Murdoch New Student Guide

2019
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Congratulations and welcome to Murdoch University

To make your transition to university as easy as possible, we have created this student guide to provide insider’s advice on how to be a successful student.

Whether you are returning to study after a long time, looking for a new challenge or are embarking on your university journey for the first time, this guide will be useful to you. Inside, you’ll find:

- A list of key tasks to complete in your first few weeks at Murdoch
- Information on how to become a successful student
- Information on how to get help should you need it
- Descriptions of all the terminology related to being a student at Murdoch

On behalf of Student Services at Murdoch University, we wish you every success with your studies.
Get ready for university

**UniReady self-assessment**

Complete the UniReady self-assessment to prepare for your studies. Keep an eye on your inbox, because a link to the self-assessment will be emailed to you before semester begins. After you complete the survey you will be sent a personalised support plan based on your responses.

The plan will contain helpful information and guidance, including:

- Additional resources to help you study successfully
- A suggested study load based on your other commitments
- Recommended support based on your individual strengths and weaknesses
- An idea of the required time and organisational skills needed for university
- How to get help and support with your studies

**Update your personal details online**

It’s important to check that your contact details are accurate and up-to-date. You can do this by logging into MyInfo and clicking ‘Personal Details’

goto.murdoch.edu.au/MyInfo

You can also update your gender (i.e. F/M/X) and title (i.e. Mr/ Miss/ Ms/Mx/etc.) by asking through MyAnswers > ‘Ask a Question’

myanswers.custhelp.com/app/ask
Understanding your course

We offer many different types of courses at Murdoch, all of which have their own expertly-designed course structure. It is important that you understand your course’s structure so you can get the most out of your studies.

Your course requires the completion of a certain number of ‘credit points’. For example, a three-year bachelor’s degree requires the completion of 72 credit points, while a four-year bachelor’s degree requires 96 points.

To achieve these credit points, you’ll complete individual ‘units’ that belong to your course. These units contribute to the many different components that make up your course. Your course may have components such as a career spine, course core, majors, co-majors, minors and general electives. Jump to page 44 for definitions of these terms - you’ll be fluent in ‘uni speak’ in no time!

To find your course structure, head to the university Handbook and search for your course. The Handbook can be accessed at handbook.murdoch.edu.au/

If you need help understanding your course structure, contact a Student Advisor for help: goto.murdoch.edu.au/StudentAdvisors
Enrol in units and classes

Before you begin your studies, you will need to go online to complete your unit enrolment. We have a helpful video that will take you through each step of this enrolment process. Watch on our website our.murdoch.edu.au/Student-life/My-First-Year/Get-started-at-Murdoch/Enrol or follow the written instructions below.

1) Complete the Self-Enrolment Steps

To do  Session  
- Log into MyInfo  goto.murdoch.edu.au/MyInfo  
- Enrol  Click on ‘Enrol’ to access the self-enrolment steps  
- Disclaimer  Accept the MyInfo disclaimer  
- Services  Answer the questions in order  
- Government Statistics  Answer the questions in order  
- Course completion date  Estimate your course completion date  
- Commonwealth Assistance Form  Complete the Commonwealth Assistance Form and nominate if you would like to obtain a HECS-HELP loan for your fees. You will need your Tax File Number  
- SA-HELP Form  Complete the SA-HELP form to pay or defer your Student Services and Amenities Fee. You will again need your Tax File Number  
- Units  This is the step where you enrol in your units. See the next page for more information  
- Unit-Sets  This step has been pre-filled, so you don’t have to do anything. If you would like to double check or change your major or minors, please submit a request through myanswers.custhelp.com/app/ask.

2) Plan and enrol in units

To do  Session  
- Plan your units  
  - Find the units you need to enrol in by searching your course structure in the Handbook: handbook.murdoch.edu.au  
  - Enter the name of your major in the title bar (e.g. Accounting)  
  - Be careful to choose the right version of your course by checking the course code and year (it should be the most recent offering)  
  - Click the title to open the course outline, and then click on the ‘course structure’ tab  
  - You will see the full list of units for your course. You only need to enrol for units one calendar year at a time. Look for the little codes under each unit that signify the teaching periods, e.g. ‘S1’ (semester 1) and ‘S2’ (semester 2)  
  - Note: A full time study load is 12 credit points per semester. This usually equates to four units per semester. See page 24 for more information on study load

- Enrol in your units  
  - Return to the ‘units’ step in the self-enrolment steps  
  - Type the unit code in the search bar and search (don’t put a space between the letters and numbers)  
  - Select the unit you would like to enrol in  
  - There may be multiple versions of the same unit. Find the version you need by checking the teaching period (e.g. S1/S2), study mode (e.g. ‘D’ for on campus or ‘X’ for external) and campus  
  - Once you have selected the version you need, click ‘add unit’  
  - Search and add the other units you need  
  - When you are done, click on ‘save changes’  
  - If any units show as invalid, click on the ‘why is this invalid?’ box to get more information  
  - Please note your enrolment status will stay as ‘inactive’ until semester begins

- Getting help and support  
  - If you need help planning or enrolling in your units, please contact the Student Centre for guidance goto.murdoch.edu.au/StudentCentre
3) Sign up for classes

To do Session

01 Understanding class sign up
» Now that you have enrolled in your units, the next step is to sign up for your classes
» Classes are the weekly timetabled activities for each unit, such as lectures, workshops, tutorials, labs and seminars
» Unlike unit enrolment, you can only sign up for classes one semester at a time
» Class sign up normally opens one to two months before semester, and class times are selected on a 'first come, first served' basis
» If you are studying your units in 'external' mode, you can skip this step, because all your work will be done online

