University of Otago Distance Learning

Information & Support 2018

You should bookmark this to make it easy to find when you need it!

Check out the Guide to Library Services for information and services offered by the University Library:

https://hail.to/otago-distance-learning/publication/I7VJjSA

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Introduction to Distance Study *by Distance Learning*

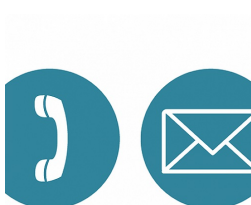This handbook provides information to support you throughout your study at Otago.

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Your ID Card is your key to what Otago has to offer. It identifies you as a member of the University of Otago community, provides essential personal identification, and should be presented on request to University staff whose assigned responsibilities authorise them to seek proper identification.

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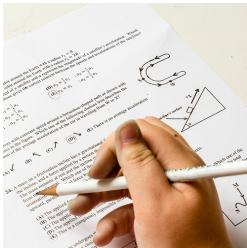Important information regarding changes of course, contact details, etc.

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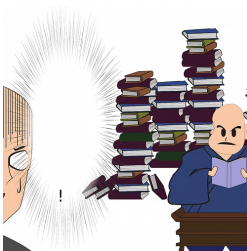
Academic Progress Policy *by Distance Learning*

Students attending the University of Otago are expected to perform at a satisfactory academic level.

Graduation *by Distance Learning*

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.

Ordering Textbooks *by Distance Learning*

Books prescribed for your course will usually be available from the University Book Shop (Otago) Ltd (UBS)

Support Services *by Distance Learning*

There are a wide range of services for students studying at a distance.

Doctoral Candidates *by Distance Learning*

The Graduate Research School has a dedicated team of administrators and advisers ready to assist you.

Online learning environments *by Distance Learning*

Online learning environments provide access to course materials, discussion forums, workshops, quizzes, blogs and wikis, and online assessment via the internet.

Web conferences - Zoom! *by Distance Learning*

The video link above shows you how easy it is to join a Zoom web conference for your classes!

Audioconferences *by Distance Learning*

Some distance papers offered by the University of Otago are delivered via the University's national Audioconference network.

Audiovisual Resources *by Distance Learning*

Course material and other information may also be available in a range of multimedia formats (in addition to print).

Residential / Block Workshops *by Distance Learning*

Many of the University of Otago's distance papers require attendance at on-campus workshops for blocks of teaching.
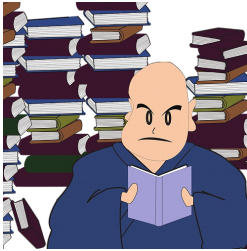
Student Learning Development Support *by Distance Learning*

Student Learning Development(SLD)offers a free and confidential academic service to support distance students at all levels of study.

Information Technology Services (ITS) *by Distance Learning*

ITS services a range of services and advice to students

The Library *by Distance Learning*

Check out the Guide to Library Services for information and services offered by the University Library.

Photo by courtesy of Otago MBA Programme

Introduction to Distance Study

Distance Learning — December 19th, 2017

This handbook provides information to support you throughout your study at Otago.

Please feel free to contact the Distance Learning Office if you can't quite find what you're looking for. Our email address is **distance.learning@otago.ac.nz** and we aim to respond within 48 hours.

We have also created a companion booklet, **Guide to Library Services**, which provides help and advice for you to access information and to support your study at Otago.

Dr Sarah Stein. Director, Distance Learning   Photo by Distance Learning

Welcome

Distance Learning — December 19th, 2017

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

Photo by courtesy of https://pixabay.com/

Key Dates 2018

Distance Learning — December 19th, 2017

It's important to be aware of the key dates for the University of Otago.

