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A

ACCOMMODATION

Where you live makes a big difference to your student experience. We've got lots of great accommodation options including Te Pā Tauira (OP Student Village). For more info, check out opsa.org.nz/information/accommodation. And please come and see us if you need help to sort your budget before signing a tenancy agreement.

Problems or tenancy issues?

Contact OPSA or Dept. of Building and Housing Tenancy Services

☎ 0800 83 62 62

✉ dbh.govt.nz/tenancy-index

C

CAMPUS COP

We want to ensure our campus is a safe and secure place for everyone to enjoy. You might see members of the Campus Watch staff walking around the OP and Uni Campus and you can also access the following security services:

John Woodhouse

☎ 021 190 5950

Proctor's Office

Security Centre, St David Street, Dunedin

☎ +64 3 479 48

✉ campus.cop@otago.ac.nz

B

BICYCLES

These are a great way to get around. No carbon footprint or parking hassles! Borrow a 'Poly-bike' free of charge from the Sargood Centre, Art School reception or Customer Services in The Hub.

And check out 'Crooked Spoke' and the 'Valley Community Workspace' Facebook pages for community bike workshops/sources of second-hand bikes.

BLUES SPORTING AWARDS

OPSA recognises those individuals who have achieved sporting excellence at local, national and often international levels.

Qualifying period is from 1 October 2021 – 30 September 2022.

BUDGET ADVICE

Get immediate confidential help with your personal budget and access to emergency funding (if applicable). Just call into OPSA to discuss your needs – OPSA is a satellite service of Financial Capability Charitable Trust (Dunedin Budget Advisory Service).

COLLEGE AND PROGRAMME REPRESENTATIVES (REPS)

Full-time programmes from each school will be asked to nominate at least two students to represent you during the year. These reps will be your 'voice'.

Programme Reps can also be nominated as a College Rep who will be members of the OPSA Advisory board. Programme Reps can also be nominated as a College Rep. These students will be members of the OPSA Advisory Board. All Reps will be able to help you and will represent your views, concerns and thoughts.





CAMPUS CHAPLAINS

- ☎ 03 479 3743
- ✉ chaplain@otago.ac.nz
- 🔍 H106 or Student Success in The Hub

Campus Chaplains are people who can walk alongside you on life's journey. Wherever you are on that journey, highs or lows, we consider it a privilege to be part of that.

We are here to listen and walk with you through whatever issues are important to you, regardless of whether you consider yourself spiritual, religious, or neither.

Our services include:

- Someone to listen
- Support for those grieving
- Practical life advice
- Adjusting to student life – how do I fit in?
- Spiritual and religious guidance
- Prayer and blessing.

COMMUNITY LAW CENTRE

- ☎ 03 474 1922
- 🔍 communitylawotago.com
- 🔍 opsa.org.nz/information/community-law-centre

The Community Law Centre offers free legal advice and information in the following areas: traffic, employment, tenancy, police, consumer/debt, criminal, ACC, neighbours, govt. departments and family matters.

Contact details

- Open by appointment only (please check website for opening hours).
- To make an appointment, ring the number above or, if calling from within the Otago province, call 0800 169 333, or email reception@dclc.org.nz

For general legal information, check communitylaw.org.nz/legal-information



COMPOST (PŌPOPO)

Composting food scraps and growing kai with that compost is the focus of Pōpopo – The Wormporium, our campus compost project. All organic materials collected on campus are composted on site! You can also come and learn about compost, soils, waste management, and get hands-on experience applying sustainability. Collaborators from any programme area are very welcome.

Need a compost solution for your flat? Contact compost@op.ac.nz or visit our Pōpopo webpage.

COUNSELLING

This is a free and confidential service for all OP students.

Our Counselling rooms are located in F131/132/133 – these are just past the OPSA Office in The Hub (Dunedin Campus). Appointments are available during weekdays (9.00am – 5.00pm) and we do our best to offer you an appointment within a week of your request.

Please make an appointment using our online booking system which you can find at studentservices.op.ac.nz/home/student-success (remember to confirm 'Book' at the end of the online booking form).

