

# STUDENT SERVICES

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FINANCIAL ASSISTANCE  
BUDGET ADVICE  
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**STUDENT SERVICES**  
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# 2019





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## IMPORTANT DATES FOR YOU TO FOCUS ON

February / March - Orientation events on Polytechnic and University campuses & around town

ALL MEETINGS ARE HELD  
AT 12 noon (venue will be confirmed prior)

### **Tuesday 5th March**

International Pasifika & Maori Students Lunch

### **Monday 10th March**

Nominations open for any unfilled positions on the 2019 OPSA Advisory Board  
Nominations close for all on Friday 22nd March

### **Tuesday 19th March**

OPSA first Class Representative Meeting Each full-time course or class from each school will be asked to nominate at least two (2) students to represent you during the year. OPSA will give these Reps all the support they need to fulfil this role.

### **Tuesday 26th March**

This meeting adopts the OPSA 2018 Financial Statement, elects remaining 2019 OPSA Advisory Board Members

**JOB DESCRIPTIONS FOR ALL POSITIONS WITHIN THE STUDENTS' ASSOCIATION, including Class Reps and Advisory Board, are available from the OPSA OFFICE**

**OPSA welcomes your interest and participation**

# OPSA IS HERE TO HELP



## IMPORTANT PHONE NUMBERS

<b>Otago Polytechnic Students' Association Office</b>	477 6974
<b>Otago Polytechnic - all departments</b>	477 3014 0800 762 786
Cromwell Campus Office	03 445 9900
<b>Student Support/Services</b> Robertson Library	474 7177
<b>Te Punaka Owheo</b> – Rebecca Williams	0272019614
<b>Chaplain</b> Steve Downey	972 7124
<b>Student Health &amp; Counselling Centre</b>	479 6082
OUSA Clubs & Societies Centre (Albany Street)	479 5960
UNIPOL Gym (Anzac Avenue)	479 5888
University Print (Cnr Albany & Forth Streets)	479 9143
Otago University Students' Association (OUSA)	479 5332
Campus Cop	479 4883
Student Job Search	0800 757 562
StudyLink	0800 88 99 00
<b>Support Agencies</b>	
Dunedin Community Law Centre	474 1922
Family Planning Association	477 5850
Problem Gambling	471 6172
Lifeline Otago	474 9111
Citizens Advice Bureau	471 6166
Rape Crisis	474 1592
Anglican Methodist Family Centre	477 0801
Presbyterian Support Services	477 7115

Kia Ora, Aloha and Welcome to the Otago Polytechnic Students' Association (OPSA) and the Otago Polytechnic.

No matter what year you are in, or your previous experiences studying, we hope when you leave Otago Polytechnic you will be able to look back at the amazing memories you made while you were here with us.

OPSA is your students' association; we are run by students and are here to support you through your studies. The Advisory Board and association staff are here to provide you with a wide range of services which include:



Want to be involved in OPSA? Well there are heaps of ways you can be, you can be elected onto our student advisory board or pop along to our regular meetings and have your say or you can be nominated as a class representative

So where can you find us? OPSA is located in the HUB – Forth Street campus

We have an open door policy and always welcome student visitors so if you ever have any issues or just want to chat, pop in and see one of our friendly team.

Study hard, have fun and enjoy your time here with us at Otago Polytechnic.

To find out more about what's on offer here at OPSA visit [www.OPSA.org.nz](http://www.OPSA.org.nz) or 'like' our page on Facebook <https://www.facebook.com/OtagoPolytechnicStudentsAssociation/> to receive daily updates on trips, tours, services, events, jobs and more.

# ABOUT OPSA

Driven by student participation, we provide services and support alongside and on behalf of the Polytechnic focused on student engagement, retention and success while offering an excellent learner experience.

Students are the heart of our OP culture and it is vital to have an independent organisation to represent and promote your views and interests.

OPSA provides that link between OP management and students while promoting students' rights and welfare

- We ensure effective lines of communication, through the Campus & Class Representative system and an opportunity for all students to provide input into the quality of courses and development of the polytechnic
- We remain independent, but also retain a key partnership with the Polytechnic

## OPSA OFFICE

Located in the Hub  
[www.opsa.org.nz](http://www.opsa.org.nz)  
tele: 03 477 6974

This is the centre for all student activities and provision of services - staff are there to assist you with any requirements you may have.

OPEN: 9.00 am – 4.00 weekdays, but CLOSES 3.00 pm each Friday

## CLASS REPS

Full-time courses from each school will be asked to nominate at least two (2) students to represent you during the year who will be the 'voice' of the students and all students will have the opportunity to be part of the OP Student Council.

Most importantly all Reps will be able to assist students, develop OPSA as a professional student focused and run organization and have input into the development of the Polytechnic and its student services.

## CAMPUS REPS

Campus Reps will be appointed from elected Class Reps and be responsible for each of the following seven areas and will be considered part of the Otago Polytechnic Student Council and advisors to the OPSA Advisory Board:

- Enterprise & Development
- ABE
- Art & Design
- Health
- Otago Institute of Sport & Adventure
- Food & Design
- Cumberland

Their role will be to liaise with Class Reps from courses within their area, in conjunction with OPSA, who will meet at least twice per semester. Information, suggestions, complaints, ideas, etc will be then passed on to the Student Council or OPSA for action as appropriate.

