15. SERVICES TO SUPPORT TEACHING AND LEARNING

Deans of Teaching and Learning

Your Dean (Teaching & Learning) can link you with key initiatives and support services.

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Contact</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Centre for Aboriginal Studies</td>
<td>Mr Gerald Moran</td>
<td>9266 9449</td>
</tr>
<tr>
<td>Curtin Business School</td>
<td>Prof Vanessa Chang</td>
<td>9266 4090</td>
</tr>
<tr>
<td>Health Sciences</td>
<td>A/Prof Sue Jones</td>
<td>9266 4094</td>
</tr>
<tr>
<td>Humanities</td>
<td>Dr Kathryn Dixon</td>
<td>9266 2552</td>
</tr>
<tr>
<td>Science &amp; Engineering</td>
<td>Prof Shelley Yeo</td>
<td>9266 3406</td>
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Curtin Teaching and Learning

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<th>Service Area</th>
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<tbody>
<tr>
<td>Director, Curtin Teaching and Learning</td>
<td>A/Prof Anthony</td>
<td>9266 4821</td>
</tr>
<tr>
<td>OLT awards, grants and fellowships, scholarship of teaching and learning</td>
<td>Dr Allan Goody</td>
<td>9266 9181</td>
</tr>
<tr>
<td>Assessment, plagiarism, moderation</td>
<td>Mr Jon Yorke</td>
<td>9266 1735</td>
</tr>
<tr>
<td>Courses management</td>
<td>Ms Kerry Saunders</td>
<td>9266 4342/7179</td>
</tr>
<tr>
<td>Course review, Unit Outline Builder, New course development</td>
<td>Ms Sonia Ferns</td>
<td>9266 2435</td>
</tr>
<tr>
<td>Flexible learning support and OUA</td>
<td>Ms Maggie Khoo</td>
<td>9266 2107</td>
</tr>
<tr>
<td>eLearning including eScholars program, staff development and graphic design</td>
<td>Ms Judy Schrape</td>
<td>9266 3917</td>
</tr>
<tr>
<td>Evaluating teaching and learning; eVALUate, Teaching Performance Index</td>
<td>Ms Beatrice Tucker</td>
<td>9266 1092</td>
</tr>
<tr>
<td>Learning Technologies Support including Blackboard, iLecture, OLAS</td>
<td>Mr Gordon Cunningham</td>
<td>9266 9262</td>
</tr>
<tr>
<td>Open Universities Australia academic program coordination</td>
<td>A/Prof Tina Kulski</td>
<td>9266 4208</td>
</tr>
<tr>
<td>Staff development (Foundations of Learning and Teaching, Academic Leadership for Course Coordinators)</td>
<td>Ms Veronica Goerke</td>
<td>9266 3233</td>
</tr>
<tr>
<td>UniReady course coordination</td>
<td>Melinda Crean</td>
<td>9266 2752</td>
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Support services for staff and students

**Human Resources** provide a wide variety of information, tools and resources relating to your employment at Curtin. This includes advice on employee relations, performance management, change management, injury management, recruitment and selection, payroll matters, leave enquiries, contracts of employment, HR information systems, superannuation, salary packaging, and academic promotions. See [www.hr.curtin.edu.au](http://www.hr.curtin.edu.au/) for further information.

**Office of Research and Development** offers support for staff and postgraduate research students through provision of scholarships, IP Commercialisation services, professional development seminars, training and advice on graduate studies. See [www.research.curtin.edu.au](http://www.research.curtin.edu.au)

**Organisational Development Unit (ODU)** supports staff to manage change and build staff capabilities through development, learning events and consulting. See [www.odu.curtin.edu.au](http://www.odu.curtin.edu.au)

**Counselling and Disability Services** offers sessions for students and staff. Topics include Presentation and Exam Anxiety, Procrastination, Assertive Communication, Learn What Contributes to Good Sleep, Relaxation and Mindfulness. Workshops such as Preparing for Retirement, Dealing with Mental Health in the Workplace, and Working with Students with Disabilities are especially designed for staff. See [www.counselling.curtin.edu.au](http://www.counselling.curtin.edu.au)

**The Learning Centre (TLC)** offers a comprehensive range of free programs and resources for Curtin students at all stages of the academic journey from first-year to PhD studies. Students may enrol online for face-to-face programs, writing workshops, and weekend seminars, or they may access TLC’s online resources and interactive programs. TLC also offers free customised in-faculty seminars as requested by lecturers, course coordinators, or supervisors. See [www.learningcentre.curtin.edu.au](http://www.learningcentre.curtin.edu.au)

**UniEnglish** is a diagnostic tool available through FLECS-Blackboard to all students who are new to Curtin. It includes Use of English/reading, listening and writing. The first two sections are marked automatically; the writing section is analysed by language experts and the results sent electronically to students. The instrument is optional and confidential to students, but it is recommended that staff strongly encourage students to participate to gain a greater understanding of their language development needs. See [www.unienglish.curtin.edu.au](http://www.unienglish.curtin.edu.au)

**Curtin Library**

The Library provides a range of resources and services that support teaching and learning at Curtin.

