

## Support Services and Information

Whether you have chosen to live on or off campus, or you are studying face-to-face or by distance education, it is important that you are able to find the support and information you need.

CSU staff understand that new students are often unsure about who to ask, or even what to ask questions about. Therefore, this section attempts to guide your enquiries and, at the same time, inform you of all that CSU offers in terms of student support.

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### Adjusting To University And Study

Whether commencing study as an internal or distance education student you may experience understandable changes and adjustments in your life as you adapt to your new role as a university student. The changes you experience are likely to affect you in some common and some unique ways. At times your experiences may feel unfamiliar and uncomfortable.

Be reassured though, these feelings are quite normal and predictable reactions which we can often experience during a busy process of change in our lives.

Additional information can be located on the Student Services website, to assist international students adjust to their new environment.

[International Office](#)



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### Residential Schools

A residential school is a set period when distance education students attend classes on campus. Not all subjects/courses have residential schools and those that do may have optional or compulsory attendance requirements.

There are two main residential school periods: during the Easter break (usually March/April) for the Autumn Session and in September for the Spring Session. Some trimester subjects also have residential schools held at appropriate times during the trimester.

If there is a residential school arranged for your subject/course, you will be sent a reminder about six weeks prior to the start of the residential school period. If you require on campus accommodation, you will need to complete the online booking form before the start of the residential school.

When attending residential schools, you must sign the Attendance Register at your first class for each subject.

### [residences](#)



Application for exemption of attendance at residential school

Applications for exemption from residential schools must be received in writing and sent to the Division of Student Services, Charles Sturt University on the relevant campus **prior** to the date of the residential school, utilising the [exemption form](#) provided.

### [forms](#)



Financial assistance to attend a residential school or to meet educational expenses may be available through Student Services. If you have any queries, please call the Student Services Support Central.

### [help](#)



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## Student Services

Student Services aim to enhance your university experience through the delivery of quality learning, personal development, health and support services so that you may achieve academic and personal success at CSU.

### **Discover Student Services**

Discover all that Student Services offers by selecting the Student Services Home Page link within the my.csu search results.



### [student services](#)



Select from the keywords below to provide you a better understanding of the services available through Student Services.

- [financial assistance](#)
- [disability](#)
- [careers](#)
- [accommodation](#)
- [international](#)
- [help](#)
- [community](#)
- [equity](#)
- [counselling](#)
- [online learning](#)
- [health](#)
- [english](#)
- [learning skills](#)
- [maths](#)
- [study link](#)
- [student calendar](#)

Don't confuse Student Services with Student Administration. Student Services don't hold any information regarding your enrolment, grades or fees.



### Check Out The Student Services Forum

Locate the Student Services forum via the forum tool in my.csu.

While in the Student Services forum, scroll through the messages to see if any provide you with helpful information. The chances are, fellow students will have asked similar questions to your own about CSU and study.



Use the search function in forums to quickly find messages related to your topic. For example, typing the word assignment into the Student Services forum search box, and clicking on **GO** (right hand side, near the top of the forum page), will identify any message with the word assignment in its subject heading.



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## STUDYLINK

The time between enrolment and starting your formal subjects is the perfect time to complete a STUDY LINK subject. STUDY LINK subjects are designed to link you into your new life as a student at CSU and will really kick start your studies.

Do any of the following statements sound like you?

- I'd like some pointers on how to write a good essay...
- I'm not sure what will be expected of me at uni...
- it's been a while since I was at school and would like to brush up on my academic skills...
- I have to do maths, chemistry and physics in my course but need a quick refresher before I start...
- I've never studied in an online environment before...
- My grammar could use some work...

If so, the STUDY LINK program may be just what you need:

The STUDY LINK subjects are short (13 -40 hours) self paced, delivered by distance education and are free of charge for many students.

