

CONTENTS

I.	Introduction Welcome from the Head of Department Contacts	5 6
2.	Prior to Arrival Start date Accommodation for international students Accommodation for families and couples Family information Insurance	8 8 8 8 8 9
3.	Department of Marketing Entitlements Contacts for specific issues Office space and computer resources Funding Printing Building access Equipment for research Telephones Tea and coffee Department seminar series Your first few days in the Department	10 10 10 10 10 11 11 11 11 11 11
4.	PhD Policies Statements of expectation PhD progress requirements	13 13 15
5.	University Information The School of Business Graduate Research Month Student ID card Library Courses The International Office The Otago University Students' Association Disability information & support office Doctoral Lounge Campus security Student Health Staff Club The Otago Bulletin The Student Learning Centre Unipol Recreation Centre Uniprint	16 16 16 16 16 16 17 17 17 17 17 18 18 18 18
6.	External Information Dunedin City Council Shopping The Maverick Group	20 20 20 20 20
	Campus map	21

This handbook has been compiled to assist you in the initial stages of your research study in the Department. For detailed information on postgraduate programmes please consult the Graduate Research School website:

http://www.otago.ac.nz/graduate-research/study/index.html

Please also see the postgraduate section of the Department of Marketing website:

www. otago.ac.nz/marketing/studying/postgraduate.html

Welcome from the Head of Department



Welcome to the University of Otago's Department of Marketing PhD and Masters programmes. We are one of the leading marketing departments in the Asia-Pacific region and the largest in New Zealand. With that size comes academic diversity and the opportunity for a wide range of topic supervision.

This booklet will assist you in your understanding of our PhD and Masters programmes. For those candidates who are new to the University, it will also help you to settle quickly into a new and vibrant research environment.

Currently our PhD and Masters programmes include candidates from a diverse range of countries, including Iran, China, India and the UK. This diversity makes for a rich and stimulating academic environment; one that is greatly enhanced by the focused research efforts of our PhD and Masters students working under the close supervision of academic staff, and well supported by the Department's administrative staff.

The University of Otago is very clear in its pursuit of research informed teaching and quality postgraduate students. The two are inextricably linked and in this department we are keen to embrace, nurture and graduate the best. As such, we assign two supervisors to each student; have regular meetings with them, review their materials and co-author academic outputs. We also seek, particularly in the latter stages of thesis development, to involve our postgraduates in teaching and tutoring as appropriate. Not only does this expose our undergraduates to cutting edge thought, it gives our postgraduates valuable hands-on teaching experience.

The Department's first research Masters was conferred in 1982 while its first PhD was conferred in 1994. Since then both programs have developed and grown significantly. Our PhD graduates hold academic and other research positions in institutions in New Zealand (AUT, Victoria, and Otago), Australia (QUT, University of Queensland, Monash University, Swinburne University, Southern Cross University, University of Western Sydney and the University of Tasmania) and around the world (University of Bournemouth, Leeds Metropolitan University, University of Malaya, University of Sunderland, University of Aberystwyth among many others). Many of our Masters graduates have gone on to successfully undertake a PhD, at Otago or elsewhere, and those who have not elected to follow an academic career are to be found in senior positions in top companies the world over, such is the quality and reputation of Otago.

I hope this booklet assists you to quickly feel at home in the Department and that it helps you to make the most of the opportunities that our PhD and Masters Programs offer.

Best wishes for your research and associated outputs.