**Collections**: The library is the primary provider of scholarly information resources which reflect the research and teaching interests of the University for use by clients. It offers access to over 66,000 journals, more than 450 electronic databases and over 50,000 e-books. Students and staff can access online resources from any computer with Internet access by searching on the library homepage ([www.library.curtin.edu.au](http://www.library.curtin.edu.au)).

**Recommending items for the library**: All staff at Curtin are strongly encouraged to make recommendations for additions to the library collections. It is especially important that
teaching staff ensure that items required for teaching are ordered well in advance and are available in the library. Staff should contact their Faculty Librarian if they need more information about this process (www.library.curtin.edu.au/about/organisational-structure/faculties/index.cfm).

Workshops for staff and research students:

- **Mastering Research Resource Seminars** enable staff and research students to keep abreast of current library resources and services. Topics covered include: how to search the literature, how to manage search results, how to keep up to date with research, how to explore scholarly publishing options and discover library resources that can assist in determining where to publish to maximize the impact of your research.

- **Research Support guide** (www.libguides.library.curtin.edu.au/content.php?pid=210543) provides links and resources to help researchers find collaborators and funding sources, explore different research methods, understand how to measure impact, find the most appropriate journals to publish in to maximize impact and learn more about open access publishing.

- **EndNote**: The library offers beginners and advanced classes in using the EndNote bibliographic management system.

- **Customised sessions**: Faculty Librarians are available to help staff and research students identify relevant information and demonstrate how to access information from your desktop. See your Faculty Librarian (www.library.curtin.edu.au/about/organisational-structure/faculties/index.cfm) to arrange sessions tailored to your needs.

Information literacy for undergraduate and postgraduate students: Curtin Library recognises that information literacy is a key competency in the University’s graduate attributes. Librarians can work with academic staff to ensure that information literacy outcomes are embedded into courses and units. The library offers a variety of teaching and learning activities tailored to students’ needs including:

- Lectures and tutorials in your teaching rooms
- Workshops in the library, including EndNote and library databases.
- **Online unit guides** (which can be included in Blackboard)
- Self directed activities including online tutorials.

Contact the Manager, Research and Learning Services unit (9266 7249) for further details.

**Library E-Reserve**: Library e-Reserve (www.library.curtin.edu.au/find-books-and-resources/reserve-and-e-reserve.cfm) is the University’s solution for making available the required reading students need to complete their units. It comprises full-text electronic documents (book chapters, journal articles, conference papers, etc.), audio and video files, and web links and is accessible via the library website and also Blackboard.

Students can access online materials from a variety of sources and access e-Reserve by signing in with their OASIS authentication. Because most copyright limits operate at the University level, Curtin policy prohibits making available copyright material on Blackboard –
it must be made available through e-Reserve. Readings can be submitted online at www.apps.library.curtin.edu.au/ressubmission/index.pl. For further information email reserve@curtin.edu.au

Campus Services

Central AV Support provides high quality lecterns containing presentation AV equipment in all lecture theatres and many classrooms on the Bentley campus. Onsite technical support for these venues is available by calling the CITS Service Desk on ext 9000. For other venues and events, CITS offers a large range of equipment for staff to loan including laptops and projectors. See the CITS website cits.curtin.edu.au for more information.

Campus communications can be sourced via Curtin news (www.campusnews.curtin.edu.au/) where you can link to staff news and information (www.campusnews.curtin.edu.au/staff/) and an internal only broadcast email system.

Curtin IT Services (CITS) provides a wide range of resources and support to help students perform at the highest level. This includes online learning systems such as iPortfolio, Blackboard, Oasis and 24/7 access to computer labs across campus. Other services and systems include Live@edu student email with access to Office Web Applications and Skydrive storage, site licensed software, iLecture online lecture services and wireless Internet access and allowance.

For assistance and support with any of these systems please visit a student IT support officer at the abacus lab helpdesk, located in building 204, 303, 402, 408 and 501. Alternatively log an Oasis Central support request at oasis.curtin.edu.au.

Curtin University Bookshop provides competitively-priced textbooks, course materials, uniforms, general books and a large range of stationery, newsagency and gift items; official Curtin textbook lists and online ordering via OASIS, computer hardware and software. See www.bookshop.curtin.edu.au.

