DISTANCE LEARNING
INFORMATION AND SUPPORT 2015
INCLUDING A GUIDE TO LIBRARY SERVICES
Founded in 1869, the University of Otago is New Zealand's oldest university with an international reputation for excellence in teaching and research. Otago is a top Australasian university and, as a founding member of the Matariki network of international universities, has a global reach.

Students enrolled at Otago, whether at any of the University's regional hubs, or through distance courses, can expect access to up-to-the minute knowledge, guided by world-renowned experts and delivered through sophisticated learning technologies. Otago graduates are in high demand – both within New Zealand and internationally. Otago is committed to supporting distance learning in fields where the University has specialist knowledge and expertise. Since 1985, the University has delivered a range and variety of courses in the Humanities, Business, Sciences and Health Sciences. Our courses are comprehensive, known for their rigour and relevance to the modern world. They are also accessible: the latest technologies support students' learning.

As an international university grounded in the South Island community, Otago welcomes enrolments from throughout the Australasian and Pacific regions and extends this welcome to those from all parts of the world. I warmly invite you to join our University by enrolling in one of our distance learning programmes.

Nau mai, Haere mai.

Kia ora koutou. Welcome to the University of Otago!

As a group, distance students have a range of motivations for studying. One thing you all have in common though is a need for good information to support you through your studies. This booklet is designed to make that information available or to tell you how to access it elsewhere. Our aim is to provide you with a variety of ways to connect with the University, and to ensure your learning experience at Otago is as full and satisfying as possible.

A large part of your experience here will arise from your connections with lecturers and your fellow students. If you are a doctoral student, you will have a special relationship with your Supervisors. Your Department will provide considerable support. When you must move beyond the relative familiarity of these groups, this booklet can tell you who to turn to for help and direction. The University's administrative and support staff will provide timely and useful advice that will help you toward success in your study.

Best wishes for your study this year.

Professor Harlene Hayne
Vice-Chancellor

Dr Sarah Stein
Director, Distance Learning
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General information

KEY DATES 2015

JANUARY
5  Summer School classes begin
9  Summer School fees due
12 Last day to add or delete Summer School papers with a refund of fees (5pm deadline)

FEBRUARY
2  Last day to withdraw from Summer School papers (5pm deadline)
6  Waitangi Day holiday
9  First semester and full year Course Enrolment Declaration to be completed
10 Fees due for study beginning in the first semester
13 Summer School classes end
14 Summer School examinations begin
19 Summer School examinations end
27 Last day to add first semester or full year papers (5pm deadline)

MARCH
13 Last day to delete first semester papers and receive a refund of tuition fees (5pm deadline)
20 Last day to delete full year papers and receive a refund of tuition fees (5pm deadline)

APRIL
3  Mid-Semester break begins / Good Friday (public holiday)
6  Easter Monday
7  Otago Anniversary day observed (University holiday)
13 First semester resumes
27 Anzac Day observed (public holiday)

MAY
1  Last day to withdraw from first semester papers (5pm deadline)
29 Lectures cease prior to mid-year examinations

JUNE
1  Queen’s Birthday (public holiday)
3  First semester examinations begin
15 Applications due from students taking only second semester papers for a programme subject to the
Entry pathway system in 2015
17 First semester examinations end

JULY
6  Second semester lectures begin
10 Last day to add second semester papers (5pm deadline)
10 Fees due for second semester only enrolments
24 Last day to delete second semester papers and receive a refund of tuition fees (5pm deadline)

AUGUST
22  Mid-semester break begins
31  Second semester resumes

SEPTEMBER
11 Last day to withdraw from second semester and full year papers

OCTOBER
9  Second semester lectures cease
14 Second semester examinations begin
26 Labour Day (public holiday)

NOVEMBER
7  Second semester examinations end

DECEMBER
10 Applications due from all new and recommencing students taking Summer School, first semester, or full year papers, or for courses subject to the Entry Pathway system in 2016
OTAGO CAMPUSES AND KEY CONTACTS

The University of Otago is a national university with a physical presence throughout New Zealand. Distance learning programmes can emanate from any one of these centres.

When you are in the vicinity of a University of Otago campus, feel free to call in and meet staff involved with your course and, where appropriate, to access the teaching and library facilities and support services.

Although many of you may never visit the Dunedin campus, you will have contact with several Dunedin-based staff who provide essential services for all distance learning students.

Listed below for your easy reference are contact details for all campuses. Maps indicating key sites for distance learners are provided in Appendix III.

DUNEDIN

University Information Centre
Information Services Building
Cnr Albany and Cumberland Streets
Tel 0800 80 80 98 (New Zealand Freephone)
1800 468 246 (Australia Freephone), or
64 3 479 7000
Email university@otago.ac.nz
Post University of Otago
PO Box 56
Dunedin 9054
New Zealand

Examinations Office
Clocktower Building
Tel 64 3 479 8237
Fax 64 3 479 5490
Email examinations@otago.ac.nz
Web otago.ac.nz/study/exams

Fees Office
Clocktower Building
Tel 64 3 479 9006
Fax 64 3 479 9035
Email student.finance@otago.ac.nz

Graduation Office
Clocktower Building
Tel 64 3 479 8239
Fax 64 3 479 5490
Email graduation@otago.ac.nz
Web otago.ac.nz/study/graduation

SERVICES

Distance Learning Office
Rooms 415 & 417, 4th Floor,
Commerce Building
Tel 64 3 479 4138
Email distance.learning@otago.ac.nz
Web distance.otago.ac.nz
Facebook facebook.com/OtagoDistance

Disability Information and Support
Information Services Building (ISB)
Corner Albany and Cumberland Streets
Tel 64 3 479 8235
Fax 64 3 479 5873
Email disabilities@otago.ac.nz
Web otago.ac.nz/disabilities

Distance Library Service
Information Services Building (ISB)
Tel 0800 DISTANT or
0800 347 826 (NZ Freephone)
Tel 64 3 479 8940 (24 hour answer phone)
Hours 8.30am – 5.30pm weekdays
Email distance.library@otago.ac.nz
Web otago.libguides.com/distance

Information Technology Services (ITS)
ITS Service Desk
Tel 0800 479 888 (NZ Freephone)
64 3 479 8888
Email its.servicedesk@otago.ac.nz
Hours Mon to Fri 8.30am – 7pm during semester/Summer School
Web otago.ac.nz/its

Audio/Videoconferencing
West Lane, Information Services Building (ISB)
Tel 64 3 479 5167
Email its.avsd@otago.ac.nz

Web Conferencing
Contact the ITS Service Desk
Details above

Student Learning Centre
South-West Corner, Information Services Building (ISB)
Tel 64 3 479 8801
Email slc.reception@otago.ac.nz
Web slc.otago.ac.nz
Pacific Island Centre
Tofilau Nina Kirifi-Alai, Manager
Tel 64 3 479 8278
Email pacific@otago.ac.nz
Web otago.ac.nz/pacific

Te Huka Mātauraka/ Māori Centre
515-523 Castle Street North
Tel 64 3 479 8490
Fax 64 3 479 8477
Email mauri-centre@otago.ac.nz
Web otago.ac.nz/maoricentre

WELLINGTON
Wellington School of Medicine and Health Sciences
23A Mein Street, Newtown
PO Box 7343
Wellington South 6242
Reception
Tel 64 4 385 5541
Fax 64 4 389 5725
Postgraduate Liaison Officer
Trevor Williams
Tel 64 4 385 5543
Email trevor.williams@otago.ac.nz
Wellington Medical and Health Sciences Library
Level D
School of Medicine and Health Sciences
Donna Tietjens
Head of Reference Services
Tel 64 4 385 5482
Email donna.tietjens@otago.ac.nz
Reference Team
Tel 64 4 385 5561
Email medlibref.swmhs@otago.ac.nz
Web otago.ac.nz/wellington/library/

CHRISTCHURCH
Christchurch School of Medicine and Health Sciences
2 Riccarton Avenue
PO Box 4345
Christchurch 8140
Reception
Tel 64 3 364 0530
Email enquiries.uoc@otago.ac.nz
Manager, Academic Programmes
Ruth Helms
Department of the Dean
Tel 64 3 364 0527
Email ruth.helms@otago.ac.nz
Canterbury Medical Library
6th Floor, 2 Riccarton Avenue, Christchurch
Tel 64 3 364 0500
Email librarycml.uoc@otago.ac.nz
Web otago.ac.nz/christchurch/library/

AUCKLAND
Auckland Centre
University of Otago House
Level 4, 365 Queen Street
PO Box 5543, Wellesley Street
Auckland 1141
Reception
Tel 64 9 373 9700
Fax 64 9 373 9701
Email auckland.centre@otago.ac.nz
Web otago.ac.nz/aucklandcentre
Head, Auckland & Wellington Centres
Rodney Moore
Tel 64 9 373 9700
Mobile 64 21 273 9702
Email rodney.moore@otago.ac.nz
HOW YOU COMMUNICATE WITH THE UNIVERSITY
The University communicates with you primarily through your student email address.

