

## UWS Peer Guide for first in family students



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We would like to acknowledge the first in family students of UWS for sharing these tips and hints.

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# **UWS Peer Guide**

**for first in family students**

## **Contents**

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First in family students @ UWS	1
Pre-session preparations	2
Balancing workload	4
Social connections	5
Family and friends	6
Money matters	7
Help and support	8
Study and revision	9
Stay positive	11
Physical wellbeing	12
Plan for the future	13
Tips for families	14
Student Support Services	15
Student Central	16
Information and services	17

## **First in family students @ UWS**

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A large proportion of UWS students are the first in their family to attend university. That means no one in their family has attended university before. First in family students, like all UWS students, come from a range of diverse backgrounds that make UWS so culturally unique.

All students face challenges during their time at university. However, the first in family university experience can have extra challenges, such as balancing studies with work and family responsibilities, academic culture shock regarding expectations and workload and friends and family who may not always understand the expectations and pressures of studying at university.

Overcoming these challenges with support and the right information can actually enhance your university experience. This experience may also help you be resilient and give you tools to overcome obstacles in your later life.

This peer guide is a collection of tried and tested tips from first in family students at UWS on how to make the university experience more rewarding and enjoyable. The practical information in the guide will help you throughout each stage of your course.

This guide is best read in conjunction with the 'Hints and tips for starting out at UWS' booklet.

## Pre-session preparations

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- **Attend Orientation!** This will give you a chance to get familiar with your campus before you start attending classes and make new friends.
- **Get organised** and stay organised if possible! Take the first step by picking up a free UWS diary and making a yearly wall planner to stick up near your study space.
- **Plan your year.** Organise and record important dates on your wall planner or in your diary so you can plan your year more efficiently.  
[www.uws.edu.au/importantdates](http://www.uws.edu.au/importantdates)
- **Stay on top of deadlines** and due dates for your assignments, library books and your bills. If you're having trouble meeting assignment due dates, consider rearranging your schedule to allow more time for your study.
- **Be aware of your surroundings.** Take a campus tour at Orientation and find out where buildings and offices are located. UWS has maps of all the campuses available at:  
[www.uws.edu.au/campusmaps](http://www.uws.edu.au/campusmaps)
- **Find out how to get to uni.** Transport Access Guides have great information about getting to uni whether you drive or use public transport.  
[www.uws.edu.au/tags](http://www.uws.edu.au/tags)
- **Explore the UWS website.** Information for students is in the Current Students section of the UWS website – ranging from enrolment, exam and fee information, to services and facilities, online systems and news and events.  
[www.uws.edu.au/students](http://www.uws.edu.au/students)
- **Give yourself time to work out what you want to do.** You may not know exactly what you want to do with the rest of your life, but university is a great place to help you figure it out. Don't get anxious about planning your entire career. Take it one session at a time.

### Bridging Programs

There are a number of pre-session courses available at UWS in academic writing, study skills, mathematics, statistics and nursing maths. More information is available online.

[www.uws.edu.au/bridgingprograms](http://www.uws.edu.au/bridgingprograms)

## Pre-session preparations (continued)

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- **Investigate what units are available in your course** – check the UWS Handbook and make sure you attend your My Course Planning sessions. Some courses have core units that are compulsory. It's also helpful to read over the Unit Outlines to see what material the unit covers.  
[www.uws.edu.au/step3\\_plan](http://www.uws.edu.au/step3_plan)
- **Keep a filing folder for all university correspondence** and keep it in a safe place. Never throw any of the correspondence away even if it seems unimportant at the time – you may need to refer to it at a later date.
- **Don't drop any units in your course** until you're absolutely certain that you don't want to do them anymore. Remember, you can only drop units until the census date of the teaching session. After census you'll still have to pay for the unit and will receive a fail discontinued grade.  
[www.uws.edu.au/census](http://www.uws.edu.au/census)
- **Try to be on time for everything.** Don't be late for class, assignment deadlines, or returning library books as you could miss out on important information, lose marks or incur library fines.
- **Learn the 'lingo'.** Check out the A-Z Guide which explains university terms at: [www.uws.edu.au/a-zguide](http://www.uws.edu.au/a-zguide)
- **Find out what other students think.** The UWS website has videos of students talking about their time at university. They're great to watch if you'd like an idea of what your journey at UWS could be like.
- **Check your student email account regularly** as it's the official communication channel between you and the University. You will receive emails with important information about things like your enrolment, exams, results and graduation.

