Hello and welcome!

For many of you, university will be a new experience which is exciting however it can also be quite daunting—so in this Guide we’ve tried to highlight the most important things you’ll need to know.

The degree that you have chosen is in an exciting and changing field placing you at the forefront of technology and innovation. I look forward to seeing your friendly faces around the campus.

**Associate Professor Bela Stantic**

Acting Head of School  
School of Information and Communication Technology

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**First two weeks**

Find your feet at Griffith. Try to complete the following by the end of Week 1, or make time to complete these tasks in Week 2.

- I have received information about my orientation activities, planned my o-week and read through this guide as preparation.
- I have attended School of ICT Orientation Session Gold Coast and obtained detailed info about my program.
- I have visited the ‘First semester at Griffith’ website.
- I have met some ICT Student Mentors and other students in my program at O-Week.
- I know who my Program Director, First Year Coordinator, School Administration Officer and Student Success Advisors are, what they do, and how to contact them.
- I have received my Griffith student number and password (provided in your enrolment pack or via email), and have checked ‘myGriffith’ and my student email.
- I know where the Student Administration Centre is located on my campus, and have picked up my Student ID Card.
- I have successfully enrolled in all my classes for the semester.
- I know how and where to find my classes and where to find a campus map.
- I have found and read course profiles for each of my courses.
- I have a copy of the academic calendar showing critical dates.
- I know when and how to pay my tuition fees and charges.
- I have checked my Course Profiles for which textbooks I need to purchase (sometimes you can use older editions), and searched the Textbook Exchange website and/or Textbook Fairs (Gold Coast and Nathan campuses) for second-hand textbooks.
First month

By now you should be feeling more at home at Griffith. If you can tick off the following at the end of your first month, you’ll be well on your way to succeeding at uni!

☐ I have attended some Library Orientation activities and/or know how to use the library for lending, research etc.

☐ I have worked out a personal timetable incorporating time for my study, employment, family commitments, recreation and social time.

☐ I have attended lectures / workshops / computer labs and met all of my lecturers in person, and worked in study groups with other students.

☐ I know where the Common-use Computer Labs are located and how to use them.

☐ I have attended a club sign-on day and joined some clubs and societies.

☐ I have visited the Learning@Griffith page to find out how to make the most of my Learning@Griffith experience.

☐ I know where to find support for myself, my studies, career, finances and welfare.

☐ I have registered on CareerBoard and visited the ‘Careers and employment’ website to start my career development.

☐ I have attended free Library workshops and training / used the self-help resources on the Study Smart website to prepare for assessment.

☐ I have liked the School’s ICT Facebook Page to keep up to date on activities.

☐ I know what social events and sporting activities are available on my campus.

☐ I have downloaded the Griffith App.

☐ I have read about Safety and security at Griffith.

University study is serious stuff and you might feel If you feel that University isn't what you expected, or if you are

TIP

Click me

There are web links embedded throughout this Guide. Look for the computer icon shown above—it will take you to the associated website for more information. There is also an index of important web links at the end of the Guide for reference.
What is an SSA?

- Suggest how you can give yourself the best chance of belonging and succeeding at uni
- Explain what is expected of you in your new role as a university student
- Show you how to access resources you need to be successful
- Help you identify and develop academic skills for your coursework
- Provide advice on how to become a more strategic learner

Bachelor of Information Technology, Bachelor of Computer Science
Name: Simon Howell
Office: G06_3.54
Contact: 07 555 28203 or ssa-seet@griffith.edu.au

Bachelor of Multimedia, Bachelor of IT/MM
Name: John Robertson
Office: G05_1.30
Contact: 07 555 29315 or ssa-seet@griffith.edu.au

What is a SAO?

- Enrolment issues (full classes and clashes)
- Finding who the best contact is for your specific query
- Information about school events and school activities
- Provide updates on latest internships and opportunities available

Name: Leanne Hendry
Office: G23_2.13
Contact: 07 555 28542 or ict-schooladminofficer-gc@griffith.edu.au

What is a School Secretary?