02 Sign up for classes
» Go back to MyInfo goto.murdoch.edu.au/MyInfo
» Click on the ‘class sign up’ button
» Click on ‘add or change classes’
» Select your lectures (note: most lectures are recorded if you prefer to watch online. Please confirm with Unit Coordinator)
» Select one option for each of your tutorials, workshops, labs and/or seminars
» Pay attention to the listed weeks for each unit. Some classes are weekly, some are fortnightly and some are one-offs
» Save your changes
» You can click ‘view class timetable’ to see your weekly timetable

03 What if my classes are full, or I have a clash between classes?
» If all the class options for a unit are showing as ‘full’, please contact the relevant Unit Coordinator to let them know murdoch.edu.au/goto/UnitCoordinators
» If a class from a unit clashes with a class from another unit, you may consider:
  » Emailing the Unit Coordinator to explain the circumstances and seek an alternative class
  » Reviewing your enrolment to see if you can change to another unit - you could potentially study the clashing unit in the following semester, if available
  » If one of the clashing classes is a lecture, you can de-select the lecture and listen to the online lecture recordings instead, if available
  » Consider changing the unit to external mode ‘X’, if available

Tip: Using the teaching timetable to explore class options
» A good way to explore the class options for different units is through the ‘teaching timetable’ timetables.murdoch.edu.au/teaching
» Select the upcoming semester (i.e. Semester 1 or Semester 2)
» Enter your unit codes (do not put a space between the letters and numbers) and select the correct option from the drop-down list
» Click ‘generate timetable’
» The timetable will display all options for the class times. You only need to choose one option for each class type. Use the toggle bar on the left to show and hide different class options
Pay or defer your tuition fees*

**Tuition fees**

**Domestic students - Can I defer my fees to a HECS-HELP loan?**

» You can choose to defer all or part of your fees to HECS-HELP if you are an Australian citizen, a Permanent Humanitarian Visa Holder, or New Zealand Citizen with a Special Category Visa (SCV) who meets the HELP residency requirements, and meets the general eligibility criteria.

» If eligible, you can obtain a HECS-HELP loan through the ‘Commonwealth Assistance Form’ self-enrolment step in MyInfo (see page 10).

» If you have elected to make either a partial or a full upfront payment, or if you’re not eligible to defer your fees, you must make your payment before census date to avoid being excluded from your units.

**International Students**

» International student fees are due the Friday before the start of the teaching period. Students are required to make payment on or before the due date.

» Students can view fee details and payment due dates via their fee invoice. This is available in MyInfo under the ‘fees’ tab.

**Student Services Amenities Fee (SSAF)**

**What is the SSAF?**

» The SSAF is a fee that goes towards student services of a non-academic nature. At Murdoch, the SSAF goes towards many important services on and off campus including health, wellbeing, careers, financial and welfare support.

» You are required to pay the SSAF for each teaching period you study. The exact fee varies depending if you’re doing full-time or part-time study, and your campus of study. Read more at murdoch.edu.au/study/fees-scholarships/other-fees.

**Can I defer my SSAF?**

» Yes, if you are an Australian Citizen, hold a Humanitarian Visa or New Zealand SCV eligible, and are enrolled in a Bachelor or Graduate course. Complete and submit the SA-HELP form in the self-enrolment steps in MyInfo (see page 10).

**What if I am not eligible to defer my SSAF?**

» If you are not eligible to defer your SSAF, you need to pay your SSAF upfront before the due date. You do this through the Fee section in MyInfo. Click ‘view latest fee invoice’. You can make payment online or at the Student Centre.
Orientation week checklist

1. Attend orientation activities
Whether you’re starting undergraduate or postgraduate study, we have a range of orientation programs to help you settle. Orientation usually happens a week before semester starts and includes:

- ‘Living in Perth’ sessions for international students
- Informative course advice sessions tailored for undergraduate students
- A professional orientation evening for students starting postgraduate studies
- A range of fun activities and workshops to meet new people and boost your study skills
- Additional tailored orientation programs for specialised degrees
- Online resources for external students

Find more information online at murdoch.edu.au/life-at-murdoch/campus-life-culture/orientation

2. Explore the Learning Management System (LMS)
The Learning Management System (LMS), sometimes referred to as ‘Moodle’, is the online space where most of the materials for your unit will be located.

- You can access the LMS through MyUnits goto.murdoch.edu.au/MyUnits - click on the light blue pencil icon next to each unit.
- Note: the LMS for each unit will open the week before semester starts. If you have only just enrolled in a unit, it can take up to 24 hours for the unit to appear in MyUnits.

3. Obtain your student ID card
Your student ID card is used for identification purposes and access to services, such as borrowing resources from the library. It may also be used for student discounts. To get a student ID card, you can:

- Pre-order online and collect on campus goto.murdoch.edu.au/IDCard
- Visit the library at the Perth or Mandurah campuses with a valid form of ID (Australian driver’s licence or passport)
- External students who are too far from campus can request a card using the form here our.murdoch.edu.au/OUA_/document/Forms/idlibrarycard.pdf

4. Familiarise yourself with the campus
If you are studying on campus it is a good idea to get familiar with the campus layout. It is also helpful to find where your classes will be held so you know exactly where to go on the first day of semester.

- Check out the campus tours running in Orientation Week
- You can find a map of our campus online at maps.murdoch.edu.au
- Room numbers are signified by three numbers. The first number indicates the building number, the second indicates the level of the building, and the third number signifies the room. For example, room 450.2.021 means building 450, level 2, room 21.

