

UNIVERSITY
OF SOUTHERN
QUEENSLAND



Student Pocket Guide

TO MAKING IT HAPPEN!

Supporting successful returning to learning at USQ

First printed 2016
This edition printed 2017

We would like to acknowledge the USQ staff and students who contributed to the Phoenix Lifelong Learners Project and thank them for their input into this resource.

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STUDENT **POCKET GUIDE** TO MAKING IT HAPPEN!

About this guide



Welcome

About this guide

This guide has been developed to assist students who are returning to learning at USQ, to navigate the University and make use of the many resources and supports that are available.

Throughout this guide, you will see that we have provided links to important information on the USQ website (e.g. usq.edu.au/about-usq). Type these into the search bar of your internet browser, as they are written, to easily find everything you need to get started.

Mature-age students at USQ

Congratulations on choosing USQ as your university. You probably already know that USQ has a great record of supporting students to achieve great things for themselves. But did you know that USQ also has a long history of supporting mature-age students through their study journey, whether they are studying online or on-campus? If you want to know more, visit usq.edu.au/about-usq

So, who are mature-age students? Mature-age students return to learning for a wide variety of reasons.

A mature-age student may never have been to university before, could be someone returning to learning after a gap year (or two) from high school, or may be continuing their learning journey through postgraduate studies.

Some people return to learning as they work towards a career change, or may want to build on existing skills. Or they may enrol in university because they are really interested in learning something new.



'... did you know that USQ also has a long history of supporting mature-age students ...'

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The USQ environment



First things first

There is a lot of information available for students via the USQ website. Everyone has different levels of experience and comfort with getting around the Internet; however, there are a few essential things that you should make sure you access as soon as you can.

Through exploring what is available online, you will begin to get an idea of the wide range of resources available to the USQ community. You can use the website to search the Library, get in touch, watch your lectures, and find out what social activities are on at the campus near you. Getting to know the USQ website will be an important part of your success as a student.

Your Student Relationship Officer

Whether you are studying online or on-campus, if you need assistance with a question about USQ or your study, your first point of call at USQ should be your Student Relationship Officer (SRO). There are a number of ways you can contact your SRO - via online chat, phone call or in person. Your SRO can be a great support throughout your learning journey at USQ.

Visit usq.edu.au/sro

Current students

Take the time to check out the 'Current students' page. There is a huge amount of information there for students, and it has links to many of the other supports you may need.

Visit usq.edu.au/current-students

UConnect – your portal

UConnect is like your own USQ homepage as a student. The link to log in is on the USQ website and provides access to all your study-related information, as well as keeping you connected to the USQ community. To log in, you will need your student username and password. USQ has short video clips available to explain how to access UConnect if you need assistance. Look for the **UConnect** tab on your home page.

StudyDesk

StudyDesk is accessed through UConnect and is where you will find out everything you need to know about each course you are enrolled in.

If you have any questions about your StudyDesk or UConnect (or anything else related to your time at USQ) ask your Student Relationship Officer (SRO) or visit usq.edu.au/SRO

It is important to take the time to explore your StudyDesk for each course. Get comfortable with the layout so that you know where to find key information and resources, such as assessment information, weekly readings and the course forum. Each course can look different, so if you are finding it difficult to navigate, see your lecturer or post a question on the course forum – other students often have the same questions as you!

Student emails

Student emails (known at USQ as UMail) are accessed through UConnect. The University uses email as a way to communicate information relevant to your study, and it is important to check it regularly.

For more information, visit usq.edu.au/umail

Social Hub

The USQ Social Hub is a collection of great tips and resources for students. On the Social Hub you will find blogs, videos, slide shows with information and tips, and lots of other fun and interesting facts all designed to support you on your study journey. There is something for everyone on the Social Hub.

Visit social.usq.edu.au

Accessing wi-fi on-campus

All students are able to access wi-fi on-campus (eduroam) via mobile phones, laptops, or other mobile media devices. There is a download limit for each student for the semester.

Visit usq.edu.au/wifi

Student ID card

Student ID cards let you borrow from the Library and make it easy to claim a range of student discounts. With your student card, you are also able to use supports and services on-campus, such as accessing the 24-hour computer labs and entry to exams. How to get your ID card can vary according to which campus you are at. Online students are also eligible for a student ID card and can order it online.