Or, you can make an appointment by emailing studentsuccessdn@op.ac.nz

If you're located at our Central Otago Campus and wish to make an appointment, please contact cotadvisors@op.ac.nz

CUSTOMER SERVICES

The Hub Atrium

- ☎ 03 474 7293 or 0800 762 786

Customer Services is your first point of contact – we can assist with application or enrolment enquiries and connect you with all areas of OP as required.

We offer help with:

StudyLink, payments, international admissions, graduation, lost property, visitor parking and any general enquiries you might have.

D

DISCOUNTS

OPSA organises student discounts in the Otago area. Most require you to show your ID card <https://www.opsa.org.nz/information/discounts/>
Grab your free Radio One discount card at OPSA.

DIGITAL SCREENS

OP have digital screens/TVs on lots of the walls around campus. These have info about events, food venues, campus notices and loads more.

DOGS ON CAMPUS

Dogs must be in a controlled environment and kept under appropriate control at all times.

Any dog that is not under control, causes a health and safety related concern or has an instance of unsatisfactory animal behaviour will no longer be allowed on an Otago Polytechnic site.

Dogs are only permitted in shared environments provided all staff and students in the workspace have consented. Dogs must not be allowed in shared spaces where food is prepared or eaten.



E

EDEN

Our Café in The Hub – with Fair Trade tea and coffee in reusable cups! We also have our student training café (AKO) on campus and Eden's sister café, Hinaki, in Ōwheo/O Block. Lots of options for your caffeine/sugar cravings!

ELECTRONIC DEVICES

Due to disruption and distraction, mobile phones and other electronic devices must be completely turned off while in class, on course-related activities and in changing areas i.e. texting, pixting or photographing from a mobile telephone, PDA or camera is not permitted.

Exceptions to this rule may occur only with the express permission of the lecturer and this must be obtained prior to commencement of a class or activity.

Devices must be turned off and stored in bags at the front of the room during assessments (such as tests and exams).

EMAIL

Your student email address will be printed on your ID card. Please make sure you activate this prior to registering your card at the Robertson Library. You should check your email regularly to avoid missing out on important information.

EVENTS

Organising a programme or college event? OPSA can help with your budget and organisation, and if necessary, handle your ticket sales and pay your accounts!

Bookings for catering and venue hire should be directed to functions@op.ac.nz

F

FACEBOOK

Like us on Facebook – this is where all the action is happening, and you'll receive frequent updates on trips, tours, services, events, jobs, discounts and more!

 opsa.org.nz/facebook

FAIR TRADE

We're a Fair Trade campus. That means every time you purchase a tea, coffee or hot chocolate from one of our campus cafés, you are supporting people in developing nations with fair wages, wage security and support with education and sustainable farming.

FINANCIAL SUPPORT AND ADVICE

Student Hardship

OPSA operates a Student Assistant Fund which can help you if you find yourself in unforeseen financial difficulty. Each case is individually assessed by a Committee in a confidential manner – forms available at OPSA or online: opsa.org.nz/support/grants-and-hardship/

Emergency Funding

If you find yourself without food or need help through a 'rough patch' – come and chat to OPSA about how we can help you out in the short term (strictly confidential service – no appointment necessary).

FOOD / FRIDGE / FREEZER

Located in The Hub near the 'free' bins – please help yourself if you need food (and donate any food you can, if possible, to help fellow students).

FREE BINS / FREE CLOTHING RACK

Located in The Hub – feel free to take anything of use – we welcome all donations of unwanted goods or clothing (no rubbish or dud electrical goods though thanks).



G

GRADUATION AWARDS


Every year, we invite you to nominate a graduating student for an award who has been an inspiration to study with etc. Forms are available at OPSA or online:

 opsa.org.nz/support/graduation-awards/

GRANTS

Exhibition or study, recreation or social, travel and promotional grants.

- OPSA has a contestable fund that any programme, class or group may apply for.
- A request form will need to be filled out and signed by the current Programme Rep.

 opsa.org.nz/support/grants-and-hardship/class-grants/

Development Grants

Grants may be made at the discretion of the OPSA Advisory Board for any student or group who may require some financial help with a special 'one-off' project or event.



HARASSMENT AND BULLYING PREVENTION AND MANAGEMENT

You have the right to study in a harassment free environment.