STUDENT EMAIL
When you enrol at the University of Otago, you get a student email address. It consists of your student username followed by @student.otago.ac.nz (for example: smija012@student.otago.ac.nz).

This email address is used to communicate with you by:
- Student administration
- Your lecturers
- The library
- Blackboard (if your paper uses it)

It is also used for printing (see below).

It is important that you check your email regularly!

LOGGING ON
To access to your student email go to: otago.ac.nz/studentmail and type in your student username and password.

PRINTING VIA EMAIL
- Create a new email.
- Attach your print job(s). You don't need to type anything except the printer's email address which is:
  - printme.black@otago.ac.nz (for black and white)
  - printme.colour@otago.ac.nz (for colour)

You can pick the job up from any of the UniPrint printers around the Dunedin campus. There is a similar email address for printing on our Wellington or Christchurch campuses.

Printing is one of the many reasons why your student e-mail account is so important when you are on campus any of our campuses.

YOUR PASSWORD AND PIN
In addition to your username, you will also be assigned:
- A password (to access online services such as eVision, Blackboard, Email, and Library Resources)
- A four-digit PIN (for Dunedin computer lab access)

The first time you enrol at Otago, you will get a slip of paper with your initial password and a PIN. If you are not based at the Dunedin campus you will receive your password separately.

CHANGING YOUR PASSWORD
This password should be changed to a combination of letters and numbers that are secure (eight or more characters is ideal). You can change your password:
- At otago.ac.nz/password
- In eVision under Settings, Change Password (otago.ac.nz/evision)
- Through the ITS Service Desk (Phone 0800 479 888 or email its.servicedesk@otago.ac.nz)

Your new password will apply to all online services: Internet access, student email, online library resources, Blackboard, the University Podcast website, Unitube, and on-campus student computers.

eVISION STUDENT MANAGEMENT SYSTEM
eVision is the name of the student administration system. To access eVision, go to: otago.ac.nz/evision.
(You will have already used eVision when enrolling for your 2015 papers).

From your eVision portal you can also access the following:
- Student webmail
- Blackboard
- Library

STUDENT ID NUMBER
Your Student ID Number appears on your registration acknowledgement letter, your University ID card and (where applicable) on your examination advice letter.

In all correspondence with the University, you should cite your Student ID Number – even when communicating less formally (perhaps telephoning the University Information Centre or the Fees Office). Providing your ID Number enables the University to provide a faster, more efficient service to you.

ID CARD
Distance students can obtain a University of Otago ID Card from the Dunedin Campus or can have one mailed to them by completing the ID Card Application Form from otago.ac.nz/studentservices/otago02782.html. Before completing the form, check the website information as there may be several options available, depending on your location and level of study.

To avoid delays in processing your card, please ensure ALL sections are completed correctly.

Your card can only be issued after course approval has been completed. For details of the Course Approval process, visit otago.ac.nz/study/enrolment/otago068595.html. Once you have completed and returned your ID Card Application Form AND you have been course approved, your ID card will be sent to you. Your PIN (Personal Identification Number) and password will be sent only if they have not been previously issued. (Note: they will not all be sent in the same envelope.)

Printed on your ID card are:
- your name and photograph,
- your Student ID Number, which should be quoted whenever you communicate with the University,
- your University of Otago email address,
- your Username for accessing all University computer-related services such as Blackboard, eVision and online resources such as past exam papers, and
- your library barcode (for borrowing books and other resources).
Your ID card can be used as:

- identification for examinations
- your library card – allows you to borrow material from any University of Otago Library on any campus, and also from other university libraries with which we have agreements
- printing services, e.g., photocopying, printing
- after-hours access – providing you with after-hours access to certain sites and buildings in Dunedin. In Wellington, access is restricted to on-campus students. For Christchurch and Auckland access information, contact your department
- a discount card – many shops and services offer discounts to students.

All students are issued with a proximity ID card which allows you to access buildings that have proximity readers and is based on the access entitlement relevant to your courses. Note: Students visiting the Christchurch campus require a separate card for door access.

Please Note: DO NOT punch holes in your card, as it will cause the proximity chip to malfunction. Replacement cards cost $20.

General ID card information is available at: otago.ac.nz/studentservices/otherservices/otago018288.html

Information about Distance Learning ID cards is available at: otago.ac.nz/studentservices/otherservices/otago022782.html

If you have any queries about your ID card after you have applied for it, please contact the University ID Card Office at: idcard.office@otago.ac.nz or phone 03 479 5330.

The office is located in the ISB building (which houses the main library) on the corner of Albany and Cumberland Streets, Dunedin.

Studying at Otago

ADMINISTRATION

All general queries relating to administration of Distance Learning Programmes (e.g., enrolment, examinations, withdrawal from papers, charges of course, changes of address) should be made to the University Information Centre, phone 0800 80 80 98.

All course-specific queries (e.g., relating to dispatch of course materials, course content and difficulties, assignment grading, receipt, return, extensions) should be made to your course administrator.

MAKING CHANGES

(i) Contact details
If your contact details change, it is very important that the University is informed as soon as possible. This can be done either by entering the changes yourself via your eVision student portal or by contacting the University Information Centre. This prevents your returned assignments, course materials, and other information going to the wrong place. Changes of location may also affect your examination venue.

(ii) Change of name
If you change your name during your course of study, documentary evidence of the change should be supplied to the University Information Centre. (This could be a witnessed copy of a marriage, civil union, or deed poll certificate, a statutory declaration witnessed by a Justice of the Peace or, if reverting to a maiden name, a witnessed copy of a birth certificate or of dissolution of marriage or civil union certificate).

This is necessary only if you wish the University to use your new surname in its dealings with you. If this is not important to you, no documentation is needed.

(iii) Course of study – adding, deleting or withdrawing from papers
To ensure that we understand your intentions correctly, every request to make changes to your course must be made in writing no later than 5pm on the last day for making such changes, either via:

Email: university@otago.ac.nz
Post: University Information Centre
University of Otago
PO Box 56
Dunedin 9054

If you wish to add, delete, or swap papers, you should do so by requesting and completing a Change of Course Form available from the University Information Centre university@otago.ac.nz. Please check Key Dates for the relevant deadlines as fees refunds are date-dependent.

Requests by telephone will not be processed. Your full name, University of Otago ID Number, and the subject code and number for each paper affected must be included in a written request.

EXEMPTIONS, CREDITS AND COURSE VARIATIONS

Applications for exemptions, credits and variation of the regulations for any paper or part of a course should be made at the time of your initial application for enrolment if possible. These should be discussed in advance with your course coordinator.

Students who gain external qualifications during the year and then wish to apply for a credit, exemption, or variation may submit a request later in the year.

In all cases, students should notify the University as early in the teaching year as possible of their intention to apply for credit, exemption or variation of the regulations so that consideration of applications occurs without delay.
UNIVERSITY OF OTAGO ACADEMIC TRANSCRIPTS AND STATEMENTS

Academic Transcripts and/or copies of Statements of Current Enrolment Status, Finalist Status or Completed Qualifications can be requested from the University Information Centre or ordered online at: secure-www.otago.ac.nz/study/transcripts

Academic Transcripts cost $20 for the first copy, and $10 for each additional copy ordered at the same time and sent to the same address. Each additional destination and/or delivery method is billed as a separate request.

Statements of Current Enrolment Status, Finalist Status or Completed Qualifications cost $20 for the first copy and $5 for each additional copy of the same statement ordered at the same time. Each additional destination and/or delivery method is billed as a separate request. Examples of Statements can be viewed online.

Courier fees and overseas postage for Academic Transcripts and Statements are additional.

For further information see the University website or contact the University Information Centre telephone 0800 80 80 98 (from New Zealand) or 64 3 479 7000 (from outside New Zealand), or email university@otago.ac.nz

ASSESSMENT

SUBMISSION OF ASSIGNMENTS

There are a range of ways in which you submit your course work for assessment. These can include, but are not limited to: email, posting through Blackboard or Moodle, and by standard post. It is very important to know how your department prefers to receive assignment material. Please follow any advice given in your course book or study guide. Do not hesitate to consult your course administrator or coordinator if you are unsure how to proceed.

Students are strongly encouraged to save and retain a copy of all their assignment work. In the rare event of loss or damage after dispatch, the copy enables re-submission without distress to or further work by the student affected.

Assignments, no matter how they are sent, need to be clearly identified; with your name, student ID Number, paper code and number, and where applicable, the module, unit and/or assignment number. This will provide further assurance of smooth and safe processing.

