

Faculty of Business and Law - Student Service Undertakings

Frequently asked questions for students

<u>ACADEMIC QUESTIONS</u>	
Who do I contact if I am not sure about the exam format, academic content or assessment regime of the unit/s in which I am enrolled?	You can contact the Academic staff members teaching the unit between 9am to 5pm Monday to Friday or via DSO (see below).
Do I need to make an appointment to see the academic staff?	Normally, most academic staff will have at least two days each week for in-person student consultation and the hours for consultation will be communicated on DSO prior to the commencement of the Trimester or times will be provided on staff office doors
Can I contact my lecturer outside their consultation times?	Yes. You can use DSO to communicate with the academics if it is non-confidential discussion and the staff normally will respond within two business days of the query being received. You can also contact them by telephone or email if not face-to-face, during their consultation times.
How will I know the availability of the academic staff members for consultation?	Staff members are available at least two days per week for at least three hours per unit up to a maximum of six hours and their consultation hours are generally posted on staff doors or office notice boards.

ADMINISTRATIVE QUESTIONS

Who should I speak with regarding which units I should enrol in and if I have complex enrolment issues when selecting units towards the completion of my major sequence and the course?

You should contact the Faculty campus office to make an appointment to see a course Student Adviser who will help you plan your course to meet the course rules and requirements. Faculty contact details are provided at the time of enrolment, included in DSL publications, and available on the Faculty website for current students. As an alternative, if the query is not complex you can send an email and expect a reply back within two working days.

What do I do if I want to change my course to another course or want to intermit or discontinue my course?

You need to contact the Faculty office for advice about your options and complete the appropriate documentation. Course transfer may be a possibility, or Student Advisers can help you look at other possibilities.

How do I find out if I am eligible for credit for previous studies?

To find out about credit for previous studies go to the weblink <http://www.deakin.edu.au/future-students/mature-age/uni-transfer.php>

<p>How do I apply for credit for the study or the units I have previously completed?</p>	<p>Information and an application form are available on the Deakin Future students' website. Requests for assessment of material in respect of which the Faculty has made a prior determination should receive a response within two business days by the CPL officer/ CPL and Student Experience Committee. If the request for assessment is for new material, the response should be received within ten business days.</p>
<p>How and where do I obtain details to contact the Unit chair?</p>	<p>Contact details of the Unit Team members are made available before the commencement of the teaching trimester in the Unit Guide (which is available on Deakin Studies Online (DSO) in the Unit folder).</p>
<p>When and how do I find out about my marked assignments?</p>	<p>Assignments will be marked by the markers, including comments and despatched back to students. Generally the timeline is 15 business days after the due date or the extension date of the assignment for both undergraduate and postgraduate units. The dates for return of assignments are also available on Unit Guides on Deakin Studies Online (DSO).</p>
<p><u>ACADEMIC PROGRESS</u></p>	
<p>What will happen if I am not applying myself to my studies throughout the trimester?</p>	<p>If you have not submitted a first assignment or you have failed a first assignment or you are not engaged in DSO you may be determined as an 'at risk' student. Potential 'at risk' students may be contacted by the University to provide support referrals if required.</p>
<p>What will happen if I fail one or more units</p>	<p>The University monitors the academic progress of all students at the end of each trimester. If you fail more than 50% of your enrolled units you will be sent a warning letter by your Faculty</p>

at the end of a trimester?	Academic Progress Committee (APC). You may then be referred to APC intervention staff for follow up, for referrals to support services and subsequent monitoring.
What do I do if I am identified as an ‘at risk’ student?	You will be contacted by your Faculty for referral to support services such as Faculty ‘at risk’ information sessions, personal interviews and/or referrals to study skills support services to help you to get your studies back on track. http://www.deakin.edu.au/current-students/study-support/study-skills/

<u>TEACHING QUALITY</u>	
How do I give feedback about the units I have studied?	Each trimester you will be asked to participate in student evaluation of the units taught. The feedback is used for improvements in lectures for the next trimester. The Faculty encourages honest and constructive feedback through the unit evaluation process.
<u>REQUESTS FOR SPECIAL CONSIDERATION</u>	
When will I be notified of the outcome of my request for Special Consideration?	After your request has been recommended by the Unit Chair and verified by the Faculty Academic Progress Committee, you will be notified by a letter of the outcome within ten days of submission, but no later than the due date of the publication of results. You can find more information on the Deakin Current Students website.

CONTACT DETAILS

Undergraduate Students

enqblm@deakin.edu.au (for students at Burwood)

enqblg@deakin.edu.au (for students at Geelong)

enqblw@deakin.edu.au (for students at Warrnambool and Off-campus)

Postgraduate Students

postgrad-students@deakin.edu.au

Higher Degree by Research (HDR) Students

Research-buslaw@deakin.edu.au