Visit usq.edu.au/student-id for full details.

Social opportunities

USQ provides social events and activities to get you involved and familiar with the campus, through Phoenix Central.

Visit usq.edu.au/life

Academic support

The Library has a range of supports and resources to assist USQ students with developing their academic skills in writing, math, and study skills. These supports include learning advisors, webinars and workshops, and downloadable resources.

Visit usq.edu.au/library

Building ICT skills

If you don't feel confident using a computer, or want to build your digital literacy skills, the ICT team offers 'Tech Bytes'.

Search via **Ask USQ**

Aboriginal and Torres Strait Islander students

The College of Indigenous Studies, Education and Research (CISER) provides dedicated encouragement and support to Aboriginal and Torres Strait Islander students at USQ. To find out more about CISER, visit usq.edu.au/ciser

International students

As an international student studying at USQ, you are able to access supports and services that are available to all students (with a few exceptions such as scholarships). To find out more about supports for international students, or to review the specific visa requirements you must meet while they are studying:

Visit usq.edu.au/international

Research students

If you are undertaking a research degree, it can be overwhelming. USQ's ReDTrain offers all researchs and research students access to opportunities to build their research skills and capability through a comprehensive program of researcher training and

development (ReDTrain). If you need to speak with someone about your candidature or issues you are having, make contact with the friendly staff in the Office of Research and Graduate Studies or visit usq.edu.au/research

Making use of what is available

Take the time to get out and about and know what is available at your campus. There are a lot of services and supports that are available to students at USQ. Some are more obvious and accessible, such as the Library. However, some of the things that students can access on-campus may not be so obvious.

All campuses have services for students, such as 24-hour computer labs (handy if your computer crashes or you need a study space away from home), student common rooms or areas (with things like microwaves), parenting rooms and a gym (which can be a great stress-management tool). There is also an ICT service desk which provides assistance to students with USQ system questions and support. It is staffed during set hours each day where students can get support for ICT specific issues.

To find out more about the facilities available, visit usq.edu.au select your closest USQ campus and download a campus map.

Understanding important dates and definitions

There are a number of key dates and terms used at USQ that are really helpful to understand. You can find semester dates for each calendar year in the academic calendar. Information on other important dates can be found if you type 'important dates' in Ask USQ.

Visit usq.edu.au/dates

What does the term 'cut-off date' mean?

When people use the term cut-off date, they are usually referring to the key dates for withdrawing from courses before there is some type of financial and/or academic penalty applied. It is important to know when these dates are each semester in case you need to make use of them.

Census date and course fees

Census date refers to the date by which you need to withdraw from a course before your course fee is finalised (fees that cover the costs associated with

each separate course you study). If you withdraw before census date (which will be noted on the USQ calendar) you will not accumulate any fee debt for that course (or subjects).

Student Services and Amenities Fee

The fee that you pay for your course is different to the Student Services and Amenities Fees (SA Fee) that are paid each semester by every student. The amount for this is set and assists with providing student services for everyone. This fee is not reimbursed even if you withdraw by the census date.

To understand more about fees, visit usq.edu.au/fees

Academic penalty

The academic penalty refers to the final course grade that shows on your academic transcript. If you do not withdraw before the key date (this will be

sometime after the census date) and you stop handing in assignments, your results will most likely show a fail grade. While failing is not the worst thing that can happen (and can be a chance to learn more about yourself and what your interests are), you can avoid unnecessary fails by taking the right steps.

If you find that you need to withdraw from one or more courses, you can contact your SRO to find out the process, use **Ask USQ**, or call **1800 007 252**.

If there are things going on for you (personally or academically) that might impact on your ability to study, make sure you take steps early on to address them. Your doctor and/or one of our on-campus personal counsellors might be a good place to start.

Course examiners, lecturers, and tutors

When it comes to your degree and courses, there is a whole team of academic staff who make sure that your learning experience meets your needs and the qualification requirements.

The course examiner is the person responsible for overseeing the overall conduct and assessment for each course. The course examiner is also responsible for making decisions in relation to applications for assignment extensions.

