



School of Public Health and Community Medicine

Information for Distance Students

Dear New Student,

Welcome to the [School of Public Health and Community Medicine](#). We hope that you will enjoy your studies with us. As a distance student we want to ensure that you are aware of the relevant online student resources available to support you during your studies.

The School has substantial expertise in flexible modes of education delivery and we are a leader in online learning. All our programs are available through distance mode (fully online). We use flexible and interactive technologies including online discussion forums and webinars through our learning management system and are continually exploring new innovative ways of using new technologies to offer a wider range of engaging and creative learning opportunities.

The majority of student support and administration services are available online and this document is to clearly outline these for you.

If at any time you have any further questions please contact the Postgraduate Student Services Team at postgrad-sphcm@unsw.edu.au or +61 2 9385 1699.

Best wishes, Phillip Raponi

Student Services Manager
School of Public Health and Community Medicine

Getting Started

All new students should visit the Getting Started website as this has been designed for YOU to help you navigate all the things you need to do as a new student @ UNSW. This includes accepting your offer, enrolment, activating your UNSW email address and orientation activities. There will be staff from Getting Started in the Library on campus for any external students visiting during the Residential week. This is a great chance to set up your student email, get your ID card and have any questions answered that you might have. Please visit the [UNSW Getting Started website](#) for further information.



Enrolment

All distance students can enrol in their courses online via [myUNSW](#). This can be completed once you have received your offer and we highly recommend students finalise their enrolment BEFORE the Residential Week commences. Please refer to the [Key Dates](#) website for the final day to enrol in your courses.

Further information and guidance can be found on the following websites:

[SPHCM Enrolment website](#)

[UNSW Enrolment website](#)

[Getting Started website for NEW students](#)

If you need assistance with enrolment, please contact the UNSW Enrolment Support Centre:
Tel: +61 2 9385 1110 or Email: enrol@unsw.edu.au



IT Services/EMAIL

All new students must activate their UNSW email address once they are enrolled as that is how we will communicate with you. Instructions on how to do this are on the [IT Getting Started](#) website. You can transfer your UNSW email account to a personal or work email account. Instructions on how to do this can be found [HERE](#).

Please refer to the [IT website for UNSW Students](#).

If you have any problems with your passwords or any IT issues once you are enrolled please contact the IT Help Desk via itservicecentre@unsw.edu.au or contact them on **+61 2 9385 1333**.



Obtain your Student ID Card without coming to Campus

Students studying by distance can obtain their Student ID card without coming on campus. Please follow the below instructions and the Student ID card will be mailed out to you:

1. Email the following to id.cards@unsw.edu.au
 - Clear passport photo (in jpeg file)
 - Copy of Drivers Licence or Passport which has been certified by JP
 - Address that the Student ID card can be mailed to
 - Your UNSW Student ID Number
2. The UNSW Facilities Management will then mail out the student ID card to you.
3. If you have any further questions regarding this please contact FM Assist @ id.cards@unsw.edu.au



Moodle

All students will find all the relevant course information on [Moodle](#) – the online learning environment that UNSW uses.

- There is [Online Support for Moodle](#) which you may refer to if you need assistance.
- There is a [Guide to Online Study](#) which has some helpful hints for students studying online.
- Please also refer to the [Moodle Contacts and Where to get Help](#) website.



Course Notes

All courses in the school will have Course Notes. All course notes will be available on Moodle by the Residential Week. Please note there may be some delays with some courses. Some course notes will also be available for purchase in **hard copy format** from the [UNSW Bookshop](#). Please check with the UNSW Bookshop website the week before the residential week for this information.

Distance students can order these online from the UNSW Bookshop and have the course notes mailed out to them. Please contact the [UNSW Bookshop](#) for more information. They can be contacted orders@bookshop.unsw.edu.au or on **+61 2 9386 6699**.



Library Resources

The Library provides services for off-campus students. Further information can be found on their [Services for Off-Campus Students](#) website.

The library offers [Research Consultations](#) to Postgraduate students. These are one-on-one sessions with a subject librarian to assist you in your research. These can also be conducted on the phone for distance students. Please complete the [online form](#) to request a research consultation.

The Library also provides access to a number of online databases and journals. Further information can be found on the [Services for Postgraduate Students](#) website.



SPHCM Current Students Website & Contacts

The School of Public Health and Community Medicine school website has a lot of useful information for students. Please refer to the below links for further information:

- [Timetable Information](#)
- [Course Information](#)
- [Student FAQs](#)
- [Student Resources](#)

Further Questions

Should you have any enquiries regarding any of the above please contact the Postgraduate Student Services Team @ postgrad-sphcm@unsw.edu.au or on **+ 61 2 9385 1699**. The office is open Monday to Friday 9.00am to 5.00pm (eastern standard time).