UNSW Foundation Studies Program

Student Starter Guide

Your guide to getting set up

Welcome to the UNSW family

Congratulations on enrolling in your UNSW Foundation Studies Program.

I am delighted to welcome you into our UNSW family, as you take the first steps towards academic success.

As a student at UNSW Global, you are at the heart of everything we do. We are passionate about ensuring you graduate with the academic and English language skills you need to thrive in your degree studies and achieve your personal and career goals.

You can look forward to being part of the vibrant, global, UNSW community, joining over 3,000 international Foundation Studies students from 40 countries who commence their studies with us each year.

You'll have access to a top 50 world-ranked university, and every step of the way you will benefit from the expertise of our dedicated teachers. Our Student Services, Support, and Engagement teams at UNSW Global are all ready to assist and empower you on your journey towards your degree at UNSW Sydney. This guide will help you prepare for your orientation and ensure you are set up for success.

On behalf of all UNSW Global staff, welcome to the UNSW family and best wishes as you commence your Foundation Studies Program at UNSW, Australia's global university.

David West
Chief Academic Officer
UNSW Global

Steps to getting started

This guide is designed to prepare you for a smooth transition to your studies.

Orientation is an introduction to studying at UNSW Global. It includes resources, events and information sessions designed to prepare you to be successful from day one of your course.

The steps in this guide are compulsory. Get set up and be ready to succeed in your program.

Step 1
Complete your IT Starter

Locate your G-ID and Z-ID

Your **G-ID** is your UNSW Global Student ID, you will use this to login to the Student Portal, view your results and access your student profile. You can find your **G-ID** in the subject of your email from Admissions, that contains your Confirmation of Enrolment letter **(CoE).**

Your **Z-ID** is your UNSW Student ID, you will use this to login to your online learning platform **(Moodle)**.

If you are unsure of your **G-ID** or **Z-ID**, contact our Student Services team: enquiries@unswglobal.unsw.edu.au

Check your setup

- Check that you have an appropriate device to complete your program. Read the Personal Electronic Device guidelines.
- Check that you have a stable internet connection. Read the Internet Connection guide.

How to connect from China
If you are living in mainland China, you can access the China Student Access Network (CSAN). This is a virtual highway that offers a more reliable, secure and consistent internet connection. Read the CSAN guide to learn how to access this.

Complete your IT Starter

You can complete your IT starter once your **Z-ID** has been activated by UNSW. Please check your IT Starter everyday to see if your **Z-ID** is ready.

The IT Starter will walk you through how to activate your **G-ID** and **Z-ID** and access your **student email address.**

Click here to complete your IT Starter.

Step 2
Watch Orientation Sessions

Helpful sessions to prepare you for success

Session recordings will be available after Orientation Day.

1. **Getting set up with Students Services & IT.**

   Our Student Services and IT teams take you through everything you need to do to get set up and ready for your course.

2. **Studying Online & Wellbeing.**

   In this session a UNSW Global Student Adviser will share useful tips on looking after your physical and mental wellbeing while studying online.

3. **Parent and Caregivers Information (bilingual).**

   The focus of this session is to talk about what support is available to students throughout their study journey. This session is presented in English and Mandarin.

4. **Meet and greet.**

   Meet your Teachers, Student Services and Support teams and learn more about studying, wellbeing, and social activities at UNSW Global. Your teachers will also explain your course and what academic support is available to you.

5. **Learning at UNSW Foundation Studies.**

   This session introduces you to UNSW Foundation Studies and provides you with essential information about learning online, and the structure of the program.

Under 18 Students

The Student Support team is here for you throughout your journey at UNSW Global.

For more information about the different types of support available, visit the 'Students Under 18 Information' section on your 'Foundation Studies Orientation 2021' course in Moodle.

If you have any other questions, please contact our friendly Student Support team.

Step 3
Log into your Online Learning Platform Moodle

If you have enrolled within one week of your course start date, there may be a delay in receiving your **Z-ID**. Please follow the steps in this guide and check your **Z-ID** every day until it is activated.

Once your **Z-ID** is activated, you will need to log into **Moodle** using your **Z-ID** email address e.g. **Z-ID**@ad.unsw.edu.au

`TIP: Take some time to have a look around` **`Moodle`**`.`

Step 4
Access Orientation Course on Moodle

Reminder

You must complete the IT Starter to activate your **G-ID** and **Z-ID** before you commence your classes.

Navigate to your 'Foundation Studies Orientation 2021' Course in **Moodle**.

Review your online Orientation material and complete the required steps. You must complete these steps before you commence classes.

Step 5
Attend your classes

- Log into **Moodle** using your **Z-ID**.
- Go to Student Consultations Course.
- Read Daily Announcements.
- Check in before your first class.
- Retun to **Moodle** Dashboard.
- Go to your Foundation Studies Course.
- Attend your first class.

Timetables

View your class timetable via the online platform, **Publish**.
Timetables will only be available on **Publish** on the course start date.
You will set up your password to access **Publish** during your IT Starter.
Timetables will also be sent to your student email.