Campus Reps will be given support from OPSA and must be able to commit to at least 2 hours per month.





## ACCOMODATION

There are heaps of accommodation options open to students – make your stay in Dunedin a positive one – see OPSA if you need assistance to sort your budget prior to signing your agreement – also check out OP's new accommodation options as well <http://www.mystudentvillage.com/nz/otago-polytechnic-student-village/>

Problems? Tenancy issues? Contact OPSA or Dept of Building & Housing Tenancy Services 0800 83 62 62 or <http://www.dbh.govt.nz/tenancy-index>

## BICYCLES

Are a great way to get around. No carbon footprint or parking hassles. Check out the community bike workshops/sources of second-hand bikes "Crooked Spoke" and the "Valley Community Workspace" on Facebook – borrow a "Poly-bike"

## BLUES SPORTING AWARDS

OPSA recognises those individuals who have achieved sporting excellence at local, national, and even international levels.

Qualifying period is from 1st October 2018 - 30th September 2019

## BUDGET ADVICE

Immediate confidential assistance with your personal budget and access to emergency funding if applicable – just call into OPSA to discuss your needs – OPSA is a satellite service of the Building Financial Capability Charitable Trust

## CAMPUS COP

John Woodhouse  
Proctor's Office,  
Security Centre,  
St David Street, Dunedin

Cell: 021 190 5950  
Tel: 64 3 479 4883  
Fax: 64 3 479 4881  
Email: [campus.cop@otago.ac.nz](mailto:campus.cop@otago.ac.nz)







## CAMPUS & CLASS REPS

Full-time courses from each school will be asked to nominate at least two (2) students to represent you during the year who will be the 'voice' of the students.

Class Reps can also be nominated as a Campus Rep who will be members of the OP Student Council.

Most importantly all Reps will be able to assist students, develop OPSA as a professional student focused and run organization and have input into the development of the Polytechnic and its student services

## COMMUNITY LAW CENTRE

169 Princes Street  
Dunedin  
(03) 474 1922  
[communitylaw.org.nz/centre/otago](http://communitylaw.org.nz/centre/otago)

Monday - Wednesday evenings:  
5.30pm - 7.30pm  
Tuesday, Thursday and Friday  
afternoons: 12.30pm - 2.00pm

The Community Law Centre offers free legal advice and information - help with traffic, employment, tenancy, police, consumer/debt, criminal, ACC, neighbours, govt depts and family matters.

**Central Otago - Alexandra, Cromwell, Queenstown and Wanaka**, 1st Tues and Wed of the month. (Check local papers for details).

**South Otago - Balclutha and Milton**, 3rd Thurs of the month. (Check local papers for details.)

We operate an 0800 number for the Otago province - 0800 169 333.

For people calling from out of town, we have a telephone roster to give advice between 2.30 and 4.30 each afternoon.







## D<sub>CC</sub> RUBBISH BAGS

Visit the OPSA Office with your Polytechnic student ID to obtain 65 litre bags (\$3.00 each)

## DISCOUNTS

OPSA organises student discounts in the Otago area. Most require you to show your ID card

Visit <https://www.opsa.org.nz/information/discounts/> for information about collecting your Rad1 discount card

## DOGS ON CAMPUS

Dogs must be in a controlled environment and kept under appropriate control at all times.

Any dog that is not under control, causes a health and safety related concern or has an instance of unsatisfactory animal behaviour will no longer be allowed on an Otago Polytechnic site.

Dogs are only permitted in shared environments provided all staff and students in the workspace have consented. Dogs must not be allowed in shared spaces where food is prepared or eaten.

## E<sub>DEN</sub>

Our Café in the HUB – with Fair Trade tea & coffee in reusable cups !

## EVENTS

Organising a school or course event? OPSA can help with your budget and organisation, and if necessary, handle your ticket sales and pay your accounts !

## F<sub>INANCIAL</sub> SUPPORT & ADVICE

### Student Hardship

OPSA operates a Student Assistant Fund which can help students that may find themselves in unforeseen financial difficulty. Each case is individually assessed by a Committee in a confidential manner – forms @OPSA

### Emergency Funding

If you find yourself without food or in need of assistance to help you through a “rough patch” - individual students are welcome to chat to OPSA staff about how best we can help you out in the short term (strictly confidential service – no appointment necessary)







## FOOD / FRIDGE / FREEZER FILE

Located in the HUB opposite the FREE bins along – please feel free to either donate or help yourself if you need food

## FREE BINS / FREE CLOTHING RACK

Located in the HUB – feel free to take anything of use to you – we welcome all donations of unwanted goods (no rubbish or dud electrical goods thanks)

## FACEBOOK

Like us on facebook – this is where all the action is happening.  
opsa.org.nz/facebook

## GRADUATION AWARDS

Every year OPSA invites you to nominate a graduating student for an award who has been an inspiration to study with etc.  
Forms@OPSA

## GRANTS

Exhibition or study, recreation or social, travel and promotional grants.

