

PASS Student Handbook



Pacific Academic Solutions and Success programme – Students

Any enquiries about the PASS programme can be directed to:



Danielle O'Halloran
Pacific Advisor (Academic)
Phone: +64 3 364 2987 ext 7171
Email: danielle.ohalloran@canterbury.ac.nz
Fax: (64) 03 364 2356

Pacific Development Team
University of Canterbury
Te Whare Wānanga o Waitaha or for off campus:
Private Bag 4800
Christchurch 8140
New Zealand
Off campus phone: 0800 66 66 88
www.canterbury.ac.nz/pacificstudents/pass.shtml

Or any of the other Pacific Development Team on campus:



Liz Keneti
Pacific Team Leader
Phone: +64 3 364 2987 ext 4823
Email: liz.keneti@canterbury.ac.nz



Nu Telea
Pacific Mentoring Advisor
Phone: +64 3 364 2987 ext 3793
Email: nu.telea@canterbury.ac.nz



Katinia Makaafi
Pacific Education Advisor
Te Pourewa, College of Education
Phone: + 64 3 364 2987 ext 44629
Email: katinia.makaafi@canterbury.ac.nz

Cover: “Our ancestors have spoken; Awake! Lead our people, come alive, search for knowledge, truth and justice. To bring success and prosperity to our land. To bring good fortune to our people, and to give our people courage and strength to go forward”.

(Takiora Ingram, Cook Islands.)

Welcome

Ni sa bula vinaka, Fakalofa lahi atu,
Kia orana, Malo e lelei, Halo olaketa,
Talofa lava, Mauri, Aloha, Ia orana,
Taloha ni, Kaselehlia; Yokwe; Hafadai
and Warm Pacific Greetings!

The PASS programme is designed to help you identify solutions that support your academic success at Canterbury University. PASS offers free tutoring to all Pacific students at UC, with priority given to 1st year students' tutor requests. Tutoring can take place one-to-one or as a group and students also have the option to seek assistance from tutors via email if they are not on-campus. The PASS programme acknowledges each step towards your goals with a number of incentives and rewards for successful study offered throughout the year. Keep an eye on your student email to hear from us about these as they come up!

Pacific Advisors can meet with you to help you identify solutions that support your academic success at UC – this might include working with you to seek further advice from other specialist support services on campus like the Learning Skills' Centre, the Health Centre counsellors, your lecturer or Student Advisors' from your College to help you with course planning.

To use PASS you can register online or in person...

To register online go to www.canterbury.ac.nz/pacificstudents/pass.shtml To register in person use the PASS registration form at the centre of this handbook and drop it in or post to the Pacific Development Team offices (see contact details on the inside cover). To view our list of current tutors in the PASS programme – have a look on Learn – in the PASS section of the Pacific Student Network www.learn.canterbury.ac.nz



“Don't be too shy to ask for help. University is a great place to be independent but it's always good to have people looking out for you and helping you out.”

Michael Taiki – Vanuatu
Bachelor of Science in Biochemistry

Getting Started with PASS

Step 1: Register with PASS, either online or in person with one of the team.

Step 2: The Pacific Advisor (Academic) will send you a follow-up email within one week of your registration.

- If we already have tutors for your requested courses, the follow-up email will include the contact details for those tutors.
- If we are yet to find tutors for your course requests, the follow-up email will explain the 2 – 4 week timeframe during which we recruit for tutors. After 4 weeks, if no tutor is found for your course request, we close your tutor request and you will be called in to meet with the Pacific Advisor (Academic) to look for alternative solutions to support you

Step 3: Contact the Tutor by email and remember to be as detailed as possible about what you would like assistance with in your tutorial session.

Step 4: A tutor will usually contact you within two days of you emailing them. If you have no response, please contact the Pacific Advisor (Academic).

Step 5: Arrange a time to meet with your tutor on campus.

Step 6: At the end of each semester, please Login to Learn to post your feedback about your tutor, or email the Pacific Advisor (Academic) directly so that we can ensure the PASS programme is working well for you. Before you get started, remember to drop by the Pacific Development Team Offices to pick up some UCSACafe vouchers to share at your first tutorial.

Where can we meet for our tutorial?

Anywhere on campus is fine, the Library has Discussion Rooms you could use to meet in or try using the Study Room at the Pacific Student House.



“I encourage all Pacific students to use the programmes and facilities that the Pacific Support Team offers.

They are here to help us succeed. The PASS programme for Pasifika students helped me achieve results that I never thought I could get.”

Ashalyna Noa Siaoisi – Samoa

Bachelor of Arts in Political Science and Te Reo Maori. Bachelor of Arts with Honours in Diplomacy and International Relations. Master of Arts in Pacific Studies

Guidelines for Students using PASS

Tutors are recruited from the wider University and have been selected on the basis of their academic ability as well as their ability to work with Pacific students. Recruitment for tutors occurs in the first four weeks of each semester so please register your tutor requests as early as possible in order to allow time for a tutor to be found for your course.

