Kia Ora and Welcome

Study Abroad and Exchange Orientation - Semester One, 2019
Welcome to the top of the world!
NZ: Off the Map
The University of Auckland
City Campus
Overview

**Essentials:**
- Student Visas
- Campus Card
- AskAuckland Central
- Insurance

**Student Services:**
- Health & Counselling Services
- Spiritual & Religious Support
- Accommodation Solutions
- Student Disability Services
- Libraries & Learning Services
- Faculty Student Centres
- International Office

**Academic Information:**
- Online Tools
- Academic Integrity
- Important Deadlines
- Late Deletion & Aegrotat
- Timetables

**Living in Auckland:**
- Daily Life
- Personal Safety
- Alcohol & Drugs

**What’s On**
- Events & Social Media
Essentials
Student Visas, Campus Cards, AskAuckland Central, Insurance
Student Visas

• All international students **must** have a valid visa to study at the University of Auckland

• You must provide evidence of your visa status before **4 March 2019**
  – Bring to AskAuckland Central
  – Or upload [online](#)

• This information is required in order to attend your classes and collect your **Campus Card**
What is a Campus Card?

- Student identification card
- Library card
- Access card for recreation centre
- Printing and copying card

Where do I get my Campus Card?

- Collect from AskAuckland Central
- Book an appointment here

What do I need to bring?

- Your passport and visa for verification
Campus Card Checklist

✓ Have you enrolled in courses?

Please contact studyabroad@auckland.ac.nz immediately if you are not enrolled in any courses for Semester One

✓ Have you uploaded a photo?

Please read the Campus Card photo requirements, and then log into the Campus Card self-service portal to upload a photo

✓ Have you updated your contact details?

Update your Auckland contact details in Student Services Online

✓ Have you uploaded your visa details?

This is not required but will make your appointment faster. You can upload your visa details online
AskAuckland Central

- The University’s student information centre
- Open Monday-Friday, 8am – 6pm
- Either drop in or book an appointment to see a Student Services Advisor
- They can help you:
  - Pay your fees
  - Check your enrolment
  - Access Student Services Online
  - Get your Campus Card
  - Answer general enquiries
- Alfred Nathan House is also home to the International Office
Health & Travel Insurance

• Insurance is compulsory for all international students

• **Studentsafe Inbound University** is our preferred policy, and all international students are automatically enrolled

• Your student ID number is your policy number, and you will receive a policy certificate in week 4

• Please review the brochure in your orientation pack, and check the [full policy wording](#) for further details
Health & Travel Insurance

What if I already have insurance?

• You may be eligible to apply for an **insurance waiver**
• Your insurance policy must be on our list of [Compliant Policies](#)
• You must submit an [Insurance Waiver Form](#) by the second Friday of the Semester (15 March 2019)

How do I make an insurance claim?

• Complete a [Claim Form](#)
• Gather all required documentation (e.g. receipts, consultations notes)
• Scan and email to [claims@insurancesafe.co.nz](mailto:claims@insurancesafe.co.nz)
• Your claim should be processed within 14 days, and you will be reimbursed approved costs into your nominated bank account
Health & Travel Insurance

What isn’t covered by insurance?

• Pre-existing medical conditions (e.g. asthma, diabetes), **unless**:
  – You have competed a [Medical Risk Assessment Form](#), and coverage for your condition has been approved by the insurance company
  – It is a mental health condition (e.g. anxiety, depression)

• Anything drug or alcohol related

• Pregnancy, birth control, or sexually transmitted diseases

• Extreme sports or high-risk activities (e.g. hunting, mountaineering)

• Unattended belongings, or belongings left in a car overnight

I have questions, how do I get help?

• Email [isinsurance@auckland.ac.nz](mailto:isinsurance@auckland.ac.nz) for help or advice
Student Services

Health & Counselling, Disabilities, Accommodation, Spiritual Support, Libraries & Learning Services
Student Health & Counselling

Location:
Level 3, Kate Edger Student Commons, City Campus

Phone:
09 923 7681

Email:
uhsinfo@auckland.ac.nz

- Experienced team of doctors, nurses and counsellors
- You need to complete a Patient Registration Form in order to utilise University Health & Counselling Services
- All approved medical and counselling costs will be billed directly to the insurance company for Studentsafe policy holders – no claims needed!
Libraries & Learning Services

- **General Library**, City Campus
- **Information Commons**
  - Kate Edger Information Commons
  - Engineering, Levels 2 and 3
- **English Language Enrichment**, Level 3, Kate Edger Information Commons
- **Student Learning Services**
  - Online Resources (e.g. write@uni, Quick©ite)
  - Workshops
  - Learning Advisors
Accommodation Solutions

