

2017

Distance Learning

Information and Support Booklet
for Students

(Including a guide to the Library)





2017

Distance Learning

Information & Support Booklet for Students

Including a Guide to Library Services

Contents

WELCOME	4
INTRODUCTION	5
GENERAL INFORMATION	7
KEY DATES 2017	7
OTAGO CAMPUSES AND KEY CONTACTS	8
HOW YOU COMMUNICATE WITH THE UNIVERSITY	10
Student email	10
Logging on	10
Your password and pin	10
Changing your password	10
Printing via email	10
eVision Student Management System	11
Student id number	11
ID card	11
STUDYING AT OTAGO	13
ADMINISTRATION	13
Making changes	13
Exemptions, credits and course variations	13
University of otago academic transcripts and statements	14
ASSESSMENT	14
EXAMINATIONS	16
GRADUATION	19
ORDERING TEXTBOOKS	21
STUDENT SERVICES	23
STUDENT SERVICES FEE	23
STUDENTS WITH IMPAIRMENTS	23
TE HUKA MĀTAURAKA / MĀORI CENTRE	23
PACIFIC ISLANDS CENTRE	24
OTAGO UNIVERSITY STUDENT'S ASSOCIATION (OUSA)	24
FEEDBACK FROM STUDENTS	24

DOCTORAL CANDIDATES	25
PERSONAL PERFORMANCE COACHING	26
HOW YOUR COURSE IS TAUGHT	27
ONLINE LEARNING ENVIRONMENTS	27
Blackboard	27
The student desktop	27
Other online learning environments	29
WEB CONFERENCES	30
AUDIOCONFERENCES	30
AUDIOVISUAL RESOURCES	31
COPYRIGHT – YOUR OWN WORK	32
BLOCK/RESIDENTIAL WORKSHOPS	32
STUDY SUPPORT	33
HIGHER EDUCATION DEVELOPMENT CENTRE (HEDC) – STUDENT LEARNING (SL) SUPPORT	33
Individual consultations	33
Workshops	33
Online resources	33
Peer learning and support	33
Dunedin	33
Christchurch	33
Wellington	33
Southland	33
INFORMATION TECHNOLOGY SERVICES (ITS)	34
A GUIDE TO LIBRARY SERVICES	35
APPENDICES	45
APPENDIX I – WEBCONFERENCES: Using Zoom	45
APPENDIX II – AUDIO/VIDEOCONFERENCES: General instructions	46
APPENDIX III – UNIVERSITY OF OTAGO examination rules	47

Welcome

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 1986, 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, 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.



Professor Harlene Hayne
Vice-Chancellor

Introduction

Kia ora koutou, and 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 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 at Otago 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.



Dr Sarah Stein
Director, Distance Learning

General information

KEY DATES 2017

JANUARY

- 9 Summer School classes begin
- 13 Summer School fees due
- 16 Last day to add or delete Summer School papers with a refund (5pm deadline)

FEBRUARY

- 6 Waitangi Day
Last day to withdraw from Summer School papers (5pm deadline)
- 10 Fees due for study beginning in the first semester
- 17 Lectures end before Summer School examinations
- 18 Summer School examinations begin
- 23 Summer School examinations end
- 24 Due date for completion of Course Enrolment Declaration for first semester and full year papers

MARCH

- 3 Last day to add first semester or full year papers (5pm deadline)
- 17 Last day to delete first semester papers with refund of tuition fees (5pm deadline)
- 24 Last day to delete full year papers with refund of tuition fees (5pm deadline)

APRIL

- 14 Mid-semester break begins
Good Friday (public holiday)
- 17 Easter Monday (public holiday)
- 18 Otago Anniversary day observed (University holiday)
- 24 First semester resumes
- 25 Anzac Day (public holiday)

MAY

- 5 Last day to withdraw from first semester papers (5pm deadline)

JUNE

- 2 Lectures end before mid-year examinations
- 5 Queen's Birthday (public holiday)
- 7 First semester examinations begin
- 15 Applications due from students taking only second semester papers for a programme subject to the Entry pathway system in 2017
- 21 First semester examinations end
- 25 Due date for submission of papers for course approval by students taking only second semester papers
- 30 Due date for completion of course enrolment declaration by students taking only second semester papers

JULY

- 10 Fees due for second semester only enrolments
- 10 Second semester lectures begin
- 14 Last day to add second semester papers (5pm deadline)
- 28 Last day to delete second semester papers with refund of fees (5pm deadline)

AUGUST

- 26 Mid-semester break begins

SEPTEMBER

- 4 Second semester resumes
- 15 Last day to withdraw from second semester and full year papers (5pm deadline)

OCTOBER

- 13 Lectures end before second semester examinations
- 18 Second semester examinations begin
- 23 Labour Day (public holiday)

NOVEMBER

- 11 Second semester examinations end

DECEMBER

- 10 Applications due from all new and recommencing students, and returning students applying for a new programme, commencing in Summer School, or first semester subject to the Entry Pathway system in 2018

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 of our 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.

Contact details for all campuses are listed below.

DUNEDIN

University Information Centre

Ground Floor, Information Services Building (ISB)

Cnr Albany and Cumberland Streets

Information Line operates from 8.30am – 5pm,

Monday to Friday

Tel Freephone (NZ only) 0800 80 80 98
Freephone (Australia) 1800 46 82 46, *or*
+64 3 479 7000 (from outside
New Zealand)

Email university@otago.ac.nz

Post University of Otago
PO Box 56
Dunedin 9054 New Zealand

Web otago.ac.nz

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

Revenue Management 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

Disability Information and Support

Information Services Building (ISB)

Tel +64 3 479 8235

Fax +64 3 479 5873

Email disabilities@otago.ac.nz

Web otago.ac.nz/disabilities

Distance Learning Office

4th Floor, Commerce Building

Tel +64 3 479 4138

Email distance.learning@otago.ac.nz

Web distance.otago.ac.nz

Facebook facebook.com/OtagoDistance

Library Services

Information Services Building (ISB)

Tel 0800 DISTANT *or*

Freephone (NZ only) 0800 347 826

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 Freephone (NZ only) 0800 479 888
+64 3 479 8888

Email its.servicedesk@otago.ac.nz

Hours Mon to Fri 8.30am – 7pm during

Semesters/Summer School

Mon to Fri 8.30am – 5pm Non-semester

Web otago.ac.nz/its

Pacific Island Centre

Tofilau Nina Kirifi-Alai, Manager

Tel +64 3 479 8278

Email pacific@otago.ac.nz

Web otago.ac.nz/pacific

Performance Coaching

Brian Johnston
Room G04, Clocktower Building
Tel +64 3 479 8461
Email brian.johnston@otago.ac.nz
Web otago.ac.nz/study/phd/performancecoaching.html

Student Learning Centre

Information Services Building (ISB)
Tel +64 3 479 8801
Email slc.reception@otago.ac.nz
Web slc.otago.ac.nz