LATE SUBMISSION AND EXTENSIONS

Some teaching teams impose penalties for assignments that are submitted late. Please check your course material at the beginning of your course to ascertain if these apply to you. There may even be policy variations within a single programme and between departments. If you are unable to reach the appropriate academic staff member with your extension request, you may lodge this with your course administrator to pass on.

Please note also that the granting of extensions does require adequate reason and that, in some instances, an extension might not be possible (for example, when a subsequent audioconference or online discussion forum has already reviewed the answers of other students).

RETURN OF ASSIGNMENTS

Your assignments will be returned as soon as marking is completed and the grades have been recorded. If, at any time, you become concerned about delay in return, please contact your course administrator or the teaching staff concerned. The University appreciates that the timely return of assessed work is especially important for distance students.

DISHONEST PRACTICE AND PLAGIARISM

Dishonest practice is seeking to gain for yourself, or assisting another person to gain, an academic advantage by deception or other unfair means. The most common form of dishonest practice is plagiarism.

Dishonest practice in relation to work submitted for assessment (including all course work, tests and examinations) is taken very seriously at the University of Otago.

All students have a responsibility to understand the requirements that apply to particular assessments and also to be aware of acceptable academic practice regarding the use of material prepared by others. Therefore it is important to be familiar with the rules surrounding dishonest practice at the University of Otago; they may be different from the rules in your previous place of study.

Detailed information about dishonest practice and how it is dealt with at the University of Otago is available at: otago.ac.nz/study/plagiarism/

Useful information about plagiarism, how to avoid it, and where to get help is available at: otago.ac.nz/study/plagiarism/otago006307.html

ACKNOWLEDGE YOUR INFORMATION SOURCES

You can find out more about plagiarism (and how to avoid it), using the online module: Essay writing with readings at: oil.otago.ac.nz/oil/module1.html. Use the left-hand menu to navigate to the section, Use Information. Within this section learn more about citing information and plagiarism.

For an alternative interactive online tutorial from Canada’s Arcadia University, visit library.acadiau.ca/tutorials/plagiarism/

More information about managing your references and citation styles is available in the following sections of the Guide to Library Services elsewhere in this booklet:

- References, citation styles, and reference management software

Further information about citation styles is available at: library.otago.ac.nz/research/citation.html
EXAMINATIONS

UNIVERSITY OF OTAGO EXAMINATION RULES

Please familiarise yourself with the Examination Rules in Appendix IV.

GENERAL

Interest Only

Students who are enrolled in a paper for interest only do not sit any examinations.

Withdrawal from a Paper

If you decide not to sit the examination, you must notify the University Information Centre in writing of your withdrawal from the paper(s) concerned (refer to Key Dates). The timing of your withdrawal determines what appears on your academic record.

Final Examination Only (formerly called Terms Carried Over)

In most courses, if you have completed your course work satisfactorily but fail or are unable to sit the examination, you may apply for Final Examination Only enrolment. This means that you may sit the examination on the next occasion that the paper is offered without attending teaching sessions or submitting assignments. If your application is approved, a fee per paper will be charged, but you will not have to pay tuition fees again.

For details of how to apply for Final Examination Only enrolment, contact the University Information Centre. The closing date for applications is 10 January (for papers next offered in Summer School) or 1 March (for papers next offered as full year or first semester papers), or 31 July (for papers next offered as second semester papers).

Please note: Students who have been granted Final Examination Only enrolment are not entitled to receive any course materials or to attend audioconference or other teaching sessions for the paper concerned.

ALTERNATIVE EXAMINATION ARRANGEMENTS

If you have a temporary or permanent impairment, injury or chronic illness and you will have difficulty sitting examinations under conventional circumstances, please contact:

Disability Information and Support

Tel 64 3 479 8235
Fax 64 3 479 5873
Email disabilities@otago.ac.nz

To apply for alternative arrangements for final examinations, request an application form from Disability Information and Support, fill it out, attach documentation (from your doctor, physiotherapist, counsellor, psychologist, learning specialist, etc.) verifying your need for such arrangements, and return the completed form to Disability Information and Support by the closing date. You can also download the application form from: otago.ac.nz/study/exams/otago030046.html#Variations

Deadlines for applying for alternative examination arrangements are:

- 15 January Summer School papers
- 1 May First semester papers
- 1 September Second semester and full-year papers

SPECIAL CONSIDERATION

At all final examinations, other than Special Examinations, you may apply for Special Consideration if:

- you have been prevented from sitting a final examination through illness or other circumstances beyond your control; or
- you consider that your performance in any final examination has been seriously impaired by illness or other exceptional circumstances beyond your control at the time of, or in the 14 days immediately prior to the examination.

Applications can only be made through your eVision student portal, within five calendar days of the last examination for which you are seeking Special Consideration. Supporting documentation must be scanned prior to applying so it can be attached when you make your application.

Candidates seeking Special Consideration for all programmes in Dentistry, Medical Laboratory Science, Radiation Therapy, Medicine, Pharmacy, Physiotherapy, and postgraduate programmes in Health Sciences should apply to the relevant Department, School or Faculty Office. Candidates in all other programmes should apply to Student Administration as outlined on the website: otago.ac.nz/study/exams/index.html

Please review the website for all of the information, including application forms, or contact the Examinations Office for further advice:

Email examinations@otago.ac.nz
Tel 64 3 479 8431

LOCATIONS

Where practicable, students will sit their examinations at a local centre. Some students, however, might be required to travel distances of up to an hour's drive. Supervisors appointed by the University will attend each examination centre.

Please ensure that any change of address is updated in eVision well in advance of your exam date as requests for a late change in your examination centre (because you have moved) will be accepted only if the centre has been booked in advance and at least ten working days' notice has been given.

There are no provisions for candidates to sit final examinations at different times or at different places from those scheduled – the examination centre is the nearest University examination venue to your normal study location in New Zealand. Candidates seeking Special Consideration for all programmes in Dentistry, Medical Laboratory Science, Radiation Therapy, Medicine, Pharmacy, Physiotherapy, and postgraduate programmes in Health Sciences should apply to the relevant Department, School or Faculty Office. Candidates in all other programmes should apply to Student Administration as outlined on the website: otago.ac.nz/study/exams/otago030046.html#Variations

ID CARDS

You should bring your University ID card (or alternative photographic proof of identity, such as a driver's licence or passport), together with your official examination advice letter to every examination.

"READING TIME"

The University of Otago does not provide for a separate "Reading Time" in final examinations (as some other New Zealand universities do). Candidates are admitted to an examination room five minutes before the examination is due to begin. Examination papers are laid out in advance face-down.

Once seated, candidates may complete their attendance slip and other details on the cover of their answer book, but may not turn their examination paper over until given the instruction to do so.
RESULTS

Official Summer School results will be available from Thursday 3 March. Official first semester, second semester and full-year results will be available via eVision once confirmed.

Please note that candidates must not communicate with examiners in regard to an examination, either in the examination script or otherwise, before confirmed results are released, except through the Manager, Student Administration. To do so is a breach of the University of Otago’s Examination rules (see Appendix IV).

ABSENCE FROM FINAL EXAMINATIONS

If you remain enrolled in a paper, but do not sit the final examination for it (except in circumstances covered by the Special Consideration provisions), the marks for all the work you have completed which count towards the final result will be added up, including a zero mark for the final examination if you choose not to sit it. This total will then generate an actual final result — which in most instances will be a “Fail”.

FURTHER INFORMATION

Visit otago.ac.nz/study/exams for Examinations Information about all aspects of examinations.

ACADEMIC PROGRESS POLICY

A student who fails to make satisfactory progress (i.e. pass half or more of the points enrolled for in a calendar year) will be placed on Conditional Enrolment and may enrol for a prescribed course of study only, in the next year of enrolment. Such a student who passes fewer than half of the points in the Conditional Enrolment year will be suspended from enrolment from the University for the subsequent two calendar years. Students suspended under the Academic Progress Policy will be regarded as Recommencing Students if they register to return to study at the University of Otago after their suspension period.

This policy will be applied to students transferring from other tertiary institutions as if their previous study had been undertaken at the University of Otago. Students suspended under the academic progress policies (or equivalent) of other tertiary institutions will not be permitted to transfer to the University of Otago until such time as that suspension has passed.

The full policy is available from: otago.ac.nz/administration/policies/otago002988.html

GRADUATION

Graduation is a chance for you to mark the completion of your studies and to celebrate your success with your family, friends and the University community.

In order to graduate, eligible graduands must apply online via your eVision student portal evision.otago.ac.nz/sitsvision/wrd/siw_lgn (using your University username and password) before the closing date for applications for that ceremony.

For detailed information about graduation visit: otago.ac.nz/study/graduation

GRADUATION CEREMONY DATES

While you can choose whether to graduate in May, August or December, you should graduate at the ceremony allocated to your discipline. These are listed on the website. In most cases you must graduate within twelve months of completing your qualification.