Location:
Level 3, Kate Edger Student Commons

Email:
advisoryaccom@auckland.ac.nz

- Our Accommodation Advisory Service can provide advice and assistance for students seeking private accommodation
- Attend one of our Speed Flatting events to find potential housemates
- Check out our Living in Auckland guide and Private Accommodation Noticeboard
Disability Services

Student Disability Services provides support for students with a wide range of impairments, both visible and invisible:

• Blind and low vision
• Deaf and hearing-impaired
• Head injury
• Medical conditions
• Mental health conditions
• Physical or mobility impairments
• Speech impairments
• Temporary impairments
• Specific learning disabilities

Location:
The ClockTower, Basement Level, Room 036

Email:
disabilities@auckland.ac.nz
Religious & Spiritual Support

- **Maclaurin Chapel**
  - Place for students to gather, reflect and study
  - Located behind Old Government House, open 8:30am – 5:00pm
  - Email chaplains@auckland.ac.nz to meet with a Chaplain

- **Muslim Prayer Rooms**
  - Complete this [online form](mailto:chaplains@auckland.ac.nz) to request access
  - Locations at City, Epsom, Grafton and Tāmaki Campuses
Student Centres

Faculty Student Centres can give you guidance and advice about choosing courses, how to enrol, course concessions, and tutorial groups:

- **Arts**
- **Business**
- **Education & Social Work**
- **Engineering**
- **Law**
- **Medical & Health Sciences**
- **Creative Arts & Industries**
- **Science**
Tuākana

- **Tuākana** is a University-wide learning community for Māori and Pacific students

- Students from indigenous communities are welcome to join

- Tuākana programmes offer small-group learning, face-to-face meetings and linkages to key services and support across the University.
Study Abroad Advisors

Email studyabroad@auckland.ac.nz or book an appointment:

- Questions about course enrolments, transfer credits, concessions, etc.
- Anything to do with your home institution or study abroad programme
- Access to grades and transcripts
- Issues/questions/concerns about your study abroad experience
International Student Advisors

Email an International Student Advisor or book an appointment:

Student Support/Advice

- Degree planning
- Student emergency fund
- International student support & advice
- Ask about Student Visas
- Apply for a Student Visa – Undergraduate
- Apply for a Student Visa – Postgraduate

- Insurance, student visas, accommodation, etc.
- Wellbeing, student support
- Emergency 24/7 help – call 021 376 922
Academic Information

Online Tools, Academic Integrity, Deadlines, Timetables, Late Deletion & Aegrotat
Student Services Online

- **Enrol** in courses
- Pay your fees – email studyabroad@auckland.ac.nz if you have outstanding fees
- Check your timetable
- Generate unofficial transcript
- Update contact details – please enter Auckland details
Canvas

- Access course outlines, powerpoints, lecture recordings, readings, notes, discussions, etc.
- Take quizzes
- Check grades
- Access Academic Integrity course
  - Required course – will be recorded as ‘Did Not Complete’ on transcript if not completed
Timetables

8:00 – 10:00 (Time)
ANTHRO 244 (Course code)
Lecture (Type of class)
104 – G54 (Building/room number)
OCH (Building name)
City (Campus)

- Tutorials and labs begin in Week 2
- Exam timetable available at mid-Semester break
- Check campus maps, and find your classrooms before class begins
- Note that some courses are taught at Epsom, Grafton, or Tāmaki
Grading at UoA

- Final results are usually available on Student Services Online 10 days after final exam
- The University has a standard grading scale which is in use for most courses
- The grades A+, A, A-, B+, B, B-, C+, C, C- are passing grades – **minimum pass is 50%**
- The grades D+, D, D- are fail grades
- DNC, DNS and W grades are also fail grades
- Some courses require a pass grade in coursework AND the final exam – **check your course outline**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Mark</th>
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<tbody>
<tr>
<td>A+</td>
<td>90-100%</td>
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<tr>
<td>A</td>
<td>85-89%</td>
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<tr>
<td>A-</td>
<td>80-84%</td>
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<tr>
<td>B+</td>
<td>75-79%</td>
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<tr>
<td>B</td>
<td>70-74%</td>
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<tr>
<td>B-</td>
<td>65-69%</td>
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<tr>
<td>C+</td>
<td>60-64%</td>
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<tr>
<td>C</td>
<td>55-59%</td>
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<tr>
<td>C-</td>
<td>50-54%</td>
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<tr>
<td>D+</td>
<td>45-49%</td>
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<tr>
<td>D</td>
<td>40-44%</td>
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<tr>
<td>D-</td>
<td>0-39%</td>
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Late Deletion & Aegrotat

- Apply for late deletion of courses by the last day of lectures (7 June 2019)
  - Must provide evidence of exceptional circumstances
- Apply for aegrotat (or compassionate consideration) if your performance on an exam, or ability to attend or prepare for an exam, has been negatively affected
  - Go to University Health & Counselling immediately – must be seen on the day of exam or before
Important Deadlines