- OPSA has a contestable fund that any school, class or group may apply for
- a request form will need to be filled out and signed by your current class representative

## DEVELOPMENT GRANTS

Grants may be made at the discretion of the OPSA Advisory Board for any student or group who may require some financial help with a special “one-off” project or event.

## HUB (H BLOCK)

A relaxing area for lunch with Eden Café, comfy seating and access to Student Success, IT Services, OPSA, Customer Services and more.

## ID CARDS

ID Cards which are processed at the OPSA Office.

- Dunedin Students - bring photo ID if you are a new student
- Distance students - email your details (including ID number, name & return address) and attach a photo in jpg. format (plain background, no sunnies or hats) to idcards@op.ac.nz

This card will be your access to

- Robertson Library (ID bar code will need to be activated at the Library)
- UNIPOL gym and recreation facilities (University Plaza)
- OUSA clubs, societies and recreation (Albany Street)
- OP Student Health & Counselling
- Discounts throughout the country
- H1 and approved door access to buildings

Some courses may not charge a Student Services fee, but an alternative “access” card is available for library and computer services



# J OBS

Enrol at Student Job Search and vacancies are posted on facebook as we receive them

Student Job Search is a not-for-profit organisation, dedicated to helping tertiary students find work while they study. Thanks to OPSA, Student Job Search is 100% free for you to use.

Our job is to match tertiary students looking for work with employers who are looking for talent. We can help you find work during the semester or over the summer holidays and advertise a range of different jobs to suit your study schedule and experience.



New to SJS? Register online now to start your job hunt!

[www.sjs.co.nz](http://www.sjs.co.nz) 0800 757 562

## JUSTICE OF THE PEACE

When visiting a JP, make sure all your documents are in order (eg original followed by the copy, etc.). Don't pre sign any documents before you visit the JP.

### Where to find a JP on Campus: Kevin Tansley JP

L Block, 148 Anzac Ave  
(03) 479 3744  
021 901 877  
kevin.tansley@op.ac.nz  
Available: by appointment

### University Information Centre

Wednesday mornings 9am – 1pm  
during semester time.

### Community House

283 Moray Place at Saturday morning  
service 10am – 12noon



## KIDS ON CAMPUS

Children on campus - please be considerate - the presence of children in the classroom may affect the teaching and learning environment for others so it is important to obtain permission from lecturers in the exceptional circumstance of needing to bring your child to class.

## LIVING CAMPUS

Forage for vegetables and fruit – look out for the “pick me now” signs or ask the friendly horticulture staff for assistance.

## LOST PROPERTY

All lost property from campus is eventually returned to OPSA – we operate a lost property register, so if you find any item, please hand in at the OPSA Office or check to see if we have your missing item. Lost property from the Robertson Library will be sent to OUSA office at the University – you can phone them to check on any items 03 479 5332







## MĀORI STUDENTS

Te Punaka Ōwheo is all about Māori student success. In 2019, we are located in the carpark next to A block.

### MICROWAVES

Located around campus for your convenience – please keep clean and tidy and report any faults to OPSA

### MANAAKI (M BLOCK)

On the ground floor is the Ako Espresso, Technique fully licensed Training Restaurant, Student Health, notice boards, water cooler & toilets.

OP Food Design Institute & Functions manage all the catering, café and restaurant services. – bookings for catering and venue hire should be directed to [functions@op.ac.nz](mailto:functions@op.ac.nz)

## NOTICE BOARDS

Located on the ground floor of most blocks – feel free to place your own notices, but to avoid removal, PLEASE date and place on appropriate board – check out the TV screens for current events.

## OPSA OFFICE

Located in the Hub  
[opsa.org.nz](http://opsa.org.nz), 03 477 6974

This is the centre for all student activities and provision of services - staff are there to assist you with any requirements you may have.

OPEN: 9.00 am – 4.00 weekdays,  
but CLOSE 3.00 pm each Friday

Hours may be reduced over the breaks but will be notified.

## PARKING

Limited street parking is available all around campus – BUT CHECK to ensure you are parking in the right spot !

Please do not park in any staff (numbered) parks or student village parks as you may be towed !

Parking is available at the Stadium, so please register on your student HUB to activate parking in that area.

### PASIFIKA SPACE

Pasifika students have their own designated space to study, get together and meet with other Pasifika students on campus “Our Space G Block Room G107”

### POLY-BIKE

You can pick up keys/lock and helmets from customer services or from reception at Sargood or Art School.





## QUEER\* SUPPORT

Queer Support is a part of the OUSA Student Support Centre 5 Ethel Benjamin Place – Dunedin  
email [q.support@ousa.org.nz](mailto:q.support@ousa.org.nz);  
text: 0274471426;  
<http://www.ousa.org.nz/support/queer-support/>

OUSA Queer Support Coordinator  
- provides information and support for Queer and Questioning students from Polytechnic and University

OUSA Queer Support also runs a peer support programme, a group for international LGBTQIA students and a monthly seminar series.