OPENING AND CLOSING DATES FOR APPLICATIONS

Check the website for the dates when applications open and close. Applications will be accepted until the closing dates shown on the website, unless the upper limit for those graduating in person has been reached. There are no limits on absenta applications, but applications must be received by the closing date. Late applications will not be accepted so please apply promptly to avoid disappointment.

GRADUATING IN PERSON OR IN ABSENTIA

Please ensure you are recorded as a finalist. Even if you do not wish to attend a graduation ceremony, you must still apply to have your qualification awarded in absentia. If you have any questions about your finalist status, please contact the University Information Centre, university@otago.ac.nz phone 0800 80 80 98.

You may graduate with your Degree or Diploma in person or in absentia. Certificates are only awarded in absentia (you still need to apply to have it awarded). Your certificate will then be sent via courier following the ceremony at which it was awarded.

NOTIFICATION OF ACCEPTANCE TO GRADUATE

As soon as you have successfully submitted your application via your eVision student portal, a confirmation email will be sent to your nominated email address. If you do not receive this email by the end of the following business day, please contact the Graduation Office immediately. You will be able to view a summary of your graduation details within your eVision student portal as soon as your application is submitted, please check these details carefully to ensure they are correct.

Please note that if you have not completed your qualification at the time that you apply to graduate, then your acceptance is subject to the remaining requirements for your qualification being met.

THESIS STUDENTS

If you are completing a qualification for which a thesis or dissertation is required, you should apply for the ceremony of your choice even if you are not sure if your thesis will be marked in time for you to graduate. You should, however, have submitted your thesis for examination before you apply for a place in a ceremony.

Your final result needs to be confirmed at least five weeks prior to the ceremony date.
DEFERRAL

If you are undertaking a further qualification or wish to complete a further major in a degree, you may apply to the Graduation Office for permission to defer having the qualification awarded.

MOBILITY

Graduands with a disability that could cause mobility problems should contact the Graduation Office as soon as possible so that appropriate arrangements can be made.

For further information:

Web otago.ac.nz/study/graduation
Email graduation@otago.ac.nz
Tel 64 3 479 8239
Freephone 0800 80 80 98 (within New Zealand)

ORDERING TEXTBOOKS

Books prescribed for your course will usually be available from the University Book Shop (Otago) Ltd (UBS). UBS’s contact details are:

Tél 64 3 477 6976 ext. 878
Fax 64 3 477 6571
Email ubs@unibooks.co.nz
Web unibooks.co.nz

Books may be purchased online, or by telephone, fax or email as well as over the counter (refer to instructions below). You can check textbook lists and prices online at: unibooks.co.nz

When ordering, be sure to provide the author and title of the book, your paper code and indicate how you wish to pay. Most textbooks are already specially priced to keep costs to students as low as possible. Your order will be sent to you by courier unless otherwise requested.

Pre-payment is required on all orders, however please do not send payment before confirming book prices and freight costs with us. The UBS accepts MasterCard, VISA and American Express. Please clearly specify: cardholder name, card type, card number and the expiry date. If you are not paying by card, you will be pro forma invoiced. (This means that the invoice must be paid before your order is sent to you.)

For WINZ Purchase Orders, please contact Annette Campbell (annettec@unibooks.co.nz) at the UBS prior to advising WINZ of your costs.

Please allow 2-3 days for your order to be filled if we have stock, and another 2-3 working days for standard delivery to street addresses throughout New Zealand. Supply times may vary depending on the time of year, especially at the start of each Semester and Christmas/New Year. We will let you know if we cannot immediately supply items on your order and back order such items unless you request otherwise.

The UBS will not necessarily have been asked by lecturers to stock their recommended reading. Subject to availability, any book can be ordered for you, but please be aware that procuring obscure titles may take some weeks.

TEXTBOOK ORDERING INSTRUCTIONS

Online

If you don’t know your assigned textbooks:
• Click on the Textbook link in the menu at the top of our homepage.
• Select the Textbook Lists link and search by Department name, or Paper Number to retrieve a list of papers and their textbooks.
• Identify the textbooks for your paper(s) and switch back to the UBS homepage. You may want to print out or save your search results before you do so.

To place your book order:
• Enter the name of the textbook in the Search Box on the UBS homepage. TIP: Using “+” between words will narrow the search but you must enter the title exactly as it is recorded. If you include words out of sequence or skip a word, you will not get a match to what you are looking for. For example, if a complete book title is “Art Across Time 4E Volume II” on the textbook results search, you could search on our main homepage for “art+across+time+4E” and this would return only two results, including the one you want. If you typed “art+time” you’d still get two books coming up, but neither would be a match.
• Select the appropriate title from the list of results.
• Click on the “Add to Cart” button to add to cart.
• Repeat this process until you have all your books in the cart and then proceed to “check out” to buy or “Get a Quote” in order to contact us about what discount (if any) and postage would apply to your order before committing to buy.

IMPORTANT NOTE: There is an “Additional Comments” box available as part of the checkout process. Please use this to note the paper codes for which you are ordering books and that you are a student.

Ordering by other methods

You can email us to enquire about price, availability and shipping costs and/or to place your order for textbooks. Alternatively, phone orders can be placed at any time. If ordering via fax or mail, please neatly write out (or preferably type) your fax. You can either provide Credit Card information by this method (which will speed up processing) or request that we send a Pro-Forma invoice detailing costs – this method works well for those wishing to pay by cheque.
STUDENT SERVICES

WELFARE AND RECREATION SERVICES

Distance students would not normally access the following services which are located on campus: Student Health Service, Student Counseling, Accommodation Office, Careers Advisory Service and Recreation Services. Because of this, they do not pay the Welfare and Recreation Levy. However, any distance student who wishes to access these services can do so by voluntarily paying the fee.

STUDENTS WITH IMPAIRMENTS

Disability Information and Support (DI&S) provides learning support, advice, advocacy and information to students with permanent, recurring or temporary impairments. Their vision is to work in partnership to promote an inclusive environment that celebrates diversity, promotes comprehensive academic support, and empowers individuals with impairments to achieve their full potential.

The support provided is varied and may include access to specialised equipment, quiet study rooms, note-taking, individual subject tutoring, reformatting of course materials, and alternative test and examination arrangements. Student Advisors are available to discuss each student's requirements and work collaboratively to put together a support plan.

The information that a student provides DI&S in relation to their impairment and support requirements will be held in confidence. In addition, the support received is not documented on a student’s academic record or marked on their qualification. More information is available on request.

Disability Information and Support
University of Otago
PO Box 56
Dunedin
Tel 0800 80 80 98 or 03 479 8235
Fax 03 479 5873
Email disabilities@otago.ac.nz
Web otago.ac.nz/disabilities

TE HUKA MĀTAURAKA / MĀORI CENTRE

Māori students will find a friendly and supportive atmosphere at Otago. There are already more than 1,600 taura Māori enrolled here, representing almost every iwi. Te Huka Mātauraka/Māori Centre is the support service for all Māori students and encourages Iwi Māori to participate and succeed at Otago. The Centre offers support for academic, cultural and social needs from pre-enrolment through to graduation and beyond.

The Centre creates opportunities for Māori students at Otago to meet in an informal and relaxed atmosphere and operates from a kaupapa Māori base to provide services such as: Liaison and Advice; Tutorials and Seminars; Counselling; Resources; Scholarships & Grants information and Māori pre-graduation ceremonies.

Please do not hesitate to contact the Māori Centre if you require help or information. Opening hours are Monday to Friday 8.30am to 5pm.

Te Huka Mātauraka – Māori Centre 515 - 523 Castle Street North
Tel 03 479 8490
Fax 03 479 8477
Email maori-centre@otago.ac.nz
Web otago.ac.nz/maoricentre

PACIFIC ISLANDS CENTRE

Talofa lava and warm Pacific greetings from Otago!

The Pacific Islands Centre is a cultural and spiritual home for all those who identify with the Pacific nations of Melanesia, Micronesia and Polynesia. Our job here is to assist you in your academic journey anyway possible.

You are important to us and we acknowledge your passion and drive in taking the initiative to study from home. Distance learning can be a difficult and lonely time for some students.

We can support you by providing you with support from here on campus with your general enquiries like putting you in contact with your lecturer or a library service for example. You can also have Blackboard access to the Pacific Islands Centre which will provide you with important information and events.

Don't hesitate to contact us and check out our website for more information, we'd love to hear from you:

Tofillau Nina Kirifi-Alai, Manager
Tel 03 479 8278
Email pacific@otago.ac.nz
Web otago.ac.nz/pacific

OTAGO UNIVERSITY STUDENTS’ ASSOCIATION (OUSA)

Membership of the Otago University Students’ Association is voluntary.