<table>
<thead>
<tr>
<th>ORIENTATION</th>
<th>25 Feb – 1 Mar</th>
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<tbody>
<tr>
<td>Semester begins</td>
<td>4 March</td>
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<tr>
<td>Mid-semester break</td>
<td>15 – 27 April</td>
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<tr>
<td>Queen’s Birthday</td>
<td>3 June</td>
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<tr>
<td>Lectures end</td>
<td>7 June</td>
</tr>
<tr>
<td>Study break</td>
<td>8 – 12 June</td>
</tr>
<tr>
<td>Exams</td>
<td>13 June – 1 July</td>
</tr>
<tr>
<td>Semester ends</td>
<td>1 July</td>
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- **4 March, 2019**
  - Confirm student visa

- **15 March, 2019**
  - Add/drop deadline
  - [Insurance waiver](#)

- **17 May, 2019**
  - Course withdrawal

- **7 June, 2019**
  - Apply for [late deletion](#)
Official Transcripts

- Official academic transcripts
  - We will request on your behalf, free of charge
  - Available three weeks after semester end
  - Issued digitally through MyeQuals
- You will receive access to My eQuals via email
- You must send a secure link with password to your home university so they can access, verify, and download your transcript
Extension of Study

• **Exchange (COPEX) students:**
  – Talk to home universities about exchange placements, and nominations must be sent to us

• **Study Abroad (COPOS) students:**
  – Talk to home universities (or providers) about the possibility and get a course approval

• **Continuing study at our UG or PG programmes:**
  – Talk to the relevant faculty student centre about entry requirements and credit transfers
Living in Auckland
Daily Life, Personal Safety, Alcohol & Drugs
AT HOP Card - Student Concession

Steps to get a tertiary concession for University of Auckland students

**Step 1:** Buy a card

**Step 2:** Create [MyAT online account](#) and log in to [register your AT HOP card](#) and [apply for tertiary concession online](#)

**Step 3:** Install and log into the AT Mobile app on your smart phone and take a passport style photo

**Step 4:** Load the concession on your AT HOP card at an [AT Customer Service Centre](#)
Healthcare in New Zealand

- GP (General Practitioner) first point of call – need referral for specialist
- Accident & Emergency (A&E) for after hours or emergency care
- Hospital Emergency Department (ED) if seriously injured or unwell

Need free 24/7 telephone health advice from trained registered nurses?
Phone 0800 611 116

To find your nearest family doctor, pharmacy, Urgent Care Clinic or midwife visit
www.healthpoint.co.nz
www.yourlocaldoctor.co.nz
Bank Accounts

• **ANZ** and **ASB** branches on campus
• Make appointment to open account and bring required documents:
  – Passport
  – Visa
  – Tax identification number
  – Proof of address letter
• An **IRD** number is required for work
  – Must have functional New Zealand bank account
  – Apply [online](#)
Shopping

- Most grocery stores close at 10pm (Countdown Quay St open 24 hours)
- Most malls close at 6pm on weekdays and 9pm on weekends
- Shopping malls in Newmarket, Sylvia Park, Onehunga, St Lukes, Manukau
- The Warehouse and Kmart have plenty of cheap essentials
- Farmers is a nice quality department store with a big selection
Safety Advice

• In an emergency call **111**
  – Police
  – Fire
  – Ambulance

• Phone your local police station to report a crime (if no one is in danger)

**Auckland Central Police** –

• Located corner of Cook & Vincent Streets
• Call 09 302 6400

**University Security** –

• Call 09 373 7599 ext 85000
• Use Campus **Emergency Phone**
Safety Advice

- Do not walk alone at night
- Keep to well-lit main roads, avoid parks after dark
- Take an Uber, taxi or bus
- Be alert and aware of your surroundings
- Do not carry large amounts of cash with you
- Do not carry your passport with you
- Keep accommodation secure by locking windows and doors
- Do not leave belongings unattended
- Do not leave valuables in your car
- Avoid using illegal drugs or becoming overly intoxicated
- Look out for one another!
Driving in New Zealand

- You can drive in New Zealand for up to 12 months on a valid overseas driver’s licence.
- If your licence is not in English you must obtain an approved translation and carry it with your licence.
- Most roads are two-lane and windy.
- Be patient and enjoy the scenery! Travel times will be longer than you think.
- Familiarise yourself with New Zealand road rules by reviewing the Road Code.
- Check out Drive Safe for tips and advice before you plan your road trip.
Driving in New Zealand

• Keep LEFT! We drive on the left-hand side of the road
• Always wear your seat belt
• Keep to the speed limit and always stop at STOP signs
• Overtake other vehicles only when it’s safe to do so – use passing lanes and never cross a solid yellow line on your side of the centre line
• Stay well-rested
• Drive to the conditions – you’ll need to reduce your speed if it’s raining, icy, snowing, or windy
• Do not drink and drive – driving under the influence of alcohol or drugs is a crime and strictly enforced
• It’s illegal to use a mobile phone while driving in New Zealand
Pedestrians & Cyclists