Harassment can be:

- Verbal behaviour – saying things to or about a person, or talking within the hearing of others about subjects that may be offensive
- Written or visual behaviour – writing, drawing, taking or displaying pictures (includes use of computer, PDA, other electronic devices, text pixt)
- Physical behaviour – inappropriate touching, gestures or standing too close
- Behaviour that is hurtful, unwelcome or offensive to the person receiving it.

Harassment may be sexual in nature or based on that person's gender, race, colour, age, disability, physical appearance, marital or family status, religion, political opinion or sexual orientation.

If you have a concern or complaint, names of trained harassment support people are displayed throughout OP or, you can contact any lecturer, Head of programme or college, Hall Supervisor or Residential Assistant, HR Advisor or OPSA.

HAUTŪTANGA

Hautūtanga is OP's informal student leadership incubator program. Hautūtanga supports you to make an impact in your community and grow your leadership and sustainability capabilities.

Contact finnb@op.ac.nz for more information.

HUB

The Hub is located on the ground floor of H Block, at our Dunedin Campus.

It's the main social and meeting space on campus, and this is where you'll find Eden Café.

There's comfy seating, tables, meeting rooms, computer/study stations, printers and a small kitchen for student use. You can also access Student Support Services (Student Success team), I.T. Services, our Chaplain, Customer Services and Te Punaka Ōwheo (our Māori Student Centre) here. Plus, this is where you'll find the OPSA desk and staff.



ID CARDS

ID cards are processed at the OPSA desk (The Hub, Dunedin Campus).

This card will be your access to:

- Robertson Library (ID barcode will need to be activated at the Library)
- UNIPOL gym and recreation facilities (University Plaza)
- OUSA Clubs and Societies Centre (Albany Street)
- OP Student Health and Counselling
- Discounts throughout the country
- Door access to some buildings
- Please note: some programmes may not charge a Student Services fee, so an alternative 'access' card is available for library and computer services.

To get your ID card:

- Dunedin students – bring photo ID if you are a new student
- Distance students – email your details (including ID number, name and return address) and attach a photo in jpg. format (plain background, no sunglasses or hats) to idcards@op.ac.nz

INTERNATIONAL STUDENTS

Kia ora – greetings and welcome to you all – please refer to information provided by your International Advisory Team on campus.

I.T. SUPPORT SERVICE DESK

We can provide support and advice for most I.T. difficulties you may encounter on Windows or Apple computers, including the computers you might be using from home.

Location

The Hub, Room H107

Visitors most welcome – no appointment needed

Hours

Monday – Friday (fully-staffed)

8.00am – 5.00pm

Monday – Friday (one staff member on duty)

5.00pm – 9.00pm

Sunday (one staff member on duty)

1.00pm – 5.00pm

Closed public holidays

Extended support hours begin in February and close in November.

Contact us

☎ 0800 765 948

✉ servicedesk@op.ac.nz

Distance students – please remember we're here to help if you should need it!

Printing and copying process

Paper Cut is used to manage all network printing. Every print job that you submit is analysed and charged according to – number of pages, size, colour, duplex etc.

You can log into the photocopiers using your OP student details and access copying, and scanning services. All copying and printing is charged from your Paper Cut account.

Scanning documents sent to your student email is free to use from these same selected copiers.

You can top up your prepaid account at these locations:

- Customer Services in The Hub for cash or EFTPOS top-ups
- Top-up online – [op.ac.nz/hub/printing](https://www.op.ac.nz/hub/printing)

Accepted payment methods: Visa, Mastercard, UnionPay.

Wireless access

OP has provided wireless access so you can use your own network connected devices, (such as laptops, smart phones, and tablet computers).

For information about the OP EduRoam Wi-Fi network, check out:

<https://studentservices.op.ac.nz/it-support/eduroam-wi-fi-network/>

Student email and free Microsoft Office

To access the Windows Office 365 service, check out 'My email' at

<https://www.op.ac.nz/hub/>

Direct Link to Office 365: <http://mail.student.op.ac.nz>

You can download a full version of Microsoft Office from your Office 365 account, which will be licensed for as long as you are a student at OP. Both Windows and Apple versions are available at:

<https://studentservices.op.ac.nz/it-support/office-365/>

Printing from your own laptop

You can print directly to the OP copiers from your own laptop, provided your laptop:

- is connected to the EduRoam Wi-Fi network
- you have the MPrint software installed on your laptop
- you have money on your Paper Cut account.