Uni Q Otago is a social group for

queer and queer-friendly students. They run a weekly coffee group and other social events. Search for UniQ Otago on Facebook or email: [OtagoUniQ@gmail.com](mailto:OtagoUniQ@gmail.com)

### Links

- Curious - Full of resources, forums, questions and answers. Very interactive and youth-friendly. <http://curious.org.nz>
- SouthTrans – support for transpeople in Dunedin <http://southtransnz.wix.com/southtransnz>
- Rainbow Youth - NZ's national queer youth site. <http://www.rainbowyouth.org.nz/>
- Agender – National support for transpeople <http://www.agender.org.nz/>
- Alphabet Soup – support for queer & questioning young people (12-18 years) in Dunedin - <https://www.facebook.com/alphabetsoupdunedin> or email [alphabetsoupdn@gmail.com](mailto:alphabetsoupdn@gmail.com)







## RECREATION

OPSA provides services and facilities at Unipol Recreation Centre and OUSA Clubs & Societies Recreation Centre

Check out the "healthy campus" magazine for programmes of activities - FREE entry with your ID card.

### **OUSA Clubs, Societies and Recreation Centre**

84 Albany Street (just opposite the Uni Library) Phone: 479 5960 [recreation@ousa.org.nz](mailto:recreation@ousa.org.nz)  
9am – 10:30pm Mon - Fri / 10am - 8:30pm Sat & Sun.(hours vary over university holiday periods)

We offer state of the art facilities, free gear hire, free and cheap food options, recreation courses, free competitions, tournaments and events and a mind blowing array of sporting and cultural clubs.

#### **Facilities:**

Study rooms; dance spaces; sports hall, sauna; showers; commercial kitchen; workshops

**Gear hire, recreation courses, competitions, tournaments, events, cultural and sports clubs**

To find out more come in and see us or visit us at [www.ousa.org.nz/recreation/](http://www.ousa.org.nz/recreation/)

## **UNIPOL RECREATION CENTRE**

University Plaza, 130 Anzac Ave Dunedin  
Ph: 03-479-5888  
email: [recreation@otago.ac.nz](mailto:recreation@otago.ac.nz)  
[www.otago.ac.nz/recreation](http://www.otago.ac.nz/recreation)  
Facebook: Unipol Recreation Services  
Instagram: unipol\_recreation

Entry into the facility is free with your 2019 OP ID card and offers drop-in usage of weights/cardio rooms through to court space where you and your friends can participate in casual sports activities.

Unipol offers a comprehensive recreation programme to ensure you optimise your wellbeing while studying. The programme includes outdoor adventures, group fitness, social sport and a range of equipment, from ski gear to surf boards, which can be hired for other recreational activities beyond campus.

#### **HOURS:**

Mon - Fri:	6:00am – 11:00pm
Sat:	8:00am – 9:00pm
Sun:	9:00am – 11:00pm



## REDUCE, REUSE, THEN RECYCLE

At OP we separate compostable, recyclable and rubbish for landfill

## RIDESHARING

Check out the OPSA website and if you can offer or need a ride to campus, let us know – just follow the link  
<https://www.opsa.org.nz/information/ride-share/>

Other initiatives are in the pipeline and will be advertised when available

## SCHOLARSHIPS

When information about any scholarships is received, it will be posted on facebook or check with your school who may have specific ones you can apply for depending on your course. Enquire at Te Punaka Ōwheo or with Pasifika Liaison for any available Māori or Pasifika scholarships.

For information about scholarships available at Otago Polytechnic check out:  
<https://www.op.ac.nz/students/scholarships/>

**givME** is an extensive online database providing information about available scholarships, awards and grants based on criteria, level of study and discipline along with closing dates, application requirements and contact details.

It is available at the Dunedin Public Library, or if you have a Dunedin Public Library Card, you can access this on-line at <http://www.dunedinlibraries.govt.nz/digital-library/funding>

## SECURITY

There are CCTV cameras on site around campus, but you are advised to keep your valuables with you at all times – OPSA can look after items for you during office hours if necessary.

Students enrolled in particular courses may be granted after hours or specialised access – please see your school administrator to activate your ID card for this purpose.

### Hints for after hours

- Ensure you have your cell phone with you.
- Tell your family or flatmates which building you are going to and expected time of return.
- Ensure that doors to the building are properly closed behind you when you leave.
- Use well lit entrances and walkways after dark and avoid walking home alone.

## STUDENT ONLINE HUB

This is the place where you can securely access all student related information including results, important dates, and student support.

If you have a comment, complaint or suggestion, this is one avenue to voice your opinion.

## STUDYLINK

[www.studylink.govt.nz](http://www.studylink.govt.nz) - apply online early for 2017/18

Student Allowance can help with your living expenses while you study. It's money that you don't have to pay back

Student Loan can help to finance your study. It's made up of three parts – compulsory fees, course-related costs and/or living costs. When you apply for a loan, you choose what parts you need.

Check out the website for more in depth information on Scholarships, extra help with costs, to tell us about any changes or MyStudylink or call us on 0800 88 99 00 or drop into your local Studylink office







## SUSTAINABILITY

Is a core value at OP and “Seeds” are the “Student Enriching, Educating and Developing Sustainability” – contact [sarah.sellar@op.ac.nz](mailto:sarah.sellar@op.ac.nz)

## T ELEPHONES

FREE student (toll/cell barred) phones are located at (common room) L Block & (P Block) Art School

## U NIPOL

Refer to “Recreation” for more information

## V ISION

The Otago Polytechnic’s vision is “Our people make a better world”

## VOTE

Students will be given several opportunities throughout the year to vote for OPSA positions such as President, Advisory Board members and Class Representatives

## W ATER COOLERS

These are located in most blocks around campus – drinking fountain and bottle filling available.