Curtin University Postgraduate Students' Association (CUPSA) represents the interests of its members within the University and Student Guild; promotes quality postgraduate education and research; and represents the common interests of research and coursework postgraduate students. Social events, workshops, conferences, scholarships and awards, plus changes to policies and procedures are distributed via an email list. See www.guild.curtin.edu.au/index.php/en/support-representation/student-representation/departments/cupsa.

eAcademic allows staff easy online access to information on admission and enrolment numbers, current unit lists and student details. See www.eacademic.curtin.edu.au/

Health Services (Bentley Campus) are located in Building 109 and is open from 8.30am to 5.00pm Monday to Friday. Appointments can be made on 9266 7345. A nurse is on duty from 8.00am until 7.30pm Monday to Friday during semester for emergencies. See www.healthservices.curtin.edu.au

Curtin International is responsible for the management and delivery of recruitment and admissions services for prospective international students and services to inbound and outbound Curtin Exchange students. Sponsored students, including AusAID students, are also serviced by Curtin International. Curtin International is also responsible for the
development of alliances with overseas universities and partner institutions in overseas countries such as Singapore, Malaysia, Hong Kong, Sri Lanka, China and Vietnam. This includes responsibilities and quality control for Curtin students studying at offshore locations and Curtin campuses in these locations. Further information about Curtin International can be obtained at www.international.curtin.edu.au.

OASIS Staff Portal is a secure 'gateway' to web systems and information for staff and includes online systems (e.g. Alesco, Finance One, Web Reporting, eAcademic), information relating to work, employment and Curtin services, Employee Kiosk, teaching & learning support services (such as Blackboard and iLecture administration), Web Outlook, Library services and Curtin news and events. See www.oasis.curtin.edu.au/.

Orientation is held in the week prior to semester on the Bentley campus and is compulsory for new students and is recognised by Centrelink as the start of the University semester. (Orientation on other campuses may be of a different duration). Each school must provide an appropriate academic orientation for its new students – standards for these programs are available at www.retenion.curtin.edu.au/programs/orientation.cfm. Students participate in academic, social and central events. During Orientation Week all unit outlines are available and re-enrolling students should ensure they attend campus to collect the outlines and join in the orientation programs. Orientation information for International students is embedded within the Orientation Week program. See www.oweek.curtin.edu.au. All information delivered to students at Orientation is also available via the Start Up channel within OASIS. Staff can see a “read only” version of this under the My Work tab in the staff OASIS.

START (Student Transition and Retention Team) programs are run during the semester. A Curtin support services portal includes a “Service Finder” which links users to the most appropriate service (see www.unilife.curtin.edu.au). Staff may refer students directly to student support via an on-line process (see www.retenion.curtin.edu.au/programs/student_support.cfm). START also coordinates a wide range of student mentor programs (see www.mentoring.curtin.edu.au/start/). START operates a Student Wellbeing hotline and email advisory service for students who may be experiencing any issue that is concerning them – see www.studentwellbeing.curtin.edu.au/

Student Central is responsible for a variety of centralised administrative services ranging from tier one advice to students to the management of centrally-scheduled examinations, student fees, class timetabling, coursework scholarships and graduation ceremonies. Student Central is also primarily responsible for most student-related policy and procedures, contained within the various consolidated policy and procedures manuals (e.g. ‘Assessment and Student Progression’ and ‘Admission and Enrolment’). See www.studentcentral.curtin.edu.au and www.students.curtin.edu.au/

Student computing facilities are open access computer labs available to all students, they are known as the Abacus Labs and are located on the ground floors of Buildings 303, 408 and 501. The Abacus labs are open 24-7 and accommodate over 400 students. Support staff are available all year and are able to provide IT support for a wide range of Curtin systems. During semester they are available from 9am to 9pm weekdays and 1pm to 5pm on weekends. During semester breaks they are available 9am to 5pm weekdays and 1pm to 5pm on weekends. Most schools have computer labs, see www.complabs.curtin.edu.au/ for more information. For students with a disability, special access computer facilities are in
Room 325, Level 3 Building 105 (Library). Swipe card access is granted by University Counselling Services.

**Student Guild**

Curtin Student Guild are a non-profit organisation supporting and representing the Curtin student body. Not only focusing on student representation, Guild provides services, facilities and activities for students; ranging from on-campus food outlets and recreation, to Student Assist with support for students with personal, academic and welfare issues. Please see [www.guild.curtin.edu.au](http://www.guild.curtin.edu.au) for more information.

**Universal Design** principles help ensure a safe, efficient and accessible environment regardless of an individual’s natural capabilities. Curtin University endorses universal design to ensure that the campus and its associated activities provide an inclusive and welcoming environment for all. For teachers this means careful consideration of curriculum design, teaching and learning activities to ensure that there are no barriers to involvement based on a student’s physical limitations. See [www.disability.curtin.edu.au/staff/unidesign.cfm](http://www.disability.curtin.edu.au/staff/unidesign.cfm).
Curtin University Organisational Chart

For the latest version of Curtin’s Organisational Chart see: [http://hr.curtin.edu.au/local/docs/uni_org_struct.pdf](http://hr.curtin.edu.au/local/docs/uni_org_struct.pdf)