



School of Psychology

ACADEMIC INFORMATION AND SUPPORT

PROCESS	CONTACT
PGDip, Honours, Masters, PhD – For any queries related to Academic Services & Postgraduate Support	<i>Staff:</i> Please refer to the page below which has the list of tasks and generic emails <i>Students:</i> Please contact Te Pākārito student hubs
PhD (Induction) – Please see Angel Talluri or Ashwarya Garg (Speech Science) - Group Services Administrators (GSA) Space / Computer – Please see Odette Groom - Group Services Coordinator (GSC)	Angel Talluri (GSA) angel.talluri@auckland.ac.nz 302.236 Ext. 89216 Ashwarya Garg (GSA) ashwarya.garg@auckland.ac.nz 507.2006 (Grafton) Ext. 86886 Odette Groom (GSC) o.groom@auckland.ac.nz 302.236 Ext. 88413
Course Administration & Teaching support / Canvas (GSA)	Angel Talluri (GSA) angel.talluri@auckland.ac.nz 302.236 Ext. 89216 Ashwarya Garg (GSA) ashwarya.garg@auckland.ac.nz 507.2006 (Grafton) Ext. 86886
Research – for any research related queries, please contact your Research Programme Coordinator (RPC)	Xavier Gillette - x.gillette@auckland.ac.nz Room 302.236
Comms & Marketing (marketing & promotional support, event coordination, writing services, website publishing, web updates & support)	Maya Breen – Content Writer and Coordinator Ext. 84742 science-web@auckland.ac.nz

FINANCE/ HR admin / TRAVEL

PROCESS		CONTACT
Purchasing / Requesting goods	<i>Staff:</i> This can be undertaken through the Shared Transaction Centre (STC). If you need assistance, please see Group Services Coordinator (GSC) <i>Students:</i> Please see Group Services Administrator (GSA)	Odette Groom (GSC) – o.groom@auckland.ac.nz 302.236 Ext. 88413 Angel Talluri (GSA) angel.talluri@auckland.ac.nz 302.236 Ext. 89216 Ashwarya Garg (GSA) ashwarya.garg@auckland.ac.nz 507.2006 (Grafton) Ext. 86886
Travel Booking-Flight, Accommodation, Vehicle	This can be undertaken through the University Travel Provider Orbit by using the Orbit Travel Portal or Email: travel.uoa@orbit.co.nz If you need assistance: <i>Staff:</i> Please see Group Services Coordinator (GSC) <i>Students:</i> Please see Group Services Administrator (GSA)	Odette Groom (GSC) o.groom@auckland.ac.nz 302.236 (Level 2) Ext. 88413 Angel Talluri (GSA) angel.talluri@auckland.ac.nz 302.236 Ext. 89216 Ashwarya Garg (GSA) ashwarya.garg@auckland.ac.nz 507.2006 (Grafton) Ext. 86886
Reimbursements and financial administration support	<i>Staff:</i> reimbursement can be undertaken through the self-service T&E module in Concur <i>Students:</i> reimbursement of expenses can be done via Concur. Refer to the Concur Student Reimbursement webpage for details on how to use Concur and check out the Quick guides and helpful FAQs on the webpage	If you have any enquiries on how to use Concur, please contact SSC via the online portal or web chat on the Staff Intranet Homepage or contact STC on 09 923 6410 Ext. 86410
Financial Reporting information	<i>Staff:</i> Please contact Ganga Asrani, Associate Finance Business Partner	Ganga Asrani ganga.asrani@auckland.ac.nz
Contracts (TA, GTA, Fixed-Term), Annual leave support	<i>Staff:</i> Group Services Coordinator	Odette Groom (GSC) - o.groom@auckland.ac.nz 302.236 (Level 2) Ext. 88413

FACILITIES AND SERVICES

PROCESS	CONTACT
Access cards & keys Maintenance Requests/Issues; Furniture; Telephone changes	Farnaz Sheikh - Facilities Coordinator f.sheikh@auckland.ac.nz 302.620 (Level 6) Ext. 87413
Stationery, Copying and printer services (Follow Me printing) Equipment Booking (Data Projector, Laptop, Camera) Courier assistance	Angel Talluri (GSC) angel.talluri@auckland.ac.nz 302.236 Ext. 89216 Ashwarya Garg (GSA) ashwarya.garg@auckland.ac.nz 507.2006 (Grafton) Ext. 86886
Visitors and office allocation – Complete the Pre-arrival form in advance and submit if you have a new staff member, visitor or new students visiting the School (incl. new PhDs/Masters)	Odette Groom (GSC) o.groom@auckland.ac.nz 302.236 (Level 2) Ext. 88413
Events & Catering	<i>Staff:</i> Contact – Odette Groom (GSC) - o.groom@auckland.ac.nz 302.236 Ext. 88413 <i>Students:</i> Contact – Angel Talluri (GSA) angel.talluri@auckland.ac.nz 302.236 Ext. 89216 or Ashwarya Garg
Room Bookings – Bookings can be done directly by Academic staff using this link	For queries regarding room bookings for centrally managed rooms, please email Room Bookings For queries regarding room bookings for Faculty of Science managed rooms, please email Bookings-SCIFAC
IT Support – contact the Staff Service Centre (SSC) by accessing the online support submission portal or staff will be able to connect directly with a SSC consultant online via web chat	<ul style="list-style-type: none"> Online portal – submit a request or enquiries via the online submission portal Online chat support – available on the portal and the Staff Intranet homepage – from Mon to Fri 8.30am to 3.30pm
Technical Resources & Facilities, Health & Safety	Veema Lodhia – Technical Team Leader v.lodhia@auckland.ac.nz 301.229 (Level 2) Ext. 87503

