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# Services for Students: Remote Study Arrangements

*Professor Julia Coyle Pro Vice-Chancellor (Students)*

Summary advice for UOW staff - April 2020



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# Helping students – first things first

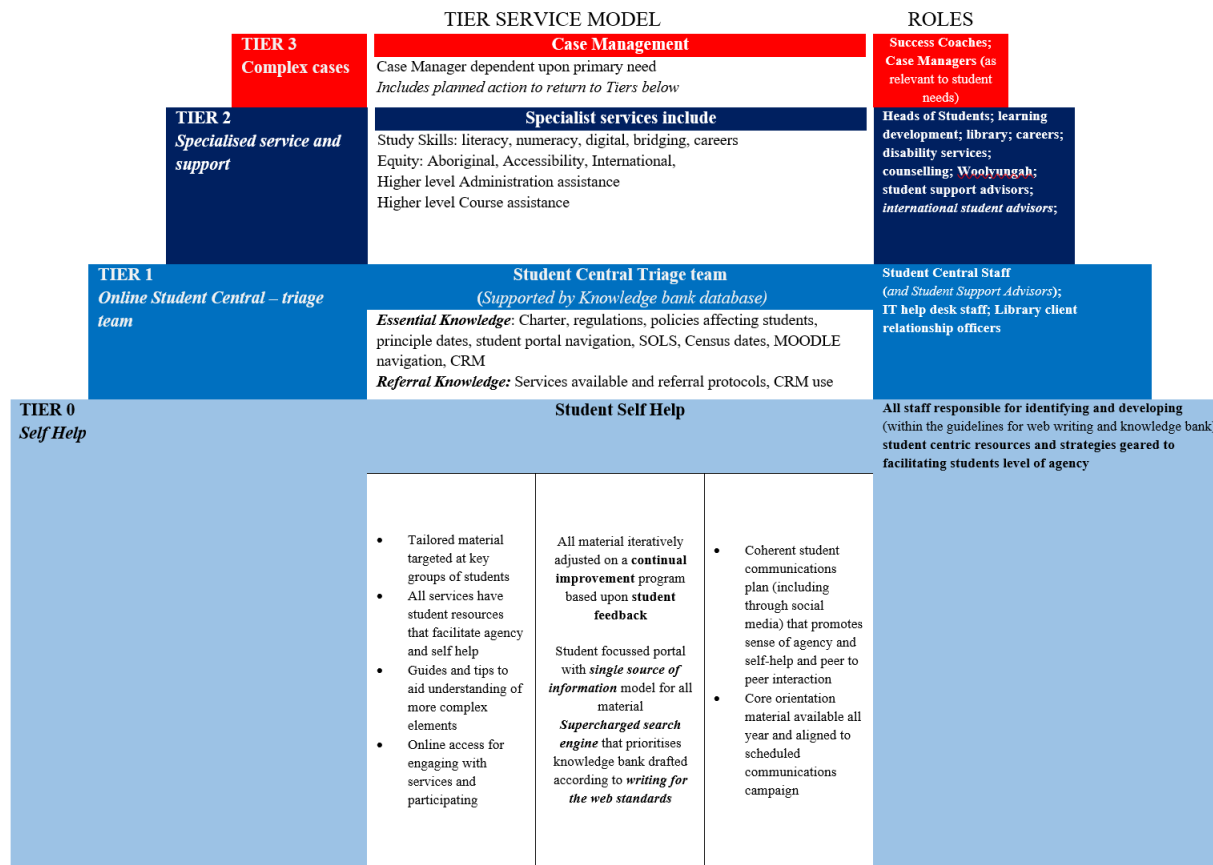
UOW's student helpline 02 4221 5700

Information Technology assistance: 02 4221 3000

New Website: [Transition to remote learning](#)

Reframed: [Learning Co-op](#)