Associate Professor Rob Aitken Head of Department

CONTACTS

PhD Coordinator

Dr Alexandra Ganglmair-Wooliscroft Room 4.31 Tel 64 3 479 8167 Alexandra.ganglmair@otago.ac.nz

Masters Coordinator

Dr Leah Watkins Room 4.40 Tel 64 3 479 8168 leah.watkins@otago.ac.nz

Department Manager/PA to Head of Department

Moira Kliegl Room 4.07a Tel 64 3 479 8163 Moira.kliegl@otago.ac.nz

Contact for financial and human resources enquiries

Ethical Approval

Dr Tony Garry Room 4.09 Tel 64 3 479 8170 Tony.garry@otago.ac.nz

Secretary

Kerri Haggart Room 4.01a Tel 64 3 479 7697 Kerri.haggart@otago.ac.nz

Contact for equipment and all other general enquiries

Postgraduate, Research & Promotions Coordinator

Janette Hart Room 4.01 Tel 64 3 479 8368 Janette.hart@otago.ac.nz

Contact for all postgraduate administration enquiries

Contacts for specific issues

- Printing and computer problems: SoB Help Desk, email: sob.helpdesk@otago.ac.nz or phone extension 5929.
- Photocopying/printing problems: Kerri, Janette or Moira.
- ID card not giving you access to the building: Kerri.
- Research funding applications: You should discuss the likely costs with your proposed supervisor *before* your application is approved. The Department has limited funds to support research costs, but budgets must be included in your original proposal as we cannot guarantee to fund work not outlined in your application.
- Conference funding applications. Please discuss all conference funding with your supervisor, who will advise on appropriate conferences and approve your request before forwarding it to Moira.
- Ethics approval: Discuss applications with your supervisor, then pass to Dr Tony Garry followed by the University Ethics Committee. Tony is able to advise on whether you require Category B or Category A approval.
- Bookings, payments or reimbursements on approved budgets: Moira.
- Booking out of Department equipment for research: Kerri.

PRIOR TO ARRIVAL

Start date

It is advisable to take a little time on arrival in Dunedin to settle in and familiarise yourself with the University and with Dunedin before beginning your studies. The University charges student fees per calendar month so it is best to begin your studies on the first day of the month to make the most of your fees (e.g. if you begin on the 27th of a month you will still be charged the whole month's fees).

Accommodation for international students

The International Office provides a guarantee of accommodation placement services to all international students who receive an academic offer. There are several accommodation options for international students and it is important to consider whether you prefer an independent lifestyle or enjoy living in a community. The Accommodation Office can book accommodation for international students who have received an offer of an academic place. If your first choice of accommodation is not available the University will offer you an alternative where possible.

The following accommodation options should be booked as places are limited:

- Toroa College (a self-catering college)
- Abbey College (catered)
- University Flats (University managed flats/houses)

International students who are accepted for a residential college are expected to be active participants in the social, cultural and recreational programmes organized by the residents' association.

If you are arriving before your booked accommodation is available or if you wish to find your own accommodation on arrival, you should book temporary accommodation. Contact the International Accommodation Adviser for more information email international.accommodation@otago.ac.nz

Accommodation for families and couples

A limited number of University Flats are available for small families and couples. Alternatively, the Accommodation Office can provide lists of privately owned accommodation.

Family information

The International Office website has a good section with information for students with families: www.otago.ac.nz/international/otago005594.html

Schools are free for children (5 years and over) of PhD/Masters candidates. For information on childcare and schooling go to: www.minedu.govt.nz/Parents.aspx

Childcare is available from a variety of institutions in Dunedin at a cost to the parents. The Otago University Childcare Association operates four centres on Campus: www.otago.ac.nz/services/childcare/

NB: all OUCA centres have long waiting lists – placement on the waiting lists does not guarantee you a place in the centres. For "Under 2" places you are advised to complete and return a waiting register form at the beginning of your pregnancy.

Insurance

The International Office has comprehensive information on insurance requirements: www.otago.ac.nz/international/healthcare.html
Check insurance policies as they vary, particularly in relation to partners and dependants.

DEPARTMENT OF MARKETING

Summary of entitlements

Office space (shared)

Computer with internet access for research (monitored)

Research funding

24/7, 365 days per year access to University buildings

Access to equipment for research

Tea/coffee facilities

Telephone usage for research purposes (monitored)

Participation in Department research seminars

Office space and computer resources

The Department provides shared office space and computer resources for PhD and research Master's students.

On your arrival Kerri will provide you with a key to your office and will show you around the Department.