These dates can also be found on the University of Otago website: **otago.ac.nz**

January

- 8 Summer School classes begin
- 12 Summer School fees due
- 15 Last day to add or delete Summer School papers with a refund (5pm deadline)

February

- 5 Last day to withdraw from Summer School papers (5pm deadline)
- 6 Waitangi Day
- 10 Fees due for study beginning in the first semester
- 16 Summer School classes end
- 17 Summer School examinations begin
- 22 Summer School examinations end
- 23 Due date for completion of course enrolment declaration for first semester and full year papers

March

- 2 Last day to add first semester or full year papers (5pm deadline)
- 16 Last day to delete first semester papers with refund of tuition fees (5pm deadline)
- 23 Last day to delete full year papers with refund of tuition fees (5pm deadline)
- 30 Good Friday (public holiday) and mid-semester break begins

April

- 2 Easter Monday (public holiday)
- 3 Otago Anniversary day observed (University holiday)
- 9 First semester resumes
- 25 Anzac Day (public holiday)

May

- 4 Last day to withdraw from first semester papers (5pm deadline)
- **12 Graduation ceremonies**

- **19 Graduation ceremonies**

June

- 1 Lectures end before mid-year examinations
- 4 Queen's Birthday (public holiday)
- 6 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
- 20 First semester examinations end
- 25 Due date for submission of papers for course approval by students taking only second semester papers

July

- 9 Due date for completion of course enrolment declaration by students taking only second semester papers
- 9 Second semester lectures begin
- 10 Fees due for second semester only enrolments
- 13 Last day to add second semester papers (5pm deadline)
- 27 Last day to delete second semester papers with refund of fees (5pm deadline)

August

- 18 Graduation ceremonies
- 25 Mid-semester break begins

September

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

October

- 12 Lectures end before second semester examinations
- 17 Second semester examinations begin
- 22 Labour Day (public holiday)

November

- 10 Second semester examinations end

December

- **8 Graduation ceremonies**
- 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
- **12 Graduation ceremonies**
- **15 Graduation ceremonies**
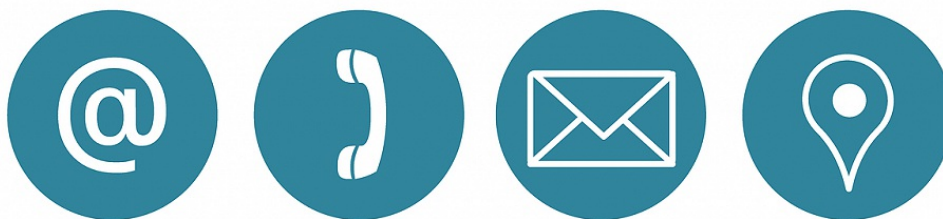- 15 Due date for submission of Summer School papers for course approval

Otago Campuses and Key Contacts

Distance Learning — December 19th, 2017

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 (for Student Finance)

> 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

2nd Floor, Commerce Building
Tel 64 3 479 4138
Email **distance.learning@otago.ac.nz**
Web **distance.otago.ac.nz**
Facebook **facebook.com/OtagoDistance**

Distance Library Service

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 Development

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 8997
Email **econferencing@otago.ac.nz**

WELLINGTON

University of Otago,Wellington
(Wellington School of Medicine and Health Sciences)
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
School of Medicine and Health Sciences Building
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

University of Otago, Christchurch
(Christchurch School of Medicine and Health Sciences)
2 Riccarton Avenue,
PO Box 4345
Christchurch 8011
Web **otago.ac.nz/christchurch**

Reception

Tel 64 3 364 0530
Email **enquiries.uoc@otago.ac.nz**

Manager, Academic Programmes

Ruth Helms
Department of the Dean
Tel 64 3 364 0527
Email **ruth.helms@otago.ac.nz**

Canterbury Medical Library

6th Floor, 2 Riccarton Avenue,
Christchurch 8011
Tel 64 3 364 0500
Email **librarycml.uoc@otago.ac.nz**
Web **otago.ac.nz/christchurch/library/**

AUCKLAND

Auckland Centre

University of Otago House
Level 4, 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

Lynley Browne
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**

Photo by courtesy of https://pixabay.com/

Communicating with the University

Distance Learning — July 31st, 2017

Remember to update your contact details to ensure you get the latest communications from the University.

Student Email

The University communicates with you primarily through your student email address: **www.otago.ac.nz/studentmail**

It is important that you check your email regularly!