### Understanding the terminology

Check out the A-Z Guide of terminology used at UWS online.

[www.uws.edu.au/a-zguide](http://www.uws.edu.au/a-zguide)

## Balancing workload

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- **Devise a flexible schedule** allowing time for study, extracurricular and social activities and any of your other interests. A good balance will mean you have enough time to study, get a good night's sleep and may even help you save money.
- **Be a little more flexible with your normal routines.** Don't let a dirty house or overgrown lawn make you feel stressed. If you're feeling a little overwhelmed, ask your family or friends to pitch in and help you out.
- **Consider taking on just two or three units per session** as uni work can be more challenging than you expect.
- **Appreciate your time at uni** because it is a unique experience that most people will only go through once in their lifetime. Make your study/life balance work so you can enjoy the fun side of uni without letting your grades slip.
- **Focus on one thing at a time and prioritise your tasks.** Don't overwhelm yourself by worrying about everything. When you're studying give all your attention to your work. When you're at work or out having fun, forget about study.
- **Be realistic about what you can and can't do.** The session is a short 13 weeks, so stay focused. Remember, you can only do so much so it's okay to say 'no' sometimes.

### Help's available

Give yourself time to develop the necessary academic skills and to settle in. Have realistic goals for this period and don't set the bar too high!

The University offers a range of resources and services to help you on your way to feeling more confident in your abilities, such as skills workshops and programs run by the Counselling Service and Student Learning Unit.

More information about these and other resources is available at:

[www.uws.edu.au/gettinghelp](http://www.uws.edu.au/gettinghelp)

- **Devise some time saving strategies.** If you catch public transport, do your readings on the way to uni. Try pre-preparing meals and freezing them so you spend less time cooking dinner.

## Social connections

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- **Get involved in extracurricular activities!** This is a great way to make friends, have fun and avoid burnout.  
[www.uwsconnect.com.au](http://www.uwsconnect.com.au)
- **Introduce yourself to others in your tutorials.** Getting to know the people in your tutorial is handy for study group sessions and can lead to great friendships.
- **Seek advice from students or tutors** who have been through the uni process. Ask them for advice and ideas about resources you need to know about to survive at uni. Having someone to give you non-academic feedback and show you the ropes can be invaluable.
- **Build up a list of contacts and support people.** Make sure you have a good support network of teachers, family, friends, employers and even counsellors who know you and your situation and want to help you succeed.
- **Remember, balance is important.** Don't neglect your social life, it's important that you make time to pursue your interests and unwind.

### UWSconnect

Each UWS campus has a number of social groups and sporting activities that new students are welcome to join. Information about these groups is available from uwsconnect at:

[www.uwsconnect.com.au](http://www.uwsconnect.com.au)

### Campus Connection

Campus Connection is an online meeting place for students from UWS. There are also weekly drop in sessions for mature age students run by the UWS Counselling Service. Please note you will need to log in to Campus Connection with your student ID and password.

[www.uws.edu.au/campusconnection](http://www.uws.edu.au/campusconnection)

### Peer Assisted Study Sessions (PASS)

PASS are small study group sessions with senior students from various courses. More information is available online:

[www.uws.edu.au/pass](http://www.uws.edu.au/pass)

### MATES@UWS

Mentoring and Transition Equals Success (MATES@UWS) is a program that links trained and experienced student mentors (mates) with first year students (matees) for the first six weeks of session. More information is at:

[www.uws.edu.au/mates](http://www.uws.edu.au/mates)

## Family and friends

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- **Let your friends and family know your schedule and routine.** Having a good understanding of your schedule and the expectations on you may also help them be more supportive and encouraging.
- **Keep your family and friends in the loop** about your university workload. That way they can be involved in your life without overloading you during your busiest times. It's also a good idea to use them as a sounding board for ideas and issues with your work and assignments.
- **Celebrate your successes with your family.** Sharing your achievements with them gives them a chance to congratulate you and have a better appreciation of your goals and aspirations.