The computer you will be using is for your use alone. It is strongly recommended that you save all your research related information to the server using 'My Documents'. Only material saved to the server is backed up.

Programmes available on office computers are: Endnote, SPSS, NVivo, Microsoft Office. If you need access to transcription facilities please see Kerri.

We request that you store personal material such as music, videos and photos on the C drive of the computer, as they may create space problems if saved on the server.

Internet access is for PhD and Masters research related traffic only. The Department pays for all volume both down and uploaded, so high volume traffic such as downloading music is not permitted (unless it is for research purposes).

Funding

All PhD and Masterate students have funds available to them to assist with expenses related to conference attendance and undertaking their research. (NB: Funding is always dependent on fiscal availability.)

PhD:

- Conference funds (\$2500 over the period of study) are held by Division: application forms are available from your supervisor or see Moira Kleigl.
- Research funds for research gathering and analysis. To be signed off by supervisors first and then forward to Moira for final approval.

Research Masters:

 Research funds for research gathering and analysis. To be signed off by supervisors first and then forward to Moira for final approval.

Printing

The printing and photocopying room is on the 4th floor of the Commerce Building, Room 4.05. The printer to select for printing is: \\sobprint02\\Mart Copier.

Kerri will issue you with a code to access to the printer and photocopier. Printing funds are drawn from your research budget in \$50.00 increments. Moira will arrange this for you.

Building access

You will have 24/7 (365 days a year) access to your office, the photocopier room and the staff room in the Commerce Building (including Public Holidays). To be granted after-hours access please bring your Student ID card to Kerri.

Equipment for research

Includes: voice recorders, digital cameras and transcription equipment. Please see Kerri if you wish to borrow these items.

Telephones

There is a telephone in your office. Dial 1 for an outside line, then the number you require.

NB: There are toll-bars on the phones. If you need to ring elsewhere in New Zealand for research purposes please see Moira.

Tea and coffee

Tea or coffee can be accessed throughout the day:

• The kitchenette on the 4th floor of the Commerce Building

You will need to provide your own cup/mug. NB: You are responsible for cleaning your own dishes and any spillages you might create.

Department seminar series

The Department of Marketing runs a seminar series where staff and external visitors to the department present their research. These seminars normally run on a Friday lunch time. The programme aims to give students an opportunity to present their work, and discuss research related questions with staff and other postgraduate students from the Department of Marketing. We aim to offer you informative feedback in a supportive environment. **Graduate students are expected to contribute to this programme by presenting their work**. This seminar programme is independent of the confirmation process that applies to PhD students.

Your first few days in the Department

Arrival details

Email your supervisor/s with your flight/arrival details We will ensure that your office and computer is ready prior to your arrival



Meet with supervisor/s

Arrange with your supervisor/s to meet on your first visit to the Department



Meet with Department Manager

Moira will show you to your office



Meet staff and students

Your supervisor/s or Moira will show you around the Department



Visit the PhD & International Offices

International students will need: passport; form with supervisor signature and start date

Scholarship recipients will need: form with NZ bank account number & HOD signature

Things to know:

Scholarship payments are on the 3rd Thursday of the month You will need to get your student ID card as soon as possible (takes up to a month, visa and enrolment required)



Return to Department with your student ID card

Kerri will show you how to use the printer/photocopier and will arrange to have printing, photocopying, security and email access finalised for you



Meet with the PhD Director

Arrange a time to meet with Dr Alexandra Ganglmair (PhD Director) for an informal chat. An induction session will be held over the next few weeks.