## WEBMAIL

Your student webmail address will be printed on your ID Card – please make sure you activate this prior to registering your card at the Robertson Library. We advise you to check your mail regularly to avoid missing out on important campus information.

## X-CHANGE

We can help you exchange your unwanted goods, textbooks or personal items – use the FREE bins in the HUB

## Y EAR PLANNER

Pick up your free planner + welcome pack from OPSA. Public & Primary school holidays are listed, but we urge you to check with your OP school timetable about term breaks and holidays as some schools may differ.

## ZERO

Tolerance of bullying, harassment, illegal drugs or smoking on campus

# Otago Polytechnic

## STUDENT SERVICES AND SUPPORT

*All service locations were correct at the time of printing, but may be subject to change*

**Hub | 0800 762 786 | [studentsuccess@op.ac.nz](mailto:studentsuccess@op.ac.nz)**

Life on campus can be exciting and challenging, so our Student Success Team are here to support and help you through any issues that might arise, so do come and seek help if it is required.

Patricia Quensell	Student Success Team Leader/Careers	Sheena Roy	Student Advisor - International
Sharon Ward	Administrator	Yvonne Fogarty	Student Advisor - International
Wayne Green	Careers	Danni Roberts	Wellbeing and Disability Support Advisor
Ashleigh Crosbie	Careers	Aya Garcia	International Homestay Coordinator
Anna Seiuli	Student Advisor - Pasifika	Celia Hepburn	Student Advisor
Steve Downey	Chaplain		



### WELL BEING AND DISABILITY

**Danni Roberts**  
**[dannir@op.ac.nz](mailto:dannir@op.ac.nz)**

We look forward to meeting any student who identifies with a disability to ensure you are supported in your studies.

Danni also offers wellbeing support in the form of: emotional support, liaising with lecturers and outside agencies, goal setting and anything else that you feel is impacting your study.

Disability support includes:

- Advocacy, liaison, equipment and furniture
- Campus orientation and classroom support
- Alternative assessment and exam arrangements
- Peer tutors for one on one academic assistance

### INTERNATIONAL ACCOMMODATION

**Aya Garcia**  
**[homestay@op.ac.nz](mailto:homestay@op.ac.nz)**

***Homestay - your home away from home - available for all students***

You will have the security of living with a good family while studying. All families have been visited to ensure your stay is a comfortable one.

All International students under the age of 18 must live in home stay accommodation.

Otago Polytechnic is a signatory to the Code of Practice for the Pastoral Care of International Students





## CAREERS

**Patricia Quensell**

**Patricia.quensell@op.ac.nz**

We can assist you with

- Individual career guidance and planning
- Drop in career support and information
- Employability workshops
- Individual Career Consultation - book in advance through Student Success

## INTERNATIONAL

**Sheena Roy**

**sheena.roy@op.ac.nz**

**Yvonne Fogarty**

**Yvonne.fogarty@op.ac.nz**

Services we provide include:

- Orientation and student activities
- Pre graduation celebrations
- Advocacy and grievance support

We are also available to help with any concerns you have regarding your studies, personal issues, adapting to life in New Zealand and assistance with visa renewals and insurance claims.

We have the patience, empathy and understanding to communicate with people for whom English is not their first language. Please come and speak with us and let us help and support you.

Emergency 24/7 support – 021 735 421

## STUDENT ADVISOR - PASIFIKA

**Anna Seiuli**

**anna.seiuli@op.ac.nz**

Talofa lava, Kia Orana, Ni sa bula, Taloha ni, Fakaalofa lahi atu, Malo e lelei, warm Pacific Greetings.

“What a great choice you have made in choosing to study at Otago Polytechnic”.

Choosing pathways for studies can be difficult, but you have now taken another step to better your future. There are great resources available to help support you and your learning and Pasifika students have their own designated space to study, get together and meet with other Pasifika students on campus “Our Space G Block Room G107”

I can organise academic or peer tutoring as well as a range of other supports and services to help you with your individual needs.

- You will be contacted by the Student Advisor Pasifika via a letter, e-mail, phone call or txt welcoming you to Otago Polytechnic.
- Regular Fono are held during the year and all Pasifika students are encouraged to attend.
- There are scholarships for prospective and enrolled students including health related courses



## STUDENT ADVISOR

**Celia Hepburn**  
**celia.hepburn@op.ac.nz**

My goal is to help ensure that you have the best possible chance to succeed at tertiary study. You may find it difficult to adjust to the demands of Polytechnic life, the tertiary study environment, academic expectations and the responsibilities that students have to deal with on top of their studies.

Students are welcome to contact the Student Success Advisor to help them identify a way forward. The advisor can explore the situation, examine options and provide advice to help achieve better student outcomes.

The advisor can assist with many areas including:

- Helping with work/life planning and time management
- Identifying the issues that may be limiting success
- Navigating within the polytechnic structures and support services
- Making referrals to other support and services both on and off campus

## COUNSELLING

**Student Health@Manaaki – Harbour  
Terr**  
**479 6082 or 0800 762 786**

A free and confidential service available to all enrolled students focusing on individual counselling for students with couple, family and group sessions available.

