Study your way to success

UCGO! The app you need to succeed
You’ve got the skills

Welcome to Te Whare Wānanga o Waitaha | University of Canterbury (UC). We’re delighted you have chosen to study with us and hope your time at UC is enjoyable and rewarding. University life is fast-paced. It’s all about building on your skills and what you already know, learning new things, taking initiative and understanding what you need to do to succeed. While you will need to work hard and make a bit of effort to organise your time, there are lots of people and resources on campus that can offer tips and guidance to help you develop the skills that will make your study easier. We encourage our students to make the most of the academic support services on offer and to tap into the expert knowledge of academics and support staff on campus.
‘University is hard and it requires a lot of work, but the rewards are worth it.’
Make the most of services on offer

From assignment writing to mentoring, time management to course planning, UC offers a wide range of services you can tap into.

1 AKO | LEARN
AKO | LEARN is your number one go to site that provides all the details and resources for each course. You’ll need to log in here regularly to access your course material and course calendar, find details about assessments, connect with other course members, and read important updates from your course lecturers. You’ll also find some great tips on getting started with your university studies and staying well. You can tailor your AKO | LEARN profile to share with classmates a bit more about yourself and your study.

To get the most out of AKO | LEARN, log in often and participate – grab opportunities to network, collaborate and learn from others.

Takiuru atu ki AKO | Log in to LEARN at https://learn.canterbury.ac.nz using your student login.

2 Analytics for Course Engagement (ACE)
Stay on track with your studies using Analytics for Course Engagement (ACE). This handy tool, which you can access through your AKO | LEARN homepage, shows how your engagement with online course materials is tracking over time compared to your classmates, and helps you to know you’re making the most of your resources. If your engagement drops in one or more of your courses, you may be contacted by your Kaitoko (Student Advisor) and they can connect you to support services that can help you get back on track.

Find out more at www.canterbury.ac.nz/about/ako/kia-angitu/ace
**Academic support**

There are a number of support services and advisors available on campus that can provide guidance to help you succeed in your studies. Check them out – the earlier the better.

**Kaitoko Student Advisors**

Kaitoko (first year student advisors) are available in Te Pātaka, the student services hub on the Mezzanine Floor (Level 3) in Puaka-James Hight (Central Library). They are there to help you with any questions about your courses or degree options, or anything else you are unsure of. They can provide guidance on 100-level course selection, special consideration applications, course enquiries, and timetable enquiries. They can also refer you to specialist support services where required.

*Continuing students (those who have already completed their first year at UC) will find their student advisors in each faculty. The Faculty advisors will be able to assist with course and degree planning from 200-level and above. You can find them here: https://www.canterbury.ac.nz/support/advisors/

**Te Pokapū Pūkenga Ako Academic Skills Centre**

Te Pokapū Pūkenga Ako | Academic Skills Centre (ASC) is an advisory service and resource hub that focuses on writing and study strategies to maximise student achievement at all levels – from first year through to PhD. For instance, ASC can help you understand instructions for assignments, improve your grammar, avoid plagiarism, or manage your time better. For postgraduate students, ASC can help with topics like writing proposals and literature reviews, or give you feedback on your preparation for any upcoming oral presentations.

You can book an individual consultation with a learning advisor to discuss a specific assignment, attend workshops on offer, or access online resources, which provide information on a wide variety of academic skills.

He kōrero anō l for more information see www.canterbury.ac.nz/support/asc

**Opening hours**
Monday to Friday, 8.30am – 4.30pm
Location Level 3, Puaka-James Hight (Central Library)

**Te Waka Pākākano Office of Māori, Pacific and Equity**

UC Māori offers support, advice and guidance for all ākonga Māori studying at Te Whare Wānanga o Waitaha. One of our Kaiurungi will connect with ākonga Māori to ensure you are settling well and have all the information you need. Find out more at www.canterbury.ac.nz/support/akongamaori

**The Pacific Development Team** offers pastoral care, support, opportunities, programmes, and events for Pasifika students at UC. They’re available if you need advice, guidance or just someone to talk to. Find out more at www.canterbury.ac.nz/support/pasifika
Changing courses

Many ākonga (students) have second thoughts about a course or degree pathway they’ve chosen to take. At the start of every semester, there is a period when you can change courses and get a refund.