Student rights and advocacy

Membership of OUSA gives you access to a range of services and allows the OUSA to represent and advocate for your academic interests. The Association’s homepage describes these at: ousa.org.nz/. Services include student rights and advocacy. The Association’s Executive includes elected student representatives who direct the organisation in the direction that best suits its members.

Class Representatives

Integral to the Association’s student rights and advocacy services is the Class Representative system. This is managed on your behalf by the Students’ Association. The Class Rep system is also integral to the University’s commitment to Quality Assurance. In 2004, Senate reaffirmed the important role of the Class Representatives and the accountability of HODs for ensuring that representatives are appointed in all papers. Students who volunteer to participate as class representatives have the opportunity to enhance communication and leadership skills, access professional development training in a range of areas, and demonstrate initiative for future academic and employment opportunities. OUSA invites distance students to actively participate in the Class Representative system.

Please speak directly with teaching staff at the commencement of your course if you would like to volunteer as a Class Representative. Any questions or requests for further information can be directed to classrep@ousa.org.nz.

FEEDBACK FROM STUDENTS

The University places a high value on feedback from students. If you are given the opportunity to complete Course Evaluation or Teacher Evaluation questionnaires, please be assured that your views will be welcome and put to good use by your programme’s host School or Department. The University is seriously committed to continuous quality enhancement.

You may also receive an invitation from the University’s Quality Advancement Unit for the opportunity to participate in the Student Experience and Graduate Opinion Surveys. Feedback data provided by Distance Learning students are extrapolated and reported to the relevant academic units. These surveys are also of key interest to the University in relation to benchmarking with other institutions.

You are also able to raise matters with your course coordinator or the Distance Learning Office.
**DOCTORAL CANDIDATES**

The University appreciates that distance doctoral candidates are not able to participate as frequently as residential candidates in the various on-campus activities which are available (for example journal clubs, departmental symposia, social functions, guest lectures, tutoring, demonstrating, etc.). You are encouraged, however, to visit the appropriate campus (Auckland, Christchurch, Wellington or Dunedin) whenever possible to connect with staff and fellow candidates and to make the most of online resources and social networks.

As your office is not just down the corridor from your supervisors, keeping in touch with them on a regular basis is really important. Apart from the required formal annual progress reports (six-monthly in your first year), we suggest you consider:

- Updating your supervisors regularly (perhaps weekly) via email regarding your progress and plans.
- Making regular phone calls to your supervisors.
- Using Skype to discuss matters with your supervisors.
- Visiting the campus whenever possible to meet with your supervisors (and others).

You may also like to think about forming a peer-support group comprising a few fellow candidates and having regular meetings with each other, perhaps using Skype or the telephone.

If you have any particular needs, please do communicate them to your supervisors in the first instance.

A valuable source of information is the PhD Handbook which is available online at otago.ac.nz/study/phd/handbook. The PhD webpage (otago.ac.nz/study/phd) also provides other important information for candidates. To foster and support the Otago graduate community, Graduate Research School uses Facebook and Twitter. Social media is used to keep in touch with doctoral candidates, to advertise events and to share helpful information. It also provides another avenue to keep in touch with other candidates as well as University staff. You can find us on facebook.com/OtagoGRS and twitter.com/OtagoGRS. The Graduate Research School also has a Blackboard page which contains copies of the slides from the various workshops we deliver. There is also a discussion board which can be used to ask questions and connect with other candidates. Finally, the Graduate Research Student Liaison Committee has a Distance Student Representative that can help communicate any issues that distance candidates have. Contact details of the Distance Representative can be found on the Committee webpage (otago.ac.nz/council/committees/committees/ggrc/otago001024.html)

Should you have any administrative or enrolment queries, please do not hesitate to contact the Doctoral Office:

Email  phd@otago.ac.nz.

If you have other issues that you would like to discuss, you can contact:

Claire Gallop
Manager, Graduate Research School
Email  claire.gallop@otago.ac.nz.

If Claire is not the right person to talk to about your issue, she can direct you to the right place!

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**How your course is taught**

**ONLINE LEARNING ENVIRONMENTS**

Online learning environments provide access to course materials, discussion forums, workshops, quizzes, blogs and wikis, and online assessment via the internet. Other features provided include the ability to upload assignments, engage in real-time chat and link directly from course material to other web-based information.

**BLACKBOARD**

Blackboard is the University’s most commonly used online learning environment. Access is usually available from the first day of the Semester once the enrolment process is complete and fees paid.

**Logging In**

To access your paper on Blackboard, go to the website blackboard.otago.ac.nz

Log in with your University username and password. Your username is as shown on your Student ID card. This will take you to your own Blackboard page. Now you can start using Blackboard.

**Having problems logging in?**

**Internet Access**

Can you see any other web pages? Try connecting to the University of Otago home page: otago.ac.nz. If you are at home and are unable to establish an internet connection you should contact your Internet Service Provider for advice.

**Does your paper use Blackboard?**

If you are not enrolled in any papers that use Blackboard, you won’t be able to log in at all.

**Other access issues**

Typically, students will be given access on the first day of the semester. You may also be unable to access Blackboard if you have not yet completed the enrolment process and/or are listed as owing money to the University. For further information please contact the University Information Centre on:

- Tel 0800 80 80 98 Freephone for callers within New Zealand, or
- Tel 64 3 479 7000 for international callers
- Email university@otago.ac.nz
- Hours 8:30am to 5:00pm Monday to Friday

**Need more Help?**

Information for new users may be found at otago.ac.nz/blackboard. If you need help with Blackboard, please visit the Blackboard Help site at:

- Web otago.ac.nz/its/services/teaching/otago028342.html
- Email its.servicedesk@otago.ac.nz
- Freephone (NZ) 0800 479 888 or phone: 64 3 479 8888

For further information regarding hours, refer to the ITS section later in this booklet.

**NEW TO 2015 – THE STUDENT DESKTOP IS NOW ONLINE**

In 2015 you will be able to have the same experience as students using on-campus computers. The desktop and all the software related to your course will be available at home.

Visit us on otago.ac.nz/studentIT for details on how to do this.
Your Blackboard Page
Every time you log on to Blackboard, this will be the first screen you will see. Here you will find a listing of all the on-line Blackboard papers that you are currently enrolled in. See the screen shot below for a brief description of some of the parts of this web page.

**Tools**
- View your announcements, tasks and calendar in more detail.
- Review your grades for your blackboard papers
- Send an email to your tutors or other students.

**Help**
- Clicking the down arrow then the ? at the bottom of the box will take you to the Blackboard@Otago help pages.

**Log out**
- Click here every time you have finished using Blackboard.

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**My Papers**
This is a list of all the papers that you are enrolled in that make use of Blackboard. Click on the paper name to open that paper.

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**OTHER ONLINE LEARNING ENVIRONMENTS**
Some courses at the University of Otago use other online learning environments, either in addition to or instead of Blackboard. The two most common are Oceanbrowser and Moodle. Your Department will provide more detailed information about how you will access course material and engage with teaching staff and fellow students online.

**Oceanbrowser**
is used primarily in the Health Sciences. It also includes additional features such as support for "voice over the internet" or VoIP audioconferencing.

**Moodle**
Some areas of the University use Moodle to teach distance papers.
WEB CONFERENCES

Otago Connect is a web conferencing tool used to conduct online meetings, hold discussions and tutorials, and much more. It enables you to connect to your lecturer and other students from your computer, tablet, or smartphone. It is “a bit like Skype to use - but with a lot more functions than just seeing and hearing each other”.

Otago Connect has many useful features to encourage collaboration and learning:
- Group text, audio, and video chat
- Ability to share presentations (like Powerpoint)
- Collaborate on a whiteboard
- Conduct polls during your meetings
- Share useful files
- Create groups who meet in separate ‘rooms’ and report back

Otago Connect set-up instructions
Appendix I lists what you need to fully participate in an Otago Connect session. Your lecturer will advise if your course will be using Connect and send you a link to the virtual “meeting room” that has been set up for your course. To take part in an Otago Connect session, you will require a desktop or laptop computer with a good quality broadband connection, a headset with microphone, and a webcam (useful but not essential). Adobe Flashplayer software is required to use Connect and this will be downloaded automatically if necessary during tests detailed in Appendix I.

For assistance with using Otago Connect, please contact the ITS Service Desk on 0800 479 888 or email its.servicedesk@otago.ac.nz

AUDIOCONFERENCES

Many distance papers offered by the University of Otago are delivered via the University’s national Audioconference network. This functions as a single teaching room, in which teachers and students throughout New Zealand communicate directly with one another.

Audioconferencing brings people together in a learning community. Most students enjoy the Audioconference sessions and appreciate the chance to ask questions and get instant replies, and to meet other people with similar interests, both in their own region and elsewhere in the country.