- Issue Swipe cards
- Questions about lab access and OHS enquiries
- Appointments to see Executive staff

Name: Kate Schurmann
Office: G23_2.12
Contact: 07 555 28100 or ict-School-Secretary-gc@griffith.edu.au
Program Directors
Gold Coast Campus

1110: Bachelor of Multimedia
1462: Bachelor of Information Technology / Bachelor of Multimedia
Name: Associate Professor Jun Jo
Office: G09_1.64
Email: j.jo@griffith.edu.au
Phone: 07 555 28266

1109/1539: Bachelor of Information Technology
Name: Dr. Wayne Pullan
Office: G09_1.66
Email: w.pullan@griffith.edu.au
Phone: 07 555 29002

1534: Bachelor of Computer Science
Name: Dr. Ruben Gonzalez
Office: G09_1.70
Email: r.gonzalez@griffith.edu.au
Phone: 07 555 29001

1361: Bachelor of Information Systems
Name: Dr. Bruce Rowlands
Office: Guest Room by appointment only - please email
Email: b.rowlands@griffith.edu.au
Phone: 07 373 53681

5613: Master of Information Technology
Name: Dr. Xin-Wen Wu
Office: G09_1.68
Email: x.wu@griffith.edu.au
Phone: 07 555 27647
Online Laboratory Induction

As part of the universities duty of care, you are required to complete a Laboratory Induction Program (LIP) before your first class in any of our computer labs. To do this:

- Access Learning@Griffith (My Courses and Organisations)
- Click on laboratory induction
- Read the training materials (left hand side menu)
- Complete the safety quiz (left hand side menu)
- Print out and sign the Laboratory Induction Certificate (you will need a score of at least 10/12 in the safety quiz before you are able to acquire the certificate.

General Computer Lab Rules

- Smoking, eating and drinking is prohibited
- No bags are permitted on floor – in general walkways and exit areas
- Do not sit on benches
- Clean up your work area when finished – push your chair in, tidy up keyboard and mouse, dispose of rubbish
- Report any incidences or hazards to your Tutor or School Secretary

First Aid Officers and Security

- You will find who the First Aid Officer of the area you are currently standing listed on “Health & Safety Contacts” plaques around campus
- Only First Aid Officers are allowed to apply First Aid
- Security Staff – Phone 07 373 57777 OR use internal phone and dial 7777
- In an emergency, an ambulance can be called (000 from landline or 112 from Mobile). If there is an emergency, Security must be notified so they can assist with escorting the ambulance/emergency vehicles.

TIP

If any computers are not working (including monitors or keyboards), please let the School Secretary know so it can be repaired – if we don’t know, we cannot fix
Access to ICT Computer Labs

- Complete your laboratory induction and print or save your completion certificate
- Log into GriffithPay (in Student Portal), select ICT Access Card in shopping cart ($15)
- Show your receipt (Print out or digital copy) and Student ID Card to the School Secretary in G23_2.12 and you will be given a swipe access card

ICT Labs Available at the Gold Coast Campus

- Mac Lab: G23_2.20: Macs are capable of dual boot ie. Mac & Windows
- ICT Labs: G23_2.21, G23_2.22, G23_2.27
- ICT Student Labs (No Teaching - available for you to complete assignments etc): G06_1.29 and G06_1.22
- All labs are open from 7.00am to 10.00pm 7 days a week via swipe card
- All Swipe Cards are activated until 31st December of that year. If you are a continuing student enrolled for the following year, your access will be reinstated during Orientation Week.

Free Software

As a member of the MSDN Academic Alliance, the School is authorised to provide you with free program software for use on your personal computer. You will receive an email from IT Support in Week 1 with instructions on how to access this software. (If you do not receive an email by Week 1, inform your School Administration Officer).

- Microsoft Project 2013
- Microsoft Visio 2013
- Microsoft Visual Studio 2013
- Microsoft SQL Server 2012
- Microsoft XNA Game Studio 4
- Microsoft Windows XP and Vista Professional 32-bit/64-bit
- Microsoft Windows 7, 8 and 8.1 Professional 32-bit/64-bit
- Microsoft Windows 10 Technical Preview
- Microsoft Windows Server 2012

Notes, this does not include Office or any non-Microsoft software. To obtain a copy of MS Office at a discounted price, go to: http://www.microsoft.com/australia/office/startinguni/
There is more to university than lectures, assignments and exams! It is also about having the time of your life! At uni, you’ll meet friends that will last a lifetime. However, you may find that you’re often on campus at different times to your friends—and sometimes you might feel alone.

To avoid lonely moments, we suggest you utilise your social skills and connect with other students in lectures and tutorials, student clubs and activities, and via Facebook, Twitter and other websites.

**IN LECTURES AND WORKSHOPS**

- Talk to the person you are sitting next to before the lecture or workshop starts.
- Get a class buddy and sit with them for the rest of the semester—they can take notes if you aren’t there and vice versa.
- Group work is always a prime opportunity to make friends.

**ON THE WEB**

Connect with Griffith University, School of ICT and other groups on social media—it’s a great way to keep up to date with news on social activities, competitions and connect with fellow students.