Te Huka Mātauraka/ Māori Centre

515-519 Castle Street North
Tel +64 3 479 8490
Fax +64 3 479 8477
Email maori-centre@otago.ac.nz
Web otago.ac.nz/maoricentre

Video/Web/Audio Conferencing

Information Services Building (ISB)
Tel +64 3 479 5167
Email its.avdsu@otago.ac.nz

WELLINGTON

Wellington School of Medicine and Health Sciences

University of Otago, Wellington
23A Mein Street,
PO Box 7343
Wellington 6021

Reception

Tel +64 4 385 5541
Email reception.wsmhs@otago.ac.nz
Web otago.ac.nz/wellington/index.html

Postgraduate Liaison Officer

Trevor Williams
Tel +64 4 385 5543
Email trevor.williams@otago.ac.nz

Wellington Medical and Health Sciences Library School of Medicine and Health Sciences Building

General enquiries

Tel +64 4 385 5914
Email library.wsmhs@otago.ac.nz

Reference enquiries

Tel +64 4 385 5561
Email medlibref.wsmhs@otago.ac.nz
Web otago.ac.nz/wellington/library/

CHRISTCHURCH

Christchurch School of Medicine and Health Sciences)

University of Otago, Christchurch
Riccarton Avenue,
PO Box 4345
Christchurch 8011
Web otago.ac.nz/christchurch

Reception

Tel +64 3 3+64 0530
Email enquiries.uoc@otago.ac.nz

Manager, Academic Programmes

Ruth Helms
Department of the Dean
Tel +64 3 3+64 0527
Email ruth.helms@otago.ac.nz

Canterbury Medical Library

6th Floor, 2 Riccarton Avenue,
Christchurch 8011
Tel +64 3 3+64 0500
Email librarycml.uoc@otago.ac.nz
Web otago.ac.nz/christchurch/library/

AUCKLAND

Auckland Centre

University of Otago House
Level 4, 385 Queen Street
P O 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

External Engagement Manager, Auckland

Tel +64 9 373 9702
Email lynley.browne@otago.ac.nz

INVERCARGILL

University of Otago College of Education – Southland Campus

100 Nelson Street
Invercargill 9812

Reception

Tel +64 3 211 6724
Email education@otago.ac.nz

Library

Tel +64 3 211 6804
Email paula.woods@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 communication 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.

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 at otago.ac.nz/evision under Settings, Change Password
- 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.

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 Invercargill, Wellington, or Christchurch campuses.

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

Printing is one of the many uses of your student email account and we encourage you to use it where possible.

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 2017 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 student 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/otherservices/otago022782.html. Before completing the form, check the website as there may be several options available, depending on your location and level of study. If you have been issued an ID card in the previous year of study, then you should be eligible to use the Online Application Form: secure-www.otago.ac.nz/idcard/.

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

Your card can only be issued after course declaration has been completed. For details of the Course Declaration 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) will be sent only if they have not been previously issued. (Note: they will not all be sent in the same envelope.) Your password will be sent to you via text message.

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 \$25.

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

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

If you have any queries about your ID card after you have applied for it, please contact:

ID Card Office
Information Services Building
Cnr Albany & Cumberland Streets
Email idcard.officer@otago.ac.nz
Tel +64 3 479 5330

Studying at Otago

ADMINISTRATION

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

Tel Freephone (NZ only) 0800 80 80 98

Email university@otago.ac.nz.

All course-specific queries (e.g., relating to dispatch of course materials, course content and difficulties, assignment grading, receipt, return, extensions etc.) 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 completing the Change of Course process. See otago.ac.nz/changingyourcourse for details. 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 are also available. A statement is an official letter from the University confirming details of your enrolment or qualifications.

For more details see secure-www.otago.ac.nz/study/transcripts/

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:

Email university@otago.ac.nz

Tel Free phone 0800 80 80 98 (New Zealand only) or
+64 3 479 7000 (from outside New Zealand)

ASSESSMENT

SUBMISSION OF ASSIGNMENTS

There are a number of ways in which you submit your course work for assessment. These can include, but are not limited to: email, uploading to 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. If your department has a coversheet template, you should attach a completed coversheet to each assignment.

LATE SUBMISSION AND EXTENSIONS

Some departments impose penalties for assignments that are submitted late. Please check your course material at the beginning of your course to see 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 should forward this to your course administrator to pass on.

Please note that granting extensions requires adequate reason and that, in some instances, an extension might not be possible (for example, when a subsequent audio or web conference or an 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.

ACADEMIC MISCONDUCT AND PLAGIARISM

Academic misconduct 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 academic misconduct is plagiarism.

Academic misconduct 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 academic misconduct at the University of Otago; they may be different from the rules in your previous place of study.

Any student involved in academic misconduct, whether intentional or arising through failure to take reasonable care, will be subject to the University's Student Academic Misconduct Procedures which contain a range of penalties.

If you are ever in doubt concerning what may be acceptable academic practice in relation to assessment, you should clarify the situation with your lecturer before submitting the work or taking the test or examination involved. Detailed information about Academic Integrity and Academic Misconduct at the University of Otago is available at: www.otago.ac.nz/study/academicintegrity/

Useful information about plagiarism, how to avoid it, and where to get help is available at: otago.ac.nz/study/academicintegrity/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/sites/default/files/library/tutorials/plagiarism/

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

- References, citation styles, and reference management software

Further information about citation styles is available at: otago.libguides.com/citation_styles

EXAMINATIONS

UNIVERSITY OF OTAGO EXAMINATION RULES

Please familiarise yourself with the Examination Rules in Appendix III.

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, web conference, 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

Applications can only be made through your eVision student portal. Supporting documentation (from your doctor, physiotherapist, counsellor, psychologist, learning specialist etc.) verifying your need for such arrangements must be made available to Disability Information and Support by the closing date. Late applications (other than in the case of accidents or the onset of a new condition) will not be accepted.

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 uploaded and 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 as outlined on the website: otago.ac.nz/healthsciences/students/otago080742.html

You should read all the information on the website relating to your application, or contact the Examinations Office for further advice:

Email examinations@otago.ac.nz

Tel +64 3 479 8237

LOCATIONS

Where practicable, students will sit their examinations at a local centre, although some students may 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 eVision. Changes to the date, time, and/or venue of a candidate's examination(s) are granted only very rarely, and only in exceptional circumstances clearly beyond the candidate's control. Examples of such circumstances, and information about applying for a Variation from the Examination Regulations are provided 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 instructed to do so.

RESULTS

Official Summer School results will be available from Monday 7 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 III).

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 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 at evision.otago.ac.nz/sitsvision/wrd/siw_lgn (using your student username and password).

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

While the Graduation Office endeavours to contact everyone who is eligible to apply to graduate, it is vital that you monitor the *Opening and closing dates for applications* section of the Graduation webpages. If you do not receive an invitation by the time applications to graduate open, you should contact the Graduation Office immediately.

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

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: otago.ac.nz/study/otago069905.html#graduation_ceremony_dates

In most cases you must graduate within twelve months of completing your qualification or request to defer if you wish to graduate beyond this time-frame (see Deferring).

