

Transcript

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Audio/video for this transcript available from: <http://commons.swinburne.edu.au>



Hi, my name is Judy, this is Mark, and we're here to talk about Swinburne Student Services.

As a Swinburne student you have access to a wide range of services and resources to support your time at the university – all free of charge! We're going to give you a breakdown of a number of these services. Be sure to check out the links at the end of the video to access this support.

Whether you're coming to Swinburne right out of school or returning to study after a break, it can feel challenging to meet the assessment requirements for your course.

The Learning Academic Skills Centre, or 'LAS' have a range of services and resources to support students with literacy and numeracy, understanding and completing assessments, developing study skills as well as digital literacy and computer skills.

You can book a one-on-one appointment with a LAS Advisor or stop by one of their regular drop-in sessions online or in the library on each campus. You can also enrol into one of their workshops. StudentHQ is your one-stop shop for all your course enquiries including course planning, class timetables, fees, enrolment, assessment, exams, graduation and library services, such as laptop loans and late lab access.

With a range of support either online, in person or over the phone, StudentHQ is the go-to for any questions you have as a Swinburne student. Swinburne's Wellbeing services offer comprehensive professional health and medical services to support the mental, physical and emotional wellbeing of the Swinburne community. You can access a broad range of health and wellbeing services, including nurses, doctors, psychologists, counsellors and social workers. Swinburne also offers an out-of-hours crisis phone line to support the wellbeing of our students.

Swinburne is an inclusive and welcoming environment for people living with a disability, medical or mental health condition, or those with primary carer responsibilities. Looking at the unique circumstances for each student, AccessAbility advisors work collaboratively with you to create a plan to provide reasonable adjustments to suit your needs.

At Swinburne, we offer a range of services, programs and resources to help you achieve success in improving your job-seeking skills and finding work. The Careers and Employability team offer digital resources as well as one-on-one support to help you develop a plan to reach your career goals.

Swinburne is also home to the Skills and Jobs Centre, which offer careers guidance and support not only to Swinburne students but also to the general community, so your friends and family can also access this service. Whether you're entering or re-entering the workforce, training, re-skilling, or looking to completely change careers, the Skills and Jobs Centre can provide you with the clarity and skills to help you make better career decisions, and better life decisions.

Having tech troubles? Not sure how to set up studying from home? No worries! ITS are available to support you to connect to the free campus-wide Wi-Fi network, access your student email and change passwords along with troubleshooting other technical issues through their TechBar service.

When it comes to researching, sometimes it can feel difficult to know where to start and the Library at Swinburne are there to support you with your research and study needs. With a wide range of physical and online materials available, and a team of librarians to support you with your search, whether you access resources on campus or visit their webpage as a starting point, the Library is a helpful resource for all your research needs.

Last, but certainly not least, you have access to support from your Student Success Coach! Balancing life and study can feel challenging at times, but your Student Success Coach is here to listen and work with you to create a plan to succeed in your studies. If there are a few different things going on for you and you're not sure where to begin, reaching out to your Student Success Coach is a great starting point where we can have a chat about the support and resources available to support your specific needs.

Phew, that was a lot! As you can see, there are a lot of different support services you can access as a Swinburne student, so we've included information for how you can access each of these services here on our Student Success Coach webpage.

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