5. Get your books and other resources
You can find a booklist for your units on the Murdoch Bookshop website murdoch.edu.au/Bookshop

- You only need to purchase your books one semester at a time
- Some items will be prescribed, while others are just recommended
- If you are looking to save money, check out the Guild’s Second Hand Bookshop. It is on campus in Building 490, or online at murdochguildtextbooks.com.au
- If you are struggling with the cost of books, the Guild also runs a Book Subsidy Scheme to support students experiencing financial hardship murdochguild.com.au/student-assist/book-subsidy-scheme

MentorMe
Get advice from friendly, experienced mentor students by joining MentorMe. Mentors catch-up with new students once a week during semester to share their advice on student life. Find out more at goto.murdoch.edu.au/MentorMe
Week one checklist

1. Get prepared for classes
   Before your first class, access the LMS for each unit (see page 16) and explore the resources for your first class. In particular:
   - Check if your Unit Coordinator has posted anything in the announcements forum.
   - Locate the Unit Information and Learning Guide (UILG) and save a copy so it is easily accessible.
   - Within the UILG, read the study schedule for the unit, including the assessment dates.
   - Check and complete the required readings before the first class.
   - Some Unit Coordinators share the lecture slides early, so you can print a copy for notes.

2. Participate in your classes for each unit
   It’s important to start the semester on the right foot by not missing any classes. The first week of classes provide a great introduction to the unit, and a chance to meet your peers. For external students, ensure you are participating in the online forums as needed, so you don’t fall behind.

3. If available, enrol in Peer Assisted Study Sessions (PASS)
   PASS is an optional additional support class available for select units, and is facilitated by high-achieving 2nd, 3rd and 4th year students in your field of study. More information about PASS is available online our.murdoch.edu.au/Student-life/Study-successfully/PASS

4. Check out the UniEdge calendar
   ‘UniEdge’ is Murdoch’s support program for new students. Find out what events are happening on campus and explore great online resources by visiting the UniEdge website goto.murdoch.edu.au/uniedge

Get Free Software

Microsoft Office 365
   Microsoft Office 365 is a full version of the Microsoft Office suite (including Word, Powerpoint and Excel) and is available free of charge to all enrolled Murdoch University students. Each student is allowed to install Microsoft Office on up to five devices (Windows, Mac, iPad, Android). For more information, including how to get Office 365 ProPlus for free, visit goto.murdoch.edu.au/GetOffice.

Endnote
   EndNote is a bibliography citation management software program, developed by Thomson Reuters, that allows you to: create a database of references; search and download references from electronic databases and library catalogues; store downloaded PDFs with their relevant references; insert in-text citations into your thesis, assignments, publications, etc.; generate bibliographies in specific styles; and share your library or group of references with others. To download Endnote visit libguides.murdoch.edu.au/EndNote
Transport to uni

Public transport (Transperth)
University students studying full-time are eligible for a concessional SmartRider card. Transperth accepts enrolment in at least 9 credit points per semester as proof of full-time enrolment. A concessional SmartRider card gives discounted fees for travel on Transperth buses, trains and ferries in the metropolitan area.

SmartRider cards may be purchased from the Student Guild Kiosk which is located in the Perth Campus Library. To register your Tertiary SmartRider login to MyInfo and click on ‘Enrol’ then select ‘Services’. If you do not register your SmartRider, you are not eligible for a travel concession. Your student card alone is not accepted. If you pay a concession fare without a Tertiary SmartRider you face a $100 on-the-spot fine.

Students who are eligible for concession and are enrolled at our Mandurah campus can purchase a new SmartRider over the phone. Please call the Guild Kiosk on (08) 9360 6776 and have your student number and a credit/debit card number handy. Your card will then be posted out for collection from the Mandurah Student Centre.

For more information about Transperth and Tertiary SmartRiders, please visit transperth.wa.gov.au/SmartRider/Types-of-SmartRider.

Parking at Murdoch
There are a variety of parking options at Murdoch University. At the Perth campus, you may purchase an annual or semester parking permit, purchase a day permit, or purchase a ticket from a ticket machine at an hourly rate. Permits may be purchased from the Student Centre or online.

our.murdoch.edu.au/Student-life/Get-organised/Getting-your-parking-permit/

To find out more about parking at the Mandurah campus visit our.murdoch.edu.au/Campus-and-Facilities-Management-Office/Our-services/Parking-on-campus/Parking-permits-and-fees.

ACROD
If you are the holder of an ACROD sticker you do not need to apply for a parking permit. Please display your ACROD sticker when parking in any of the signed ACROD bays across campus.

To find out more about parking at Murdoch visit our.murdoch.edu.au/Student-life/Get-organised/Getting-your-parking-permit.

Cycling to Murdoch
Ride your bike to university and secure it in our purpose-built bicycle lockers. To obtain a pin code for the lockers contact the Student Centre. For full details, please go MyAnswers (FAQ #806)
myanswers.custhelp.com/app/answers/detail/a_id/806/kw/806.
Food and fun on campus

Fun
The Murdoch University Student Guild helps students get involved in campus life. You can join a club or society, work out at our sports centre, or have a drink with your friends at the tavern. Special events are also held on campus each year including Festival Day, Multicultural Day, and the Stamp Out Stress Day. To get involved, go to the Murdoch University Student Guild’s website at murdochguild.com.au.

Food
There is also a variety of food options available on campus. At Perth campus you’ll find vibrant cafés and restaurants. You can grab a bite to eat from one of the daily local food trucks, or explore the brand new Student Hub with a range of choices. Mandurah and Rockingham campuses both have student cafés for coffee and snacks.
Learning expectations

Full-time or part-time studies
At Murdoch, the normal full-time enrolment is 12 credit points per semester, or 24 credit points over a year. International students studying under a student visa are required by the Department of Home Affairs (DHA) to study full-time so they complete their course within the CoE and visa length.

Domestic students have the option to study part-time and enrol in as little as one unit (2-3 credit points) per semester, as long as their course permits it. You can check this under ‘duration’ in the course description in the Handbook handbook.murdoch.edu.au/.