Most lecturers will have indicated in the course materials what is on the agenda for each Audioconference session. Preparation for each session (doing the suggested reading, listening to the CD supplied, or jotting down specific matters of concern which you wish to raise) will prove very worthwhile. The advantage of the “live” seminars can be fully exploited for learning only if they are interactive. If you are well prepared for the topic scheduled, you will know what you need to ask of, or share with, your fellow students and the teacher.

USING THE NETWORK

You will be connected to the University’s network by telephone through an Audioconference bridge. This will require a PIN number. For comfort, it is recommended that you use a hands-free speaker telephone. You also need to arrange a quiet space from which to operate for the duration of your Audioconference session.

Some papers may also include videoconference sessions for students who can participate from the University’s centres in Auckland, Dunedin, Christchurch, and Wellington.

Instructions and advice on participating in Audioconference sessions are provided in Appendix II.

RECORDINGS AND CONFIDENTIALITY OF AUDIOCONFERENCE SESSIONS

Recording of “live” sessions is not permitted, except by the technical staff in the Network Control Room. This safeguards confidentiality, materials that could be covered by copyright, and the students’ ease. Breach of this policy will result in disciplinary action. The Master Recording undertaken by the Control Room enables copies to be sent to students in the event of equipment failure. Copies are also covered by copyright and are never supplied to persons other than members of the course.

It is important that students preserve the confidentiality of teaching session discussion, especially when sensitive matters such as case studies are discussed. Professional ethical standards must be maintained at all times.
Audiovisual Resources

Course material and other information may also be available in a range of multimedia formats (in addition to print). Your paper coordinator will advise which technologies are being utilised in your course and will provide access instructions. These formats may include:

- CDs
  Some departments provide course material and readings on CD. These can be read directly from your computer screen or printed out.
- DVDs and CDs from the Library
  These are included on the Library catalogue, and some can be borrowed from the Library. Students should check with Distance Library Service staff for further information about which material may be posted out.
- Podcasts
  Podcasts are audio and/or video files which you can download to your computer and transfer to portable devices if desired.
- Streaming Media
  Streaming media are audio or video files which are received and presented to an end user while being delivered from a website.

Copyright

Course materials that the University of Otago distributes are provided to students according to NZ copyright law, or with license agreements between the University and licensing agencies, such as Copyright Licensing Limited or Screenrights.

All material produced by the University as a course resource is for the sole use of students enrolled in the course and is subject to copyright constraints. This includes print, CD-ROMs, DVDs, other audio and video material, software, and web-based resources.

Unless there is a specific statement to the contrary, you may not provide copies of the materials you receive as part of your course of study to any person, or re-use them in any other forum outside the papers in which you are enrolled, without permission. Note that this restriction does not affect your ability to re-use insubstantial amounts of any material because this is allowed under NZ law as “fair dealing” with copyright material for criticism or review. Find out more about fair dealing at otago.ac.nz/administration/copyright/otago016309.html.

If you do wish to use a substantial portion of any piece of material you receive as part of your course in another forum, then you should contact the person or publisher who holds the copyright, or alternatively, email the University Copyright Officer at copyright@otago.ac.nz for advice.

As a student, you are also the creator of material for which you may hold the copyright. As the copyright holder, you can specify what someone else may or may not do with the material you have created. One of the methods that will enable you to do this, is through licenses that have been established based on New Zealand Copyright legislation, such as Creative Commons creativecommons.org.nz/.

For more information about copyright, visit: otago.ac.nz/administration/copyright/

Block/Residential Workshops

Many of the University of Otago’s distance papers require attendance at on-campus workshops for blocks of teaching. These intensive periods of delivery occur at strategically important times of the tuition schedule and are organised by your teaching department. If you have any queries or practical concerns, please contact your course administrator.

Student Support

Student Learning Centre Support

Student Learning Development staff offer a free and confidential service to support distance students at all levels of study.

Individual Consultations

Our staff on the Dunedin, Christchurch and Wellington campuses are available for face to face support on campus, or advice via email, phone, or Skype on a wide range of postgraduate and undergraduate writing and study skills. They also provide on-campus workshops and are happy to work in with block courses where possible to ensure distance students have the opportunity to attend. You can also address any issues you may have with generic writing skills, such as grammar and punctuation, editing skills, and summarising and paraphrasing with our learning advisors.

Workshops

Writing and study skills workshops are offered on all three campuses. As a distance student, it may not always be possible for you to attend a workshop on campus. Our learning advisors are happy to discuss any of these workshop topics in an individual consultation with you. If you would like copies of the handouts used during the workshops, please contact us. Information on workshops is available on the SLC website at otago.ac.nz/slc.

Online Resources

The SLC website at otago.ac.nz/slc provides help via academic writing study guides, information literacy tutorials, and a section for postgraduate thesis students.

Peer Learning and Support

The Student Learning Centre has developed a number of peer support programmes including a conference support group (CSG). If you are a postgraduate student about to prepare or deliver your first conference presentation we have a number of PhD and Master’s students who have conference presentation experience and can provide you with feedback and support, covering aspects such as style of delivery, structuring presentation and how to engage an audience. For students off campus, we offer this peer support via Skype.

Contact us at:

Dunedin
Email  slc.receptions@otago.ac.nz
Tel  0800 80 80 98 and ask for the Student Learning Centre (ext 8801)

Christchurch
Carole Acheson
Email  carole.acheson@otago.ac.nz

Wellington
Karen Johnson
Email  karen.johnson@otago.ac.nz
INFORMATION TECHNOLOGY SERVICES (ITS)

Who to contact for help

Student IT Advisors provide computer help for students both on campus and online for distance students.

Tel 64 3 479 5170
Email studentIT@otago.ac.nz
Web otago.ac.nz/studentIT

The ITS Service Desk can also assist with enquiries about computing/IT issues that you may experience when accessing University of Otago services via the internet. You need to contact them for eVision and Blackboard problems.

Tel Freephone (NZ) 0800 479 888
Tel 64 3 479 8888
Email its.servicedesk@otago.ac.nz
Web otago.ac.nz/its/

Hours Monday to Friday 8.30am – 7pm during term time

Changing your password

If you are contacting the ITS Service Desk about changing your password, you will be asked to provide the following information:

• Full name (including middle name)
• Date of birth
• Student ID number (if known)
• Student Username (if known)
• Home address (student)
• Last year of enrolment at the University of Otago (student)
• Contact telephone number

eVision, Student Webmail, Blackboard, & Endnote

For further information on eVision, Student Webmail, and Blackboard, refer to the Contents section of this handbook. For information about Endnote, see the Guide to Library Services section.

Useful website

See otago.ac.nz/its/services/otago033765.html, under Software Assistance, for advice on using software such as Microsoft Office, Media, Endnote, Sophos Antivirus, and search programmes. Note that Sophos and Microsoft Office are free to students.

Responsible computer use

Access to university systems imposes certain responsibilities and obligations. Responsible use ensures the rights of others to privacy, the observance of intellectual property rights and individuals’ rights to be free of intimidation, harassment, and unwarranted annoyance.

A GUIDE TO LIBRARY SERVICES

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THE DISTANCE LIBRARY SERVICE (DLS)

Who can use the Distance Library Service?
Any student enrolled in a Distance course or paper through the University of Otago is automatically eligible to use the Distance Library Service. Students living outside Dunedin, including PhD students and students on placement, can also register to use the Distance Library Service.

We can provide you with:
• Scanned copies of journal articles and book chapters
• Books – delivered to your home or work address with a freepost return label (for return postage within New Zealand only)
• Research support
• Advice and help accessing library resources
• Access to material not held in the Library collection

Contact details
Freephone (NZ) 0800 347 826 or 0800 DISTANT (answerphone available)
Email distance.library@otago.ac.nz
Web library.otago.ac.nz/distance
Tel +64 3 479 8940
Address University of Otago
Distance Library Service
Private Bag 1973
Dunedin 9054
FreePost 108584

Distance Library Request form: otago.ac.nz/library/onlineforms/distance/distancerequest.php

Hours
The Distance Library Service is staffed from 8.30am – 5.00pm, Monday to Friday. You can phone and leave a message or email anytime. We aim to reply to all emails, phone calls, and requests within two working days.

ONLINE GUIDE FOR DISTANCE STUDENTS

This guide is available under Distance Students, on the Library Homepage and outlines the services and resources available to distance students. It’s a good place to start, especially if you are returning to study after a break or if you are new to the University of Otago.

VISITING UNIVERSITY OF OTAGO CAMPUS LIBRARIES

All students who are currently enrolled can use any of the University of Otago libraries on the Dunedin, Christchurch, or Wellington campuses. The Distance Library Service is located on the Dunedin campus in the Central Library. Contact details for the other campus libraries are at the beginning of this guide.