School of ICT  Griffith University

**TIP**

- Don’t keep to yourself—be friendly and exchange email addresses, connect with fellow students on Facebook, or even exchange phone numbers if you get on well with them.
- Strike up a conversation in a queue—ask for directions around campus or what degree they are studying.
- Become a member of Griffith Mates or just go along to the free on-campus activities designed by students for students.
Small academic problem?

**Tutor**
Your tutor should be the first person you contact if you have any problems with course or lecture content, or assessment. Email your tutor with any queries you may have, or visit them during consultation hours. If your tutor isn't available or cannot address your concerns for any reason, the next person to speak to is your lecturer.

**Lecturer**
Lecturers can be difficult to track down as they often deliver lectures to hundreds of students on different campuses. Email your lecturer to book a consultation time or request help with any unresolved academic queries. If your lecturer is unable to help, you can approach your Course Convenor for assistance.

**Course Convenor**
Course Convenors are responsible for the overall management, teaching and assessment of a course. Your Course Convenor can assist with:
- permission to enrol into restricted courses
- deferred assessment and examinations
- requests for a ‘review of grade’
- extensions for assessment.

Bigger academic problem?

**Program Director and First Year Coordinator**
Your Program Director ensures your program is well-planned, delivered and assessed. Program Directors and First Year Coordinators can assist by counselling you on program-related matters, approving special enrolment issues, and can provide career advice.

**School Admin Officer and Student Success Advisor**
Your SAO and SSA can advise you on matters relating to your enrolments, full classes or clashes, understanding your program structure, information on school events and can refer to you support services unique to your situation. See next page for more information.

**Student Administration**
All administrative enquiries should (in the first instance) be directed to Student Administration.
Types of ‘administrative enquiries’ include:
- admission, enrolment, credit applications and timetabling
- fees and charges
- student forms and policies
- Academic records

**TIP**
To help your email enquiries reach the right people, include the following in the ‘subject’ line:
- Your course code and campus
- Your student ID number
- A short description of your query

**Example:** 1621ICT Gold Coast – s1234567 – Exam question
Top tips to survive at uni

Maintain a healthy balance

- University is a long road, so slow and steady wins the race.
- Have fun—make new friends, discover new interests, be social and have a little ‘breather’ (break) every now and again.
- Be healthy—keep fit and eat well.
- Have a life—make time for your friends and family, and maintain a good work/study balance.

Network

- Get to know your lecturers and tutors; they are there to help you.
- Speak to students in your tutes and lectures—having a supportive peer network can really help with your studies.
- Join a student club—it’s a great way to meet like-minded people.

Attend lectures and workshops

- Attend your lectures and workshops—you’ll receive great tips on assessment, and be able to ask questions in person.
- Prepare ahead for lectures—try to read the suggested materials to gain a deeper understanding of the content.

Plan your studies and manage your time

- Make the most of your time—plan ahead for assessment items and exams. As a general guide, a 10 credit point course usually requires approximately 10 hours of reading/study time per week (this includes your lecture and tutorial time)—for the whole semester.
- Don’t leave things to the last minute—read/write a little each day to stay on track.
- Organise your work space.
Get comfortable with uni writing styles

- Check out the self help resources through the Library before you begin your first essay.
- Attend a free academic writing course (offered through the library).
- Get to know your library and librarian.
- Use notes from other students—but always validate the information yourself.
- Know your learning style and work with your strengths.

Know when to ask for help and where to go

- There are plenty of services and people to help you succeed in your studies—don’t be afraid to use them.

Be selective when it comes to group work

- Try to select group members who have the same goals as you (e.g. top grades, passing marks).

For the sake of your sanity

- Love what you are doing, and you will do it well. Make sure uni is what you want to do, and choose courses you are passionate about.
- Take one semester at a time...
- Give yourself time to get to lectures and workshops. Don’t expect to find a perfect carpark each time you drive to uni. The campuses get very busy during semester.

Learn your way around

- Public transport—learn how to use it; it will save you time and money (and you will avoid parking frustrations).
- Know your way around uni—plan out your routes so you don’t get lost.
Speak up

- Complete student surveys—it’s a great opportunity to express your opinions.
- You deserve to have an amazing university experience—so don’t be afraid to speak up for yourself if you feel that something isn’t quite right.