• Look both ways before crossing the road
• Use pedestrian crossings
• Wear a helmet (it’s NZ law)
• All road rules apply to cyclists
• Have good lights if cycling in the dark
• Check out the Auckland Transport website for tips, advice and support
Alcohol

• Legal drinking age in New Zealand is 18
• Evidence of age documents:
  – NZ or overseas passport (original)
  – NZ driver’s licence
  – Kiwi Access card
• Liquor ban areas apply in some places and/or at certain times (watch out for signs)
• Socialise with your friends and watch out for one another
• Never leave your drink unattended
• Be careful not do drink to excess
Consent: Simple as Tea
Smoking

• Smoking is not permitted in most public places in New Zealand
• Smoke outside and/or in designated smoking areas
• All workplaces are smoke free
• All University of Auckland campuses are smoke free
Drugs

• It is against New Zealand law to sell, buy, use, import or possess certain drugs (including cannabis)

• You face fines, criminal charges and a termination of your visa if you do any of the above

• Methamphetamine (commonly known as Meth or P) addiction is a problem in New Zealand

• Sale and importation of medications containing Pseudoephedrine are strictly limited
Water Safety

Be prepared

• Wear appropriate swim attire – clothing is heavy when wet
• Don’t forget to be **Sun Smart**

Watch out for yourself and others

• Swim in areas where lifeguards are present
• Make sure to stay between the flags

Be aware of the dangers

• Learn about hazards like rips, holes, and different types of waves
• Never swim after consuming alcohol

Know your limits

• Challenge yourself within your physical limits and experience
• Learn safe ways of rescuing others without putting yourself in danger
Water Safety

Be SunSmart

Being SunSmart is about protecting skin and eyes from damaging UV radiation – especially when outdoors from September to April.

1. **Slip on a shirt**
   Slip on a shirt with long sleeves. Fabrics with a tighter weave and darker colours will give you better protection from the sun.

2. **Slip into the shade**
   Slip into the shade of an umbrella or a leafy tree. Plan your outdoor activities for early or later in the day when the sun’s UV levels are lower.

3. **Slop on sunscreen**
   Slop on plenty of broad spectrum sunscreen of at least SPF 30. Apply 20 minutes before going outside and reapply every two hours and especially after being in water or sweating.

4. **Slap on a hat**
   With a wide brim or a cap with flaps. More people are sunburnt on the face and neck than any other part of the body.

5. **Wrap on sunglasses**
   Choose close fitting, wrap around style sunglasses. Not all sunglasses protect against UV radiation, so always check the label for sun protection rating.
Severe Weather & Earthquakes

• New Zealand and Auckland can sometimes be affected by:
  – Cyclones
  – Earthquakes
  – Tsunamis
  – Flooding

• Stay informed and follow safety advice
• Check MetService, GeoNet and Civil Defense for further details

• Call 111 in an emergency
What’s On

Events, Social Media
Instagram Competition

- Hashtag your best Instagram photos to #aucklandstudyabroad
- Every week we’ll select a photo to repost to @studyabroad_auckland
- If your photo gets reposted, you’re a winner!
- Prizes up for grabs include food and coffee vouchers, University merchandise and more!
- Check our website for more details

@studyabroad_auckland
We’re looking for current Study Abroad or Exchange students to be our Instagram Ambassadors!

- Gain experience in social media marketing
- Put the University of Auckland on your resume
- Post at least once per week
- Share photos that show a range of aspects of University and Auckland life

Complete application online by Thursday, 14 March
Cultural Immersion & Free Events

• Follow our Facebook page and enter to win free local excursions with Study Auckland

• Past events include conservation events, island excursions, rugby events, and more

• Themes include cultural integration, leadership, values, innovation, sustainability and the connection of people, place and environment
Leadership and Service Award

- Self-directed award
- Gain official recognition for skills developed through volunteering
  - Apply to start the award online
  - Attend a Leadership and Service Award workshop
  - Complete at least 40 hours of service – find opportunities on Volunteer Hub
  - Respond to five competencies describing your experience
  - Complete a reflective summary
Orientation Events

Monday, 25 February

• **12:00 – 1:30pm:**
  Lunch for Study Abroad and Exchange Students, Barracks Lawn

• **12:30 – 1:30pm:**
  US Federal Financial Aid Counselling Session, iSPACE

• **1:30 – 2:30pm:**
  Campus Tour, departing from Barracks Lawn

• **2:00 – 3:30pm:**
  Flatting 101 and Speed Flatting, iSPACE
We wish you all the best for your time in New Zealand!