OPENING AND CLOSING DATES FOR APPLICATIONS

Each round of graduation ceremonies has a specific time-frame during which applications can be made. The onus is on you to submit an application during this time-frame.

Applications for the May, August, and December ceremonies normally open in early March, mid-June, and late September respectively. For the exact opening and closing dates, refer to Opening and Closing Dates for Applications webpage otago.ac.nz/study/otago069905.html#graduation_applications_open

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 in absentia applications, but applications must be received by the closing date. **Late applications will not be accepted, so apply promptly to avoid disappointment.**

GRADUATING IN PERSON OR IN ABSENTIA

Please ensure you are recorded as a finalist. If you have any questions about your finalist status, please contact:

Student Records Office

Email student-records@otago.ac.nz

You may graduate with your Degree or Diploma in person or in absentia. Even if you do not wish to attend a graduation ceremony, **you must still apply in order for your qualification to be awarded in absentia**. Certificate qualifications can only be awarded in absentia and are awarded automatically in the graduation period following completion. The certificate will then be couriered to you after the ceremony at which it was awarded.

NOTIFICATION OF ACCEPTANCE TO GRADUATE

As soon as you have successfully submitted your application, a confirmation email will be sent to your nominated email address. This information should be checked carefully to ensure that it is correct.

If you have not received a confirmation email by the end of the following business day, you need to contact the Graduation Office immediately.

Email graduation@otago.ac.nz

Once an application has been successfully submitted, you will also be able to view a summary of your graduation details within your eVision student portal.

THESIS STUDENTS

If you are completing a qualification for which a thesis or dissertation is required, the final result must be confirmed prior to applying to graduate. However, you should check with the department concerned if the final result has not been received when applications open.

If the final result is not recorded on your academic record but you still want to apply, you should email the Graduation Office as soon as applications open.

Before you can graduate, all requirements must be completed at least five weeks prior to the ceremony date. This includes having a confirmed result, submitting two permanently-bound (hard) copies of your thesis to the Graduate Research Office for Doctoral degrees or to the Student Records Office for Masters degrees, as well as an electronic version of your thesis uploaded to the University Library (OUR Archive). Details can be found at otago.ac.nz/study/otago030362.html

DEFERRING

If you wish to defer graduating with your qualification beyond the 12 month limit, you must apply for permission by writing to the Graduation Office. Anyone who has not applied to graduate nor been granted permission to defer will automatically have their qualification awarded in absentia. Their certificate will then be held by the Graduation Office.

MOBILITY

Graduands with a disability that could cause mobility problems should contact the Graduation Office. If you choose to graduate in person and have a disability that could cause mobility problems at the ceremony, you can note the relevant details as part of your graduation application and/or 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

Tel Freephone (NZ only) 0800 80 80 98

ORDERING TEXTBOOKS

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

Physical location

Campus Branch

OUSA Archway
640 Cumberland Street
Dunedin

Main Branch

378 Great King Street
Dunedin

Tel +64 3 477 6976

Fax +64 3 477 6571

Email ubs@unibooks.co.nz

Web www.unibooks.co.nz

Post

Textbook Department
University Book Shop
PO Box 6060
Dunedin 9059

Books may be purchased online (refer to instructions below for online ordering), by telephone, fax, or email, as well as over the counter. Check textbook lists and prices online at: www.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
- card expiry date

If you are not paying by credit 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 over the Christmas and New Year break. We will let you know if we can't 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

Instructions given here are for UBS's current website as at October 2016. This website will be changing in due course, and if you have any doubts about how to use the website to identify and order your course textbooks, please email us at ubs@unibooks.co.nz or phone +64 03 477 6976.

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 title 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 would 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 your selection to the shopping 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, 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

STUDENT SERVICES FEE

Distance students do not normally access the following services located on campus:

- Student Health Service
- Student Counselling
- Accommodation Office
- Careers Advisory Service
- Recreation Services

Because of this, distance students are not required to pay the Student Service Fee. However, if you wish to access these services, you can do so by voluntarily paying the fee.

STUDENTS WITH IMPAIRMENTS

Disability Information and Support provides learning support, advice, advocacy, and information to students with disabilities, impairments, medical conditions, or injuries.

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

Disability Information and Support

University of Otago

PO Box 56

Dunedin

Tel Freephone (NZ only) 0800 80 80 98 or
 +64 3 479 8235

Fax +64 3479 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 taurira 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 from a kaupapa Māori base to provide services such as:

- counselling
- liaison and advice
- Māori pre-graduation ceremonies
- resources
- scholarships & grants information and
- tutorials and seminars

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 +64 3 479 8490

Fax +64 3 479 8477

Email maori-centre@otago.ac.nz

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 in any way 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 provide you with support from here on campus with your general enquiries, someone to talk to, putting you in contact with your lecturer/supervisor and academic department, or support services like the Library, Disability Information and Support services, or the Student Learning Centre 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:

Tofilau Nina Kirifi-Alai, Manager

Tel +64 3 479 8278

Email pacific@otago.ac.nz

Web otago.ac.nz/pacific

OTAGO UNIVERSITY STUDENT'S ASSOCIATION (OUSA)

Membership of the Otago University Students' Association is voluntary.

Student welfare and advocacy

Membership of OUSA gives you access to a range of services and support, including academic advocacy, tenancy advice, queer support (and a queer resource library), help if you experience discrimination and/or harassment, budget and hardship assistance, and somewhere you can chat about anything at all that might be bothering you!

The Association's Executive includes elected student representatives who steer the organisation in the direction that best suits its members.

Email help@ousa.org.nz.

Class Representatives

OUSA manages the Class Representative system for the university. It's a really important way that students can have a voice that gets heard by their Department. Being a rep is great for improving your communication skills and helps to promote a sense of community for distance students. OUSA invites distance students to actively participate in the rep system, either by volunteering or passing feedback onto your rep. Please speak directly with teaching staff at the start of your course if you would like to volunteer. Any questions can be directed to:

Email 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 following surveys: Student Opinion Survey: Support Services, Student Opinion Survey: Academics Experiences, and the Graduate Opinion Survey. 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, student learning centre and graduate research workshops, 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 participate in professional development workshops. You should also 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 (weekly or fortnightly) phone or Skype meetings 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 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/graduate-research/study/phddoctoral/programme/otago400006.html. The PhD webpage (otago.ac.nz/study/phd) also provides other important information for candidates.

To foster and support the Otago graduate community, the Graduate Research School uses Facebook (facebook.com/OtagoGRS/), Twitter (twitter.com/OtagoGRS), and has a Blog (blogs.otago.ac.nz/grs/). 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 and University staff. The Graduate Research School has a Blackboard site which supports candidates at various stages of their doctoral journey, in particular with use of plagiarism checking software prior to thesis submission. 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/grslc/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:

Andrew Lonie

Manager, Graduate Research School

Email andrew.lonie@otago.ac.nz

If Andrew isn't the right person to talk to about your issue, he can direct you to the right place!