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)

Your logon password and PIN

In addition to your username, you will also be assigned:

- A **password** (to access online services such as eVision, Blackboard)
- A four-digit **PIN** (for Dunedin computer lab access)

Change 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 **https://otago.ac.nz/password**
- in eVision at **otago.ac.nz/evisi**on under **Settings, Change Password**
- through StudentIT:
    - phone 03 4695170
    - email **studentit@otago.ac.nz**
    - chat on **facebook.com/uostudentit**

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 (only when on-campus)

- 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.

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 2018 papers.

From your eVision portal you can also access the following:

- Student webmail
- Blackboard
- Library

Photo by Distance Learning

Student ID Card and number

Distance Learning — December 19th, 2017

Your ID Card is your key to what Otago has to offer. It identifies you as a member of the University of Otago community, provides essential personal identification, and should be presented on request to University staff whose assigned responsibilities authorise them to seek proper identification.

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 Student Fianacne). 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, you should be eligible to use the Online Application Form: https://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: www.otago.ac.nz/study/enrolment/declaration.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.)

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.

Your ID card is a proximity 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/studentservices/otherservices/otago018288.html

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

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

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

Gallery

Photo by courtesy of https://pixabay.com/

Administration

Distance Learning — December 19th, 2017

Important information regarding changes of course, contact details, etc.

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

> University Information Centre.
> Tel 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 certified (witnessed/notarised) copy of a marriage, civil union, or deed poll certificate, a statutory declaration certified by a Justice of the Peace or, if reverting to a maiden name, a certified 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**

or

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 are available by registering on My eQuals. My eQuals gives students and graduates secure access to their academic records online. There is a one-off fee of $30 that needs to be paid before the transcript can be viewed or shared.

For more details see otago.ac.nz/my-equals

Students enrolled prior to October 2017 will be able to request that a transcript is uploaded to My eQuals, via their eVision portal using the link located under *My Programmes and Papers*.

Statements of Current enrolment status and finalist status, or Completed qualifications are available in your eVision portal under *My Programmes and Papers*. A statement is an official letter from the University confirming details of your enrolment or qualifications.

For further information see the University website or contact:

The University Information Centre
Email university@otago.ac.nz
Tel 0800 80 80 98 (freephone within New Zealand) or
 Tel 64 3 479 7000 (from outside New Zealand)

Photo by courtesy of https://pixabay.com/

Assessment at Otago

Distance Learning — December 19th, 2017

There are a number of ways course work can be submitted for assessment.

These 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 contact 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 submitting an assignment, 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 ensure 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 teaching teams 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 you are concerned about delay in assignments being returned, 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: 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 section of the **Guide to the Library:**

> https://hail.to/otago-distance-learning/publication/I7VJjSA

You'll find information about references, citation styles, and reference management software.

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

Photo by courtesy of https://pixabay.com/

Copyright

Distance Learning — December 19th, 2017

What you need to know about copyright while you are studying at Otago.

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 the work you produce. See:

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 the Graduate Research School. Research students should also check out the Library's thesis guide, which has a section about copyright that explains in more detail your own rights in your thesis and any published work, as well as guidance on when you might need to seek permission to reuse others' work. For details, see:

otago.libguides.com/thesisinformation/copyright

For all students, 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. At all times, when using elements of others' work in

your own, it's important to bear copyright in mind - refer to the thesis guide mentioned above for more information about what is OK and what is not. 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. If you're interested in allowing others to use your work in certain ways without your permission check out Creative Commons licences. See:

http://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 about eRerve 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. For more information about Creative Commons, see:

creativecommons.org.nz

For more information or advice about copyright or to contact the the University's Manager, Copyright & Open Access, see:

Web otago.ac.nz/administration/copyright/
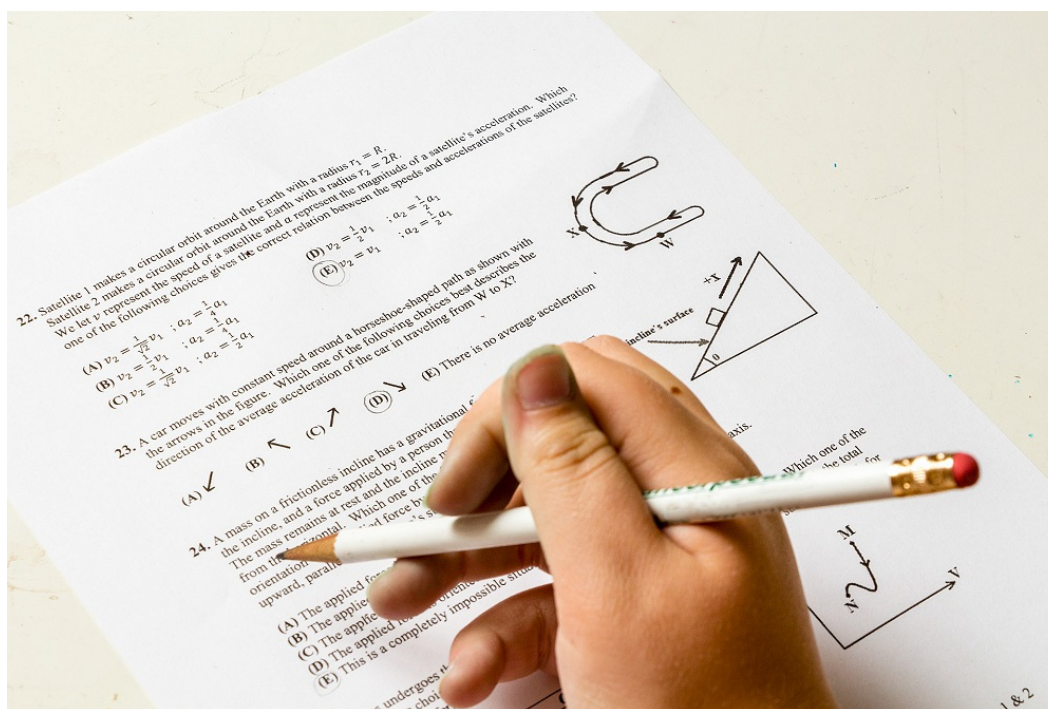Email copyright@otago.ac.nz.

Photo by courtesy of https://pixabay.com/

Examinations

Distance Learning — December 19th, 2017

TheExaminations Office advises students regarding examination-related matters and administers Special Consideration, Variation, and Alternative Arrangement applications.

Please familiarise yourself with the University of Otago Examination Rules available at:

www.otago.ac.nz/study/exams/otago0412011.pdf

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 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:

1 February Summer School papers
7 May First semester papers
7 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 an examination due to unexpected circumstances beyond your control, or
- you have been significantly impaired in your examination performance, and/or
- you have been significantly impaired in your preparation for an examination (within 14 days of the examination concerned).

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. Appropriate supporting documentation must be provided in all cases. If supporting documentation cannot be scanned and uploaded to your application by the five calendar deadline, please make an application regardless.

Candidates seeking Special Consideration for all programmes in Dentistry, Medical Laboratory Science, Radiation Therapy, Medicine, 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
Web www.otago.ac.nz/study/exams/otago062916.html
Tel +64 3 479 8237

Loctations

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 at:

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) 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 Friday 4 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 www.otago.ac.nz/study/exams/otago0412011.pdf) or the PDF below.