APPOINTMENTS - weekdays 9.00am to 5.00pm sometimes there might be a few days wait

Other campuses contact Reception/  
Administration



## CUSTOMER SERVICES

**Atrium**  
**Geoff Mason Building**  
**03 474 7293 or 0800 762 786**

Customer Services is your first point of contact - we can assist with application or enrolment enquiries, or we can connect you with all areas of the Otago Polytechnic as required.

We offer help with Studylink; payments; international admissions; graduation; lost property & visitor parking

## LEARNING ADVISORS

**Hub**  
**0800 762 786**  
**studentsuccess@op.ac.nz**

Learning Advisors offer FREE individual appointments, group tutorials and on-line support to develop the skills necessary for success in your course. Appointments are essential and can be made by email/phone

Our Academic Learning Advisors are here to assist you: Rose Stanton, Jean Monk, Ross Gilbertson and Kristen Bracey

FREE study guides and help with:

- assignment writing, referencing, reading and spelling
- note-taking, summarising, english grammar and punctuation
- learning strategies/styles, thinking skills and tutorials
- organising and planning your study, Brain Gym, memory skills and basic maths
- study cards x 60: \$1 per pack





## CHAPLAINCY SERVICES

**H Block Room106**  
**(03) 972 7124 or 021 338800**

Our service is inclusive, open, non-judgmental, confidential & FREE

Your friendly Campus Chaplains, are here to help you achieve your career and life goals by encouraging and supporting you wherever you are in your life's journey.

We believe all of life has a spiritual dimension - including your time of study here at Otago Polytechnic. We are here to listen and walk with you through whatever issues are important to you, regardless of whether you consider yourself spiritual, religious, or neither.

Our services and activities include:

- Pastoral care
- Bereavement & grief support
- Homesickness support
- Spiritual support and direction
- Prayer, with you or for you
- Blessings – eg. For health/healing, rooms/flats, occasions/events
- Support for all faith groups
- Someone to listen
- Courses/talks







## STUDENT HEALTH

**Manaaki: Ground floor – Harbour Tce**

**Direct: 479 6082 or 477 3014**

**0800 762 786**

**OPEN 8.30am – 5pm weekdays**

Providing a friendly and confidential full general practice medical service for students who have paid the Student Health Levy

- 15min appointments available 9am – 4.30pm Mon – Fri.
- Free medical consultations for ACC or Community Service card holders (card must be presented), otherwise \$15 per visit. (Please check with reception in regards to costs as some services such as minor surgery, dressings, immunisations etc. may be extra.)
- After hours service is available at Dunedin Urgent Doctors until 10pm and then overnight at the Emergency Department at Dunedin Public Hospital.

### **Nursing Services – free by appointment**

- treatment of accidents and injuries – ACC providers
- sexual health, contraception advice and pregnancy testing
- cervical screening and vaccinations
- assessment and advice for minor illness
- wound care and dressing, wart clinic and smoking cessation

To get the most out of your studies, you need to be healthy, both physically and emotionally so please apply for your Community Services card early to avoid unnecessary costs.

Student Health is a non-profit organisation so prompt payment of accounts helps keep the service going. We are happy to send out accounts but request that these are paid within 14 days. If not, a \$3 administration fee is added to the total. If you need longer please talk to reception.

Please contact us directly if you change address or phone number or are unable to attend your appointment (otherwise a charge will be added onto your account)

It is not our policy to do prescriptions or give out test results over the phone. You need to make an appointment for these.





## **LIBRARY SERVICES**

### **The Robertson Library Lower Union Street opp. G Block**

The Robertson Library holds the Otago Polytechnic collection and provides library and information services to staff and students on campus or at a distance. The University of Otago's physical Library collection is also available to staff and students with a current Otago Polytechnic ID card.

More information about using the Library's collections, services and facilities is available from the Robertson Library website.

Contact details:  
Phone: 03 479 3793  
Email: [ask.library@otago.ac.nz](mailto:ask.library@otago.ac.nz)  
Website: [studentservices.op.ac.nz/library](http://studentservices.op.ac.nz/library)  
Opening hours are available on the Library website

### **Central Otago Library Molyneux Avenue, Cromwell – phone 03 445 9900 or 0800 765 9276**

The Central Otago Library provides library and information services to students from the Central Otago Campus sites. Items from the Central collection can be requested for pick up at the Robertson Library.

Email: [centralotago@op.ac.nz](mailto:centralotago@op.ac.nz)

Opening hours: These may vary, so check <http://library.otago.ac.nz/robertson/hours.htm>







## LIVING CAMPUS

Maps available from OPSA

Your Pick: visit the edible gardens and pick fresh greens. Not sure what to pick? Ask our living campus staff who are around on Mon & Thurs.