### Reserve collection

The Reserve collection consists of high demand course related materials, such as reading list items, and comprises print and electronic resources. Material is placed on Reserve at the request of academic staff. Check with Library staff for borrowing conditions.

### Connectbooks

Bookshops are run by uwconnect on each campus for the purchase of textbooks. Be sure to check that the books you wish to purchase are the correct editions.

<http://connectbooks.com.au/>

## Money matters

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- **Organise a budget** to use throughout your studies. It may be helpful to sit down with a family member or friend and get their advice. Make sure you include the cost of textbooks, travel, electronic equipment, food and socialising.
- **Track your spending.** Keep a log of how much income you get and how much of it you spend so you can keep to your budget more effectively.
- **Find a casual job.** Not only will this help you make ends meet, but it's also a good way to meet people and balance your course load. Check out CareerHub for jobs advertised through UWS. [www.uws.edu.au/careers](http://www.uws.edu.au/careers)
- **Work out some money saving strategies.** Consider buying no-name brands and checking weekly specials to reduce the cost of your groceries. Think about buying your textbooks secondhand - check the noticeboards on campus for students selling their books or go to: [www.textbookexchange.com.au](http://www.textbookexchange.com.au)
- You can also borrow books from the library or try renting them from online sources. [www.textbookrentals.com.au](http://www.textbookrentals.com.au)
- **Textbooks can be quite expensive.** If you can't afford to get them all, most of them will be available for loan from the library. Try looking for them in the reserve section of the library if you can't find them on the shelf.

### Scholarships

Research and apply for scholarships even if you don't think you would qualify. It can alleviate a huge financial burden during your time at university.

Ask a Student Welfare Officer to help you with the scholarship application if you're unsure how to do it. Find out what scholarships are available at

[www.uws.edu.au/scholarships](http://www.uws.edu.au/scholarships)

### Textbook vouchers

Check out the Student Welfare Service for textbook assistance at

[www.uws.edu.au/welfareservice](http://www.uws.edu.au/welfareservice)

## Help and support

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- **Don't be afraid to ask for help.** It's normal to feel a little overwhelmed by everything and there are many people you can talk to. Try having a chat with your lecturer or tutor or you can drop in to see a counsellor or welfare officer. They can offer support and advice and point you in the right direction.
- **Accept constructive criticism.** When a tutor marks your work, they are giving you tips on how to improve next time. Read their comments carefully and use them to improve your next assignment.
- **Ask for extra feedback from your tutors** when your assessments or essays are returned to you. This will give you an opportunity to get some in-depth feedback so you'll know if you're on the right track and avoid repeating the same mistakes.
- **Make sure you don't just rely on the internet** for your research. Take a library orientation course and learn how to use the library. The librarians are friendly and very helpful. They can give you a hand with books, journal articles and even referencing.
- **Don't give up!** If you're thinking about dropping out, talk to your family, friends, Unit Coordinators or a counsellor for advice. There are a range of options available that can make your uni experience easier. Make sure you know all your options before you make your final decision.

### Learn to love the library

Spend time familiarising yourself with your library resources.

Do a tour - it'll help with navigating the library and how to search for books, journals and other useful resources.

Also check out the library website and the relevant library resources for your discipline, such as the main journals, books and databases for your area.

<http://library.uws.edu.au>

### Plagiarism

Plagiarism is the unauthorized use or close imitation of the language and thoughts of another author and the representation of them as one's own original work.