When you print using MPrint, you have 48 hours to release your print job from any of the OP copiers, otherwise the print job is deleted. You won't be charged until the print job is printed out.

For Windows laptops: <https://studentservices.op.ac.nz/it-support/print-from-a-windows-laptop/>

For Apple laptops: <https://studentservices.op.ac.nz/it-support/print-from-an-apple-laptop/>

Remote access: RDS

RDS is a service that provides remote access to the OP network. This means you can study off-site, such as from home, or use specific software on your own computer.

How to set up RDS: studentservices.op.ac.nz/it-support/remote-access-rds/

J

JOBS

Student Job Search (SJS) is a not-for-profit organisation, dedicated to helping students find work while studying. Thanks to OPSA, Student Job Search is 100% free for you to use.

SJS will connect tertiary students looking for work with employers who are looking for talent. We can help you find work during the semester or over the summer holidays and advertise a range of different jobs to suit your study schedule and experience.

New to SJS? Register online now to start your job hunt!

🔍 sjs.co.nz

☎ 0800 757 562



JUSTICES OF THE PEACE (JP)

OP has Justices of the Peace (JPs) on campus who can assist with witnessing signatures, certifying documents and recording declarations or affidavits. JPs are “people of good sense, character and integrity” in the community appointed by the Governor General to work in an unpaid capacity to assist the public.

All JPs are available by appointment only.

Kevin Tansley

Principal Lecturer, College of Engineering, Construction and Living Sciences

L Block, Anzac Avenue, Dunedin Campus, Otago Polytechnic

✉ Kevin.Tansley@op.ac.nz

Dr Karole Hogarth-Caulfield

Principal Lecturer, School of Nursing

H210, H Block, Cnr Forth St and Union St East, Dunedin Campus, Otago Polytechnic

✉ Karole.Hogarth@op.ac.nz ☎ 03 470 3902

Steve Downey

Chaplain, Student Success Team

The Hub, H Block Cnr Forth St and Union St East, Dunedin Campus, Otago Polytechnic

✉ Steve.Downey@op.ac.nz

Important information for your JP appointment

- Our JPs are first and foremost committed to their paid roles at OP. Sometimes this may mean that their work commitments need to take priority.
- It is your responsibility to have your documents organised prior to your JP appointment. This means you need to bring original documents and photocopies that you would like verified. Please do not pre-sign any documents before your visit.
- When you make your appointment, please indicate the type of JP service you are seeking e.g. “affirmation” or “certification of documents”. This enables the JP to prepare for your appointment appropriately and provide you with the best possible service.
- If you are unable to make an appointment with one of our JPs, you may wish to attend a ‘no booking required’ JP Clinic available on Wednesdays from 9.00am – 1.00pm in the University Information Services Building (near the Central Library) and Saturday mornings from 10.00am – 12.00pm at Citizens Advice Bureau, Rodgers House, Ground Floor, 155 Princes St, Dunedin.

K

KIDS ON CAMPUS

Please be considerate – the presence of kids in the classroom may affect the teaching and learning environment for others. It's important to get permission from lecturers in the exceptional circumstance of needing to bring your child to class.

L

LEADERSHIP

Leadership in our student community is nourished through formal structures like OPSA, but also through initiatives such as Hautūtanga <https://www.op.ac.nz/hub/student/haututanga-ops-student-leadership-incubator/>

Contact finnb@op.ac.nz for more information.



LEARNING ADVISORS

The Hub

☎ 0800 762 786

✉ studentsuccessdn@op.ac.nz

We offer individual face-to-face and online appointments, group tutorials and email support to develop the following:

- Being an effective learner (study skills, interpreting instructions and marking schedules)
- Research strategies
- Academic writing, including clarity of expression, paraphrasing and referencing
- Oral presentations
- Basic numeracy

Appointments can be made by phone/email or online at studentservices.op.ac.nz

LIBRARY SERVICES

Robertson Library

135 Union Street, Dunedin (Opposite G block)

Support your learning by using the resources, facilities and services at the Robertson Library.