Implementing the TIER model of service provision



# 3 NEW Peer Coach Teams

**A Peer Coach ‘*Connection*’ Team:** This team will be informed by advice from the UOW psychological counsellors and student leaders (including our International Student Ambassadors) to establish and support opportunities that facilitate belonging and connectedness in remote study and that enhance mental health and wellbeing, including through ‘fun’ elements, Tier 0 resources and ‘how to guides’

*Lead Sarah Lisle*

**A Peer Coach ‘*Remote Study*’ Team:** This team will provide Faculty and academic based peer coaching within the context of courses, subject material and Moodle. The aim is to build students’ confidence and success in studying in the remote study mode. This will include remote versions of PASS and Peer Academic Coaches, and Tier 0 resources and ‘how to guides’

*Lead Melissa Zaccagnini*

**A Peer Coach ‘*Student Success*’ Team:** This team will identify and reach out to students at-risk of withdrawing from study through targeted and tailored check-in calls. The conversations will be retention focused and will facilitate students to find solutions to address issues that they are experiencing **NB: only by referral of students by staff**

*Lead Kylie Austin*



# Tailored assistance

## Aboriginal and Torres Strait Islander students

All student success and support enquiries to (02) 4221 3147 or email [wic-ss@uow.edu.au](mailto:wic-ss@uow.edu.au)

### Suite of services for our students includes:

Indigenous Tailored Academic Program (ITAP) – call (02) 4221 4924 (Jaime King)

In-house Academic Success advice – (02) 4221 5301 (Joel Keen)

Aboriginal Psychology and Well-Being Services – call (02) 4221 3147 (Adam Ridgeway)

Aboriginal Graduate Career Development and Employability Services – (02) 4221 5285 (Caitlin Stuart)

## Student Support Advisors

## Disability Services

02 4221 4942 or email [disability\\_services@uow.edu.au](mailto:disability_services@uow.edu.au)

# Disability Services

Students seeking reasonable adjustment support follow our usual procedure – complete our [on-line registration form](#)

Please note that our Wollongong campus office is not open. For regional and metropolitan campuses, contact your campus manager

The [DLOs](#) can, as usual, be contacted by phone or email. Their contact details are in the [RA documents](#) sent to students and academics or refer to the '[Contact Us](#)' link on the [UOW Home](#) page

The website has been reframed for remote study and the team is

- fully functional remotely
- reviewing all reasonable adjustments for remote study arrangement suitability
- asking all registered students if the remote study environment requires reasonable adjustments



# Graduate Career Development and Employability

Book a Career Consultation ([online](#) or phone)

- All [appointments](#) are available via Career Hub
- All services are fully online with many resources available through the [Career Hub](#) 24 hours a day, 7 days a week
- [Check our online workshops & events](#)
- [New AI resume tool - try CV360 today](#)

# Psychological Counselling services

[Counselling Webpage](#) – services for all students

Including the UOW After Hours Crisis Support service

- Call 1300 036 149
- Text 0488 884 164

[Counselling services for International Students](#), including for BUPA members the 24hr telephone student support line: **1300 884 235**

The UOW Psychological Counselling service is fully functional remotely with a centralised *intake* allowing all counsellors (including metro and regional location counsellors) to deliver services to all students

- intake, triage and Sexual Assault and Sexual Harassment (SASH) Specialist lines monitored and responded to remotely
- web registration form developed to allow for registration and consent to be completed remotely
- We are reframing the webpages to provide proactive advice, resources and recommended external services as well as how to get support within UOW and externally



# UOWx

- fully functional online with reframed approach for UOWx Award – all eligible students will be able to graduate with the UOWx Award this year

**Call:** 4221 5999

**Email:** [uowx@uow.edu.au](mailto:uowx@uow.edu.au)

If students want to book a remote delivery UOWx planning session please direct them [here](#)

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Any questions please contact

[pvcs@uow.edu.au](mailto:pvcs@uow.edu.au)

02 4298 1133



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