Plagiarism is a form of academic misconduct. If you are caught plagiarising, you will be subject to disciplinary action. Incorrect or insufficient referencing may be seen as plagiarism, so make sure you reference correctly.

Turnitin is a software program which checks assignments for plagiarism.

<http://library.uws.edu.au/turnitin.php>

## Study and revision

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- **Attend all your lectures** even if the Unit Outline says they're not compulsory. This is where the majority of the course content is covered. You'll also get all the important information about expectations, assessments, due dates and exams.
- **Print out your lecture slides or outline to take to the lecture.** That way you can focus on getting the important details of each point, rather than trying to write down everything the lecturer says.
- **Make sure you go to all your tutorials.** This is where you'll have a chance to explore the course content in more detail and ask questions. If you miss a tutorial, it's important to make the time to catch up later.
- **Participate fully in your tutorials.** Don't be shy or think your point of view is not important. Tutorials are about sharing ideas and discussing all the views on a subject.
- **Find an ideal place to study** that is quiet, well-lit and well-ventilated. It might be in the library, somewhere at home or even at the park.
- **Don't cut corners.** The uni experience is all about learning so make the most of it. Procrastinating, cramming and only doing the bare minimum will only take away from your time at uni.
- **Don't sell yourself short** because sometimes it's hard to believe in your own abilities. Remember that you can succeed at university, if you couldn't you wouldn't be here. Work hard and you'll achieve good results.
- **Keep up with your readings.** Find some reading techniques that help you get the most out of your texts. The staff at the Student Learning Unit can help you with this. Remember it's important to put in the effort to stay up to date as it can take away some of the pressure during exams.  
[www.uws.edu.au/slu](http://www.uws.edu.au/slu)
- **Put together a to-do list of your tasks regularly.** Keep track of which tasks you've completed. Being able to see what you've achieved is a great way to stay motivated.
- **Start some good habits.** It's easier to get into new habits if you associate them with existing ones. For example, if you normally drink tea or coffee in the morning, use that first cup as the time to write down a to-do list for the day.
- **Focus on starting your tasks and assessments** rather than on completing them. This will make the task seem more manageable and may help you avoid procrastination.

## Study and revision (continued)

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- **Pace yourself.** Make sure you've got plenty of time to complete your assessments and essays. About two weeks for research and one week for writing and editing is a good place to start.
- **Always read over your assessments or essays on paper** before submitting them. It's often easier to pick up typos, formatting errors and parts that don't read as well. A fresh pair of eyes is often really useful for editing so ask a friend or family member to read it before you submit it.
- **Make sure you're getting your referencing correct.** Check your Unit Outline or talk to your lecturer to confirm the correct style of referencing for each unit. You may also find the librarians can lend a hand and Connectbooks sells small guides to referencing.
- **Try studying with flashcards** – visual reminders can help you learn and remember information and concepts better than reading.
- **Be properly prepared for exams.** It's not a good idea to try and fluke your exams, so revise your study notes regularly. That way you'll be able to walk into your exams confident that you're prepared.
- **Develop a study and revision schedule that works for you** Everyone works differently. It's important to do what's best for you whether it's shorter study blocks, listening to music or discussing information with a friend. Remember, it's crucial to have regular breaks when you study.
- **Stick your revision notes up** where you're most likely to see them at home. Some good places are on the fridge, in the bathroom, on the mirror, around your workspace or even on the ceiling.
- **Revise whenever you have some spare time.** Take your notes with you when you're waiting for a doctor's appointment or have a read over them while waiting for dinner to finish cooking. Every little bit counts.

### Skills workshops

The Student Learning Unit runs free courses and workshops in academic writing, study skills, mathematics, statistics, nursing maths and more!

The Counselling Service also runs great workshops, including time management skills, exam and public speaking anxiety management. Take advantage of these because they are helpful and free!