TIP: You will need your G-ID to log into Publish.
Please review these resources for Timetable support:

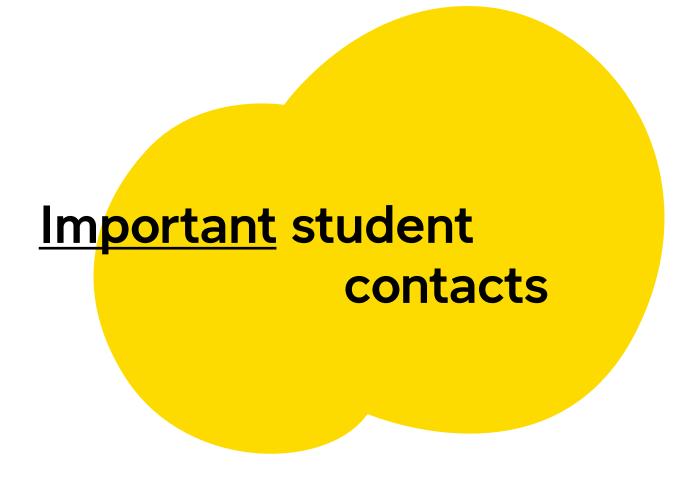- Example Publish Timetable PDF
- Publish Timetable Help Function PDF

Step 6
Need more help?
Additional Support Webinars

Live support sessions (optional)

Session links will be available after Orientation Day.

We're here to <u>help.</u>

For issues about...	UNSW Global contact	Please include...
Systems access and troubleshooting: • **Moodle** • **Publish** • **Zoom** • Student Portal	**IT Helpdesk** helpdesk@unswglobal.unsw.edu.au	1. Full name 2. **G-ID** 3. Screenshot of the issue
Accessing UNSW platforms	**UNSW IT** myit.unsw.edu.au/contact-us	1. Full name 2. **Z-ID** 3. Screenshot of the issue
General and orientation enquiries	enquiries@unswglobal.unsw.edu.au Phone: +61 2 8936 2222 (Monday - Friday, 9:30am - 5:00pm Sydney time)	1. Full name 2. **Z-ID**
Accommodation	accommodation@unswglobal.unsw.edu.au	
Under 18 students	under18@unswglobal.unsw.edu.au	
Current students: • Adjusting to life at UNSW Global (home sickness, cultural, social and academic adjustment) • General study skills • Personal and family issues • Financial difficulties • Enrolment changes while studying • Understanding UNSW Global policies and procedures • Support if you are experiencing distress • Advice about services available and where to get help • Requesting education adjustments if you need additional support for your studies	**Student Support - request an appointment through Moodle or email** Moodle Student.support@unswglobal.unsw.edu.au	1. Full name 2. **G-ID**

Important student contacts

For students who are currently in Sydney, Australia

Name of service	Contact details	When to use this service:
Police, Fire and Ambulance	000	For an emergency.
UNSW Campus security (24/7)	+61 2 9385 6666	For urgent assistance on campus or to report an incident.
UNSW Health Service	+61 2 9385 5425	To book an appointment to see a doctor or have any health concerns/questions.
UNSW Psychology and Wellness	+61 2 93855418	For psychological support, if needed.
UNSW After Hours Mental Health Student Support Line	1300 787 026	For support when UNSW Health and Counselling Services are closed. This service operates 5pm– 9am and 24hrs on weekends, public holidays, and university shutdown periods.
NSW Mental Health Line (24/7)	1800 011 511	For you or someone you know who requires urgent mental health assistance and advice.
Medibank Student Support Line (24/7)	1800 887 283	For urgent assistance in any area of student life such as: • Health assistance • Counselling services • Living in Australia support • Interpreter service
National Home Doctor Service	13 SICK (13 7425)	For requesting a doctor to visit you in your house. Booking lines are open from 6pm weekdays, 12pm (noon) on Saturdays and all-day Sunday and public holidays.
Kingsford Legal Centre	+61 2 9385 9566 Email: legal@unsw.edu.au	For seeking legal advice (free service).
Redfern Legal Centre	+61 2 9698 7277	For seeking legal advice (free service).

For students who are currently outside Australia

Name of service	Contact details	When to use this service:
Medibank Student Support Line (24/7)	+61 2 8905 0307	For urgent assistance in any area of student life such as: • Health Assistance • Counselling services • Living in Australia support • Interpreter service

Glossary

AEDT
Australian Eastern Daylight Time equals UTC + 11. This is the time zone in Sydney, Australia over the summer months and ends at 2am on the first Sunday in April every year.

AEST
Australian Eastern Standard Time equals UTC + 10. This is the time zone in Sydney, Australia over the winter months and ends at 2am on the first Sunday in October every year.

NOTE: All classes are scheduled based on Sydney's time zone, if you're studying from overseas remember to convert to your country's time zone.

Blackboard Collaborate

Blackboard Collaborate is a virtual classroom system instructors can use to host live chat sessions. You, your peers and the instructor can interact in these sessions via voice, chat, video and other features such as screen sharing or interactive whiteboard.

CoE
Confirmation of Enrolment. This is your official letter of enrolment from our admissions team. Use this to locate your G-ID and enrolment details.

G-ID
This is your UNSW Global Identification Number. You will use this to view your timetable and the Student Portal.

Microsoft Teams
Every enrolled student at UNSW has free access to most programs in this suite, including Microsoft Teams.

Microsoft Teams enables you to call, direct message (online chat), have video conferences, schedule and have online meetings, share documents and collaborate.

Moodle
Your online learning platform. You will be using this to access your course materials, online classes and exams.

Publish
A website where you will find all your timetables.
timetables.unswglobal.unsw.edu.au

Student Email Address
Your student email address is your Z-ID@unsw.edu.au (eg. z1234567@unsw.edu.au).

Z-ID
This is your UNSW Identification Number. You will use this to login to Moodle, myUNSW and your student email account.

Zoom
A video conferencing software. You will use this for your tutorials, webinars and online examinations.