and processes, connect with peers and become familiar with support services offered by OSS.</p> <p>PASS and Connect2Uni services are managed through the Office of Student Success in the Education and Innovation Portfolio.</p>	<p>PASS webpage: studentportal.acu.edu.au/pass</p> <p>Connect2Uni webpage: studentportal.acu.edu.au/connect2uni</p>
Timetabling	<p>Allocate+ is the university's timetabling and class selection system, which allows students to select classes and view their personalised timetable.</p> <p>The Allocate+ homepage includes videos to help explain the timetable. Key information, such as important dates, is on the timetable webpage.</p> <p>Students can also view their timetable on their schedule in the Student Portal.</p>	<p>Allocate+ webpage: selectclasses.acu.edu.au/even/student</p> <p>Your timetable webpage: studentportal.acu.edu.au/timetable</p>

EDUCATION AND INNOVATION PORTFOLIO

Office of Student Success

Academic Skills Unit
Career Development Service
Counselling and Disability Services
Student Enrichment Unit
Connect2Uni
ACUNSA and Campus Student Associations
ACU Postgraduate Student Association

Learning and Teaching Centre

eLearning/LEO
Learning for Life
Student Evaluation of Learning and Teaching
Graduate Certificate in Higher Education

Libraries

Campus Libraries
Library online

First Peoples and Equity Pathways

Indigenous Higher Education Units
Equity Pathways
Clemente

CORPORATE SERVICES PORTFOLIO

Student Engagement and Services

ACUXtra
Sport, Health and Wellbeing
Living and Learning Communities

STUDENT ADMINISTRATION

AskACU provides information, referrals
and support for students on behalf
of Student Administration.

ACU ENGAGEMENT

ACU INTERNATIONAL

CAMPUS MINISTRY

INFORMATION TECHNOLOGY

Lynda online courses
ACU email
WiFi
Network
Storage space
Printing and copying
Computer labs

MARKETING AND EXTERNAL RELATIONS

Internal Communications

Student Communications

ABOUT THE STUDENT PORTAL

The Student Portal is a website that aims to improve our students' online experience by providing simple, intuitive access to their schedule, student systems, news, notifications and announcements, as well as all the information they need to succeed at ACU.

It currently includes single sign-on to LEO, email, Student Connect and Allocate+.

studentportal.acu.edu.au