[www.uws.edu.au/skillswshops](http://www.uws.edu.au/skillswshops)

## Stay positive

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- **Do not be intimidated by the idea of university study.** You can be proud that you've taken the first step to further your education.
- **You're not alone.** University is a brand new experience for every commencing student.
- **Be positive.** Stay enthusiastic about your new educational adventure. Be sure of your abilities and opinions and remember that you'll get more confident over time.
- **Give yourself time to adjust.** It may take a few weeks or even months before uni starts to feel comfortable. Don't feel like you have to hit the ground running and be able to manage everything perfectly right from the very first moment. Slowly but surely is the key.
- **Be assertive and take the initiative.** Ask questions, investigate and follow up with your tutors and lecturers if you're unsure of information.
- **Learn from your mistakes** and don't give up if you achieve a poor result along the way – learning what doesn't work is just as important as learning what does.
- **Be open minded** to different views and cultures. UWS is diverse and everyone has something unique to offer.
- **Learn to recognise stress.** Signs can include exhaustion, loss or increase of appetite, increase or decrease in sleeping or an increase in crying or headaches. Changing even the simplest things can reduce stress. Set realistic goals, reduce the number of events or commitments in your life or even use incense and relaxation exercises - lavender, chamomile and peppermint are great for stress relief, relaxation and focus.
- **University is not just about careers, assignments, exams, and stress.** It's also about discovering yourself as a person and your place in the world, and about having a great ride along the way.
- **Many students feel shy, anxious or awkward** when attending new classes. Remember that you have demonstrated the abilities and qualities needed to get you into university and you will feel more confident with time.
- **Don't give up if you fail a unit.** It's not the end of the world, it just means that you can try again and aim for an HD.

### Take care of your mental health

It is easy to become stressed and depressed from over-work during your first year. If you have feelings of hopelessness or depression, see a counsellor.

[www.uws.edu.au/counsellingservice](http://www.uws.edu.au/counsellingservice)

## Physical wellbeing

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- **Balance your workload and activities** so you can get adequate sleep. If you are well rested, you'll be able to concentrate better and be more productive.
- **Stay healthy and eat right.** Make sure you exercise a few times a week and eat a balanced diet.
- **Get into yoga or pilates.** They're both great stress relievers for the body and mind and a great way to stay healthy.
- **Exercise increases your ability to think** and it also de-stresses you. If you live close to uni, ride a bike or walk. You'll get fitter and reduce your carbon footprint.
- **Keep your supplies well stocked!** Keep a bottle of water and a small snack on you for an energy boost.
- **Boost your immune system.** Staying up late doing uni work can take a toll on your immune system. Try and get to bed earlier and take some vitamins - a good multivitamin, omega 3 and garlic are all great for the immune system, energy levels and concentration.

### Get active

Find out about sporting activities and facilities available on each campus on the uwsconnect website.

[www.uwsconnect.com.au](http://www.uwsconnect.com.au)

### Find out how UWS can support you

The UWS Counselling Service offers students an opportunity to talk in confidence and privacy about problems of concern including relationship difficulties, mental health concerns and traumatic life events.

The Counselling Service also offers individual and group programs aimed at assisting students with adjusting to university life and developing skills including managing exam anxiety, presentation skills, time management and study skills.

[www.uws.edu.au/counsellingservice](http://www.uws.edu.au/counsellingservice)

## Plan for the future

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- **Research future career paths** and take a skills/interests inventory to discover which careers you may be interested in. This can help you plan what sort of units you could take within your degree. Check out the careers website for events and information at: [www.uws.edu.au/careers](http://www.uws.edu.au/careers)
- **It's never too early to look into volunteering** or work experience opportunities to expand your skills.
- **Start developing a resume** and portfolio of your skills and accomplishments. These can include articles about you, awards that you have won, activities in which you have participated and volunteer or paid work. This is also helpful in applying for scholarships, volunteer and paid work opportunities.

### Reward yourself

When you have achieved your goals, reward yourself!

Make a list of the activities you can't fit in to your schedule while you're studying and use the Session break to do one or all of them.

You may like to go for a massage, see a band, play some sport, take a holiday or organise a night out with your friends.