Textbooks and materials

- You can purchase your required textbooks, readings and stationery from the bookshops on campus. Many students order books online to avoid the Orientation week queues.
- You can also become a member of the Co-op Bookshop or Gold Coast Student Guild to get discounts on your bookshop purchases.
- Can’t afford new textbooks?
  - The Textbook Exchange service is a free service provided by the Welfare and Student Liaison Office, which allows students and staff to buy and sell their second-hand textbooks. All transactions are made independently between sellers and buyers.
  - Each semester Griffith Business Students’ Association (GBSA) organises a Textbook Fair to make it easier to buy/sell used business and commerce textbooks, and save money! The Textbook Fair is usually held in Week 1 and 2 of Semester at both Nathan and Gold Coast campuses. Look out for posters and Learning@Griffith announcements for more details.

Don’t give up!

- Your first year is a major change—don’t be intimidated—follow this survival guide, use the free support services available and we know you’ll enjoy your university experience.

Important Dates!

- Last day to add a course for Semester 1: 13th March 2016.
- Last date to drop a course for Semester 1 without being liable for fees (CENSUS): 27th March 2016.
- Last date to withdraw from a course for Semester 1 without receiving a fail grade: 30th April 2016.
feeling overwhelmed, get some advice!

Everyone has their ups and downs and it’s perfectly normal, especially in your first semester. In every case, talking to someone helps and this Guide deals with some specific problems you might experience.

Feeling overwhelmed / not settling in?

- Make an appointment or email your Student Success Advisor for a Success Action Plan to improve your academic skills, connect with others in your program or join a study group.
- Talk to your tutor or lecturer about your concerns in the first instance, or email your First Year Coordinator / Program Director if the matter remains unresolved.
- Ask about the peer mentor programs available. Mentors are experienced students who have been through it all, and who can help you settle in.
- Contact a student counsellor if you are feeling anxious, depressed, or need advice on managing stress. The Counselling Service provides free confidential, voluntary counselling for students and staff, and a range of group and wellbeing activities.
- Visit your library for a range of free workshops, consultations and self-help resources to improve your academic, computing or research skills.

Course not meeting expectations / want to ‘drop out’?

- Talk to your tutor or lecturer first if you are unsatisfied with your current course, or email your First Year Coordinator/Program Director for advice on where to go to next/if changing your course will help.
- Talk to a career counsellor for advice on your next steps towards your career.
- Contact a student counsellor to see if managing your stress levels might help.

Falling behind?

- Talk to your tutor or lecturer if you need additional time to complete assessment.
- Talk to your friends at uni; they may be able to help you catch up with your studies. Or talk to a student counsellor if a lack of motivation is the problem.
- Visit your library for a range of free workshops, consultations and self-help resources to improve your academic, computing or research skills.
**Financial difficulties?**

- The Griffith Welfare and Student Liaison office offers help with interest-free student loans, Centrelink payments, budgeting, housing and tenancy information, and other welfare matters.
- Numerous scholarships can help you finance your studies.
- Commonwealth scholarships and government support is also available.

**Personal issues affecting your studies?**

- Talk to your tutor or lecturer first if you have any personal issues that are affecting your studies.
- Contact Student Administration if you need to apply for special consideration or defer an exam.
- Contact a student counsellor if you are unhappy about anything—they are here to help!