You can change, add or withdraw from a course through myUC. To get a full refund, you will need to complete the submission before a certain date. Get more information and find key dates at www.canterbury.ac.nz/enrol/change

Tiwhiri | Tip: Changing courses may impact on things like Study Link, fees and your degree finish time. It is recommended that you seek advice from your Kaitoko (Student Advisor) before you make the change.

Careers advice and employability

It’s never too early to start thinking about and preparing for your future career. In addition to your academic achievements, employers look for a range of skills and attributes in graduate students – these can be developed and enhanced in a variety of ways while studying at UC.

Te Rōpū Rapuara | UC Careers offers a range of services and advice including career consultations, seminars and workshops, online interactive and print resources, and an online student and graduate jobs board. They also teach in a variety of academic programmes.

A number of Taiopenga Rapuara | Careers Fairs are held on campus throughout the year. These provide a great opportunity for you to network with industry professionals and find out about intern programmes, summer jobs and graduate employment opportunities.

You can also sign up to the Co-curricular Record (CCR). The CCR captures the extra skills you gain from a range of activities outside your study at UC and highlights these to potential employers. Find out more at www.canterbury.ac.nz/ccr

See what’s on offer at www.canterbury.ac.nz/careers or visit Te Rōpū Rapuara | UC Careers team for a chat.

Opening hours
Monday to Friday, 8.30am – 5pm
Location
Level 1, Jane Soons Building
6 Class Representatives

A Class Rep is the liaison between students and the lecturer – and the position presents a great opportunity to take a leadership role in your class. All courses should have a Class Rep, either elected or a volunteer, who is trained to offer support to their classmates on general course issues.

Your Class Rep is your point of contact for any low-level issues you are having in a class and they can discuss the issue with the lecturer. Class Reps are not there to help you with individual issues that affect only your studies – it is best to discuss these with your lecturer personally or get advice from the UCSCA Advocacy and Welfare team by emailing help@ucsa.org.nz

Find your Class Rep or register as a Class Rep at https://ucsa.org.nz/support/classrepresentatives

If you register as a Class Rep with the UCSCA and do the required steps, you can also sign up for the Co-curricular Record to get your work recognised. Find out more at www.canterbury.ac.nz/ccr

7 PALS (Peer Assisted Learning Sessions)

PALS is a peer-to-peer programme that involves regular study sessions aligned with a course. PALS are led by a successful, past student of that course. These sessions offer the opportunity to make connections with your classmates and revise through group study. Additionally, they provide an opportunity to learn all the best study tips and tricks from a student who has already aced the course.

Students find that PALS gives them increased confidence to master the course, speak in class and connect with other students. Students who attend PALS also achieve higher grades than students who do not attend.

Check the “How to Succeed” tab on your course AKO LEARN page to find out if PALS is being offered in your course, or ask your course coordinator. Find out more at www.canterbury.ac.nz/about/ako/kia-angitu/pals
Starting university is an exciting time when you’ll meet new friends and learn new skills. You may also come up against new and unfamiliar challenges – things as basic as making your way around campus can be tough when you’re just starting out. In times like these, UC’s kaitaki | student mentors make a huge difference.

How kaitaki | mentors can help
Kaitaki are students who have already completed their first year at UC and understand what it’s like when you start studying here. There’s no one better to help you settle in and navigate all aspects of life at uni than a kaitaki.

UC Mentoring
UC Mentoring matches you with an experienced student studying similar subjects or with similar interests to you. Your kaitaki | mentor can support you to access the services on campus, introduce you to social activities or groups, and be someone you can talk to about your studies and how you’re adapting to life at UC.

UniLife
UniLife is a year-long social group mentoring programme, run by students for students who don’t live in the halls of residence. We are here to help you find your feet at UC, meet other students, make friends, and have fun exploring together what UC has to offer. Whether you’re fresh out of high school, an international student new to Aotearoa New Zealand, a mature student here for a career change, or embarking on your postgrad journey, UniLife is the place for you!