Note: Centrelink and Transperth both accept 9 credit points per semester as a ‘full-time’ load for benefits and concession rates.

Unit workload
When planning your study schedule, you should allocate approximately 10 hours per week for each unit you study. These 10 hours may include:

» Completing the required readings and preparing for classes
» Going along to lectures or listening to lectures online
» Taking notes during the lecture and revising them after the lecture
» Attending and participating in classes (or in online forums)
» Completing assessments on LMS (such as online quizzes)
» Meeting up with other students to discuss group projects
» Researching and writing assignments
» Creating and practising oral presentations
» Studying for exams
Enhancing your online learning experience

Whether you are studying internally or externally, most of your unit resources and learning essentials are integrated into the Learning Management System (LMS). The following are some key things you can do to help you succeed in the online learning environment.

- If you are listening to a lecture online, do so without other distractions
- Print out a copy of the lecture slides and write notes on them as you listen to the lecture
- Be courteous when engaging with others on LMS
- Engage and discuss ideas and topics with fellow students in the online forum (don’t just put forward your own opinion, try to engage with ideas from the readings and lectures too)
- Read important messages posted by your Unit Coordinator or tutor

LMS might look slightly different for each unit depending on how Unit Coordinators have chosen to lay out their unit. Make sure you have a good look at each unit’s LMS page to know what to look for when you need it.

Get fit physically and mentally

Murdoch University’s Perth campus has a gym and offers social team sports. Students can join the gym at a discounted rate. Daily exercise is a fantastic way to clear your head and stay healthy, and social sport is a great way to make friends. Visit the website to see what’s on offer murdoch.edu.au/Murdoch-Sports.

The Murdoch University Counselling Service has lots of information about taking care of your mental health whilst studying, including online resources and mindfulness apps. Visit the Counselling website at murdoch.edu.au/Counselling.

Unit Information and Learning Guides

Each unit has a Unit Information and Learning Guide (UILG) located on its LMS page.

UILGs are an excellent resource. Use them to form your study schedule and plan ahead for a successful semester. Make sure you download and read each guide thoroughly at the beginning of the semester. You will refer to them so often that you might like to consider printing them.

UILGs contain everything you need to know about each unit, including:

- Names and contact details for the Unit Coordinator (and Unit Manager if it is a large unit)
- Names and contact details for tutors
- Learning outcomes for the unit
- Assessment instructions and deadlines (including allocated marks for each assessment)
- Policy regarding late submission of assessments (including penalties)
- An overview of each week’s topics
- Information about your course materials and recommended readings
- Information about the required referencing style and academic conduct
- Information about exams (if applicable)

Using the Library

The Library is filled with useful resources that are available to all students, which allows you to:

- Access all the materials you need for your studies, including high demand learning materials, unit readings, online journals, e-books and past exam papers
- Access and borrow materials from other libraries
- Explore subject guides and receive assistance from Library staff
- Learn APA, Chicago, MLA and other referencing styles
- Access computers, internet, copying, scanning and printing
- Access the 24/7 learning common area

For more information on the Library, or to contact the Library, visit library.murdoch.edu.au/.
Assessments

As a university student you are expected to complete one or more assessments for each unit that you are enrolled in. These can include, but are not limited to, online quizzes, essays, oral presentations, mid-semester tests, group projects, and portfolios. Details and instructions for each assessment are outlined in your Unit Information and Learning Guides. Make a note of the assessment deadlines in your calendar and develop a plan to finish your assessments before the due date.

Questions about assessments

If you are having difficulty understanding or completing an assessment, your tutor should be your first point of contact. Your Unit Coordinator should be the next person you speak to if your tutor cannot answer your specific question. Additional info about tutors and Unit Coordinators is available on page 42.

Academic integrity

Murdoch University is an academic community based on trust, fairness and honesty, and you are required to respect these values in all of your work by following the rules of academic integrity. Visit the website for more information our.murdoch.edu.au/Educational-technologies/Academic-integrity

Support with assessments

The Support for Learning (SFL) team offers help with assessments, including literacy, numeracy and English support. In addition to one-on-one support from Peer Academic Coaches (PACs) and learning consultants, SFL also offers workshops on a variety of topics including academic writing, referencing, oral presentations, mathematics and statistics. Support is available on and off campus. Find out more online at our.murdoch.edu.au/Student-life/Study-successfully

Submitting assessments

Directions on how to submit assessments are provided in each Unit Information and Learning Guide (UILG). For most units, assessments are submitted electronically through the Learning Management System (LMS). The UILG will outline the fine details for submitting assessments, including cover sheets, plagiarism checks and late penalties. Late submissions normally have marks deducted per day overdue, and some units require that all assessments be submitted in order to pass the unit.

If you are unable to submit an assessment due to unforeseen circumstances such as illness, you should contact your tutor as soon as possible. You will need to provide supporting documentation, such as a medical certificate or letter from a counsellor, to be granted an extension.

Returning assessments

Graded assessments are usually returned to you no later than two weeks after submission. Understanding assessment feedback is very important as it will highlight what you did well and how you can improve.

Sometimes it is difficult to take on feedback, especially if you didn’t do as well as expected. If after a few days, and after re-reading the feedback, you would like some further explanation about your marks, ask your tutor for some time to discuss your assignment and the feedback.

If your tutor suggests you need to improve specific academic skills, the Support for Learning (SFL) team can help. See page 34 for more information.

Support for students with a disability and/or medical condition

If you have a disability and/or medical condition, you can apply for alternative arrangements for assessments and exams. This will enable you to undertake assessments and exams on an equitable basis. To discuss and arrange support, contact the Equity and Social Inclusion Office as soon as possible on (08) 9360 8084 or equity@murdoch.edu.au
Exams

General information about exams
Many units at Murdoch require students to sit a final exam at the end of each semester. Exams occur during weeks 16 and 17 of each semester, and each exam may run for 2–3 hours. The exact weighting for each exam will be detailed in the Unit Learning and Information Guide. Some units require students to pass the final exam in order to pass the unit.