### Make up for lost time

If you want to shave some time off your degree or make up some lost time from a failed unit, consider enrolling in Summer session.

[www.uws.edu.au/summersession](http://www.uws.edu.au/summersession)

### Prepare for the future

Learn how to write the perfect application, red-hot resumes and hone those interview skills to help you land the job you want!

[www.uws.edu.au/careers](http://www.uws.edu.au/careers)

## Tips for families

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- **Give the student time to adjust** to what is expected of them at university. Certain times of the year will be busier than others and will require them to focus a great deal more on their studies.
- **Negotiate some time for the whole family to be together** without distractions. Quieter times during a university session may not correspond with family commitments or other social engagements.
- **Discuss changes in family roles** before or as they develop to avoid confusion and tension as attending university can impact on the routines of the student and you.
- **Attend university events** such as My Course Planning sessions or Orientation to get an idea of what university is like. Read through some of the material and pick up a copy of 'Cradle to campus - a parent's guide to university'. There are also Parents, partners and peers information workshops that run before the teaching session starts.
- **The university experience will be new to both of you**, so ask them to involve you in aspects of university life where possible. You will be better able to lend your support if you understand what they are facing.
- **Encourage the student to take some bridging programs or workshops** to help smooth the transition into university level reading and writing.
- **Encourage the student to expand their support network** by developing a relationship with their academics, university counsellors and support staff. The more people lending a hand, the better.
- **Try not to project your own desires onto the student.** Encourage the student to enrol in the units they want to study rather than the ones they think they are expected to.
- **If the student is living at home** give them some space. Don't be surprised if they don't come home at regular times as they may be engaged in research in libraries or at a friend's house. Consider setting some boundaries and clear rules for them to let you know their whereabouts to avoid stress and worry.
- **Try not to give too much advice** as this is the time for the student to take responsibility for their own learning. Encourage them and trust that they can do this.
- **Help the student remain positive** and maintain their focus and perseverance. Remind them of their achievements leading up to university and since they have started.
- **Celebrate successes** and don't linger on failures.

## **Student Support Services**

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UWS offers a range a range of free professional services, programs and special activities for students through Student Support Services.

### **Counselling Service**

If you are feeling confused or overwhelmed during the first few weeks of session, don't hesitate to make contact with the UWS Counselling Service on your campus. These services are free and confidential and can help you get back on track before matters become too overwhelming.

Central Booking number: 02 9852 5199

Email: [counselling@uws.edu.au](mailto:counselling@uws.edu.au)

[www.uws.edu.au/counselling-service](http://www.uws.edu.au/counselling-service) and [www.uws.edu.edu/ecounselling](http://www.uws.edu.edu/ecounselling)

### **Disability Service**

If you have a disability, chronic health problem or temporary health condition that may impact on your ability to meet the demands of university, you may want to talk with a Disability Advisor to see what special accommodations may be available to you.

Central Booking number: 02 9852 5199

Email: [disability@uws.edu.au](mailto:disability@uws.edu.au)

[www.uws.edu.au/disability-service](http://www.uws.edu.au/disability-service)

### **Student Welfare Service**

If you have any financial difficulties, require information on sexual health, legal problems, or require assistance with accommodation, Centrelink, university disciplinary matters, food and book vouchers, grants or loans, you can speak with someone at the Student Welfare Service.

Bankstown campus

Ph: 02 9772 6338

Campbelltown campus

Ph: 02 4620 3013

Hawkesbury campus

Ph: 02 4570 1965

Parramatta campus

Ph: 02 9685 9366

Penrith campus

Ph: 02 4736 0674

Email: [welfareservice@uws.edu.au](mailto:welfareservice@uws.edu.au)

[www.uws.edu.au/welfareservice](http://www.uws.edu.au/welfareservice)

### **Chaplaincy**

Phone: 02 9685 9324

Email: [v.powidzki@uws.edu.au](mailto:v.powidzki@uws.edu.au)

[www.uws.edu.au/chaplaincy](http://www.uws.edu.au/chaplaincy)

## Student Central - your first point of contact

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Each campus has a Student Central where you can pick up forms and brochures, lodge forms and seek advice about a wide range of student issues, including admissions, enrolment, examinations, graduations, special requirements, course transfers, results and review of grades.