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.
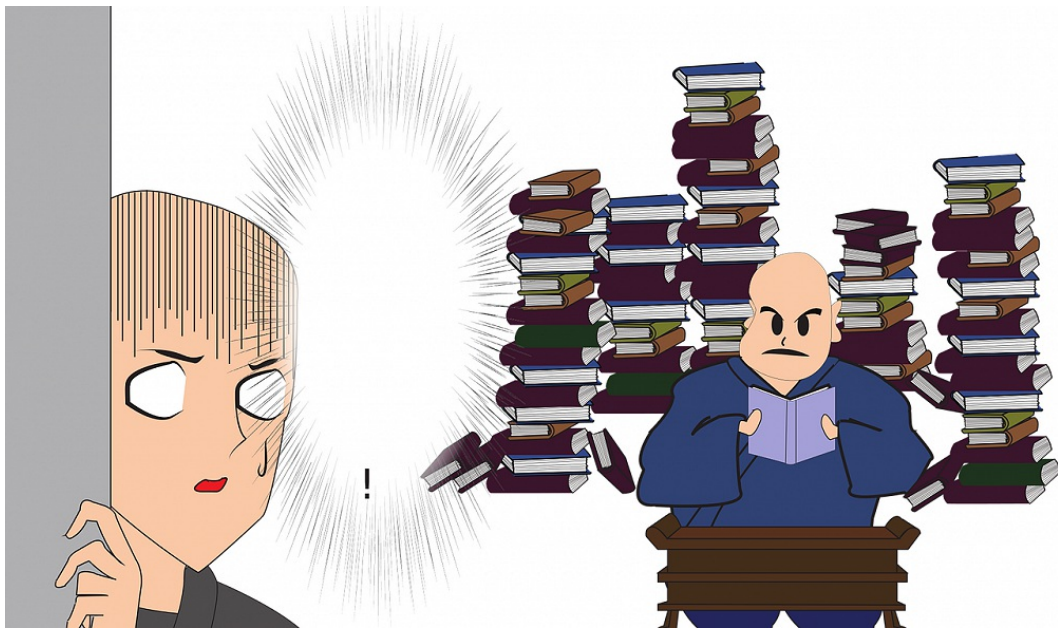
Attachments

Examination rules

Photo by courtesy of https://pixabay.com/

Academic Progress Policy

Distance Learning — December 19th, 2017

Students attending the University of Otago are expected to perform at a satisfactory academic level.

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 also 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.

You should familiarise yourself with the Academic Progress Policy which sets out a process for students who are not achieving satisfactorily at:

otago.ac.nz/administration/otago028376.html

Photo by courtesy of https://pixabay.com/

Graduation

Distance Learning — December 19th, 2017

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 the eVision student portal at https://evision.otago.ac.nz/sitsvision/wrd/siw_lgn**

For detailed information about graduation visit:

> Web www.otago.ac.nz/study/graduation/

Please ensure you are recorded as a finalist. If you have any questions about your finalist status, please contact the Student Records Office at student-records@otago.ac.nz

While the Graduation Office endeavour's 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:

> www.otago.ac.nz/study/otago069905.html#graduation_applications_open

If you do not receive an invitation by the time that applications 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. See:

> www.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.

Deferring Graduation

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. See information about deferring at:

Web www.otago.ac.nz/study/otago030365.html

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:

www.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

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:

www.otago.ac.nz/study/otago030362.html

Mobility

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

Photo by Distance Learning

Ordering Textbooks

Distance Learning — December 19th, 2017

Books prescribed for your course will usually be available from the University Book Shop (Otago) Ltd (UBS)

> 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.

UBS's contact details are:

Physical location:

Main Branch

> 378 Great King
> Street, Dunedin
> Tel 64 3 477 6976
> Fax 64 3 477 6571
> Email **ubs@unibooks.co.nz**
> Web **unibooks.co.nz**

Campus Branch

> OUSA Archway,
> 640 Cumberland St, Dunedin

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:

> Web http://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 at the UBS prior to advising WINZ of your costs

> Email annettec@unibooks.co.nz

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.

Textbook Ordering Instructions

Instructions given here are for UBS's current website as at October 2017. 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 contact us at:

> Email ubs@unibooks.co.nz

> Tel +64 03 4776976

Online

If you don't know your assigned textbooks:

- click on the Textbook link in the menu at the top of our homepage.
- under "Want to make your individualised reading list Then have your paper codes handy and click [here](http://books.unibooks.co.nz/lists.ihtml)" (http://books.unibooks.co.nz/lists.ihtml) click the link to access to the search options.
- 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'd still get two books coming up, but neither would be a match.
- Select the appropriate title from the list of results.
- Click on the "Add to Cart" button to add 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 at **ubs@unibooks.co.nz** to enquire about price, availability and shipping costs and/or to place your order for textbooks.