Exam timetable
The exam timetable is posted online and on noticeboards on each campus. Semester timetables are released in Week 9; trimester weeks 7–8; and summer and winter units in weeks 3–4. The timetable will contain details such as exam dates, times, and locations. Students may search for the exam timetable online at murdoch.edu.au/admin/timetables/exams/.

Preparing for exams
Revision
- Familiarise yourself with the learning outcomes for each unit.
- Make thorough notes all semester, and condense key ideas
- Revise key ideas
- Revise information from presentations and lectures
- Develop revision aids according to your learning style. For example, visual learners may wish to draw pictures to illustrate key ideas

Read and practise past exam papers
Past exam papers (where released by the School) for the previous five years are available online library.murdoch.edu.au/Borrowing-and-access/Search-and-browse-resources/Exam-papers
Ask your tutor or Unit Coordinator if the upcoming exam will be similar to previous exams. If so, you may also want to practise completing the past paper in exam conditions - see how you go!
Find out about exam anxiety and how to use nervous energy to your advantage on the Getting through Exams fact sheet murdoch.edu.au/Counselling/Find-out-about...
You may also like to attend the Exam Success workshops offered through UniEdge.

Exam anxiety
If you suffer with exam anxiety, help is available. Our Counselling Service provided one-on-one support and many online resources to help you maximise exam success. Check them out online at murdoch.edu.au/Counselling/Find-out-about...

Items allowed in the exam
Some units allow students to bring additional materials such as dictionaries, textbooks, notes, or calculators into the exam. This information will be listed in your Unit Information and Learning Guides as well as on the exam timetable. A clear water bottle with all labels removed is allowed. Make sure you arrive at the venue at least 15 minutes before the official start time. You will need to bring a valid form of ID (Murdoch student ID card, driver’s license or valid passport) to be admitted into the exam venue. Leave your valuables at home. Turn off your mobile phone and leave it in your bag.

Feeling unwell during the exam
If you commence an exam but cannot complete it due to ill health or other factors, you can apply to defer the exam if you report your illness to the exam supervisor.
If you are on campus, a University Nurse or Security Officer will attend the exam venue and provide a certificate confirming your inability to complete the exam.
You may submit an application to defer the exam with a supporting medical certificate (which must be issued on the day of the exam) within three (3) university business days.

Exam results
Exam results are incorporated into the overall grade of the unit. Final grades for all units can be accessed in MyInfo. Exam papers are not typically returned to students, however students may request to see their exam paper. To access an exam paper, contact your Unit Coordinator and make an appointment within 10 university business days from the release of results. For more information about exams, visit the Exams website at our.murdoch.edu.au/Student-life/Get-organised/About-exams/.

If you are sick on the day of the exam and unable to sit the exam, you should visit a doctor and obtain a medical certificate and apply for deferred assessment. You have up to three (3) working days after the exam to lodge an application, including supporting documentation, to the Exams Office.
Support Services

Murdoch University has many dedicated teams who provide tailored support to all students, including support for external and postgraduate students. It is important to ask for assistance if you need help with any aspect of your studies, and it is always best to ask for help early.

General queries

The Student Centre
Best for: general questions regarding enrolment, fees, parking and more.

How to contact: Drop by the Student Centre on campus, call 1300 Murdoch (1300 687 3624) or email studentcentre@murdoch.edu.au

Student Success Advisors
Best for: friendly, one-on-one support for academic and personal wellbeing support - a great place to start when you're not sure where to go or you need someone to listen.

How to contact: Student Success Advisors are located across the university, visit the website for contact details goto.murdoch.edu.au/StudentAdvisors

International Student Support
Best for: tailored support for studies as an international student, including cultural support, academic guidance, questions about visa conditions and more. One-on-one support is available.

How to contact: StudentSupport@murdoch.edu.au

Special Programs: Elite Athlete and Defence Force
Best for: specialised study support for students who are elite athletes and defence force personnel.

How to contact: email specialprograms@murdoch.edu.au or visit the website for more information our.murdoch.edu.au/Student-life/My-First-Year/Support-Services/Special-Programs

IT Support
Best for: issues with your student ID card, trouble logging into your online account, problems with online lectures in ECHO360 or the Learning Management System (LMS)

How to contact: visit the IT service desk in the Perth campus library, call (08) 9360 2000 or lodge a query online murdochuni.service-now.com/its
Academic and career

Support for Learning (SFL)
Best for: learning support to build academic skills such as time management, essay writing, referencing, maths, statistics and English language support. SFL offer one-on-one consultations, group workshops and online resources.

How to contact: call (08) 9360 2142 or visit the website to book a consultation and view resources: our.murdoch.edu.au/Studentlife/Study-successfully/Seeing-someonefor-help

Peer Assisted Study Sessions (PASS)
Best for: group study support for traditionally difficult units. Run as weekly 50-minute sessions, led by students who have achieved high grades in the unit.

For more information: visit our.murdoch.edu.au/Student-life/Study-successfully/PASS

Peer Academic Coaches (PAC)
Best for: friendly, drop-in academic assistance - no appointment necessary!

Great for when you need some quick academic help on short notice.

How to contact: drop-in on campus or online, view the schedule online at our.murdoch.edu.au/Studentlife/Studysuccessfully/Peer-Academic-Coaches

The Library
Best for: sourcing useful resources such as books and journals for your studies, getting support with research, as well as being a great space for silent or group study.

How to contact: Visit in person or go to the website for resources and to ask a librarian a question: www.murdoch.edu.au/library/help-support/ask-our-librarians

Careers and Employment Centre
Best for: enhancing your employability through career advice such as help with job applications, interview skills, gaining work experience and more.