- Non-standard requests that require faculty approvals: scienceprogrammeadvisers@auckland.ac.nz
- Application for Admissions queries: admissions@auckland.ac.nz
- Non-doctoral related support: sciencepg@auckland.ac.nz
- Doctoral related support: phdscience@auckland.ac.nz
- Regulations Amendments, CUAP proposals: u.taylor@auckland.ac.nz
- Timetabling support: sciencetimetabling@auckland.ac.nz
- Faculty scholarships & prizes: sciencepg@auckland.ac.nz
- Student Hubs all student enquiries: studentinfo@auckland.ac.nz

Task	Who does this?	Contact
Admissions Advice	Admissions/Programme Advisers	scienceprogrammeadvisers@auckland.ac.nz
Non Doc - Sub 60 point contact for support & advice (pre-enrolment)	Programme Advisers	scienceprogrammeadvisers@auckland.ac.nz
Non Doc - 60 points above contact for support & advice (pre-enrolment)	Programme Advisers	scienceprogrammeadvisers@auckland.ac.nz
Tier 3 Advice - face to face & emails/service cloud	Programme Advisers	scienceprogrammeadvisers@auckland.ac.nz
Readmission to programme	Programme Advisers	scienceprogrammeadvisers@auckland.ac.nz
Extensions, Suspensions	Programme Advisers	scienceprogrammeadvisers@auckland.ac.nz
Conjoint GPA checking	Programme Advisers	scienceprogrammeadvisers@auckland.ac.nz
Cohort Enrolments	Programme Advisers	scienceprogrammeadvisers@auckland.ac.nz
Doctoral - Admissions	Doctoral Admissions	doctoraladmissions@auckland.ac.nz
Doctoral - Wahapu Support	Doctoral Coordinator - Sharon Chen	sciencephd@auckland.ac.nz
Doctoral - Contact for support & advice	Doctoral Coordinator - Sharon Chen	sciencephd@auckland.ac.nz
Prospectus	Programme Coordinator/Marketing & Comms - Brandon Chew & Sisi An	sciencepg@auckland.ac.nz
PG out of time	Non Doc Coord - Min Ah Lee	sciencepg@auckland.ac.nz
Non Doc - Sub 60 point submissions	Non Doc Coord - Min Ah Lee	sciencepg@auckland.ac.nz
Non Doc - Sub 60 point contact for support & advice (post-enrolment)	Non Doc Coord - Min Ah Lee	sciencepg@auckland.ac.nz
Non Doc - 60 points above submission	Non Doc Coord/Prog Coordinator - Sue Skelly and Brandon Chew & Sisi An	sciencepg@auckland.ac.nz
Non Doc - Suspensions/Extensions	Non Doc Coord/Prog Coordinator - Sue Skelly and Brandon Chew & Sisi An	sciencepg@auckland.ac.nz
Non Doc - 60 points above contact for support & advice (post-enrolment)	Non Doc Coord/Prog Coordinator - Sue Skelly and Brandon Chew & Sisi An	sciencepg@auckland.ac.nz
Scholarships & Prizes	Programme Coordinators - Brandon Chew & Sisi An	sciencepg@auckland.ac.nz
Regulations & Amendments	Programme Portfolio Manager - Ursula Taylor	u.taylor@auckland.ac.nz
Prog/Course limitations	Programme Portfolio Manager - Ursula Taylor	u.taylor@auckland.ac.nz
GYR	Programme Portfolio Manager - Ursula Taylor	u.taylor@auckland.ac.nz
CUAP Proposals	Programme Portfolio Manager - Ursula Taylor	u.taylor@auckland.ac.nz
Advice on amendments	Programme Portfolio Manager - Ursula Taylor	u.taylor@auckland.ac.nz
PTCU fall outs	Records	records@auckland.ac.nz
Compliance Checking & Completion Checking	Records	records@auckland.ac.nz
At Risk Tracking	Student Development & Engagement	h.matau@auckland.ac.nz
NEFU	Student Services and Support Team Leader - Hamish Oakley	hamish.oakley@auckland.ac.nz
Articulation	Student Services and Support Team Leader - Hamish Oakley	hamish.oakley@auckland.ac.nz
Late Withdrawals/Deletion	Timetable & Enrolment Adviser - Chip McKenzie & Liana Ball	sciencetimetabling@auckland.ac.nz
Concessions	Timetable & Enrolment Adviser - Chip McKenzie & Liana Ball	sciencetimetabling@auckland.ac.nz
CDDC	Timetable & Enrolment Adviser - Chip McKenzie & Liana Ball	sciencetimetabling@auckland.ac.nz
Waitlist offers (Admissions)	Admissions	admissions@auckland.ac.nz
UTAS (connection with engagement teams)	Admissions/Student Development & Engagement	admissions@auckland.ac.nz/h.matau@auckland.ac.nz
Deferrals	Admissions	admissions@auckland.ac.nz
Applicant Admissions queries	Admissions	admissions@auckland.ac.nz
Transfer Credits	Admissions	admissions@auckland.ac.nz
Admissions follow up	Admissions	admissions@auckland.ac.nz
Credit Assessment	Admissions (with ASM)	admissions@auckland.ac.nz
Knowledgebase	Student Experience Centre	studentinfo@auckland.ac.nz
StudyLink (forms)	Student Hubs	studentinfo@auckland.ac.nz
Degree Planning	Student Hubs	studentinfo@auckland.ac.nz
Advisement	Student Hubs	studentinfo@auckland.ac.nz
Statement of satisfactory progress	Student Hubs/Student Experience Centre	studentinfo@auckland.ac.nz
Academic Misconduct		-