Adopt a garden: grow your own at our allotments - tools, seedlings and advice available Mon & Thurs over lunchtime. You can also propagate your own seedlings in the nursery area on Fri afternoons

We also offer a Permaculture short course, Workshops & Tours

### Contact us:

#### Sustainability:

[jen.rodgers@op.ac.nz](mailto:jen.rodgers@op.ac.nz) 021735604

#### Living campus staff:

[kim.thomas@op.ac.nz](mailto:kim.thomas@op.ac.nz)

[lisa.burton@op.ac.nz](mailto:lisa.burton@op.ac.nz)

479 3839

#### Hospitality events:

[tony.hepininstall@op.ac.nz](mailto:tony.hepininstall@op.ac.nz)

## SEEDS

Student Enriching Educating and Developing sustainability

Interested in Sustainability and want to make a difference? Join the student driven group SEEDS (Students Enriching, Educating and Developing Sustainability). We meet regularly and have funding to support our ideas and projects. Come join our community. For more info email [sarah.sellar@op.ac.nz](mailto:sarah.sellar@op.ac.nz).

Join the student sustainability meetings (SEEDS) each Monday, 12 - 1 in H127 (HUB). SEEDS drives sustainability events and projects for the Polytech and wider community and student ambassadors will be able to spread the word of events happening with their class mates. If students can't attend this meeting time, they can link into our Facebook page: <https://www.facebook.com/groups/811979592239332/>

Benefits for the students include being a part of a passionate community of students, events including pot lucks and overnight trips to Quarantine Island and the chance to be nominated for a student sustainability award to put on their C.V.



## ELECTRONIC DEVICES

Due to disruption and distraction, cell phones and other electronic devices must be completely turned off while in class, on course-related activities and in changing areas ie. texting, pixting or photographing from a cellular telephone, PDA or camera is not permitted.

Exceptions to this rule may occur only with the express permission of the lecturer and this must be obtained prior to commencement of a class or activity.

Assessments, such as tests and examinations: these devices **MUST** be turned off and stored in bags at the front of the room.

## HARASSMENT, BULLYING PREVENTION, AND MANAGEMENT

You have the right to study in a harassment free environment.

If you have a concern or complaint, names of trained harassment contact people are displayed throughout the Polytechnic, or if you wish, you can contact any lecturer, Head of Department/School, Hall Supervisor or Residential Assistant, HR Advisor or OPSA

Harassment may be sexual in nature or based on that person's gender, race, colour, age, disability, physical appearance, marital or family status, religion, political opinion or sexual orientation.

Harassment can be:

- verbal behaviour – saying things to or about a person, or talking within the hearing of others about subjects that may be offensive
- written or visual behaviour – writing, drawing, taking or displaying pictures (includes use of computer, PDA, other electronic devices, text)
- physical behaviour – inappropriate touching, gestures or standing too close
- behaviour that is hurtful, unwelcome or offensive to the person receiving it.

## PRINTING AND COPYING

Paper Cut is used to manage all network printing  
Every print job that you submit is analysed and charged according to: number of pages, size, colour, duplex.

Your ID card is your prepaid account (\$20 initial credit per year) tied to your student user code, which must be topped up in order to continue printing.

Selected MFDs (Multi-Function Devices or otherwise known as Copiers) around campus have student ID card swipe units installed for student photocopying. Scanning documents to be sent to your student email account and is **FREE** to use from these same selected MFDs.

You can top up your prepaid account, and make further enquires about printing and photocopying at any of the following locations:

- IT Service Desk – situated in Room H107, (for Cash only and you don't have an EFT POS card as an alternative)
- Robertson Library - situated on the ground floor at the rear of the building, close to the Otago Polytechnic MFD/copier (Self Service Kiosk EFT POS only)
- Open area, H Block Level 1 (Self Service Kiosk EFTPOS only)

## IT SUPPORT SERVICE DESK

**H Block room H107 – visitors most welcome**

Call 0800 POLY IT (0800 765 948)  
Email servicedesk@op.ac.nz to contact our IT service desk staff.

8am to 5pm - Monday to Friday, fully staffed.

5pm to 9pm - Monday to Friday, one person on duty.

1pm to 5pm – Sundays, one person on duty.

Closed Public Holidays.

We can provide support and advice for most IT difficulties you may encounter on Windows or Apple computers, including the computers you might be using from home.  
Distance Students: Remember we are here to help should you need it.





# Te Punaka Owheo

## Māori Student Success

- > Academic support
- > Financial advice
- > Counselling
- > Mentoring
- > Dedicated Māori space
- > Scholarship assistance
- > General advice, support and guidance

Find out more:  
[www.op.ac.nz/maori-students](http://www.op.ac.nz/maori-students)



### TE PUNAKA OWHEO

Te Punaka Owheo is all about Māori student success – we provide the following services

- Academic support
  - Computers and printers
  - Financial advice and mentoring
  - Grants and scholarship assistance
  - Dedicated Maori space,
  - Kai
  - Whānau nights
  - General advice, support and guidance
- Find out more at [op.ac.nz/maori-students](http://op.ac.nz/maori-students)

In 2019 you will find us in the located in carpark next to A block.

Please come and visit us or give us a call – your whanau are more than welcome. We have Kai and Catch up every Wednesday at noon, which is a great way to meet other students and have an awesome meal!

Our contact details are as follows:

Rebecca Williams	027 201 9614
Sarah Martin	021 735 130
Chris Roy	021 0239 1899
Kylie Hohaia	027 860 4968

**[tepunakaowheo@op.ac.nz](mailto:tepunakaowheo@op.ac.nz)**





## WIRELESS ACCESS

Otago Polytechnic has provided wireless connectivity for students to use their own network connected devices, such as laptops, smart phones, and tablet computers.