The lecturer is responsible for delivery of the course content. Lecturers are the course expert and have office hours where you can consult with them. Make use of the office hours to assist with making sure you understand course content and key concepts.

If you have questions about your grade or feedback on any assignment, in the first instance contact your lecturer.

To understand grading at USQ, visit usq.edu.au/assessment-results

Other key academic staff you may meet will be tutors. Tutors meet with the class regularly, both face-to-face and online, and can help you consolidate the theory/information from your lecture.

Research Degree

If you are passionate about a specific topic, then consider undertaking a research degree. This will teach you skills to critically assess and contribute to specialist knowledge and advanced techniques about your area of interest for either academic or management purposes. More information can be obtained about undertaking a higher degree by research program by visiting usq.edu.au/research or by talking to the admissions office.



'If there are things going on for you that might impact on your ability to study, **make sure you take steps early on to address them.**'

'Through exploring what is available online, you will begin to get an idea of the wide range of resources available to the USQ community.'

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Studying online



Studying online

USQ offers flexible study options and provides support available to people who study online. Here are some of the great resources in place:

The Library

The Library is a great resource, whether you are an on-campus or an online student. Through the online library, you can access academic journal articles, e-books, and support resources. The Library can even arrange to print and send information to you if you are unable to get to a campus.

visit usq.edu.au/library

Online webinars and meetings

USQ uses Zoom for web-based presentations and meetings. This is a web-based meeting application that enables people to utilise different media (such as video, sharing of desktop visuals, contributing to sessions via questions, etc).

The best thing about Zoom is that you don't need to have a web cam or even access to the Internet to use it. For example, if you don't have access to the Internet but you do have access to a phone, it can be used to participate in any Zoom meetings or webinars. You won't be able to take advantage of the video capabilities of Zoom, but you will be able to listen and contribute to the meeting if the organisers have that as an option.

To find out more about Zoom, use **Ask USQ**

Close to campus?

If you live close to a USQ campus – make use of the facilities on-campus. For example, you might find yourself spending a lot of time procrastinating and finding a lot of other things that need to be done around your regular study space. If you are close to

campus, why not find a study space in the Library or one of the computer labs?

Studying online doesn't mean isolation

There are opportunities for people studying online to connect with other students and create a group of study buddies. Most courses will have forums where lecturers post information and students can contribute. By participating in these, you can get to connect with other students and may find someone else who is also looking for a study buddy. You will find forums on each course StudyDesk.

If you are an online student and feeling isolated, the Health and Wellness team can assist you with web-based counselling services.



'The Library is a great resource, whether you are an on-campus or an online student.'

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It's all about you



Understanding yourself as a student

One thing you can do for yourself to assist with your returning-to-learning journey is understand how you work as a student. By taking the time to know who you are as a student, you are able to utilise study and planning strategies that will support you to experience success with your study.

Don't expect this to happen straight away, and be prepared to experience a bit of trial and error. For example, some people like to use lots of colour and pictures in their notes, whereas others like notes to be clean and very linear. Some people will attend a lecture, then watch it online, and then perhaps read the associated texts. Others might prefer to read the texts before the lecture and then talk about it with another student. All can be good techniques – it's just a matter for finding what works for you.

How do you learn best?

It can be helpful to work out whether you like to study solo or if you are more of a group-study student. Do you prefer to study at home in your lounge or are you more of a 'study in the Library surrounded by books' type of student? Would you rather have music playing, or do you like silence? And do you study best in the morning, or are you more of a night owl? Being really clear about how you study best should help you begin to work out what study strategies might be most effective for you.

Another great tool to assist with success at university is to build up a network of study buddies who can

add to your learning experience. USQ Social Hub has tips on approaching people, creating your support crew and a USQ podcast series – *'The Study Buddies Show'*. Visit social.usq.edu.au

While at the start of your university journey you may be relying upon others to show you what to do and how to do it, the real magic happens when you become a self-directed learner.

It can take a bit of patience

Whatever type of learner you are, it's important to be patient with yourself as you transition back into study. If you are finding your new learning journey a challenge, don't think that you need to do it all on your own. USQ has a great range of learning and personal supports to assist you with all aspects of your learning journey.