**Support for international students**

Griffith International has a team of Student Advisors dedicated to supporting international students. Make an appointment for advice on welfare issues, academic policies, program issues and more.
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<thead>
<tr>
<th>Service</th>
<th>Website</th>
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<tbody>
<tr>
<td>Academic calendar</td>
<td>griffith.edu.au/academiccalendar</td>
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<tr>
<td>Ask us</td>
<td>griffith.edu.au/ask-us</td>
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<tr>
<td>Bookshops</td>
<td>griffith.edu.au/bookshops</td>
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<tr>
<td>Campus map</td>
<td>griffith.edu.au/about-griffith/campuses/campus-maps</td>
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<tr>
<td>Career counsellor</td>
<td><a href="https://www115.secure.griffith.edu.au/careerboard/Appointments.chpx">https://www115.secure.griffith.edu.au/careerboard/Appointments.chpx</a></td>
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<tr>
<td>Careers and employment</td>
<td>griffith.edu.au/careers-employment</td>
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<td>Clubs and societies</td>
<td>griffith.edu.au/clubs</td>
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<tr>
<td>Course profiles</td>
<td>app.griffith.edu.au/course-profile-search</td>
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<tr>
<td>Credit Transfer</td>
<td>griffith.edu.au/admissions/credit-transfer-articulation</td>
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<tr>
<td>English Help</td>
<td><a href="http://www.griffith.edu.au/englishhelp">www.griffith.edu.au/englishhelp</a></td>
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<td>Enrolment</td>
<td>griffith.edu.au/students/enrolment-timetables/how-to-enrol</td>
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<td>Fees and charges</td>
<td>griffith.edu.au/fees-charges</td>
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<tr>
<td>Find your classes</td>
<td>griffith.edu.au/room-bookings/room-guide</td>
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<td>Find your program and courses</td>
<td>griffith.edu.au/students/enrolment-timetables/find-your-program-and-courses</td>
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<tr>
<td>Find your timetable</td>
<td>griffith.edu.au/students/timetables</td>
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<tr>
<td>Government support</td>
<td>humanservices.gov.au</td>
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<tr>
<td>Griffith app</td>
<td>griffith.edu.au/mobile/griffith-app</td>
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<tr>
<td>ICT School Website</td>
<td><a href="http://www.griffith.edu.au/ict">www.griffith.edu.au/ict</a></td>
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<td>International Student Advisors</td>
<td>griffith.edu.au/international/services-facilities/international-student-advisors</td>
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<td>Library</td>
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<td>Library orientation</td>
<td>griffith.edu.au/library/workshops-training/self-help-resources/orientation</td>
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<td>Library workshops and training</td>
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<td>First semester at Griffith</td>
<td>griffith.edu.au/first-semester-at-griffith</td>
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<td>Safety and security</td>
<td>my.griffith.edu.au/safety-and-security</td>
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<td>Scholarships</td>
<td>griffith.edu.au/scholarships</td>
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<td>Social events</td>
<td>griffith.edu.au/whats-on</td>
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<tr>
<td>Sporting activities</td>
<td>griffith.edu.au/sport</td>
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<tr>
<td>Student Administration</td>
<td>griffith.edu.au/admissions/contact-us</td>
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<tr>
<td>Student counsellor</td>
<td>griffith.edu.au/counselling</td>
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<td>Student email and myGriffith</td>
<td>my.griffith.edu.au</td>
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<td>Student Guild</td>
<td><a href="http://www.gugcstudentguld.com.au">www.gugcstudentguld.com.au</a></td>
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<td>Student ID card</td>
<td>griffith.edu.au/students/enrolment-timetables/once-you-have-enrolled</td>
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<td>Study Smart</td>
<td><a href="http://app.griffith.edu.au/study-smart/">http://app.griffith.edu.au/study-smart/</a></td>
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<td>Support services</td>
<td>griffith.edu.au/students/support</td>
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<td>Textbook exchange</td>
<td>griffith.edu.au/welfare/textbook-exchange or booko.com.au</td>
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<td>Welfare and Student Liaison</td>
<td>griffith.edu.au/welfare</td>
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<td>Uni-Skills</td>
<td>griffith.edu.au/uni-skills</td>
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Please note some services and activities listed in this guide may not be available on all campuses.
### Web links

Australian Computer Society  
[www.acs.org.au](http://www.acs.org.au)

Girls in IT  
[www.girlsinict.org](http://www.girlsinict.org)

Gold Coast ICT Directory  

I Choose Technology  

ICT Industry Networks and Associations  

Tech Girls are Chic  
[www.techgirlsarechic.org](http://www.techgirlsarechic.org)

Tech Girls are Superheroes  
[www.techgirlsaresuperheroes.org](http://www.techgirlsaresuperheroes.org)

The Australian Internet and Technology Discussion Forums  
[forums.whirlpool.net.au](http://forums.whirlpool.net.au)

Woman in Technology  
[www.wit.org.au](http://www.wit.org.au)

### Professional Associations

Assoc. for Computing Machinery  
[www.acm.org](http://www.acm.org)

Assoc. for Information Systems  
[www.aisnet.org](http://www.aisnet.org)

Assoc. of Professional Engineers, Scientists and Managers (APESMA)  
[www.professionalsaustralia.org.au](http://www.professionalsaustralia.org.au)

Australian Computer Society  
[www.acs.org.au](http://www.acs.org.au)

Australian Information Industry Association  

Communications Alliance Ltd (acquired Internet Industry Association)  

Enterprise Network for Young Australians  
[www.enya.org.au](http://www.enya.org.au)

Game Developers Association of Australia  

Internet Society of Australia  

Network Professional Association  
[www.nipa.org](http://www.nipa.org)

Queensland Society for Information Technology in Education (QSITE)  
[www.qsite.edu.au](http://www.qsite.edu.au)

Society for Technical Communication  
[www.stc.org](http://www.stc.org)

System Administrators Guild of Australia  

Women in Technology  
[www.wit.org.au](http://www.wit.org.au)

X Media Lab  
[www.xmedia.ab.com](http://www.xmedia.ab.com)