PERSONAL PERFORMANCE COACHING

A FREE AND CONFIDENTIAL SERVICE TO OTAGO UNIVERSITY STUDENTS

Personal Performance Coaching is practical and action based, enabling you to examine your current challenges and find the means to manage and overcome whatever it is that is holding you back from achieving your goals. The process explores the influence of often long held beliefs and values, and how these may hold you back from realising and releasing your potential. Personal performance coaching encourages you to “think outside the box” and adopt positive attitudes and behaviours which will assist you to overcome any obstacles and stumbling blocks. Coaching can help you develop tools and strategies to lead a more satisfying and balanced personal and professional life, and assist you to:

- maximise your learning and make the most of your time at University and build the future you want
- explore ways of reducing stress and anxiety BEFORE postgraduate review meetings
- progress your thesis writing
- work on time management issues
- deal with procrastination
- focus on getting the right life/study/work balance
- live more healthily or handle difficult relationships better
- become more assertive, handle criticism well, or get along better with your colleagues.

Personal Performance Coaching involves:

- identifying and defining specific goals
- identifying your strengths and how you can implement these as tools for change
- identifying your internal and external resources
- building your confidence and self-esteem
- helping you explore all your options so you can make concrete decisions
- devising action plans to ensure you achieve your goals.

YOUR COMMITMENT TO PERSONAL COACHING

Changing unproductive habits and replacing them with more productive habits can take time and is seldom a “quick fix” remedy. Therefore it is recommended you commit to the coaching process. The number of sessions, (normally around four) is often dependent on your own particular challenges, your specific goals and your time frame for achieving success. The emphasis is on actions completed by you, facilitated and supported by Brian.

YOUR PERSONAL PERFORMANCE COACH

Brian Johnston is a member of The Coaching Academy, London, graduating with Distinction in 2006. The Coaching Academy is Europe’s leading training organisation. Brian is a Full member of NZAC (New Zealand Association of Counselling).

Brian assists postgraduate and undergraduate students to achieve their academic and personal goals. This can be through face-to-face meetings, Skype, or Zoom. Sessions tend to last about 50 minutes and focus on strategies to help you progress your studies.

To book an appointment, go to: graduateresearchschool.gettimely.com/book

Contact:

Brian Johnston

Email brian.johnston@otago.ac.nz

Tel +64 3 479 8461

Web otago.ac.nz/study/phd/performancecoaching.html



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 to course material from other web-based information sources.

BLACKBOARD

Blackboard is the University's most commonly used online learning environment. Access is usually available from the first day of the Semester when 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 where 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.

Other access issues

Typically, you will be given access on the first day of the semester you are enrolled in. You may not be able to access Blackboard if you haven't 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 Freephone (NZ only) 0800 80 80 98, 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 the Blackboard Help site at:

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

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

THE STUDENT DESKTOP

The Student Desktop gives you same experience as students using on-campus computers. The desktop and all the software related to your course is available to you 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. You will find a list 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

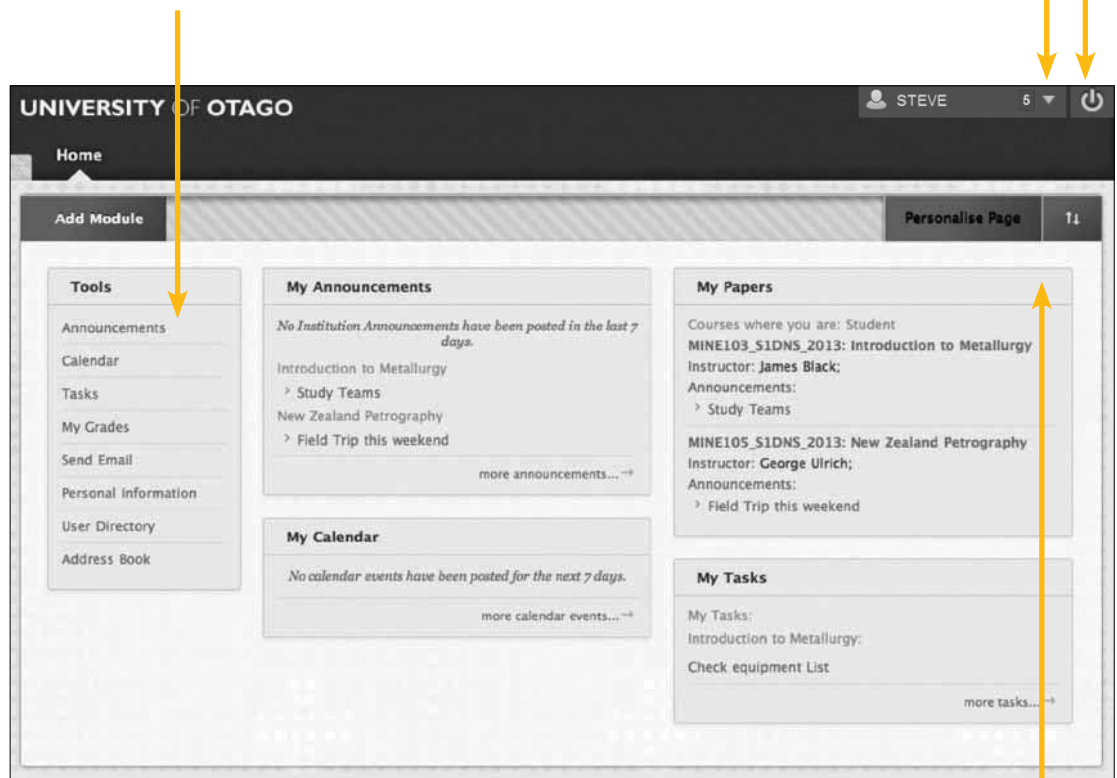
- View your announcements, tasks and calendar in more detail.
- Review your grades for your blackboard papers
- Send an email to your tutors or other students.

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.



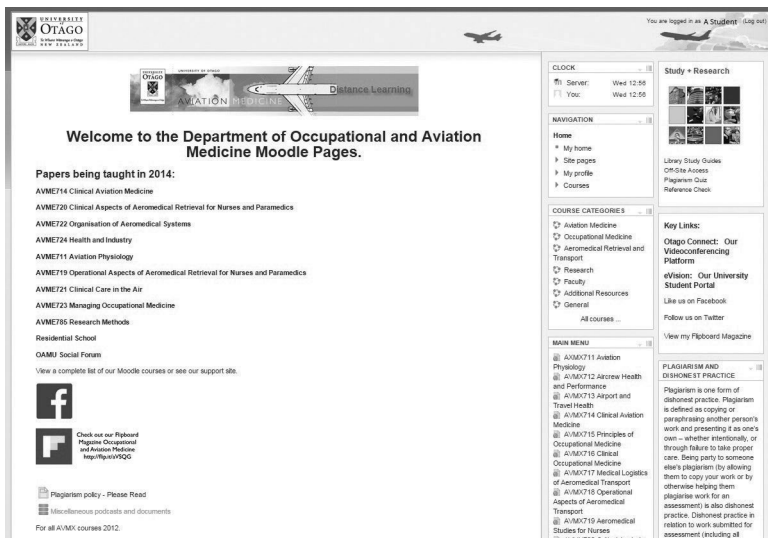
My Papers

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.