Visit usq.edu.au/library and/or usq.edu.au

Whether you are studying on-campus or online, it is important to remember to be patient with other students as well. Students at USQ are a diverse group of people. You might find yourself in a class with many people who have different life experiences from yours. This may seem like common sense but it is important to acknowledge that everyone has a right to be here and that, regardless of age or experience, you can learn a lot from other people ... even when their point of view is really different to yours.

Understanding your study

Getting back into the groove

You may have only taken a short break from study, or you may be returning after a long break. Regardless, it can take a while to shift back into study mode. You will probably hear people talk about study as taking on another job, and they are right. Just like any job, it can take a while to get to know the organisation and the processes. And it can require a bit of trial and error to get fully into the groove.

However, it doesn't have to always be serious. There are some fun ways that you can get your brain back into study mode.

Take up reading again if you haven't been doing much lately. Some people find that reading can be a good way to:

- build vocabulary (especially if you read things that are related to your study)
- practise your summary skills (grab a friend and summarise what you have just read)
- become a faster reader and better at picking up the key points.

Reading at university may require you to extend your skills. If reading hasn't been something you enjoy, or you find it challenging, it's a great idea to seek support.

If you have a phone or tablet that enables you to download games, there are also apps that some people find useful for building memory skills, increasing vocabulary, or working on problem-solving skills. USQ Social Hub has information on some fun apps that you might find helpful; visit social.usq.edu.au

A piece at a time

When you first commence study, whether you are new to university or returning after some time, it is likely that there will be a lot of new information for you to process in a short space of time. For some people this can seem overwhelming, and it is at times like these that you need to be more mindful of looking after yourself.

Why not have a look at the USQ Pinterest site (you can click on the Pinterest link on the home page of the USQ website) and try out some of the study tips or explore the self-care and wellness pins.



'There are some fun ways that you can get your brain back into study mode.'

Assessment tasks

When you get an assessment task, make sure you take the time to ensure that you have all the key information and enter the due date somewhere visual so that you don't lose track of what you have to do. Take the time to read all the information that you get with your assignments. Academic staff spend a lot of time putting together information to support you to make the most of your learning.

If you find that you are struggling with assignments and would like further assistance, whether that is to understand the task or to get some feedback on a draft, there are a number of supports available.

Visit usq.edu.au/assignments

The USQ Library also has a range resources and information to support students with assignments.

Visit usq.edu.au/library

Assignment extensions

If you have had issues impacting on getting an assignment in on time, you can apply for an extension. You can request an extension at any time if you have a genuine reason and supporting evidence (e.g. a medical certificate). Speak to your lecturer or course examiner.

To understand more about the rules for applying for an assignment extension, search using

Ask USQ

Checking results

When it comes to getting your results you can access them through UConnect. To find out more about your results, visit usq.edu.au/results

Getting online and into social media

A lot of people use social media to stay connected. It's no different at university. In fact, if you aren't on social media, perhaps it is time to consider it. USQ uses a range of social media to share information, upcoming events and resources with students and the broader community. It can be a simple yet effective way for you to stay in touch with what is going on at USQ.

Social media can also be useful for staying in touch with other students, especially for group assignments or group study. For example, some people create closed Facebook groups to enable everyone to communicate for assessment tasks.

Being active on course forums

All courses have an online forum where lecturers and students can communicate. Getting involved in discussions on the forum can be a great way to remain connected with other students, especially if you are studying online. Being active on forums can also be a good way to create a bit of a profile for yourself as a student.

Academic staff may also use the forum as a way of communicating things of interest and answering common questions that other students may have raised. Forums are accessed through your StudyDesk when you log on to UConnect.



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Expectations and learning to juggle



Managing expectations

Expectations you have of yourself

There will be times that, in order to complete an assignment, or get through a course, you need to be willing to let go of expectations and accept that you have done the best that you can with the tools that you have. While this might seem like a simple thing to do, as we can have expectations of ourselves that come from our wide range of life and educational experiences.