Paihere Mentoring Programme
Paiheretia te muka tangata
Paihere means to unite, bind or unify. In the context of this kaupapa, this whakatauki recognises the bringing together and binding of many strands of support for ākonga Māori who are new to Te Whare Wānanga o Waitaha University of Canterbury. Through Paihere, our UC Māori mentoring and leadership programme, ākonga Māori have the opportunity to connect with other more experienced ākonga.

Adopting a Kaupapa Māori framework centred on building a strong sense of whānau for ākonga Māori at UC, Paihere recognises the important role, and valued relationship, of tuākana and tāina - older and younger siblings. From a UC context, Tuākana are senior ākonga leaders who alongside Kaiāwhina, senior ākonga who have a strong record of academic achievement, both provide support and guidance for Tāina. This integrated approach ensures ākonga Māori who are new to UC are engaged, connected and supported as you navigate your first year of study here with us at Te Whare Wānanga o Waitaha.
Pasifika Mentoring Programme

The Pasifika Mentoring Programme provides support for anyone enrolled as a Pacific student who is entering their first year of study. In addition to helping you become more familiar with UC generally, your mentor will introduce you to the support, services and events available for UC Pacific students.

Faculty-based group mentoring

Some faculties have group mentoring for first year students, like EngMe! and LawMe! Ask your Kaitoko | First-year Student Advisor about what’s on offer in your area of study.

Find out more about UC’s mentoring programmes at www.canterbury.ac.nz/support/getsupport/new/mentoring-programmes

‘AKO | LEARN will make your life much easier.’
Te Ratonga Whaikaha Student Accessibility Service

If you have a learning difficulty, mental health condition, physical impairment or another condition that may affect your study, Te Ratonga Whaikaha | Student Accessibility Service can help.

The team provides practical support and specialist resources tailored to help you study and achieve your academic goals at UC, whether you have a long-term disability or a temporary impairment.

Services and resources include:

- practical support (for example, sign language interpreters, peer notetakers)
- assistive technology (training is provided) – includes TextHelp Read&Write learning support, Otter.ai notetaker/transcriber, Dragon hands-free computer access, JAWS screen reader, ZoomText screen reader/magnifier, MAGic magnifier, OpenBook print to digital text converter/reader, Sennheiser listening device, CCTV magnifier.
- information in alternative formats – audio transcripts, video captions, electronic and enlarged text, tactile diagrams, Braille
- special arrangements for exams (extra time, separate room, writer).

You need to register with Te Ratonga Whaikaha | Student Accessibility Service to use these resources. Find out more at www.canterbury.ac.nz/accessibility or visit the Student Accessibility Service office for a chat.

Opening hours
Monday to Friday, 8.30am – 4.30pm
(Including study and term breaks)
Location
Ground floor, Forestry building

Ngā Puna Mātauraka o Te Whare Wānanga o Waitaha | UC Libraries

Ngā Puna Mātauraka o Te Whare Wānanga o Waitaha | UC Libraries are open seven days a week. We provide access to a huge collection of print and electronic resources selected to support teaching and research at UC.

Our three libraries are at the heart of the University and are places of learning, information, research, communication, and recreation. Make use of our quiet study spaces, group meeting rooms or less formal group study areas to work, study or catch up with friends. You can also access our dedicated advisory and training services provided by specialist staff with in-depth knowledge and experience in our collections to help make you as successful in your studies as possible.

Ngā Puna Mātauraka o Te Whare Wānanga o Waitaha | UC Libraries:

- Te Puna Mātauraka o Te Whare Wānanga o Waitaha | Puaka-James Hight Library
- Te Puna Pūkaha me te Pūtaiao Engineering and Physical Sciences Library
- Te Puna Rakahau o Macmillan Brown Macmillan Brown Library

Puaka James Hight also has Te Rua – our Makerspace on level 2 – open to all students and staff providing guided or self-directed recreational learning and
hands-on experience with 3D printers, T-shirt printers, vinyl cutters, sewing machines and more! Drop in and check it out.