Organise workshops

There are a number of courses/workshops that will help you as you begin your postgraduate studies at Otago – they are run through the Library, ITS and HEDC: [contact details for these are below on pp. 16-17]

DEPARTMENT OF MARKETING PhD POLICIES

Statements of expectation

Supervisors have legitimate expectations of their PhD students. The following guidelines recognise attributes of good supervision practice identified by the HEDC and the PhD office, and aim to promote consistent practice among supervisors:

Supervisors' responsibilities	Students' responsibilities
Meetings, feedback	s, support and progress
To provide a weekly meeting time for all students.	To prepare for and attend meetings with their supervisors.
To develop with students a set of progress indicators that will be reviewed at regular progress report meetings. These should include timelines and outputs that are clearly framed within the normal enrolment period (three years for full time students) and that recognise the duration of funding students may be receiving. Students should also be advised that deferrals should only be requested for extraordinary circumstances only (ill-health, bereavement or other events that cannot reasonably be anticipated).	To develop with supervisors a set of progress indicators that will be reviewed at regular progress report meetings. These should include timelines and outputs that are clearly framed within the normal enrolment period (three years for full time students) and that recognise the duration of funding students may be receiving. Students should recognise that deferrals are for extraordinary circumstances only (ill-health, bereavement or other events that cannot reasonably be anticipated).
To provide feedback within two weeks of receiving material. This point could require negotiation in situations where students have submitted a substantial amount of material for review, or where supervisors have other major deadlines.	To discuss material submission dates with supervisors to ensure students and supervisors have common expectations about when material will be submitted and returned.
To assess students' performance and provide feedback on this prior to progress report meetings; where progress problems are identified, to propose approaches that will assist students to develop solutions.	To demonstrate initiative and a pro-active approach to their research to discuss and respond to feedback provided by supervisors.
To suggest additional skill development opportunities, such as HEDC seminars or other workshops to students, and, where appropriate, refer students to support services within the University.	To attend HEDC and other training courses, or use support services, as recommended by their supervisors.
Administra	tion compliance
To ensure students understand the formal stylistic requirements of a thesis.	To comply with all PhD guidelines and regulations, and all University regulations.
To ensure students understand and comply with all ethical and administrative requirements of their research.	To comply with all University research and administrative requirements, including ethical approval.

Engagement in researc	h and teaching community
To alert students to funding opportunities and assist with funding applications.	To keep up to date with research funding opportunities (for example, by subscribing to the research office newsletter) and bring these to supervisors' attention.
To alert students to publication opportunities and develop joint publications with all students and to lead by example by targeting highly- ranked journals, and encouraging students to do the same.	To recognise that research findings must be disseminated and to develop publications at appropriate stages of their PhD, in consultation with their supervisors.
To encourage students to attend Department and School seminars, and social functions, and assist them to develop research networks.	To participate in the wider academic and social life of the Department, including attending Department seminars each week and presenting their research at least once each year during their candidacy. We also expect that all students will present their work at least once at the School of Business annual postgraduate colloquium and/or the three-minute thesis competition.
To provide experience in teaching, tutoring and administration within the University guidelines (10 hours work maximum per week).	To avail themselves of opportunities to develop skills in teaching and administration that extend their skills without compromising their PhD progress.

PhD progress requirements

Developing clear progress expectations will help problems to be identified (and, ideally, resolved) in the early stages of candidacy. The following milestones are used to define satisfactory progress:

3 months following registration	Candidates should notify their supervisors and the PhD Director of a working proposition for their research.
6 month progress report	 Candidates should submit: A clear research question. A detailed timeline that includes a proposed chapter structure and key outputs (including publications). Evidence they are developing a strong familiarity with their research field (this would normally be preliminary sections of a literature review but could also take the form of a draft or submitted article). Evidence they have met any course work requirements that were specified in their letter of offer.
12 month progress report	Candidates should submit: Copies of outputs specified in their timeline. A full draft of their literature review OR where a thesis by paper approach is taken, evidence of the first study undertaken, such as a submitted article. A set of specific research questions or hypotheses. A draft methodology OR where a thesis by paper approach is taken, evidence of the first study undertaken that includes a description of the methodology used as part of a submitted article. Candidates will also be required to present a seminar outlining their proposed research to a small group including: their supervisors, the PhD Director, two independent staff with expertise related to the research field. This committee will review the candidate's proposed work and, if satisfied that this is likely to meet the required standards, will recommend confirmation. If candidates prefer, they may present a seminar to the full Department to meet this criterion. Candidates whose work is not approved at this meeting will have one further opportunity to address concerns raised by the committee to the satisfaction of the PhD Director and the two independent staff assessors. Candidates who either do not present a seminar on their PhD research by 18 months into their candidacy, or whose work is not approved by the assessing committee will not be confirmed and will be exited from the programme. At the confirmation point, the supervisors in place would normally be expected to continue as the candidate's supervisors until the thesis has been formally passed. While it is never possible to guarantee that supervisors and students will work well together, any difficulties should be evident within 6 months. By 12 months, all parties should know whether difficulties can be resolved or whether changes to the supervisory team are appropriate. Changes to the supervisory team after confirmation should occur only in exceptional cases.