VISITING OTHER NEW ZEALAND UNIVERSITY LIBRARIES

Through the ULANZ (University Libraries of Australian and New Zealand) reciprocal borrowing agreement, you can also borrow resources directly from other New Zealand and Australian university libraries (except the University of Auckland). For further details see caul.edu.au/caul-programs/ulanz or visit your local university library (with your student ID).
LIBRARY SERVICES, RESOURCES & GUIDES
The University of Otago Library website is: library.otago.ac.nz

Key to main links:
1. Distance Students – links you to information about the Distance Library Service and the online request form.
2. Library Search / Ketu – use this to search the Library collection (it includes links to journals, articles, and books available online).
3. Self-help – access a range of video tutorials about using Library services, renewing or requesting books, and using Library Search / Ketu and the article databases effectively.
4. Subject Guides – these guides act as gateways to relevant article databases, books, and research tools for your subject area(s). They also provide the contact details for your Subject Librarian. If your subject area is not listed amongst these guides, please refer to the Distance Students webpage (and the Subject Librarians tab), for the contact information for your Subject Librarian.
5. Article Databases – use these to search for articles across hundreds of academic journals, magazines, and newspapers. Your University username and password is required to access them. If you study through the University's medical schools in Christchurch or Wellington, you will need to use the databases available on the Canterbury Medical Library or the Wellington Medical & Health Sciences Library websites (refer to the Useful Library Links section of this guide for URLs).
6. E-Journal list – use this to search the Library's online journal collection. If you study through the Canterbury Medical School or the Wellington Medical School, you will need to use the e-journals link on the Canterbury Medical Library website and the UOW Journal Search on the Wellington Medical & Health Sciences Library website.

REQUESTING LIBRARY MATERIAL
How to request library material
Instructions for requesting library books, book chapters, journals articles, DVDs, and more are available on the Distance Students guide: otago.libguides.com/Distance
Access to past exam papers
Past exam papers are available from the Library homepage, under Exam papers (listed on the blue banner). If an exam has been "Embargoed" by your Department you will not be able to view it.
The Recall process and how it affects you as a borrower
Library items that are “On Loan” can be recalled (requested) by another library user at any time. If an item you have on loan has been recalled, you will be notified by email (sent to your university email address) and the item that has been recalled will be given a new return by date. Library users have seven days to return a recalled item (but this can vary). “Overdue recall” fines are incurred at a higher rate than normal overdue fees.

BORROWING INFORMATION
Loan periods and restrictions
Information about the number of items you can borrow and for how long is available from the Library homepage under Borrowing entitlements: otago.ac.nz/library/quicklinks/borrowing
Renewals, Recalls, Overdues, Library Fines and Library Notifications
• Unless “Recalled” by another borrower, books may be renewed up to two times. You can renew items online from Library Search, click on My Account.
• All books may be Recalled by another borrower, at any time, and an earlier due date automatically assigned.
• A replacement and administration fee is charged for all lost books.
• An overdue fine will be charged on any item not returned by the due date (20c per day for standard loans, $3.00 per day for recalled items).
• Notification of recalled and overdue items is sent to your student email account: otago.ac.nz/studentmail – please check it regularly or get these emails redirected.

TIPS FOR EFFECTIVE SEARCHING
The Self-help guide (otago.libguides.com/selfhelp) on the Library homepage has some useful video tutorials on how to search the article databases and Library Search / Ketu (aka the Library catalogue) effectively. To find these videos, click on Searching & evaluating (as indicated in the screenshot below).
GOOGLE SCHOLAR AS A RESEARCH TOOL

Google Scholar retrieves academic literature, in many fields of research, on the internet. If you use the link to Google Scholar on the Library website (refer to the Useful Library Links section of this guide for the URL), you’ll be able to tell which results are available through the Library’s database subscriptions (those results will have Otago Article Link next to them). The screenshot below shows the results of a Google Scholar search and where you’ll find Otago Article Link. To access the full text of an article, click on Otago Article Link.

Otago Article Link will redirect you to the article record in Library Search/Ketu and provide a link to the article in one of the Library databases (as shown in the screenshot below).

If you need any assistance searching Google Scholar or accessing articles, please contact the Distance Library Service.

LIBRARY E-BOOKS IN A NUTSHELL

- All Library e-books can be searched and accessed from Library Search/Ketu. If you are a studying through the Canterbury Medical School or the Wellington Medical School, use the version of Library Search/Ketu on the Canterbury Medical Library or Wellington Medical & Health Sciences Library websites.
- Library e-books can be accessed anytime and you can search across the entire text.
- They can be read in “online browse” mode and you can add notes and commentary to “your version” of the text.
- Most Library e-books can be downloaded (temporarily) to your computer/mobile device* as a pdf. The downloaded version is only accessible for a limited time period (usually 3-5 days). After that time, the pdf on your computer or mobile device can no longer be opened. If you need the e-book for longer, delete the pdf version from your computer/device and download it again.
- If downloading to a computer, you’ll need to install the free software Adobe Digital Editions. If downloading to a mobile device, you’ll need to install the free software Adobe Bluefire Reader. Mobile devices that are not compatible with Adobe Bluefire Reader will not allow you to download Library e-books. Links to the two types of Adobe software are listed under Useful Library Links.
- You can print/save or copy/paste a percentage of the e-book for your own research (different e-book suppliers have different policies about how much can be saved/printed or copied and pasted).
- E-book functionality varies depending on the publisher.
- For assistance with using Library e-books, contact the Distance Library team or your Subject Librarian.

* If you use the e-book format?

Don’t worry, you can always make an online recommendation for the Library to purchase the hardcopy (aka the “print” copy). Refer to the Useful Library Links section of this guide for the URL to this recommendation form.

FINDING A THESIS

Theses can be very useful sources of unpublished research, but they can also be hard to locate.

Searching for recent University of Otago theses
For recent University of Otago theses, try searching the University’s research repository called OUR Archive (otagoourarchive.ac.nz/). Some theses will be available for download while others will allow abstract only access.

Searching for recent theses from other New Zealand institutions
To search for theses produced by graduates across a variety of NZ tertiary institutions, use NZ Research (nzresearch.org.nz/). Similar to OUR Archive, some theses will be available for download while others will allow abstract only access.

Theses from NZ institutions can also be searched through the national catalogue, Te Puna. Te Puna is especially useful if you’re looking for theses that are not available online (usually because they were completed prior to the development of online research repositories). Refer to the Useful Library Links section of this guide for the URL to Te Puna (it is also listed on the Library website, under Article databases).

Searching for international theses
The Library’s Thesis Information guide lists a number of databases for locating theses published overseas and in NZ (they are listed under the heading, Finding). Refer to the Useful Library Links section for the Thesis Information guide URL.
Requesting a thesis
Contact the Distance Library Service if you’d like to access a thesis from another university library (NZ or overseas). Requests for theses held in New Zealand and Australia are free. There may be a charge of $25 for overseas thesis requests, but the Distance Library Service will always check with you first.

REFERENCES, CITATION STYLES, AND REFERENCE MANAGEMENT SOFTWARE
What is a reference?
A reference (aka a citation) provides details about a source of information so it can be retrieved by others. The details in a reference should allow you to search for that source of information using Library Search / Ketu, the article databases, or the internet.

How to format your references using a citation style
There are a variety of styles for formatting references, these are known as citation styles, and different academic departments tend to use different styles. The Library has a Citation Styles guide that covers the following formats: APA (American Psychological Association), Chicago A, Chicago B, Harvard, MLA (Modern Language Association), Vancouver, available at: otago.libguides.com/citation_styles.

Software for managing your references
You may find it helpful to utilise reference management software to store and manage all the references you’ve accumulated during your course work or research. The University provides subsidised access to Endnote and you can get ongoing support from ITS and the Library. To find out more about the types of reference management software available, and some introductory tips on how to use them, go the Library guide Managing Your References at: otago.libguides.com/managingreferences

COPYRIGHT – LEGAL USE OF SCANNED AND PHOTOCOPIED DOCUMENTS
All material requested by the Distance Library Service is for your private study/research. You may only make one copy and no distribution is permitted by electronic transmission or any other means.

COPYRIGHT ACT
The Copyright Act allows library staff to copy or scan material under sections ss.51, 52.56., and 56B. The Distance Library Service must observe the following conditions:
- A copy shall be made only for the purposes of private study or research.
- A "reasonable proportion" of any literary, dramatic or musical work, including any artistic work that appears within the proportion copy (i.e., we can't copy a whole book for you).
- The whole of a periodical article, or more than one article from an issue if it's on the same subject.
- Except in the case of an artistic work, no copy shall extend to more than a reasonable proportion of a complete work.