Alternatively, phone orders can be placed at any time. If ordering via fax or mail, please neatly write out (or preferably type) your fax. You can either provide credit card information by this method (which will speed up processing) or request that we send a pro forma invoice detailing costs – this method works well for those wishing to pay by cheque.

Photo by courtesy of https://pixabay.com/

Support Services

Distance Learning — December 19th, 2017

There are a wide range of services for students studying at a distance.

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.

Full information about the Student Services Fee is available at:

Web www.otago.ac.nz/studentservices/otago626140.html

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.

Contact Disability Information & Support:

Email **disabilities@otago.ac.nz**
Web **otago.ac.nz/disabilities**
PO Box 56
Dunedin
Tel 0800 80 80 98 or 03 479 8235
Fax 03 479 5873

He Huka Mātauraka / Māori Centre

Māori students will find a friendly and supportive atmosphere at Otago. There are already more than 1,600 tauira 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 environment and operates from a kaupapa Māori base to provide services such as:

- counselling
- liaison and advice
- Māori pre-graduation ceremonies
- resources
- mentoring
- Māori orientation
- 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 5:00pm.

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

Pacific Islands Centre

Talofa lava and warm Pacific greetings from Otago!

The Pacific Islands Centre is a cultural and spiritual home for all those who identify with the Pacific nations of Melanesia, Micronesia, and Polynesia. Our job here is to assist you in your academic journey in any way possible. You are important to us. We acknowledge your passion and drive in taking the initiative to study from home, and we understand that some of you will find it very difficult and lonely sometimes. But hang in there! If you do, your resilience will be rewarded, and we and you will look forward to your graduation.

We can provide support for you here on campus – with any general enquiries or more specific ones such as putting you in contact with your lecturer or accessing a library service. We also welcome your presence at any of our community Fono/events in your home city so watch out for these in the Centre's Puletini.

Don't hesitate to contact us and check out our website and Facebook for more information. We'd love to hear from you any time.

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

Otago University Student's Association (OUSA)

Membership of the OUSA is free and voluntary. If you do not wish to be part of the association, email secretary@ousa.org.nz with your name and student ID number to opt out.

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!

> Email: help@ousa.org.nz.

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

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.

Photo by Distance Learning

Doctoral Candidates

Distance Learning — December 19th, 2017

The Graduate Research School has a dedicated team of administrators and advisers ready to assist you.

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, including web/videoconferencing 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 of fellow candidates and having regular meetings with each other, perhaps using Skype, Zoom, 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 Programme Information which provides other important information for candidates.online. See:

www.otago.ac.nz/graduate-research/study/phddoctoral/programme/

To foster and support the Otago graduate community, the Graduate Research School uses Facebook (**http://www.facebook.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 who can help communicate any issues that distance candidates have.

Contact details of the Distance Representative can be found on the Committee webpage at:

www.otago.ac.nz/council/committees/committees/grslc/otago001024.html

Should you have any administrative or enrolment queries, please don't 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 a**ndrew.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!

Photo by courtesy of https://pixabay.com/

Online learning environments

Distance Learning — December 19th, 2017

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 the week before lectures start, when the enrolment process is complete and fees are paid.

If you're new to Otago, you should visit the UNIO101 paper (you'll find it on the right side of your Blackboard screen when you login) which will be available to you as soon as you have completed your enrolment and declared. While it's designed for students just out of high school, this will give you an idea of how Blackboard works, and it contains useful links and information about the University.

Logging In

To access your paper on Blackboard, go to the website:

> **www.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

Your Blackboard Page

Every time you log on to Blackboard, this will be the first screen you will see -

> **https://hail.to/otago-distance-learning/image/M7nZFm2**

You will find a list of all the 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.

Need more Help?

Information for new users may be found at:

> **blogs.otago.ac.nz/studentit/new-to-otago/blackboard/**

If you need help with Blackboard, the Blackboard Help site is at:

> Web **blogs.otago.ac.nz/studentit/new-to-otago/blackboard/**
> Eamil: **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 of this publication:

> **https://hail.to/app/otago-distance-learning/article/view/HgUrR7d**
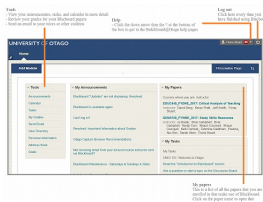
The Student Desktop

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.

