CHAPTER 14 : SERVICES TO SUPPORT TEACHING AND LEARNING

Curtin Teaching and Learning
Visit the Curtin Teaching and Learning (CTL) webpages for information on Teaching and Learning Practice, Research, and Innovation at Curtin University: http://ctl.curtin.edu.au.

Curtin Learning Institute
The Curtin Learning Institute (CLI) supports teaching excellence and facilitates professional learning opportunities for staff. For more details of available programs visit http://curtin.edu.au/cli or contact CLI via cli@curtin.edu.au.

Faculty and Centres, Teaching and Learning Offices
The Dean (Teaching and Learning) for your Faculty or Centre can link you with key initiatives and support services and can be contacted via the Faculty Teaching and Learning office.

Table 10: Faculty Teaching and Learning Offices

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<tr>
<th>Faculty or Centre</th>
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<tr>
<td>Faculty of Health Sciences, Teaching and Learning</td>
<td><a href="http://healthsciences.curtin.edu.au/faculty/teaching-learning.cfm">http://healthsciences.curtin.edu.au/faculty/teaching-learning.cfm</a></td>
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<tr>
<td>Faculty of Humanities, Teaching and Learning</td>
<td><a href="http://humanities.curtin.edu.au/about/teaching-learning/">http://humanities.curtin.edu.au/about/teaching-learning/</a></td>
</tr>
<tr>
<td>Faculty of Science and Engineering, Teaching and Learning</td>
<td><a href="http://scieng.curtin.edu.au/tandl/">http://scieng.curtin.edu.au/tandl/</a></td>
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</tbody>
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Support Services for Staff and Students

Human Resources provides 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 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, Intellectual Property Commercialisation services, professional development seminars, training and advice on graduate studies. See http://www.research.curtin.edu.au.
The Organisational Development Unit (ODU) combines learning, facilitation and consultancy to help Curtin transform and develop. ODU provides development activities and resources that help build the capabilities of staff and teams, including staff induction workshops, leadership and management development, career development, and internationalisation and diversity. See http://www.odu.curtin.edu.au.

Counselling and Disability Services (CDS) offers free and confidential services to the Curtin community. Services include individual counselling for staff and students, disability support for students, student support and outreach services, and multi faith services. The service also has an extensive group program for staff and students. More information is available on the Health and Wellbeing website http://life.curtin.edu.au/HealthAndWellbeing.htm. “Like” the Curtin Counselling Service on Facebook to keep updated with the group program.

Curtin’s ePortfolio has multiple uses in teaching, learning and everyday experience. The process of developing ePortfolio content offers rich opportunities for deep learning while also allowing for innovative assessment. Students can use ePortfolio to build content in the form of blogs, specific forms and uploaded documents that provide evidence of their personal and professional achievements. An ePortfolio can store CVs, digital materials (photos, videos and scans) together with work in progress for a range of group and individual activities, completed assessments, and documents and certificates that will be useful as evidence of individual progress through an internship, work placement or completed degree course, or area required for accreditation. The nature of an ePortfolio also allows students to develop personal and professional networks, and can facilitate employment applications.

An ePortfolio provides academic staff with a means to enrich learning through assessment practices that promote authentic learning experiences, and enable student reflection and analysis of their progress and achievements in formative and summative work, in competency statements and other means. An ePortfolio also allows academic staff to provide personalised feedback as students build particular sections, and to facilitate and monitor group development and activity. Assistance is available to staff wanting to integrate iPortfolio into teaching by emailing iportfolio@curtin.edu.au.

The Learning Centre (TLC) offers a range of free programs and resources for Curtin students at all stages of the academic journey, from first-year to PhD studies. Students may access TLC’s online resources and interactive programs, or enrol online in face-to-face programs, including a number of faculty-specific seminars. See http://life.curtin.edu.au/learning_support/learning_centre.htm.

UniEnglish is a diagnostic tool available through FLECS-Blackboard to all students who are new to Curtin. It includes Use of English - Reading, Listening, Speaking and Writing sections. The Use of English - Reading, and Listening sections are marked automatically; the Speaking and Writing sections are analysed by a Curtin English language specialist and the results made available to the student on Blackboard. UniEnglish is optional to students, but it is recommended that staff strongly encourage students to participate to gain a greater understanding of their language development needs. See http://www.unienglish.curtin.edu.au.