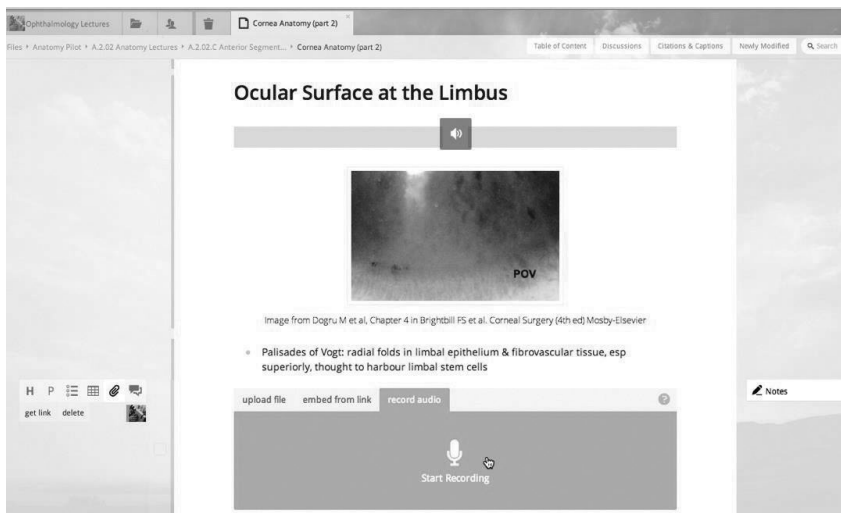
OTHER ONLINE LEARNING ENVIRONMENTS

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 Moodle and Oceanbrowser. Your Department will provide more detailed information about how you will access course material and engage with teaching staff and fellow students online.

Some areas of the University, particularly in the Health Sciences, use **Moodle** to teach distance papers. Your administrator will provide information about using Moodle for your courses.



OceanBrowser, a Dunedin-based company, produce a web app for online study called OB3 (ob3.io). OB3 allows students to collaborate through media-rich web documents and discussions. It is used within some postgraduate courses in the Medical faculty at the University of Otago. OB3 connects to Blackboard and Moodle via LTI.



WEB CONFERENCES

Zoom 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 even easier with a lot more functionality”

Zoom has many useful features to encourage collaboration and learning including:

- group text, audio, and video chat
- the ability to share your screen and presentations (like PowerPoint)
- collaborating on a whiteboard.



ZOOM SET-UP INSTRUCTIONS

Appendix I lists what you need to fully participate in a Zoom session. Your lecturer will let you know if your course will be using Zoom and send you a link to the virtual “meeting room” that has been set up for your course. To take part in a Zoom 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).

For assistance with using Zoom, please contact:

ITS Service Desk

Tel Freephone (NZ only) 0800 479 888

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 your class 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 take part in your Audioconference session/s.

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 audioconference sessions is not permitted, except by the audioconference bridge controllers. This safeguards confidentiality, materials that could be covered by copyright, and the students' ease. Breach of this policy will result in disciplinary action. If the session has been requested to be recorded, access to the recording will be made available by the department to students. 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.
- Video Streaming
Video Streaming is video broadcast over the internet.

COPYRIGHT – YOUR OWN WORK

As a student, you are the creator of material: essays, reports, blogs, photographs, diagrams, charts, etc. – if you created it, you own copyright automatically. Your work may, of course, include excerpts of others' work, which you would attribute according to referencing customs in your discipline.

For Graduate Research Students, there is a specific policy that covers work you produce: otago.ac.nz/administration/policies/otago003228.html. This confirms that you own your own copyright but also clarifies things like the effect of external funding, commercial value generated out of your work, and the sometimes tricky aspects of supervisors' input into your work. If you're writing a thesis, read through this and discuss any issues or concerns with your supervisor or with Graduate Research School.

While most work is submitted to staff and never public, it is becoming increasingly common for work to be done "in the open" (e.g., on a blog) or for students to choose to separately publish slides, videos, or other material online. You will own the copyright in your work, as indicated above, and putting something on the internet does not change that. It's a good idea to 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, see: creativecommons.org.nz.

COPYRIGHT – COURSE MATERIAL

You may be provided with course materials to aid your learning, either in print or electronic format. Some of these may have been developed by your lecturers and they would own the copyright in them. This includes lectures themselves, if recorded. You must always check with staff if you want to record or capture lectures in any way, including online sessions (see the student section in the Recording by the University of Lectures and other Teaching Policy otago.ac.nz/administration/policies/otago003310.html). You should always check with your lecturer if you want to use any of their materials outside of your normal coursework.

Other materials may be journal articles or book chapters, which are distributed using eReserve, the University's official reading list tool that sits inside Blackboard or Moodle. Find out more at: blogs.otago.ac.nz/ereserve/students/. The University can provide you with access to, or copies of, such resources under NZ copyright law or under special licensing arrangements. These arrangements only allow you to use them for your own study in the course you're enrolled in: you may not provide copies to anyone else.

However, re-using insubstantial amounts in your own work is allowed under New Zealand 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.

Increasingly you may see resources labelled with a Creative Commons open access licence. These are designed to allow reuse and are not restricted in the ways described above. See creativecommons.org.nz for more. For more information or advice about copyright:

Manager, Copyright & Open Access

Web otago.ac.nz/administration/copyright/

Email copyright@otago.ac.nz.

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.

Please check with your course administrator for the confirmed dates of these block/residential workshops **BEFORE** you make travel and accommodation arrangements.

Study support

HIGHER EDUCATION DEVELOPMENT CENTRE (HEDC) – STUDENT LEARNING (SL) SUPPORT

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

INDIVIDUAL CONSULTATIONS

Our staff on the Dunedin, Christchurch, Wellington, and Southland campuses are available for face-to-face support on campus, or advice via email, telephone, or Skype/Zoom 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 at the Dunedin, Christchurch, and Wellington campuses. As a distance student, it may not always be possible for you to attend a workshop on campus. Our staff are happy to discuss any of these workshop topics in an individual consultation with you. Information on workshops is available on the HEDC SL website at hedc.otago.ac.nz

ONLINE RESOURCES

SL provides online resources for Study Skills; Writing, Language, and Presentations; Research Skills and Thesis Writing; and Stats and Maths at hedc.otago.ac.nz/find-online-resources/

PEER LEARNING AND SUPPORT

Student Learning 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 Masters' 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 hedc.studentlearning@otago.ac.nz
Tel Freephone (NZ only) 0800 80 80 98 and ask for Student Learning (ext 8801)
Web hedc.otago.ac.nz

Christchurch

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

Wellington

Emma Osbourne
Email emma.osbourne@otago.ac.nz

Southland

Pam Melgren
Email pam.melgren@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
Chat www.facebook.com/uostudentit
Web otago.ac.nz/studentIT
Hours 9.00am (10.00am in the weekend) to 9.00pm every day during semesters

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 only) 0800 479 888 or
Tel +64 3 479 8888
Email its.servicedesk@otago.ac.nz
Web otago.ac.nz/its/
Hours Monday to Friday 8.30am – 7pm during semesters

CHANGING YOUR PASSWORD

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

- full name, including your middle name
- date of birth
- student ID number if known
- student username if known
- home address during semester
- last year of enrolment at the University of Otago
- 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, NVivo, SPSS, and Sophos Aniti-virus. Note that Sophos and Microsoft Office can be installed on up to 5 devices for students to use.