For details on how to do this, visit:

> **otago.ac.nz/studentIT**

Gallery

| Join a Meeting | | Video by Zoom |

Web conferences - Zoom!

Distance Learning — December 19th, 2017

The video link above shows you how easy it is to join a Zoom web conference for your classes!

It is "a bit like Skype to use – but even easier with a lot more functionality"

Zoom is a web conferencing tool used to conduct online meetings, hold discussions and tutorials, and much more. 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.

Using zoom

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

A headset with a 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 (but 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 approximately 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:

> Web **blogs.otago.ac.nz/zoom**
> ITS Service Desk
> Tel 0800 479 888
> Email **its.servicedesk@otago.ac.nz**
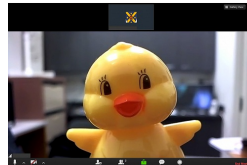
Gallery

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Audioconferences

Distance Learning — December 19th, 2017

 Some 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 podcast 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 10 digit 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 below.

Recording and Confidentiality of Audioconferences

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' participation. 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.

General Instructions

To join your Audioconference by Telephone

Students outside Dunedin will join their Audioconference sessions via the Spark 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 landline calls within New Zealand.
- For mobiles, please check charges and access to the 0800 number with your mobile provider directly if you wish to dial into the conference on your mobile phone.
- Mobiles and cordless phones are not recommended, due to reception and transmission interference. If you do use a cordless phone ensure:
  - the batteries are charged and 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 0800 633 866 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 10 digit Audioconference PIN and press the # key.
- You must **mute** your phone when you are not talking.
  - To mute your phone, dial *6.
  - To unmute, dial #6.
  - Please take care to dial the correct number for muting and un-muting. Incorrect numbers can lock or disconnect the whole Audioconference.
- Overseas students joining the Audioconference will be informed separately of their connection arrangements as the dial in number varies from country to country.

Audiovisual Resources

Distance Learning — December 19th, 2017

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.

Residential / Block Workshops

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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.

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Student Learning Development Support

Distance Learning — December 19th, 2017

Student Learning Development(SLD)offers a free and confidential academic 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 SLD 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 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

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Information Technology Services (ITS)

Distance Learning — December 19th, 2017

ITS services a range of services and advice to students

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

Changing your Password

You can change your password at **www.otago.ac.nz/password** otherwise Student IT can do it for you. 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

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

eVision, Student Webmail, Blackboard & Endnote

For information about these subjects, see

> **eVision** - https://blogs.otago.ac.nz/studentit/new-to-otago/evision-portal/
> **Student Webmail** - https://blogs.otago.ac.nz/studentit/current-students/welcome-to-student-webmail/
> **Blackboard** - https://blogs.otago.ac.nz/studentit/new-to-otago/blackboard/

The Guide to Library Services has information about Endnote.

Student Software

As a student at the University of Otago, you can get this software for your personal computer for free or at a discounted price. These licences are only valid *while you are a current student*.

- **Microsoft Office 365** – download and use free of charge from **https://blogs.otago.ac.nz/studentit/software/office-365/**
- **Sophos Antivirus** – protect your Mac or Windows computer for free, dowload from **https://blogs.otago.ac.nz/studentit/software/antivirus/**
- **Endnote** – manage bibliographies and references; one-off cost of $25 which includes any upgrades . See: **http://www.otago.ac.nz/its/services/software/otago026558.html**
- **NVivo** – qualitative data analysis tool available to **postgraduate students only**; around $120 - **http://www.otago.ac.nz/its/services/software/otago028818.html**
- **SPSS** – statistical software package; yearly licence fee, see order page for costs - **http://www.otago.ac.nz/its/services/software/otago028821.html**

See **https://blogs.otago.ac.nz/studentit/software/** for more information.

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.

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The Library

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Check out the Guide to Library Services for information and services offered by the University Library.

Check here for services, resources and contacts at the Library.

https://hail.to/uni/publication/I7VJjSA