Find out all about us at www.canterbury.ac.nz/library
Email: library@canterbury.ac.nz
Phone: 03 369 4888 11

11 Te Ratonga Tautoko Hangarau | IT Services
Te Ratonga Tautoko Hangarau | IT Service Desk can help you find the information you need to access all IT facilities at UC. Get help with accessing WiFi, using your student email, finding computer rooms with the software you need for assignments, and printing and copying by visiting Te Ratonga Tautoko Hangarau IT Service Desk in Te Pātaka, Puaka-James Hight (Central Library) or by calling the freephone number 0508 UC IT HELP (0508 824 843).
You can also get IT support anytime by logging a job through the self-service portal online at https://assist.canterbury.ac.nz/assystnet.
Find out more at www.canterbury.ac.nz/its/contact-us

12 Academic integrity
Academic integrity is about acting honestly, fairly and ethically – it’s one of the foundations of being a successful student. Breaching academic integrity can lead to serious consequences, including expulsion from the University. As a UC student it is your responsibility to:

- Familiarise yourself with the Academic Integrity Guidelines for Staff and Students – available at www.canterbury.ac.nz/about/governance/ucpolicy/general/academic-integrity-guidance-for-staff-and-students
- Ensure you follow the instructions given for assessments, test and examinations – see https://www.canterbury.ac.nz/about/governance/ucpolicy/student/examinations-principles-and-procedures
- Learn and use appropriate referencing and only submit work for marking that is your own – see www.canterbury.ac.nz/library/support/citations-and-referencing
- Engage honestly in your course work and discourage others from cheating
- Understand that academic dishonesty, including plagiarism and cheating, has serious consequences
• Understand the disciplinary process that will take place should you engage in dishonest practices.

We recommend that you complete the Academic Integrity Module on AKO LEARN which will go through all aspects of academic integrity. Some courses will require this module to be completed successfully in order to pass the course.

Te Pokapū Pūkenga Ako | Academic Skills Centre runs a number of courses to help students adopt good academic skills practices. Visit www.canterbury.ac.nz/support/asc

For more information about academic integrity visit www.canterbury.ac.nz/about/ako/academic-quality

13 UCGO

Download UCGO – the app with the tools you need to succeed at UC. Log in to UCGO using your UC login to see your personal class timetable, student email, AKO | LEARN and library accounts. You’ll also find info on support services on campus, the RecCentre (including class timetables), transport and parking options, and campus safety. Use UCGO to keep up to date with everything happening on campus through social media and Tūpono.

You can download UCGO on your phone or bookmark it on your desktop browser. Find out more at www.canterbury.ac.nz/ucgo

14 UC Email Address

All students are provided with a UC email address. Make sure you check your student email at least once a week to ensure you don’t miss any important messages. Find out how to access your email address at www.canterbury.ac.nz/its/knowledge-base/email

(Note – If you prefer to use a different email address to the one provided by UC, you can use the “forward” rule in Office 365 or you can redirect messages to another email account.)

15 Handy tips for study

After you’ve been to the first few lectures for each one of your courses, make sure you know:

• how many assignments you need to do for the course
• when your assignments are due
• how much your assignments count towards your final grade
• when tutorials are held
• who to go to for help and the best way to contact them
• how information about the course is communicated (for example via AKO LEARN or a course workbook)
• which textbooks you need to buy, and which textbooks you can borrow from the Library Short Loan Service.

Personal Organisation

• Find your courses on the UC website, read the description, the learning outcomes, and times of classes and exams.
• Regularly check your courses on AKO LEARN and read your student emails.
• Note in your diary dates for tests, exams and submitting assignments and block out time to prepare.
• Work steadily throughout the term in order to cope with the fast pace of university study.
• Think of getting your degree as a fulltime job requiring 40 hours of effort every week of the term.