These expectations can drive us to expect perfection every time we give something a go. While this can be a great motivator at times, there may be times when it can actually be a hindrance to getting something finished, and you find it is necessary to just let it go. For example, it might be that you have a lot of competing needs at the same time that an important assignment is due and you might not have the time to do the research to the level that you usually would.

If you do find yourself getting stuck because of your own expectations, or find that there is a lot going on for you that is impacting on your study, don't think you have to cope on your own. Personal counselling is available whether you are on-campus or online.

You can also find tips on dealing with procrastination through the USQ Social Hub.



Managing the expectations of others

Returning to learning can be a really exciting, and sometimes overwhelming, time for people ... especially when you have commitments outside of study. It is important to understand that, while you have expectations of what it might mean for you, other people in your life may have ideas about what your study might mean for them.

From making sure we stay connected to significant people in our lives, to asking for help to have one hour of uninterrupted study time, helping those close to you understand your learning journey takes communication. USQ Social Hub has created a great infographic about study and your support crew called '*There is no I in study team*'.

Returning to learning can also have an unexpected impact on relationship dynamics. After all, you will be learning some really exciting things and may want to share it with people you are close to. Conversations with family and/or friends may suddenly focus on topics that they don't really know much about. Just remember, not everyone is ready to learn new things. That's okay though, because others will be really excited by what you are learning.

'There is no I in study team ...'

Learning to juggle

Managing study expectations

You may hear a lot about the study expectations when you begin your return-to-learning journey. That's because study requires commitment of time and energy. It is recommended that you allocate 10 hours per week, per course, towards study to ensure success. For a full-time load, that is 40 hours per week allocated to study – a full-time job. Of course, it is likely that there will be times when it is not possible to commit that much time to each course, but, it's great to start with a really clear idea of what a full-time study commitment will look like.

What does 10 hours per course look like?

You may think that 10 hours per course might sound like a really big ask, but when you break it down to include lectures and tutorials, completing recommended readings and putting in the early preparation for assessment tasks, it can be allocated fairly quickly. Don't forget to make the most use of strategies that support you as a learner. Maybe two of your 10 hours is made up of working through readings or questions with a group of study buddies. Or, if you are an online student, maybe some of your 10 hours will be made up of reading and contributing to an online forum. You may also go along to a Meet-Up session as part of your study, do some reading on the bus, in the car, or on a lunch break. Everyone will have their own way of approaching their study – why not ask other students how they do it.

Finding the right tools for you

It is worth getting to know yourself as a student so that you can begin to develop study strategies that support your learning journey. The same is true for understanding what tools work best for you to juggle the competing demands of life, study, and more.

USQ Social Hub has some great information in relation to managing the juggling ... but don't stop there. USQ has a great Pinterest page where they have already pinned some great information in different categories, such as study tips, self-care and wellness, and motivation station. Look for the Pinterest button on the USQ website.

There are many different ways to approach study planning. If to-do lists or bullet journals aren't your thing, maybe a big wall calendar is more your style. USQ has a list of important dates you can add to help you keep on track. Visit usq.edu.au/dates

Alternatively, perhaps you prefer to have everything at your fingertips and use your mobile phone. USQ Social Hub has done the hard work to identify apps that can assist with study. Whatever your style, remember to be patient; it may take a while to find what suits you in terms of planning.

Finally, if it all becomes a bit overwhelming (and there will be times when it will seem like everything is due all at once), make some time to check in with someone for support. USQ is a great place to start.

Studying with children

Studying with children can present some additional challenges, but it can be really rewarding. What better way to show young ones that learning really is a lifelong process?

Fitting study into your daily routine

Think about how you can weave studying into your routine. Is there a way or time that is good for everyone to sit down together and do study in half-hour blocks?

If you find yourself running around between after-school activities, take your study with you. It may mean that you need to be prepared to miss some of the social time that you get from catching up with other parents. However, getting important reading done for assessment tasks may reduce some of the pressure you feel.

Don't think you can do much in short bursts of time? How about reading one journal article? Or mind-mapping what you covered in your latest reading? Or setting out the outline for your next assignment? Head to USQ Social Hub and find out what you could do in 15, 30 and 60 minutes, in '*Studying under the pump*'. There is also a huge range of tips and hints on the USQ Pinterest pages.