UNIVERSITY INFORMATION

The School of Business

The Department of Marketing is one of six departments in the School of Business which is in the Commerce Building on the corner of Clyde and Union Streets in the north-east region of the University of Otago campus.

The building is home to all programmes within the School of Business, accommodating numerous teaching spaces, computer labs, 24/7 study space for students, staff offices and other facilities for staff and students.

The Office of the Dean is the managerial and administrative arm of the School of Business. It is located on Level 1, Commerce Building.

Graduate Research Month

Each year Graduate Research Month (August) celebrates graduate students and the important role they play at the University of Otago. There are events for graduate students, prospective graduate students, staff, and members of the public. Throughout the month there are special workshops and seminars designed to showcase all the services that Otago offers to its graduate students. There are also chances to share research, receive support, and socialise with Otago's fantastic graduate community.

Student ID Card

Once you are enrolled you will be issued with a student ID number and a student ID card. If you are an international student you will need a visa in order to be issued a student ID card. To obtain your student ID card you will need to go to the ID Card Office in the Information Services Building (which also houses the Central Library): www.otago.ac.nz/studentservices/idcard/index.html

Your Student ID card will allow you to access after-hours building access, printing and photocopying services, and use of the library services. As soon as you have your ID card please see Doreen and she will organise after-hours access for you.

Library

The University has a number of libraries and an extensive online database and catalogue. To find out further information regarding these services please go to: www.library.otago.ac.nz

Our liaison librarians are Catherine Robertson (Tel 64 3 479 8915, email catherine.robertson@otago.ac.nz) and Sue Weddell (Tel 64 3 479 7484, email sue.weddell@otago.ac.nz, http://otago.libguides.com/marketing)

You will need to have a Student ID Card before you can gain access to the library services.

Courses

There are a number of courses that will be of use to you as you begin your PhD/Masters research:

ITS courses: such as 'Endnote overview' and 'Word – thesis format and structure': www.otago.ac.nz/its/training.

Higher Education Development Centre (HEDC) courses: such as 'Cracking the start-up code': http://hedc.otago.ac.nz/hedc/sld/Postgraduate-Students.html.

The International Office

International Office staff will assist you in the enrolment and setup process. They can also provide many other areas of support, such as:

- providing briefing and orientation programmes
- facilitating integration into the university and wider community
- providing a focal point for special communication and support
- linking Otago students with overseas universities
- enabling students from overseas universities to study at Otago
- strengthening relationships with international partner institutions
- visa and insurance services

The International Office is located in the Archway West Building (Tel 64 3 479 8344, www.otago.ac.nz/international/index.html)

The Otago University Students' Association (OUSA)

Each year 17 students are elected to form the OUSA Executive. Together with the OUSA paid staff, they are there to help you to achieve what you want.

The OUSA provides their members with representation, welfare, advocacy, recreation, fun events and media. They are completely independent from the rest of the University www.ousa.org.nz/main/home/

Disability Information & Support Office

The University has a Disability Information & Support Office which recognises that students with depression and other mental health issues, specific learning difficulties, medical conditions, temporary injuries, visual, hearing, and mobility disabilities, may require additional resources or assistance while studying.