### **Student Central Infoline**

1300 668 370

[studentcentral@uws.edu.au](mailto:studentcentral@uws.edu.au)

### **Opening hours**

All Student Centrals generally operate from 9:00am to 5:00pm Monday to Friday and are closed on public holidays.

### **Student Central locations**

Bankstown Student Central	Building 1
Campbelltown Student Central	Building 5
Hawkesbury Student Central	Building G7
Parramatta Student Central	Building EJa
Penrith Student Central	Building K

[www.uws.edu.au/studentcentral](http://www.uws.edu.au/studentcentral)

## Information and services

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### **A-Z Guide**

UWS terminology explained  
[www.uws.edu.au/a-zguide](http://www.uws.edu.au/a-zguide)

### **Accommodation**

[www.uwsvillage.com.au](http://www.uwsvillage.com.au)  
<http://residences.uws.edu.au>  
[www.uws.edu.au/livinglocal](http://www.uws.edu.au/livinglocal)

### **AirUWS**

UWS wireless network  
[www.uws.edu.au/airuws](http://www.uws.edu.au/airuws)

### **Bridging Programs**

Maths and Academic Literacy  
Email: [unistep@uws.edu.au](mailto:unistep@uws.edu.au)  
Phone: 02 4736 0850  
[www.uws.edu.au/bridgingprograms](http://www.uws.edu.au/bridgingprograms)

### **Campus Connection**

Online interactive website for UWS students  
[www.uws.edu.au/campusconnection](http://www.uws.edu.au/campusconnection)

### **Campus maps**

Interactive and printable maps  
and transport access guides  
[www.uws.edu.au/campusmaps](http://www.uws.edu.au/campusmaps)

### **Careers and Cooperative Education**

Email: [careers@uws.edu.au](mailto:careers@uws.edu.au)  
Phone: 02 4736 0370  
[www.uws.edu.au/careers](http://www.uws.edu.au/careers)

### **CareerHub**

Jobs, placements and careers events  
[www.uws.edu.au/careerhub](http://www.uws.edu.au/careerhub)

### **Chaplaincy**

Phone: 02 9685 9324  
Email: [v.powidzki@uws.edu.au](mailto:v.powidzki@uws.edu.au)  
[www.uws.edu.au/chaplaincy](http://www.uws.edu.au/chaplaincy)

### **Childcare**

[www.uws.edu.au/childcare](http://www.uws.edu.au/childcare)

### **Connectbooks**

<http://connectbooks.com.au>

### **Counselling Service**

Central number: 9852 5199  
Email: [counselling@uws.edu.au](mailto:counselling@uws.edu.au)  
[www.uws.edu.au/counsellingservice](http://www.uws.edu.au/counsellingservice)  
[www.uws.edu.au/ecounselling](http://www.uws.edu.au/ecounselling)

### **Current Students site**

News and information for current students  
[www.uws.edu.au/students](http://www.uws.edu.au/students)

### **Disability Service**

Central number: 9852 5199  
Email: [disability@uws.edu.au](mailto:disability@uws.edu.au)  
[www.uws.edu.au/disabilityservice](http://www.uws.edu.au/disabilityservice)

### **Exchange programs**

[www.uws.edu.au/exchange](http://www.uws.edu.au/exchange)

### **ITS Service Desk**

Email: [servicedesk@uws.edu.au](mailto:servicedesk@uws.edu.au)  
Phone: 02 9852 5111  
[www.uws.edu.au/itservicedesk](http://www.uws.edu.au/itservicedesk)

### **Library**

Phone: 02 9852 5353  
<http://library.uws.edu.au>

### **MATES@UWS**

Transition and mentoring program  
Email: [mates@uws.edu.au](mailto:mates@uws.edu.au)  
[www.uws.edu.au/mates](http://www.uws.edu.au/mates)