Curtin Library

The Library uses its expertise to provide innovative resources and services that support teaching and learning at Curtin.

Collections: The Library is the primary provider of scholarly information resources that reflect the
research and teaching interests of the University for use by clients. It offers access to over 120,000 journals, more than 600 electronic databases and over 330,000 e-books. Students and staff can access online resources from any computer with Internet access by searching on the library homepage 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 http://www.library.curtin.edu.au/about/organisational-structure/faculties/index.cfm.

**Library resources and workshops for staff**

1. **Resources**
   - **Teaching Support LibGuide** (http://libguides.library.curtin.edu.au/teaching-support) provides teaching staff with information about the Library’s information literacy program, how to find suitable resources for units, how to submit items to Reserve and e-Reserve, how to link library resources in Blackboard and information about the library’s referencing guides.
   - **Consultations:** Faculty Librarians are available to help staff identify relevant material for their teaching programs. See your Faculty Librarian http://www.library.curtin.edu.au/about/organisational-structure/faculties/index.cfm to arrange an appointment.
   - **Information literacy for undergraduate and postgraduate students:** Librarians can work with staff to ensure that information literacy skills are embedded into particular courses and units. The library also offers a variety of teaching and learning activities tailored to students’ needs, including:
     - lectures and tutorials in Faculty teaching rooms
     - workshops in the library, including EndNote and library databases
     - subject, multidisciplinary and unit-specific LibGuides http://libguides.library.curtin.edu.au/home
     - self-directed activities including online tutorials http://libguides.library.curtin.edu.au/i-tutorials, library quizzes and videos.

Note: All LibGuides and online tutorials can be embedded in Blackboard units.

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

- **Library e-Reserve:** e-Reserve (http://www.library.curtin.edu.au/find-books-and-resources/reserve-and-e-reserve.cfm) is the University’s solution for making students’ required readings available and ensuring copyright compliance. 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 http://library.curtin.edu.au/help/ereserve_tech.cfm. For further information email reserve@curtin.edu.au.
2. **Workshops**
   - **Research training sessions** enable staff to keep abreast of current library resources and services. Topics covered include: how to search the literature, manage search results, keep up to date with research, and explore scholarly publishing options. These sessions are delivered in a variety of ways: face-to-face, via Blackboard Collaborate and as blended synchronous workshops.
   - **EndNote**: The library offers beginner and advanced classes in using the EndNote bibliographic management system.
   - **Faculty-specific workshops**: These are organised either by the library or by invitation from the Faculty, e.g. lunch time discovery sessions, sessions on e books, e space, finding company and industry information, and introductory presentations at inductions for new students.

**Campus Services**

**Central AV Support** provides high quality presentation audiovisual equipment in all lecture theatres and many classrooms on the Bentley campus. On-site technical support for these venues is available by calling the CITS Service Desk on Ext 9000 and selecting Option 1. For other venues and events, CITS offers a range of equipment for staff to borrow, including laptops and projectors. See the CITS website [http://cits.curtin.edu.au](http://cits.curtin.edu.au) – for more information.

**Campus Communications** Internal communication is supported by a broadcast email system, the Vice-Chancellor’s notes to staff at [http://blogs.curtin.edu.au/vice-chancellor](http://blogs.curtin.edu.au/vice-chancellor), and the Realising our shared vision blog at [http://blogs.curtin.edu.au/shared-vision](http://blogs.curtin.edu.au/shared-vision).

**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 Office 365 student email, site licensed software, iLecture online lecture services and wireless Internet access.

For assistance and support with any of these systems please visit a Student IT Support Helpdesk, located in buildings 204, 303, 402, 408, 501 and at Perth City Campus. Alternatively, you can log an online support request at [https://staffoasis.curtin.edu.au/](https://staffoasis.curtin.edu.au/).

**Curtin Bookshop** provides Bookshop Grants to the Guild and Library, competitively-priced textbooks, course materials, uniforms, general books and a large range of stationery, newsagency and gift items. For official Curtin textbook lists and online ordering via OASIS, computer hardware and software, see [http://www.bookshop.curtin.edu.au](http://www.bookshop.curtin.edu.au).

**Curtin University Postgraduate Students’ Association (CUPSA)** represents the interests of its members within the University and the 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. For more information see [https://www.guild.curtin.edu.au/Clubs/Club.aspx?CID=65](https://www.guild.curtin.edu.au/Clubs/Club.aspx?CID=65).