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

Doctoral Lounge

The Doctoral Lounge is located on the first floor of the University Union Building. This facility is provided by the University for all disciplines. This room is available for use by all Doctoral candidates, with swipe entry via current student ID cards. The Doctoral Lounge features an automated coffee machine, toaster, microwave, toasted sandwich maker and large refrigerator and is free for graduate research students to use. There is also a telephone with internal University access and a computer with internet access. To apply for access to the Lounge, please contact Susan Craig: susan.craig@otago.ac.nz

Campus security

Building security and personal safety is a function of the Proctor's Office and is carried out by Campus Watch teams that operate 24hrs, seven days a week. If any staff member

or student is concerned about their safety late at night, Campus Watch willingly provides an escort to their vehicle.

The University of Otago also operates an Emergency Phone network. These phones are placed at strategic points around the Campus and will connect you directly to the Control Room by simply pressing and holding the 'talk' button.

The Control room can assist with any problems you may have with gaining access to University buildings dependent on your authorisation level.

Campus Watch Control Room:

St David Street Lecture Theatre Complex (opposite the Centre for Innovation) On Campus Dial 5000 (03) 479 5000 Police/Fire/Ambulance (1) 111

Student Health Services

Student Health Services is a team of health professionals committed to your overall well-being during your life as a student.

Cnr Walsh & Albany Streets
PO Box 56
Dunedin
Tel 64 3 479 8212
Fax 64 3 479 8106
www.otago.ac.nz/studenthealth/

Staff Club

The University Staff Club can be used by postgraduate students. It has a good selection of food, reasonably priced coffee, and good areas to meet: www.otago.ac.nz/universityunion

The Otago Bulletin

The Otago Bulletin is published fortnightly. Every issue contains information and notices for staff and postgraduate students, and every second issue carries a news round-up about the University. This is a good place to find flats, flatmates and house-sits. To access the Otago Bulletin go to www.otago.ac.nz/news/bulletin/

The Student Learning Centre

The Student Learning Centre, which is part of the Higher Education Development Centre, provides learning support, free of charge, to all enrolled students: http://hedc.otago.ac.nz/hedc/home.html

Their services include:

- A workshop programme designed to help students to improve their learning strategies and their generic skills.
- Individual assistance with learning issues.
- Online study skills advice.
- A student leadership programme.

- A student-led peer support programme for students of all ages and backgrounds.
- Conversational English groups for students from a non-English speaking background.

Unipol Recreation Centre

Your University of Otago student ID card will give you access to the Unipol Recreation Centre free of charge. The Centre provides:

- a fully equipped weights room
- cardio room
- swiss ball and stretch area
- spaces for basketball, badminton, volleyball, table tennis and more
- snooker and pool tables
- equipment hire
- 'fitness for fun' (aerobics classes)
- personalised programmes
- arts, crafts and leisure
- say and weekend trips
- physiotherapy

For further information about Unipol: www.unipol.co.nz/new_index.html www.otago.ac.nz/recreation/facilities.html

Uniprint

The University has its own printery. Uniprint specialises in the latest digital printing technology supported by traditional offset printing, ensuring an extremely high standard for our printed products, at competitive prices: http://uniprint.otago.ac.nz/

EXTERNAL INFORMATION

A useful website for people new to Dunedin: www.dunedin.govt.nz/services/newcomer

Dunedin City Council

New Immigrant Coordinator: Fi McKay. Tel 64 3 474 3332.

Shopping

There is a selection of chain store supermarkets in Dunedin. Some of the ones that are more central to the University or popular with students are:

New World: Centre City, Cumberland Street

Gardens, 6 North Road

Countdown: Dunedin Central, 309 Cumberland Street Dunedin City Centre

Pak'n'Save: 86 Hillside Road

The Maverick Group

Provide support and inspiration to international students and migrants. All Maverick staff are immigrants and know what it is like to be in a new foreign speaking country. They are there to help you so please make contact: Level 2 Capitol Building, 67 Princes Street, Tel 64 3 479 0063

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