RESPONSIBLE COMPUTER USE

Access to university systems comes with 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

CONTENTS

University of Otago Library	36
Distance Students	36
Visiting University of Otago campus libraries	36
Visiting other University libraries	36
Library services, resources & guides	37
Online guide for distance students	38
Requesting library material	38
Borrowing information	39
Tips for effective searching	39
Google Scholar as a research tool	40
Library e-books in a nut-shell	42
Finding a thesis	42
References, citation styles, and reference management software	43
Copyright: Legal use of scanned and photocopied documents	43
Copyright Act	43
Useful Library links	44

UNIVERSITY OF OTAGO LIBRARY

The University of Otago has a world-class library to support staff and students engaged in teaching, learning, and research. Library resources are increasingly available online as e-journals and e-books and these are particularly useful for Distance students. Subject Guides are a valuable resource and Subject Librarians can help you in your area of study– click on the “Subject Guides” link on the Library’s home page to select from the range of topics and for librarians contact details: otago.ac.nz/library/

DISTANCE STUDENTS

The Library has been supporting Distance students for as long as the University has been offering distance courses. We understand the challenges that go with studying off-campus and have developed a guide to Library services for Distance students. You can find a link to this on the Library’s home page: otago.libguides.com/distance

On the guide you can find information about how to request books using Library Search | Ketu, to be sent to your home address (a free service within New Zealand), and have scans of articles and book chapters emailed to you.

Contact us at any time if you have any queries:

Email ask.library@otago.ac.nz
Tel 0800 347 826 (0800 DISTANT) within New Zealand
Tel +64 3 479 8940

Address:
Central Library
University of Otago
Private Bag 1973
Dunedin 9054
FreePost 108584

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, Wellington, or Invercargill campuses

VISITING OTHER NEW ZEALAND UNIVERSITY LIBRARIES

Though 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 more information about reciprocal borrowing, 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

Useful links for distance students on the Library website: otago.libguides.com/distance

Find out about the Library services offered to distance students:

Library Search/Ketu – otago.ac.nz/library/primo/views

Use Library Search/Ketu to search the Library collection for journals, e-journals, articles, books, e-books, DVDs, music and much more). Tip: Make sure you sign in before searching because it improves your results!

Subject Guides – otago.libguides.com

These guides act as gateways to relevant article databases, books, and other research resources for various subject areas.

Article Databases

Use these to search for articles across hundreds of academic journals, magazines, and newspapers:

Dunedin: otago.ac.nz/library/databases

Canterbury: otago.ac.nz/christchurch/library/databases

Wellington: otago.ac.nz/wellington/library/otago018435.html

Get IT Interloan – otago.ac.nz/library/interloan.html

Make online requests for books, book chapters and journal articles that are not available through the University of Otago Libraries:

Library Self-help guide – otago.libguides.com/selfhelp

Access a range of video tutorials and pdf guides to help you use the Library's resources and services.

Borrowing entitlements – otago.ac.nz/library/quicklinks/borrowing

Find out how much you can borrow and for how long:

Subject Librarians – otago.libguides.com/liaison (look under Distance)

Find out who the Subject Librarian for your research area/course is and contact them for assistance with using the library databases, referencing, developing your information search skills and more.

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.

Distance Students: The Distance Library Service

This is a guide to Library services and resources for Distance students

Search this Guide

Search

The Distance Library Service

How to request books and scans

Students on Placement

Subject Librarians

Writing & Citing

Welcome

Welcome to the Distance Library Service

If you're a University of Otago Distance student, OR are enrolled in an on-campus paper, but live or are on placement outside Dunedin, **you can request items for Home Delivery, and scans of book chapters or articles.**

If you're on placement, check the 'Students on Placement' section of this guide for how to request books and scans.

Students registered with Disability Information and Support may also be eligible - contact the office for more information: Disability Information and Support.

All Distance Library Services are **FREE!** If you request an item for Home Delivery, we send it to your home address by courier, and you can return them this way too. Scans of articles and book chapters are sent to your @otago email.

Help us to send things to the right place

- Items for Home Delivery go to the home address you have entered into eVision, so please make sure it's correct *before* placing requests.
- All library emails, including scans, go to your student @otago email address, so if you don't check this regularly, set up auto forward. Find out how on the Uni ITS webpage: Student Webmail

On this page:

How to request books and scans.

How to return books

Quicklinks to useful Library resources.

How to contact us

Links to other libraries you can use

REQUESTING LIBRARY MATERIAL

Library material can be requested via Library Search | Ketu, you can request books to be sent to your home address (a free service within New Zealand) and have scans of articles and book chapters emailed to you. 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.

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

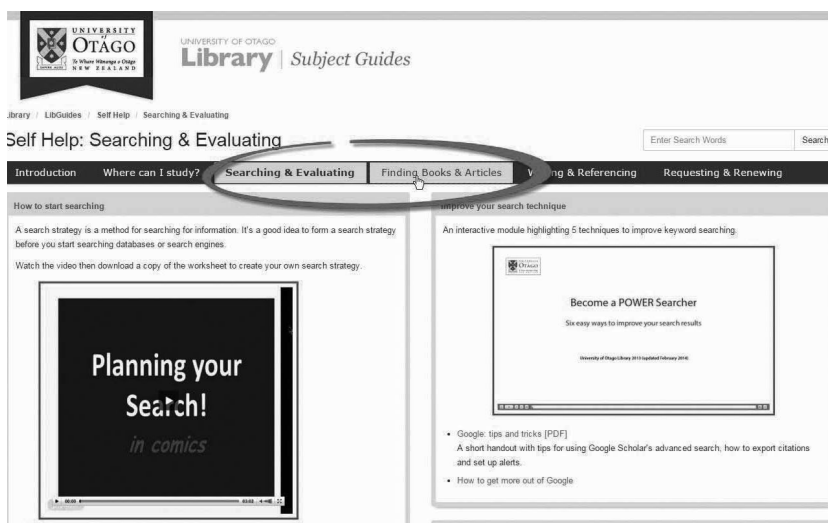
- Unless “Recalled” by another borrower, books may be renewed up to three times. You can renew items online from Library Search, click on My Account.
- All books may be Recalled by another borrower, at any time, and an earlier due date automatically assigned.
- A replacement and administration fee is charged for all lost books.
- A fine of \$3 per day will be charged for any item that has been recalled and becomes overdue
- 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 to an email account you access regularly.