**eAcademic** is enquiry-only access to student and study package information in Student One (Curtin’s student administration system) via the Web. It is a real-time interface that allows users to retrieve basic information on admission and enrolment numbers, as well as current enrolment/unit lists and student details. eAcademic can be accessed via the eAcademic icon in the Welcome tab in OASIS.
**Health Services** (Bentley Campus) is located in Building 109 and open from 8.30 am to 5.00 pm Monday to Friday. Appointments can be made on 9266 7345. A nurse is on duty from 8.00 am until 6.45 pm Monday to Friday for emergencies. See [http://www.healthservices.curtin.edu.au](http://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 [http://www.international.curtin.edu.au](http://www.international.curtin.edu.au).

**Maintenance at Curtin** provides the servicing of facilities necessary for the teaching, research and administration of the University. If a learning space requires maintenance, such as broken chairs replaced or other minor issues, please report to [http://www.properties.curtin.edu.au/roles/fm/maintenance/index.cfm](http://www.properties.curtin.edu.au/roles/fm/maintenance/index.cfm).

**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 and learning support services (such as Blackboard and iLecture administration), Web Outlook, Library services and Curtin news and events. See [Staff Oasis](https://staffoasis.curtin.edu.au/).

**Orientation** is held in the week prior to each semester and provides new-to-Curtin students with key information about the University. It is a compulsory program where students participate in academic and social events. Orientation programs vary across campuses and each school is required to provide appropriate information. In addition to new students, re-enrolling students should ensure they attend campus to collect outlines and join in the Orientation programs. For more details please refer to Appendix to Orientation and Transition Policy and Procedures at [http://policies.curtin.edu.au/findapolicy/index.cfm#O](http://policies.curtin.edu.au/findapolicy/index.cfm#O). Specific Orientation resources for students are available for Curtin staff to view at [http://www.owEEK.curtin.edu.au/](http://www.owEEK.curtin.edu.au/), or the StartUP channel within OASIS viewed under the My Work tab.

**START (Student Transition and Retention Team)** operates a number of programs that support student transition and retention:

- **Student Wellbeing Advisory Service**: Hotline, face-to-face and email service for students who have issues or questions that are concerning them, or require personal or academic support and/or referral. This is an excellent starting point for students who do not know where to go or who to ask for help, or who have complex issues. Advisors are available for face-to-face appointments at the Bentley and Kalgoorlie campuses [http://life.curtin.edu.au/student_wellbeing_service.htm](http://life.curtin.edu.au/student_wellbeing_service.htm). Staff can also refer a student they may be concerned about via [http://life.curtin.edu.au/staff/refer_student_support.htm](http://life.curtin.edu.au/staff/refer_student_support.htm).

- **Mentor Program**: All new-to-Curtin undergraduate students enrolled through Bentley and Kalgoorlie campuses receive a student mentor for their first semester. New students should be encouraged to remain in contact with their mentor. See [http://mentoring.curtin.edu.au/start/](http://mentoring.curtin.edu.au/start/).

- **UniPASS**: Student-centred, peer-facilitated group study sessions are available in selected units on Bentley and Kalgoorlie campuses. See [http://life.curtin.edu.au/learning_support/about_unipass_program.htm](http://life.curtin.edu.au/learning_support/about_unipass_program.htm).
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 http://www.studentcentral.curtin.edu.au and http://www.students.curtin.edu.au/.

Student computing facilities are available. Open access computer labs, known as the Abacus Labs, are available to all students. The labs are located on the ground floors of Buildings 303, 408 and 501. The Abacus Labs are open 24/7 and accommodate over 400 students. Student IT 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 6 am to 11 pm every day. During semester breaks they are available 9 am to 5 pm weekdays, 1 pm to 5 pm on weekends and have extended hours during Summer School. Most schools have computer labs – see your school for more information. For students with a disability, special access computer facilities are available in Room 325, Level 3 Building 105 (Library). Swipe card access is granted by University Counselling Services.

Curtin Student Guild is 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 http://www.guild.curtin.edu.au for more information.

Universal Design is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design. Universal Design principles help ensure a safe, efficient and accessible environment for the widest possible range of users. 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 background or abilities. See http://www.disability.curtin.edu.au/staff/unidesign.cfm.