How to contact: call (08) 9360 2596, email careers@murdoch.edu.au or visit the Career Connect portal online: www.murdoch.edu.au/Careers-and-employment-centre

Health, equity and wellbeing

Equity and Social Inclusion
Best for: support for students with disabilities and/or medical conditions, as well as support for students who are carers. Students can gain an Equity Quality Assisted Learning (EQAL) support plan to enable equitable access to study.

How to contact: make an appointment as early in the semester as possible by calling (08) 9360 6084 or emailing equity@murdoch.edu.au

ALLY
Best for: information and support for queries related to sexual orientation and gender identity at the university.

How to contact: Through the Equity and Social Inclusion office (above). More information available at goto.murdoch.edu.au/Ally

Also check out: the Murdoch Queer Collective: facebook.com/murdochqc

Kulbardi Aboriginal Centre
Best for: academic and cultural support and community for students Aboriginal and Torres Strait Islander students, including tutoring and mentorship opportunities.

How to contact: Visit on Perth campus, Building 490; call (08) 9360 2128, email Kulbardi@murdoch.edu.au or visit the website: murdoch.edu.au/Kulbardi

Counselling Service
Best for: support with mental health, wellbeing, motivation and resilience. Students can access confidential appointments with accredited psychologists and counsellors, either on campus or over the phone.

Contact us: call (08) 9360 1227, email CounsellingService@murdoch.edu.au or visit online to view many great resources: www.murdoch.edu.au/Counselling

Medical Service
Best for: confidential, high-quality medical consultations from qualified and experienced doctors and nurses, usually with no out-of-pocket expense for students.

How to contact: Call (08) 9360 2293 or visit the website to book online and view resources: www.murdoch.edu.au/Medical/Making-an-appointment

Student Financial Support Office
Best for: financial support and scholarship advice for students – there are so many scholarships on offer.

How to contact: call (08) 9360 2733, email scholarships@murdoch.edu.au or browse online at our.murdoch.edu.au/Student-life/Finances

Student Guild
Best for: student advocacy, including emergency welfare support and help with academic processes such as appeals, as well as lots of awesome initiatives such as student clubs and societies, student events and representing the student voice on campus.

How to contact: call (08) 9360 2158, email contact@the-guild.com.au or go online at murdochguild.com.au

The Library
Best for: sourcing useful resources such as books and journals for your studies, getting support with research, as well as being a great space for silent or group study.

How to contact: Visit in person or go to the website for resources and to ask a librarian a question: www.murdoch.edu.au/library/help-support/ask-our-librarians

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Additional information for external students

Students studying externally do not attend classes on campus. Instead, teaching and discussion with other students occurs through the online Learning Management System (LMS).

Benefits of studying externally

Studying externally (online) provides a more flexible mode of learning. Students have the benefit of listening to lectures, engaging in discussion with other students, and studying at a time that suits them. Studying externally suits students who may live remotely, have chronic disabilities, and/or have work commitments, families, or other responsibilities. Students can choose to study all of their units online, or study a mixture of internal and external units in the same semester.

Students who study externally and live nearby are welcome to attend lectures and events on campus. If you would like to attend other classes, you need to contact your Unit Coordinator to seek their permission. You can find their details in your Unit Information and Learning Guide on the LMS.

It is important to keep in mind that studying externally is just as demanding as studying on campus. Internal and external students generally have the same assessments, so you will need to be organised, self-motivated, and disciplined.

As your life circumstances change, you can also change your mode of study each semester. You can change from internal (D) to external (X) mode via the Enrolment Steps within MyInfo until the end of week two. If you would like to change your mode of study after week two, you must obtain approval from the Unit Coordinator.

Access to the internet

All students, regardless of their location or mode of study, will need access to a computer with internet browsing capability and a connection to the internet via broadband (cable, ADSL or mobile) or wireless.

The internet connection should be readily available and allow large amounts of data to be streamed or downloaded (approximately 100MB per lecture recording). Students also need to be able to enter into online discussions and submit assignments online.

Using the Library

As an external student at Murdoch University, you are eligible to use:

- Findit - Search and access online books and journal articles
- Databases - Find subject-specific journals and articles
- My Unit Readings - Access your unit readings
- Ask A Librarian - For help with your research.

To find more information about using the library as an external student, visit library.murdoch.edu.au/Students/External-students
On-campus intensives

For some units, particularly science units, external students must attend compulsory on-campus laboratory sessions or placements. These labs are ‘intensive’ over two to four days, or up to two weeks depending on the unit. During this time, you are expected to come to Perth and study on campus.

Certain units may also require you to attend practicums on campus or at another location, undertake work experience, conduct research, or complete fieldwork. It is important to plan ahead if your units have intensives. Lock these dates in your schedule so you can organise things such as time off work and transport ahead of time.

For more information about on-campus intensive components, refer to the Handbook under the ‘timetabled learning activities’ or contact the Unit Coordinator.

On-campus accommodation for short-term stays

The Murdoch University Village provides affordable self-catered accommodation for short stays, which is a great option if you need to stay close to Perth campus for your intensive study component. Visit their website for more information www.mystudentvillage.com/au/murdoch-university-village/short-stays

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<td>More than 300kms from Overseas exam Centre</td>
<td>Nominated Supervisor</td>
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You can find more information about Exam Centres and nominating supervisors on the External Exams webpage ourmurdoch.edu.au/Student-life/Get-organised/About-exams/External-exams

Exams

If you are enrolled externally, your exam location is determined by your postal address. If you do not reside at your postal address, please email the Exams Office at exams@murdoch.edu.au with your new location before the end of week 12 for normal semester exams, or at least 10 business days prior to the start of the exam period for all other exam periods. Requests received after the deadline will not be accepted.