Parenting rooms

USQ has parenting rooms and facilities at each campus. To find out more about parenting rooms, visit usq.edu.au/parenting-rooms

USQ also has some great resources for students who are the first in their family to study at university, including one specifically for First in Family mums and dads, called '*A New Normal*'. There are great tips and helpful hints, so get online and check out social.usq.edu.au/fif



'... take your study **with you.**'

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Your cheer squad



Setting up your cheer squad

One of the best things you can do for study success is gather a cheer squad around you to support you on your journey. This cheer squad doesn't have to be huge, but it can be great to have a few people that you can count on.

Gathering the right cheer squad can take a while and may involve a bit of trial and error. Your squad would ideally be people who will encourage you when you are down, share your excitement at your success, and remind you why you might want to stick with it when things feel hard. And if you can rely on them for a little bit of assistance every now and then, even better.

Staying accountable

Your cheer squad can help keep you on track and accountable. If you tell them what your goal is, e.g. 'This week I am going to ...', ask them to check in with you towards the end of the week to see how you are going, and maybe even what you've learnt. They can also celebrate your successes with you.

Don't forget, though, until you have your cheer squad identified, USQ has support to assist you with staying on track or getting back on track if you feel you have taken a little detour.

Making connections

Getting to know other people can take time and practice. For some people, a manageable first step is getting to know a student or two in lectures or the smaller tutorial groups. It could also be a good time to make use of social media and other online platforms. USQ also has academic clubs, as well as social clubs that you can join. Visit [usq.edu.au/life](https://www.usq.edu.au/life)

USQ social media

USQ uses social media to highlight events that are happening on-campus – say 'yes' to attending an event as a way of starting to connect with others. Check out what webinars USQ has on offer for students. These can be less intimidating ways to practise getting online and involved (even in a small way) with the broader University. Visit [usq.edu.au/webinars](https://www.usq.edu.au/webinars)

For those who would like extra tips on connecting with other students at university, USQ Social Hub has a number of presentations with tips on how to meet people at university for both on-campus and online students.

Visit [social.usq.edu.au](https://www.usq.edu.au/social)

Meet-up sessions

The USQ Meet-Up program is offered across a range of courses and offers peer-led support to students in an informal setting. The aim of the Meet-Up program is for past students who successfully completed courses to assist new students to build their knowledge and skills outside of the formal lecture setting. The meet-up session is not another lecture, and can be a great way to extend your learning and/or consolidate your understanding.

Visit [usq.edu.au/meet-up](https://www.usq.edu.au/meet-up)

Not confident enough to join social events?

Phoenix Central hosts social events throughout the year which can be a more relaxed way of meeting other students in an informal setting. Also take advantage of events that are promoted around campus and on the USQ Facebook page or Twitter feed.

STUDENT **POCKET GUIDE** TO MAKING IT HAPPEN!

If things feel difficult



When you begin to feel it is coming unstuck

Unfortunately, no matter how much you plan, the reality is sometimes there are days when it just feels like things are not coming together ... perhaps even days when going back to bed seems like a really attractive option. When these days happen, it can be useful to remember that you are not alone.

Besides making use of your support network, there are a few things you can do to help yourself refocus on your study.

Focus on your reason for returning to study

Re-examine your goal for being at university. It can be motivating to remind yourself of what drove you to make the decision to return to learning.

If you had an idea that you wanted to change careers but are still not sure what that looks like, there are some great tools available. USQ Student Services provides career counselling with career development practitioners.

It's okay to change your mind

Sometimes, we begin the study journey with an idea in our mind of what we want to study and where it might lead. However, sometimes what we experience doesn't match the expectation we had. Study can be like that.

You might enrol in a degree or a single course and realise that, while you can successfully manage the work, it's not really what you want to do after all. And that is okay.

The great thing about university is that there are lots of options to choose from. You might find another specialisation of interest in the same field (for example secondary teaching, rather than primary teaching), or may change degree altogether (from engineering to nursing).

If you think you want to explore your options and find out specific entry requirements, talk to someone. There are lots of people who can assist you. Talk to people in your faculty, in the faculty you might be interested in, or talk with a Career Development Practitioner.