Lectures, labs and tutorials
• Make sure you attend them, and arrive on time.
• Be prepared by doing your readings and/or tasks beforehand.
• Turn off your phone and social media apps in classes.
• Take notes and file them for future reference.
• When working in a team, be a proactive team member and do your share of the work.
• If you are unwell or cannot attend a lab or tutorial, it is best to contact your Tutor to let them know in advance. Some courses may have a grade allocated for participation and attendance.

Online recordings
• Many of your courses will have lecture recordings for you to view in addition to attending class.
• Lecture recordings are a great back-up but they are not the same as attending class. You will gain much more from being in the lecture room and interacting with your lecturer and classmates in real time.

• Use the recordings if you are unwell and cannot attend class, or to review material that you might have found difficult, or when revising for tests and examinations.

Assignments
• Complete all your assignments and submit them on time. If something happens that impacts on your ability to complete your assignment on time make sure you contact the lecturer as soon as possible to discuss this with them.
• Read through assignment instructions carefully, and check off each task as you do it.
• Ask lecturers or tutors when something is not clear, or if you need some help contact Te Pokapū Pūkenga Ako Academic Skills Centre.
• Find extra material for your assignments, and think of different solutions to problems.
• Write assignments in your own words and ensure you appropriately reference any copied text.
• Read feedback on your marked work so you can learn from it.

Exams and Tests
• Start revision as early as possible.
• Work through practice questions from past papers.
• Attempt practice questions in exam conditions.
• Form a study group so you can revise with others.
• Make sure you revise a range of topics covered in the course.
Special consideration for assessment

Sometimes things go wrong, for example students:

• are unable to complete an assessment due to unforeseen circumstances
• may have completed a test or exam with impaired performance
• may be prevented from completing a course for reasons beyond their control.

If something unexpected prevents you from being able to complete an assessment on time, contact your course coordinator to see if an extension can be applied for in that course. Or, if you are unsure about what to do, contact your Kaitoko (Student Adviser) for advice. The Special Consideration process is designed to assist students in these types of circumstances. Check out the process now before you need it – and note that applications should be made within five working days of the assessment due date or the test or examination date.

Read more at www.canterbury.ac.nz/study/special-consideration

Getting things done – time management

Wall planner

Get yourself a wall planner and, using your course outlines, plot the due dates for all pieces of assessment, including tests and exam periods:

• for projects and assignments, create timelines
• for tests and exams, allocate enough revision time.

Diary

Get yourself a diary (the UCSA provides limited copies of a free version at the start of each year). Use your UC timetable to plot in all your lectures and labs. Add in all other meetings each week. Using the timelines from your wall planner, plot in enough revision time for each course and, if relevant, enough time for each piece of written assessment.

Daily task-list

Generate a daily task list. List all your goals and set priorities (using an A, B, C system). Do A’s first, then B’s, then C’s. Tick tasks off as you complete them. Make sure you reward yourself when you complete a task.

Taking notes

• Do all your recommended readings before class.
• If your lecturers have put their lecture notes/PowerPoint slides on AKO | LEARN ahead of time, read them before class.
• Make sure you take notes in lectures.
• Work through your lecture notes as soon as you can after the lecture has finished to check your understanding of the material.
• Use of colour in underlining headings and in diagrams helps to visually structure content.

Key words and constructed diagrams will help you to bring together ideas and assist your memory.
Te Pātaka, UC’s student services hub, is the first place you should visit if you’ve got a question or need help with something. The friendly team at Te Pātaka can help with anything, from enrolment queries and IT help to course advice and how to apply for special consideration. Te Pātaka is located on Level 2 in the Puaka James Hight Central Library.

The team at Te Pātaka can help with:
- Enrolment and applying for courses
- Fees and scholarships
- Timetabling
- All 100-level course related matters including advice on changing courses and degree options
- Study and exam advice from Kaitoko and the Academic Skills Centre learning advisors

Got a question or need some help? Visit Te Pātaka

- Support for Māori and Pasifika students
- Accommodation queries
- Advice for international students
- IT and LEARN support
- Wellbeing support
- Navigating university systems

If in doubt drop into Te Pātaka and someone will be able to help you!