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)
- 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” items are fined at \$3 per day so it’s important to get them back for the due date to avoid fines.

TIPS FOR EFFECTIVE SEARCHING

The Librarian for your Subject area is a great person to talk to for help using specific databases (otago.libguides.com/liaison). If you want more general search tips, check out the Library Self-help guide (otago.libguides.com/selfhelp), especially the Finding Books & Articles, and Searching & Evaluating pages (as shown below).



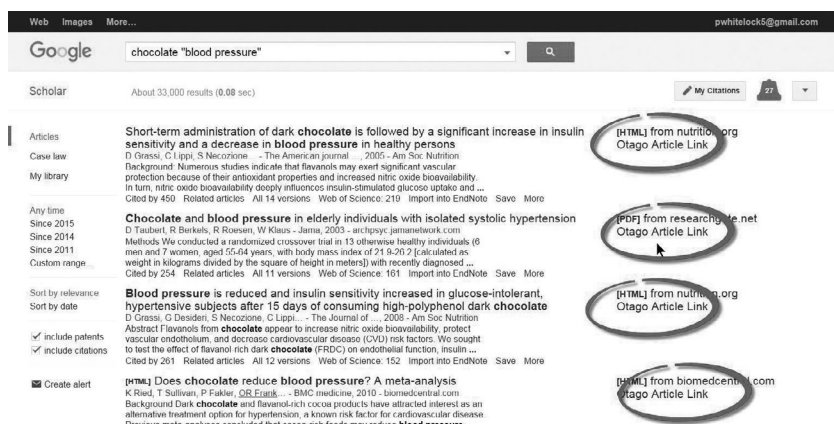
GOOGLE SCHOLAR AS A RESEARCH TOOL

Google Scholar limits web search results to academic, peer reviewed literature. It's great for getting a broad idea of the research in your topic area, finding related research, and you can even set up email alerts to new research.

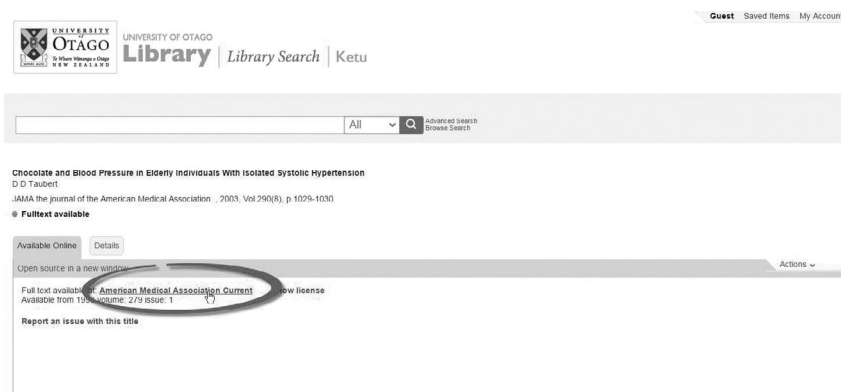
Use the link to Google Scholar on the databases page of your campus Library website:

- Dunedin: Dunedin: otago.ac.nz/library/databases
- Canterbury: otago.ac.nz/christchurch/library/offcampus
- Wellington: otago.ac.nz/wellington/library

By using this link to Google Scholar, you will be able to see which results are available through the Library's database and e-journal subscriptions (they will have Otago Article Link next to them as shown below). Items that don't have the Otago Article Link can be requested using the Library interloan service.

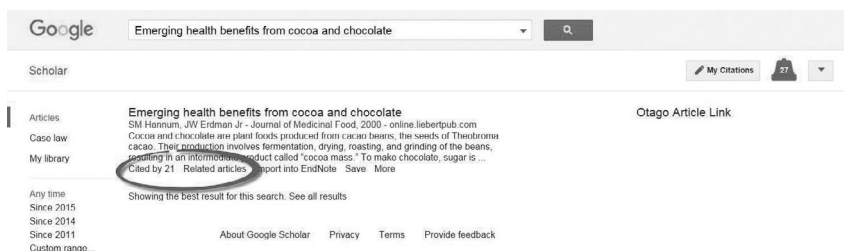


The Otago Article Link in Google Scholar results will redirect you to the article record in Library Search / Ketu and provide a link to the article in one of the Library databases (as shown in the screenshot below).



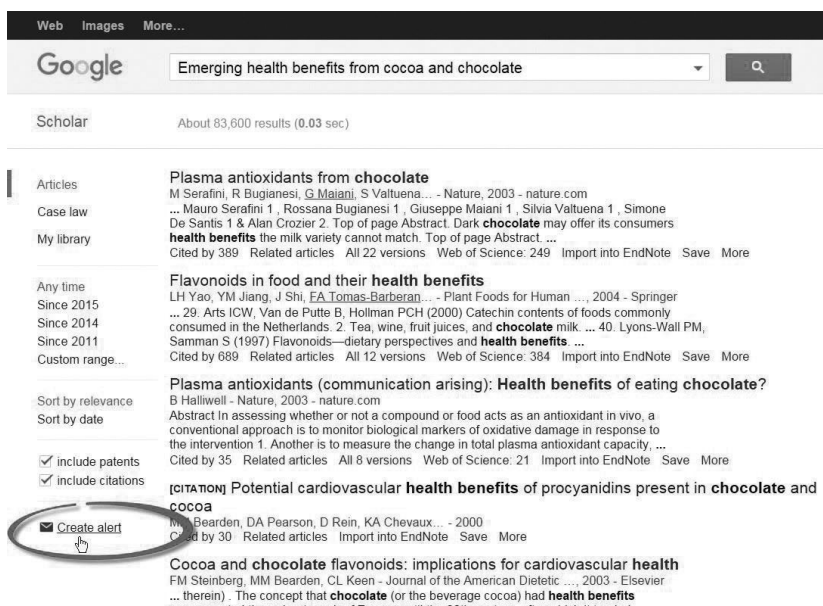
Finding related research:

Use the **Cited by** and **Related articles** links in Google Scholar to find related research. Found an article that is spot on for your topic? Search for it in Google Scholar and use the Cited by link to access other research that has cited it. The Related articles link will help you find other articles on a related topic.



Google Scholar Email alerts:

If you'd like to be alerted to additional research matching a search you've done in Google Scholar, use the create alert link to set up an **email alert** – the alert link is shown below.