For information regarding the Otago Polytechnic public wireless system, check out:  
<http://studentservices.op.ac.nz/support/it-support/connecting-to-wifi>

## STUDENT E-MAIL + FREE MICROSOFT OFFICE FOR STUDENTS

To access the Windows Office 365 service, check out "My email" at  
<https://www.op.ac.nz/hub>

Direct Link to Office 365:  
<http://mail.student.op.ac.nz>

You can download a full version of Microsoft Office from your Office 365 account, which will be licensed for as long as you are a student at Otago Polytechnic. Both Windows and Apple versions are available.

Just log into Office365 with your student name and password (same as you use for Moodle) click on "Settings" (represented by the cog icon in the upper right) then "Office 365 settings" and then "Software" gives you access to the latest Microsoft Office applications.

Install, and all the best with your studies!



## SMOKING

Smoking (including electronic devices) is prohibited in ALL areas of Otago Polytechnic and includes all buildings, including balconies, outdoor areas on-site and the childcare centre

### Other spaces

We encourage smokers to be considerate of others in open spaces not controlled by the Polytechnic, such as public footpaths, and also encourage smokers to consider the effects on the environment when disposing of cigarette butts and to be aware that there is a risk of fire if cigarettes/butts are placed in rubbish bins. Storm water drains and gutters lead directly to waterways and cigarette butts may harm these.

### Support

Student Health supports smokers who wish to stop or phone: Quitline 0800 778 778, a free service which includes after hours support (there is a nominal fee for nicotine patches if desired).







## CROMWELL CAMPUS

**Molyneux Ave**  
**PO Box 16, Cromwell**  
**phone (03) 445-9900**  
**fax (03) 445-1805**  
**freephone 0800-765-9276**

### CAMPUS OFFICE HOURS:

8.00 am - 5.00 pm - student queries;  
 urgent messages; photocopying

### STUDENT CAMPUS FACILITIES:

#### Common room:

Kitchen facilities (supply own mugs); indoor recreation, table tennis, microwaves, fridge, stereo and filtered chilled water, daily newspaper (no smoking)

#### Outdoor facilities:

Cycle parking; hoops; outdoor furniture – ample street car parking available

#### Library

12.00 - 1.00pm daily  
 Campus collection of books and journals for local courses - Internet and database searching, interloans. Web based catalogue of Cromwell and Dunedin libraries accessible anywhere, requests from The Robertson Library, Dunedin collection delivered to Cromwell within 2 days. Relevant collections based in Wanaka classroom for duration of courses.

#### Customer Services

Available through the Central

Campus at Cromwell. Students in Wanaka should phone 0800 765 9276 or work directly with their Programme Manager

#### Pre-School Centre

Molyneux Educare is adjacent to the Molyneux Ave entrance to Campus at Cromwell – phone 03 445 0632 Hours 8.00 am - 5.30 pm (6 months -7 years)

**Chaplains** – Steve Downey (located in Dunedin) offers a service that is inclusive, non-judgmental and free to all students at the Central Campus  
 Contact Steve on (03) 972 7124 or chaplain@op.ac.nz  
 Steve is happy to visit the campus on request

#### Visual aids:

video tapes / player and distance learning facility (class use available through tutor / office)

#### Computer suite:

Monday - Friday 8.00am to 9.00pm  
 Saturday & Sunday 8.00am to 5.00pm

### OTHER SERVICES AVAILABLE

#### Student Health

- Cromwell: Cromwell Medical Centre, 182 Waenga Drive, Cromwell 445 1119
- Wanaka: Aspiring Medical

Centre, 23 Cardrona Valley Road  
 Wanaka 443 1226

- Queenstown: Queenstown Medical Centre, 9 Isle Street, Queenstown 441 0500

If you live in Central Otago and your medical centre is not one of the above, please talk to the Central office staff at the start of your course so we can sort something for you.

Student ID and Community Services card required for medical consultations. Out of hours consultations charges will apply

#### Student Counselling Services

please book appointment through the Central Campus office at Cromwell 0800 765 9276

#### Molyneux Restaurant

Open Thurs evenings – Book at the Office

**Shop - Dairy (Achil St)** - for snacks, lunches and general provisions

### SPORTING FACILITIES:

Cromwell boasts a range of excellent amenities, including

- heated pool / squash courts / golf course / sports clubs / central to five ski fields
- Check out discounts available at both Cromwell & Wanaka pools
- SUBSIDISED Concession Tickets available at both Cromwell and Wanaka pools on production of your current ID card – check out the posters for more detail

### THE CHALETs:

Barry Ave - provides students with single, fully furnished rooms (provide own linen) / all meals / laundry facilities

Central sites need to nominate a student to act as a Class Rep for each full time course

- OPSA will keep in monthly contact with them via phone/email
- Feedback from these Reps, will help administer your campus funds which provide student services, amenities and activities on each campus.

**IS READING  
NOT YOUR THING?**

**MAKE MOODLE  
TALK TO YOU**

**ReadSpeaker** 