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<td>More than 300kms from Overseas exam Centre</td>
<td>Nominated Supervisor</td>
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Additional information for external students (continued)
Additional information for postgraduate students

Postgraduate study requires specialised support, and Murdoch University offers specialised support to help students advance their academic and research skills.

Support for Learning (SFL)

The SFL team offer a suite of postgraduate support, especially for students with English as a second language. This support includes individual consultations, postgraduate writing sessions, GREAT (Graduate Research, Education and Training) seminars, the Flying Start program for beginning researchers and the unit ‘TLC501 Communication skills for postgraduate study’. Find out more on the website our.murdoch.edu.au/Student-life/Study-successfully/Postgraduate-Students

Murdoch University Postgraduate Student Association (MUPSA)

The Murdoch University Postgraduate Student Association (MUPSA) is an association of the Murdoch University Guild of Students. MUPSA is dedicated to representing postgraduates, their needs and their interests on campus. More information about MUPSA services can be found at our.murdoch.edu.au/Student-life/Join-in/Clubs-and-societies/MUPSA

Guild Postgraduate Student Assist Officer

The Guild has a dedicated Postgraduate Assist officer who provides advice and advocacy to all postgraduate students on academic policies, procedures and disputes including appeals, re-marking, deferred/supplementary assessment, retrospective withdrawal, academic/research misconduct, research ethics, candidature issues and supervisor problems. Assistance in the search for scholarships is also available. Email Postgrad.assist@the-guild.com.au
Uni speak

Below you can find a list of the key terms and definitions you will need to know as a Murdoch student.

Useful people

**Academic Chair**
Academic Chairs are senior academics who are responsible for a particular course, major, co-major or minor. They can provide detailed course advice and may approve course variations, late enrolment into units, and course transfer applications. It is a good idea to get to know your Academic Chair; they can often provide career advice and may even introduce you to networks in your field of study. Contact your Academic Chair by email goto.murdoch.edu.au/AcademicContacts

**Tutor**
Tutors facilitate classes (workshops, tutorials and/or labs) and provide guidance on your assignments. Your tutor is your first point of contact for any questions you have about the unit. They also mark your assessments. You will be assigned a tutor for each unit you are enrolled in, regardless of whether you are enrolled internally or externally. Your tutor will provide their contact details usually during the first class. If you are going to be absent or late for a class, please email your tutor to let them know. If you do not know who your tutor is, or do not have their contact details, you may contact the Unit Coordinator.

**Unit Coordinator**
Unit Coordinators are responsible for the design and delivery of a specific unit. They manage the content and assessments in the unit(s) they coordinate. Your Unit Coordinator is often your lecturer and on occasion, may also be your tutor.

If you have questions about the content or assessments in your units, or need approval for late enrolment into a unit, you can contact your Unit Coordinator by email. If you have an issue with the unit or your tutor, you are welcome to discuss this with the Unit Coordinator. To find your Unit Coordinator’s contact details, look in your Unit Guide or type in the unit code in the online Handbook.

**Supervisor**
Students enrolled in courses with a research component will be assigned a supervisor. Your supervisor will typically specialise in an area related to your research. They normally approve your topic, and support your research. Honours students normally arrange their own supervisor before studies begin. For more information about Honours, visit handbook.murdoch.edu.au/study/?section=2c_honours
Second Majors

Within many degree courses it is possible to study a second major, which may be complementary to the degree. For example, a student studying a Bachelor of Creative Media may choose to study a major in Screen Production and an additional related major in Sound and be awarded a Bachelor of Creative Media (Screen Production and Sound). In some instances, choosing to study a second major may increase the time required to complete the degree course. It is important when choosing to complete a second major, that you discuss a study plan with the Academic Chair of the course.

Prerequisite Units

These are units that you must successfully complete prior to enrolling in a subsequent unit. For example, BIO246 Microbiology has BIO152 Cell Biology as a prerequisite; therefore, a student must successfully complete BIO152 before enrolling in BIO246. To add a second major, co-major or minor, ask a question through MyAnswers.

Units

A unit is an individual subject that is studied within a course. Each unit has a code and a name. For example, PSY101 Introduction to Cultural Psychology. Most units are worth three credit points. Full-time students typically complete four units (12 credit points) each semester while part-time students complete less.
Study slang

Echo360

Echo360 (sometimes called the Lecture Capture System – LCS) contains recordings of your lectures, and is accessible through LMS. You can stream audio or video recordings with a live internet connection, or you can download them to your computer or tablet to watch later. Recordings are usually available on LMS within 24 hours of being recorded.

Learning Management System (LMS)

The Learning Management System (LMS), sometimes referred to as Moodle, is your online virtual classroom. You will access this almost every day. Accessible through MyUnits, LMS contains important information and helps guide you through the units you are studying during the semester. Unit Information and Learning Guides, lecture recordings, lecture slides, a discussion forum, and other electronic resources (such as reading materials) are located in LMS.

Modes of Study

You can study in a mode that is either internal, external or a combination of both (studying in fully external mode is not available to international students). The internal mode (D) allows students to study the unit on campus with the added benefit of face-to-face lectures, workshops, tutorials, and/or laboratory sessions.

The external mode (X) allows students to study the unit off campus with the added benefit of being able to study when and where time is available. By choosing to study some units internally and some units externally, students can tailor their study to meet their lifestyle.

MyAnswers

MyAnswers is an enquiry tool that can assist you to find information and send requests about all things related to university administration. The ‘ask a question’ function is especially helpful for study questions and sending requests about your enrolment myanswers.custhelp.com

MyFeedback

MyFeedback is the way you can have your say about the units you study - what you liked about them and what needs to improve. You will receive an email when MyFeedback is open and then you log in to complete the unit and teaching surveys. Your feedback is used to improve the quality of the learning experience for you and your peers.