[study link](#)



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## Student Services Support Central

The Student Services Support Central is a central point of contact for all enrolled CSU students. In addition to being able to direct you to Student Services staff and support, Support Central can assist with queries related to:

- Study packages - what date they were sent to you, or missing items
- If you have difficulties contacting academic staff
- Assignment receipt and return
- Residential schools - timetable queries

- Weekend and one-day schools - location and times
- DE textbooks
- General enquiries
- Compliments, complaints and feedback

## Contact Details

Phone: (02) 6338 4678

Within Australia at the cost of a local call: 1300 734 654

Online Inquiry Form: <http://www.csu.edu.au/division/studserv/helpform.htm>

Online: [www.csu.edu.au/help](http://www.csu.edu.au/help)

[help](#)



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## Library

Request a book or copy? Find a journal article? Are just a few of the questions answered under the heading " I need help", This section has frequently asked questions on display permanently within the Library Home Page and will help to answer many of your queries about the services provided by CSU Library.

You must have lots of other questions to ask the library, for example, Where do I find Australian statistics? Can I use other libraries? How can I renew my books? Or simply . . . Help!! The 'Ask a Question' link on the Library homepage, allows you to submit a question to Library staff via an online form and receive an individual email response. You can also talk to other students and library staff on the Library Forum, where you will find all the latest news from the Library. A link to this forum can also be located within the My Forum tool on the My.csu website.

Also, check out the library blog – [yourlibrary@csu](mailto:yourlibrary@csu). You will find a link to it on the library homepage. Here you can find highlights of new resources, information about interruptions to services, study tips and great websites.

If you are pressed for time you can download and listen in to our podcasts, which also have a link from the library homepage. A great way to discover borrowing tips, ways to contact us and also the library services available to you.

[library](#)



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## Student Representation

The Student Senate and the Student Representative Committees (SRC's) provide a 'voice' for the student body. The Student Senate is the overarching body of the SRC's and is the official voice of the student body at a University-wide level. The Student Senate is responsible for electing student representatives to sit on range of University Committees like the University Council, Academic Senate, Faculty and School Boards.

Each CSU campus has a Student Representative Committee. These SRC's provide funding for student events, student clubs and student publications. The SRC's are also the representatives for student issues on individual campuses.

If you want to find out more about your SRC or if you want to get involved then contact your campus SRC office.

**Albury:** (02) 6051 6764  
**Bathurst:** (02) 633 843271  
**Wagga Wagga:** (20) 693 32033  
**Dubbo:** (02) 688 57360  
**Canberra:** (02) 627 32867  
**Goulburn:** (02) 693 32033  
**Orange:** (02) 636 57653

<http://www.csu.edu.au/division/studserv/support/>

## CSU Handbook

For further information on the full range of services and facilities available at CSU refer to the student handbook. This provides links also to rules and regulation which the university is governed by, including misconduct.

[handbook](#)



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## Safety First

CSU aims to provide a safe and healthy working environment for its students and staff and one that is free from risks and hazards. The available student support and associated responsibilities of all students are documented within the Student Access Point on CSU's Environment, Health and Safety website.

[safety](#)



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## Health Promotions Services

The overall goal of the Charles Sturt University Health Promotion Service is to encourage a preventative approach to the health care of our students focusing on good health initiatives promotion. As well as health promotions the Health Promotion Service will also provide students with contact details of local medical practitioners and allied health personnel; health information, immunisation advice and referrals to community ancillary health services. The immunisation advice is especially important to students studying health care or whose study involves animals, as students may be required to receive vaccination prior to working within these fields of study.

[health](#)



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## The Student University Charter

The Student University Charter identifies the teaching and learning expectations that you as a member of the University community may have of CSU and your fellow students, and the expectations that CSU and other students may have of you.

[charter](#)



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## Doubting Your Course Decision?

If you are having doubts about your course and want to be better informed before making any further decisions, there are people at CSU who can help and some very worthwhile options to consider. For example, you can; discuss course difficulties with your lecturer; access the services of a Career Development Officer and/or Student Counsellor; improve your study skills and/or subject knowledge; and research alternative courses of study at CSU, or elsewhere. you may wish to contact a [Career Development Officer](#) to get you started.

[careers](#)



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## Policy On Harassment

Charles Sturt University aims to provide a learning and employment environment that is free of harassment and supports the dignity and self esteem of every student and staff member.

[harassment](#)



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## Complaints

Charles Sturt University is committed to providing and maintaining a harmonious and productive work and study environment, free from unfair treatment, discrimination, harassment, vilification, bullying and conflict.

The University Complaints Policy and Procedures outline support available should you believe you have been unfairly treated.

[complaints](#)



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