USEFUL LIBRARY LINKS
Distance Library Service: otago.libguides.com/distance
University of Otago Library homepage: otago.ac.nz/library/
  • Article databases: otago.ac.nz/library/databases/index.php
  • Self-help guide: otago.libguides.com/selfhelp
  • Subject Guides: otago.libguides.com/browse.php
  • Get It Interloan service: otago.ac.nz/library/interloan.html
  • Citations Styles guide: otago.libguides.com/citation_styles
  • Managing Your References guide: otago.libguides.com/managingreferences
  • Thesis Information guide: otago.libguides.com/thesisinformation

Canterbury Medical Library homepage: otago.ac.nz/christchurch/library/
  • Article databases: otago.ac.nz/christchurch/library/databases/
  • Off-campus access to databases: otago.ac.nz/christchurch/library/offcampus/

Wellington Medical & Health Sciences Library homepage: otago.ac.nz/wellington/library/
  • Article databases: otago.ac.nz/wellington/library/otago018435.html

eBook readers
Adobe Blue Fire Reader: bluefirereader.com/using-library-books.html
APPENDIX I – WEBCONFERENCES: Using Otago Connect

NOTE: you may find it easier to access the web-links below from the electronic version of this appendix at: otago.ac.nz/courses/distance_study/otago029745

WHAT YOU NEED

A SUITABLE COMPUTER IN A QUIET ROOM WITH:

• At least one of the following browsers: Internet Explorer 7, 8, 9, 10, Firefox, Safari, Google Chrome.
• Adobe Flash Player 10.3 or higher (A link to a free download is part of the test setup below)

A HEADSET WITH MICROPHONE:

• All participants should use headsets with microphones. Using the computer’s in-built microphones and speakers may lead to sound problems for all users.
• Apple computer users need to use a USB headset.
• Headsets that have been tested and found to be acceptable are (These range from $25 to $70 – cheapest listed first.)
  3.5mm jack Headset Logitech H110, H150
  USB Headset Logitech H390, H330, H555.
• If you cannot locate a headset with microphone readily, at a minimum headphones or ear buds are required to listen to the web conference.

A WEB CAMERA (THOUGH YOU CAN STILL PARTICIPATE WITHOUT ONE):

• Laptop and PC inbuilt web cameras are usually quite adequate.
• Microsoft web cameras may not be fully compatible with Apple computers.
• Most Logitech cameras work OK on PC and Macs.
• You do not need a high resolution web camera. One around $30 should be fine. E.g. Logitech Webcam C170, 1.3 Megapixels, USB 2

AN INTERNET CONNECTION

The better the connection the better the experience will be. For further information see: blogs.otago.ac.nz/connect/during-a-meeting/set-meeting-room-bandwidth/ A good broadband internet connection will use approx. 112 - 176MB per hour (10 hours per month is less than 2GB).

SETUP

It is very important that you check out your computer setup at least a couple of days before your first Otago Connect session so there is time to address any connection problems. Instructions on how to setup your computer to participate in Otago Connect sessions, can be found at: blogs.otago.ac.nz/connect/files/2012/03/OtagoConnect_GettingStarted_student-1.pdf Testing setup and audio quality

Test your setup at: connect.otago.ac.nz/common/help/en/support/meeting_test.htm Test your headset and microphone at: connect.otago.ac.nz/setup.

Login using your University username and password (or as Guest).

Click on Meeting at top left of the screen. Click and follow Audio Setup Wizard.

FURTHER INFORMATION

Much useful information on using Otago Connect, including troubleshooting, tips and FAQs is available at: help.otago.ac.nz/connect/

APPENDIX II - AUDIO/VIDEOCONFERENCES: General Instructions

TO JOIN YOUR AUDIOCONFERENCE BY TELEPHONE

Students outside Dunedin will join their Audioconference sessions via the Telecom Audioconference Bridge using a telephone.

• We strongly advise you to use a “hands free” speaker phone.
• The phone you are using must not have a toll bar on it.
• Please ensure you know how to mute and un-mute your phone.
• Sit in a place where you will not be interrupted.
• The University of Otago pays for calls within New Zealand (NOT cellphones).
• Calls made from cellphones will be charged to your own cellphone account.
• Pre-pay cellphones will not be able to access Audioconferences.
• Cellphones and cordless phones are not recommended, due to reception and transmission interference.

If you do use a cordless phone ensure:

- the batteries are charged
- the phone is well situated for good reception and transmission
- you mute your phone when not talking.

To dial in to your Audioconference (New Zealand students):

• If you have a Call Waiting facility on your phone, please disconnect this by dialing *52. (It will be restored automatically when you hang up at the end of your Audioconference.)
• Dial your Access Number: this will be either 083 033 or 083 044 unless advised otherwise. The correct access number will be provided to you by your course coordinator or course administrator.
• After the voice prompt, dial your Audioconference PIN and press the # key.
• You must mute your phone when you are not talking. To mute your phone: dial *6. Repeat this to un-mute it. Please take care to dial the correct number for muting and un-muting. Incorrect numbers can lock or disconnect the whole Audioconference.

Overseas students

Students joining the Audioconference from overseas will be informed separately of their connection arrangements as these may vary from paper to paper, and country to country.
APPENDIX III – ACCESS TO DUNEDIN AUDIO/VIDEOCONFERENCE VENUE

The best access to the conferencing suites is via the West Lane entrance on Albany Street. You do not need your ID card to access this facility as Control Room staff will be on duty during the sessions.

APPENDIX IV – UNIVERSITY OF OTAGO EXAMINATION RULES

1. Candidates will be admitted to the examination room five minutes before the examination is due to begin. No candidate will be allowed to enter the room later than forty-five minutes after the beginning of the examination.

2. No candidate is to leave the room until one hour has elapsed from the beginning of the examination, and then only by permission of the supervisor, after they have taken in the candidate's script.

3. No candidate shall be permitted to leave the room during the last fifteen minutes of the examination. The supervisor shall notify candidates distinctly when the examination is finished.

4. (a) No candidate is to bring any book or other written or printed matter or blank paper or information in any form into the examination room except such as has been approved by the Senate. Rough working should be done in the examination book and clearly crossed out. All answer books and paper must be handed in.

(b) No devices with communication capability may be used in the examination room or adjoining areas (e.g. toilets) during the period of the examination. Cell phones must be switched off and handed to the supervisor at the beginning of the examination.

5. (a) The use of electronic calculators is not permitted in any examination unless specified on the front page of the examination paper.

(b) Where the use of electronic calculators is permitted, the front page of the examination will specify which of the following two categories applies to that examination. Either

(i) only calculator models that are specified on the University of Otago list of approved calculators (available from the University Information Centre) may be used; or

(ii) there is no restriction on the model of calculator that may be used, but no device with communication capability shall be accepted as a calculator.

(c) Where the use of electronic calculators is permitted:

(i) it is the responsibility of the student to maintain the proper functioning of the device which must be battery-powered, truly portable and silent in operation; and

(ii) no supplementary material or equipment (e.g. operating manuals, reference cards, program cards, print-out attachments, etc.) relating to the use or operation of the device other than spare batteries, will be allowed in the examination room without the prior permission of the Group Leader, Examinations.

6. Candidates must produce scripts that are readily legible. No special arrangements will be made in the case of a candidate whose scripts are illegible to examiners.

7. No candidate shall continue writing an answer, or add anything to answers, after the supervisor has announced the expiration of time.

8. No candidate shall communicate with another candidate in the examination room or copy from another candidate's answers.

9. Eating, drinking (except water from non-spill plastic water bottles) and smoking are not permitted in an examination room.
10. (a) A candidate for an examination other than a Special Examination, may apply for Special Consideration if
    (i) they have been prevented from attending the examination through illness or other circumstances
        beyond their control; or
    (ii) they consider that their performance in the examination has been seriously impaired by illness, or
        other circumstances beyond their control.

(b) Applications for Special Consideration, including the provision of suitable supporting evidence, must be
    made within five calendar days of the last examination for which special consideration is being requested.

11. (a) A candidate who is a finalist or postgraduate student, and who misses a final examination through genuine
        error, such as mistaking the time or date of the examination, may apply to sit a Special Examination.

(b) Applications, accompanied by prescribed fee, must be made in writing to the Manager, Student
    Administration, no more than five calendar days after the missed examination.

(c) Applications shall be considered by the Pro-Vice-Chancellor of the Division in which the examination
    was held.

(d) Each applicant shall have no more than one application approved under this provision during their
    programme of study.

12. No candidate shall communicate with an examiner in regard to an examination either in the examination script
    or otherwise before the release of confirmed results, except through the Manager, Student Administration.

_N.B. Any infringement of these rules may entail cancellation of the candidate's examination and/or disqualification for
one or more years._

Sonya Stewart
Group Leader, Examinations
Student Administration
Updated September 2014