LIBRARY E-BOOKS IN A NUT-SHELL

- The e-books in Library Search/Ketu results come from a variety of publishers and most can be read online or downloaded to your computer and a variety of iOS and android devices (although some can only be downloaded for a specified time).
- The e-books you have access to are in the version of Library Search|Ketu on your campus Library website (i.e., Otago, the Canterbury Medical School Library or the Wellington Medical School Library).
- Although the e-books may have a different look and functionality, depending on the provider, many require that you install free Adobe software if you wish to download them:
 - Computers, laptops, and notebooks require Adobe Digital Editions: adobe.com/solutions/ebook/digital-editions/download.html
 - Mobile devices require Adobe Bluefire Reader: bluefirereader.com/ios-and-android-apps.html

If you have any problems using the Library e-books, please:

Email ask.library@otago.ac.nz

Tel Freephone (NZ only) 0800 DISTANT (0800 357 8268)

FINDING A THESIS

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

OUR Archive (ourarchive.otago.ac.nz) is the University of Otago's research repository and that's where you can search for recent University of Otago theses.

Theses from other New Zealand institutions

NZ Research (nzresearch.org.nz) lets you search across the research repositories of other NZ tertiary institutions, including OUR Archive.

Te Puna (tepuna.on.worldcat.org) enables you to search across all NZ library catalogues and this makes it great for finding NZ theses published before 2010. A search tip: make sure you add thesis to your search (e.g., thesis nursing mental illness). Request theses found on Te Puna, and not available online, using the Interloan service.

INTERNATIONAL THESIS DATABASES AND REPOSITORIES

These are listed in the Thesis Information Guide (otago.libguides.com/thesisinformation) on the Find page. If you can't access the entire thesis online, make a request using the Interloan service.

Charges for requesting theses

Requests for theses held in New Zealand and Australia are free. There may be a charge of \$25 for overseas thesis requests, but the Interloan team will always check with you first.

REFERENCES, CITATION STYLES, AND REFERENCE MANAGEMENT SOFTWARE

What is a reference?

A reference (also called a citation) provides publication details about a source of information so it can be found by others.

There are a variety of ways to format references, and these are often referred to as citation styles. Academic departments tend to use different citation styles and the Library has an online Citation/Referencing Styles guide (otago.libguides.com/managingreferences) for the following styles:

- APA (American Psychological Association)
- Chicago A
- Chicago B
- Harvard
- MLA (Modern Language Association), and
- Vancouver

If you need any help with referencing, contact your Subject Librarian: otago.libguides.com/liaison

Reference Management Software – EndNote

Reference management software can retrieve and store the publication details of your sources of information (e.g., books, articles, websites, theses, etc.) and help you create reference lists and bibliographies for your assignments/thesis. The University provides subsidised access, training, and support for the reference management software EndNote.

You can get EndNote from ITS, and ITS and the Library can help you use it. Information about getting and using Endnote is available from the Managing your references page (via the EndNote tab) at: otago.libguides.com/managingreferences.

There is also open source reference management software such as Mendeley and Zotero. Information about these packages is available at: otago.libguides.com/managingreferences (via the Mendeley and Zotero tabs), where you can download the software and access plenty of training and support from their websites.

COPYRIGHT – LEGAL USE OF SCANNED AND PHOTOCOPIED DOCUMENTS

All Library scans are supplied to you 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 Library 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 journal 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.
- As a rough guide the Library will generally copy one chapter or one journal article.

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 Librarians: otago.libguides.com/liaison (go to Distance)
- Subject Guides: otago.libguides.com/browse.php
- Get It Interloan service: otago.ac.nz/library/interloan.html
- Reference/Citation Styles guide: otago.libguides.com/citation_styles
- Managing Your References guide: otago.libguides.com/managingreferences
- Thesis Information guide: otago.libguides.com/thesisinformation
- Google Scholar: ezproxy.otago.ac.nz/login?url=http://scholar.google.com
- Book recommendation form: otago.ac.nz/library/onlineforms/IR/book_recommendation.php

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

Appendices

APPENDIX I – WEBCONFERENCES: Using Zoom

NOTE: you can also access the web-links below from the electronic version of this information from: distance.otago.ac.nz

WHAT YOU NEED

A SUITABLE COMPUTER IN A QUIET ROOM WITH:

- Mac OS X 10.6.8 or later; Windows Vista, 7, 8.1 or 10
- At least one of the following browsers: Internet Explorer 7+, Firefox, Safari 5+, Google Chrome, Opera 12+.

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): USB Headset Logitech H340 & H390.
- 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 \$40 should be fine, e.g., Logitech Webcam 1.3 Megapixels, USB 2

AN INTERNET CONNECTION

The better the connection the better the experience will be. Data usage will depend greatly on the video quality sent/received and if screen sharing is utilised (which generally reduces total data usage). If you are concerned about data usage, reduce the size of the Zoom window to approx. half your screen size and it will dramatically decrease the amount of data consumed (up to 5-10 times less).

SETUP

It is **very important that you check out your computer setup at least a couple of days before your first Zoom session** so there is time to address any connection problems. Instructions for setting up your computer to participate in Zoom sessions, as well as information about testing your audio and video before your first session are at: blogs.otago.ac.nz/zoom/gettingstarted

FURTHER INFORMATION

Much useful information on using Zoom, including tips and FAQs is available at: blogs.otago.ac.nz/zoom

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 – 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 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.
3. No devices with communication capability (e.g., cell phones, tablets, smart watches, etc.) may be used in the examination room or adjoining areas (e.g., toilets) during the period of the examination. All audible electronic devices (including cell phones) must be switched off and handed to the supervisor at the beginning of the exam.
4. The use of electronic calculators is not permitted in any examination unless specified on the front page of the examination paper, in which case candidates will be instructed that they may use either:
 - i. only calculator models that are specified on the University of Otago list of approved calculators (available from the Examinations section of the University of Otago webpage (otago.ac.nz/study/exams); or
 - ii. any model of calculator provided this is battery powered, silent, truly portable and free of communication capabilities.
5. Where the use of electronic calculators is permitted 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. Any candidate who brings a permitted calculator into an examination is responsible for the proper functioning of their device. It is permissible to bring spare batteries into an examination for this purpose.
7. Eating, drinking (except water from non-spill plastic water bottles) and smoking are not permitted in an examination room.
8. No candidate shall communicate with another candidate in the examination room or copy from another candidate's answers.
9. 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.
10. 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.
11. 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.
12. No candidate shall continue writing an answer, or add anything to answers, after the supervisor has announced the expiration of time.
13. 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.

14. A candidate for a final examination other than a Special Examination, who, through illness or other circumstances beyond their control, misses that examination and/or is seriously impaired in the examination or the 14-day period immediately prior to the examination, may apply for Special Consideration as per clause 5 of the Examination and Assessment Regulations 2014.
otago.ac.nz/administration/policies/otago070388.html
15. 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 as per clause 7 of the Examination and Assessment Regulations 2014.
otago.ac.nz/administration/policies/otago070388.html
16. Breaches of the Examination Rules shall be dealt with under the Student Academic Misconduct Procedures (otago.ac.nz/administration/policies/otago116850.html) and may incur penalties as detailed in those Procedures and the Academic Statute 2011.
otago.ac.nz/administration/policies/otago029944.html

Approved by the University of Otago Senate

Last updated 30/3/2016



Distance Learning
64 3 479 4138
distance.learning@otago.ac.nz
distance.otago.ac.nz
facebook.com/OtagoDistance