Registration with PASS does not guarantee a tutor for requested courses, only that every effort will be made to source tutor requests within a 2 – 4 week timeframe, with priority given to 1st year students' tutor requests.



"The PASS programme is great! I couldn't have passed a lot of my subjects if I didn't have the PASS tutors to help me and I had an awesome mentor who helped me in my first year of study – the services we are entitled to are awesome!"

**Annabel Teuila Sopoaga-Ariki –
Solomon Islands / Samoa**

*Studying toward a Bachelor of Science in
Psychology and Statistics*

Please note that tutorials are expected to be 1 – 2 hours per week only, (per course per student). If you require additional support, please make a time to see the Pacific Advisor (Academic) to identify alternative solutions.

To arrange a time to meet with a tutor, students simply look up the tutor(s) listed next to the course(s) you require tutoring for in the Tutors List available on Learn and email them.

Please include in your email:

- The course
- What you need help with, (i.e. if it is an essay question, make sure you send the essay question!)
- Or if it is a series of problem questions, then the general topic
- The days and times you would be free for tutoring
- Anything else that would assist the tutor in helping you
- If more than one tutor is listed, please email the group of tutors

A tutor will usually contact you within two days of you emailing them.

If you have no response, please contact Danielle, the Pacific Advisor (Academic).

If you wish for one of your friends to attend tutorials with you, please remind them they also need to register with PASS and can fill in the online registration form or contact one of the team.

It is important that attendance at tutorial times you have arranged is on time – if you cannot make it to a tutorial, please always contact your tutor ahead of time to let them know.

PASS Learning Skills



All Pacific Students are offered the opportunity to register with PASS Learning Skills as part of your PASS registration.

PASS Learning Skills is a collaboratively run programme with the Learning Skills Centre, Te Puna Manawa and the Pacific Development Team to provide academic skills refresher seminars, group tutorials and regular weekly teaching sessions designed specifically to meet the needs of Maori and Pacific students on campus. See our webpages for more info about regular teaching sessions, group tutorials as well as upcoming academic skills seminars – www.canterbury.ac.nz/pacificstudents

Featured Learning Advisor – Darina Norwood
Phone +64 3 364 2987 ext 3058
Email: darina.norwood@canterbury.ac.nz
South Bank, Room 188a

Library @ UC

The PASS programme facilitates your access to specialist tutors in your subject area. Likewise, UC Library provides subject specialist Librarians who can assist you. Librarians have up to date knowledge of your subject area and can help you find resources in your area of study. Click on Subject Guides on the Library Homepage for help with how to research your assignment or see www.canterbury.libguides.com to find a Librarian who specialises in your subject area. You can also email the Pacific Advisor (Academic) if you would like to have a group tutorial arranged for you with a Librarian who specialises in providing support in your subject area.



Left: Featured Librarian:
Erin Kimber (Librarian – History and Pacific Studies)
Macmillan Brown Library
Phone: 3642987 extn: 8176
Email: erin.kimber@canterbury.ac.nz

Frequently asked questions:

How many hours tutoring can I have per week?

Tutorial sessions are normally 1 – 2 hours per week, for each course per student. For additional tutorial hours up to the maximum of 1 further hr per week during times of heavy assessment, please contact the Pacific Advisor (Academic) for prior approval. If you are finding that you still have further needs to support your study, please make a time to meet with the Pacific Advisor (Academic) to help you identify other solutions.

I have registered for PASS and requested a tutor – what happens next?

Recruitment for new tutors can take up to 4 weeks, so it is important to register for PASS with your tutor requirements early in each semester. The Pacific Advisor (Academic) will email you if there are any problems with finding a tutor for a course you have requested. Please note, registration with PASS does not guarantee a tutor for requested courses, only that every effort will be made to source tutor requests within a 2 – 4 week timeframe, with priority given to 1st year students' requests.

I know someone who would make a good tutor...

If you know someone who you think would make a good tutor for you or another student, please send through your recommendations and their contact details to the Pacific Advisor (Academic). Tutors are recruited on their high achievement in the course requested as well as their ability to communicate well with Pacific students – sometimes a word of mouth recommendation can help us fast track the recruitment process.

I'm not sure what's happening with my tutor request...

If you have any concerns about the progress of your tutoring request, please contact the Pacific Advisor (Academic) directly. Remember to keep checking your student email regularly, ideally twice per day during the academic year. This is especially important if you are waiting for updates on the progress of your tutoring requests. If access to email is not easy for you, please make sure you let us know your preferred contact details so we can make sure you stay informed.

My tutor is great, but I really need to plan for my study next year...

For all Course Advice and degree programme planning, please contact a Student Advisor from the College or School in which your course is taught. For a list of Student Advisors, please see www.canterbury.ac.nz/liason/current_students.shtml?source=currentstudents

While the PASS programme supports you to find solutions to your study needs, the best academic advisors for you in a particular course are usually your College lecturers or Departmental tutors. Keeping in good communication with your College lecturers or Departmental tutors for your courses, is key to getting the most out of your study at UC.