### **Mature age student drop-in groups**

Phone: 02 9852 5199  
[www.uws.edu.au/matureage](http://www.uws.edu.au/matureage)

## Information and services (continued)

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### **nUWS**

Online student newsletter  
[www.uws.edu.au/nUWS](http://www.uws.edu.au/nUWS)

### **Orientation**

Find out about Orientation  
[www.uws.edu.au/orientation](http://www.uws.edu.au/orientation)

### **Parking**

[www.uws.edu.au/parking](http://www.uws.edu.au/parking)

### **PASS (Peer Assisted Study Sessions)**

Email: [pass@uws.edu.au](mailto:pass@uws.edu.au)  
[www.uws.edu.au/pass](http://www.uws.edu.au/pass)

### **Print Services**

Order your printing and binding online  
[www.uws.edu.au/printservices](http://www.uws.edu.au/printservices)

### **Scholarships**

Email: [scholarships@uws.edu.au](mailto:scholarships@uws.edu.au)  
Phone: 1300 897 669  
[www.uws.edu.au/scholarships](http://www.uws.edu.au/scholarships)

### **Security and Emergency Information**

24-hour Security Hotline: 0414 240 458  
First Aid Emergency: 4736 0300  
Police Assistance Line: 131 444  
[www.uws.edu.au/security](http://www.uws.edu.au/security)

### **Services for Indigenous Students**

Phone: 1800 032 923  
[www.uws.edu.au/indigenous](http://www.uws.edu.au/indigenous)

### **Services for International Students**

Email: [internationalstudy@uws.edu.au](mailto:internationalstudy@uws.edu.au)  
Phone: +61 2 9852 5499  
[www.uws.edu.au/international](http://www.uws.edu.au/international)

### **Skills workshops**

[www.uws.edu.au/skillsworkshops](http://www.uws.edu.au/skillsworkshops)

### **Student Central**

Your first point of contact  
Student Central Infoline: 1300 668 370  
[studentcentral@uws.edu.au](mailto:studentcentral@uws.edu.au)  
[www.uws.edu.au/studentcentral](http://www.uws.edu.au/studentcentral)

### **Student Learning Unit**

Email: [slu@uws.edu.au](mailto:slu@uws.edu.au)  
Phone: 02 4736 0850  
[www.uws.edu.au/slu](http://www.uws.edu.au/slu)

### **Student Representation & Participation**

Email: [m.cimino@uws.edu.au](mailto:m.cimino@uws.edu.au)  
Phone: 02 9772 6136  
[www.uws.edu.au/student\\_representation](http://www.uws.edu.au/student_representation)

### **Student Services Fair**

Find out more about UWS services  
[www.uws.edu.au/servicesfair](http://www.uws.edu.au/servicesfair)

### **Student Welfare Service**

Email: [welfareservice@uws.edu.au](mailto:welfareservice@uws.edu.au)  
[www.uws.edu.au/welfareservice](http://www.uws.edu.au/welfareservice)

### **UWSConnect**

Email: [contact@uwsconnect.com.au](mailto:contact@uwsconnect.com.au)  
- Bankstown 02 9772 6337  
- Campbelltown 02 4620 3601  
- Hawkesbury 02 4570 1159  
- Parramatta 02 9685 9106  
- Penrith 02 4736 0734  
[www.uwsconnect.com.au](http://www.uwsconnect.com.au)

### **UWS Facebook page**

Become a fan of the official  
UWS page on Facebook  
[www.uws.edu.au/facebook](http://www.uws.edu.au/facebook)

### **UWS Student Info Twitter feed**

Follow us on Twitter and keep up to date  
with important messages for students  
[www.twitter.com/uwsstudentinfo](http://www.twitter.com/uwsstudentinfo)



The background is a solid blue color with a white grid pattern. A large, faint white circle is centered in the upper half of the page. The URL 'www.uws.edu.au' is printed in white text within one of the grid cells.

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