MyInfo

MyInfo is the online student portal where you can access and modify all of your information related to enrolments and fees. You can update your contact details, enrol in and change your units, sign-up for classes (tutorials, workshops and labs), change between internal and external study mode, register your Transperth Tertiary SmartRider, check your unit results at the end of each semester, pay your fees and more.

MyMurdoch

MyMurdoch is your gateway to accessing online resources available to you as a Murdoch student. Through MyMurdoch you have access to MyInfo, MyUnits and MyAnswers. Check out the video presentation providing a complete overview of all Murdoch’s online portals echo360.org.au/media/20987999-b67e-a4ad8-92b5-5970ec41ab96/public

MyUnit Readings

My Unit Readings is your gateway to accessing essential and recommended readings for your units.

Peer Academic Coaches (PACs)

Peer Academic Coaches (PACs) are friendly, high-achieving students who offer drop-in support with anything academic. Find the PAC schedule on the webpage our.murdoch.edu.au/Student-life/Studysuccessfully/Peer-Academic-Coaches

Peer Assisted Study Sessions (PASS)

Peer Assisted Study Sessions (PASS) are group study sessions for traditionally difficult units. Ran as weekly 50-minute sessions, led by students who have achieved high grades in the unit. Visit the website to find out more our.murdoch.edu.au/Student-life/Study-successfully/PASS

Teaching Periods

Murdoch University runs according to an academic calendar that divides the year into teaching periods. The most common teaching periods are semester one (S1) and semester two (S2) and the summer and winter. Most courses run units in S1 and S2; however as some courses and units have different teaching periods students need to take care to check the teaching period for each unit when enrolling. A full list of teaching periods can be found online handbook.murdoch.edu.au/dates/teaching_periods

User name and MAIS password

Logging into the Murdoch system MyInfo requires a username and MAIS password. Your username is your student number. Make sure you keep a record of your password somewhere, and do not share it with anyone. If you need help with your password go to our.murdoch.edu.au/IT/Get-help-with-IT/Student-support
Important dates

Here are a number of important dates to keep in mind before, during, and after each semester.

**Semester Dates**

The Academic Calendar and the list of key dates and deadlines include all the important dates and deadlines for the academic year. They are there to help you plan your semester, trimester and year. Both of the links include important information about enrolment deadlines, assessment (exam) periods, public holidays, when fees are due, study and semester breaks.

_Academic Year Calendars_

goto.murdoch.edu.au/AcademicCalendars

Key Dates and Deadlines

goto.murdoch.edu.au/DatesDeadlines

**Structure of a semester**

A typical semester is 17 weeks long, consisting of:

- 12 teaching weeks
- 3 non-teaching weeks
- 2 exam weeks

**Last day to enrol in units**

Students have until Friday of week two to add or change units. Some units restrict enrolment up to week one only. Please keep in mind that if you add a unit after semester has started, you are required to catch up on any missed teachings, readings, and activities missed.

**Census date**

For units that run in the S1 or S2 teaching periods, students have until Friday of week four to withdraw without incurring fees. This deadline is referred to as the census date. If you withdraw from units after the census date, you are liable for the fees associated with those units. Units that are offered in other teaching periods have different census dates. For more information about census dates and teaching periods visit handbook.murdoch.edu.au/dates/teaching_periods.

You should contact one of our support services if you are considering withdrawing from a unit (see page 32).

**Last day to withdraw from units without academic penalty**

For units that run in the S1 or S2 teaching periods, students have until Friday of week 12 to withdraw without incurring a fail grade on their permanent record. If you withdraw from units after this date, an automatic fail grade will be recorded against withdrawn units. Units that are offered in other teaching periods have different deadlines. Have a chat to a Student Success Advisor or Student Support if you are thinking about withdrawing from your units or course.

Important contact details

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<td>The Student Centre</td>
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<td>1300 MURDOCH (1300 687 3624)</td>
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<td>The Student Support Office</td>
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Getting help from family and friends

Your family and friends may need a little help to adjust to your new life as a university student, especially if you are the first person in your family to go to university. It is important to communicate your study needs and let them know how they can help.

Study workload
Although you may only attend a few lectures and tutorials per week, there is a lot of study required outside of these hours. Use the ‘10 hours of study per unit each week’ guideline (page 24) to help your friends and family understand your workload. It may also help to create a weekly timetable of your study commitments and share this with your family and friends.

Space to study
It is important to have a quiet place to study. You can ask your family and friends to respect the boundaries of this space when you are studying at home and let them know how activities and noise in the house will affect your ability to study. If it is not possible to create a study space at home, consider using a local library or quiet café where you can be comfortable and productive.

Healthy habits
Healthy habits are very important for study, and family and friends can help you stay on track. Regular and healthy meals, study breaks and exercise can make a big difference in productivity. Ask your family and friends to keep you on check with healthy habits, especially if they notice you are feeling stressed or overwhelmed.

Availability
University study is going to take up a lot of your time, which means you will most likely not be as available as you once were. Communicate to your family and friends that study is a priority and share your study timetable to help them understand the pressures you are under. It is still important to spend quality time with your family and friends, so try to schedule time into your week to spend quality time together. It may help to combine this time with healthy habits like going for a walk or cooking healthy meals together.

 Keeping happy
Your family and friends are in the perfect position to look out for your mental health when you are studying. Ask them to let you know if they notice you are not feeling very good about your studies or life. It is a good idea to share the details of the university support services (see page 32) so they can remind you to get in contact if you are going through a challenging period.
Disclaimer

The information contained in this publication was correct as at October 2018, but is subject to amendment without notice. The University reserves the right to cancel, without notice, any units or courses if the number of students enrolled in these falls below limits set by the University.

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