No clear goal yet?

If you made the decision to return to learning, but enrolled without a clear goal other than to do some study, now is a great time to think about what you are hoping to achieve by studying at university.

The clearer you are about what you want, the easier it is for most people to stay focused on the task.

While it is great to have a big goal that gives you a sense of purpose to study (e.g. 'I want to study so that I can change careers'), many people find that they need to break that big goal down into smaller, bite-sized chunks. Smaller, achievable goals can help with feeling like you are achieving things on your journey to a bigger goal. It also means that you get a chance to recognise and celebrate success more often.

You may have heard of SMART goals – it is a tool that lots of people use to help them achieve success in smaller steps. A lot of people think SMART goals make sense and find them effective to use. However, it can take some practice to break tasks down into nice, small steps. To find out more about goal-setting, check out the goal-setting resources at usq.edu.au/library or have a look at the USQ Pinterest page.

Careers and Employability, Social Justice, Equity & Inclusion and Health & Wellness.

If you are experiencing issues at university or in your personal life that might be impacting on your study, USQ have a wide range of supports available.

Phone (07) 4631 2372 or book an appointment online at accesshub.usq.edu.au for any of these services.

Services:

Counselling Services

Personal counselling is available at all USQ campuses, and can be accessed by both on-campus and online students and staff.

Equity and Inclusion Services

At USQ, the term disability is an umbrella term that can cover a range of conditions which may impact on your study. Some examples may include: diabetes, anxiety, dyslexia, visual or hearing impairment.

If you are not sure if you would meet the criteria to access Equity and Inclusion support, then USQ can organise an appointment for you.



Wellness services

Financial assistance, access to short-term loans and referrals for further support are offered to students who are experiencing financial difficulty. We can also advise on scholarship opportunities and assist with accommodation options.

Careers

Career Development Practitioners can assist students to explore potential career pathways, explore influences, as well as identify transferable strengths and skills.

Health services

USQ offers a range of confidential and affordable health services to current students. This includes vaccinations and consultations.

Multi-faith

USQ understands that spiritual life is important to many of our students and staff. To support and foster ongoing spiritual development, USQ has a multi-faith service at each campus. The chaplains appointed provide spiritual support and pastoral care to students and staff and work to encourage unity within the diverse USQ community.

'USQ have a wide range of supports available to on-campus and online students.'

USQ Ally Network

The USQ Ally Network aims to provide a safe-zone and a visible support network for students and employees who identify as lesbian, gay, bisexual, transgender, bisexual, intersex and queer (LGBTIQ).

To find out more about the ally network, or to enrol in training visit:

usq.edu.au/about-usq/values-and-culture/ally

What is an Ally?

USQ Allies are staff and students from the USQ community who are informed about and empathetic to the needs of the LGBTIQ community. Allies do not necessarily identify as LGBTIQ and they are not necessarily professional counsellors or equity practitioners. Allies are advocates for a community free from harassment or discrimination based on sexuality and gender identity. They strongly support USQ's stance on inclusiveness and equity.

Allies undertake awareness training and are equipped with a network of professional referrals and LGBTIQ community resources.



STUDENT **POCKET GUIDE** TO MAKING IT HAPPEN!

An invitation



GET TO KNOW YOUR UNIVERSITY

Whatever your reason for returning to learning, USQ has resources and support to help you make the most of your learning.

Take the time to get to know what is available for students, both online and on-campus, and make the most of them. It's important to remember that you are not alone, whether you need a bit of assistance with study or your personal life, or looking for someone to celebrate with you.

USQ has you covered.

**Best of luck for your lifelong
learning journey!**



Let us be your
cheer squad as you
work to make it
happen!



To find out more about resources and support offered by USQ, contact us:

General Enquiries: **1800 007 252**

Between the hours of 8am and 5pm (AEST)
Monday to Friday (except public holidays)

For out of hours assistance:

Contact the USQ 24 hour Student Advice Line: 1300 932 483
Or visit the USQ website and type your question into AskUSQ

Review and reprinting of this guide 2017, was partially funded through Student Amenities fee funding.