Borrow from the collection (using your current OP ID card) and access a wealth of quality research online with your student username and password.

Use the student computers, printing, copying and scanning facilities. OP Wi-Fi is also available.

Study on your own, book a group room (book online) or make use of the kitchenette facilities and vending machines in the common room area.

Studying at a distance or from another OP Campus? No problem! Make use of the Library service for distance learners, and get library resources delivered free of charge within New Zealand.

Friendly, helpful staff are available in the Library or contact them online. Subject Librarians can help you find the research you need for a particular assignment.



LIBRARY SERVICES (CONTINUED)

Contact details

- ☎ 03 479 3793
- ✉ ask.library@otago.ac.nz
- 🔍 studentservices.op.ac.nz/library

LibChat: link to LibChat from the Library catalogue (8:30am – 5.00pm, Monday – Friday) <https://www.otago.ac.nz/library/m/calendar.php/?library=Robertson>

Library Tour online: studentservices.op.ac.nz/library/library-tour/

Library Catalogue (Library Search | Ketu): <https://otago.hosted.exlibrisgroup.com/primo-explore/search?vid=OTAGO>

Subject Guides: studentservices.op.ac.nz/library/subject-guides/

Distance Learners: studentservices.op.ac.nz/library/distance-learners/

LIVING CAMPUS GARDENS

Forage for vegetables, fruit and herbs – look out for the ‘pick me now’ signs or ask the friendly horticulture staff for help.

For Living Campus Tours and Workshops, please contact us:

- ✉ kim.thomas@op.ac.nz ☎ 021 735 498
- ✉ lisa.burton@op.ac.nz ☎ 021 735 209

LOST PROPERTY

All lost property from campus is returned to OPSA. We operate a lost property register, so if you find any item, please hand it in to the OPSA desk. Or, check to see if we have your missing item.

Lost property from the Robertson Library will be sent to the OUSA office at the University – you can phone them to check on any items.

- ☎ 03 479 5332



MANAAKI (M BLOCK)

On the ground floor of M Block is AKO Espresso (our student training café), Manaaki (our fully-licensed, student training restaurant), Student Health, our Student Village Food Hall, a water cooler and toilets.

OP Food Design Institute and Functions manage all the catering, café and restaurant services.

MĀORI STUDENTS

Māori students are supported by the friendly team at Te Punaka Ōwheo. There is also Poho, a common space dedicated to Māori (see page 24). For more information, go to op.ac.nz/students/maori-students/

MICROWAVES

Located around campus for your convenience – please keep these clean and tidy and report any faults to OPSA.

N

NOTICE BOARDS

These are located on the ground floor of most blocks. Feel free to place your own notices, but to avoid them being taken down, please add the date and put them on an appropriate board. Check out the digital screens for current event and more info.

O

OPSA

The Hub

☎ 03 477 6974 / Freephone 0800 762 786 (and ask to be put through to OPSA)

🔍 opsa.org.nz

Our main office has comfy chairs, free bins for clothing and a fridge with food. Our friendly staff are here to help you with anything you need so pop in to say hi anytime!

Monday and Friday

9.00am – 3.00pm

Tuesday, Wednesday and Thursday

9.00am – 4.00pm

Please note: hours may be reduced over the breaks but we'll let you know!



OUSA CLUBS AND SOCIETIES CENTRE

84 Albany Street (opposite the Uni Library)

☎ 03 479 5960

🔍 ousa.org.nz/clubsandsocs

📘 facebook.com/ousaclubsandsocs

OPSA provides services and facilities at OUSA Clubs and Societies Centre (Otago University Students' Association). You get free entry with your student ID card.

Playing a core role in the student community, Clubs and Socs is more than just a place and space. It gives students an awesome opportunity to meet a diverse range of people and have loads of fun.

OUSA's core services are:

- Home to 160+ affiliated clubs and societies
- An in-house recreation programme
- Plenty of rooms for meeting, studying etc.
- Free breakfast, \$4 lunch and a KiwiHarvest drop zone
- Showers, sauna etc.

Opening hours

Monday – Sunday (during academic year)

9.00am – 10.00pm

Monday – Friday (during summer break, semester and mid-semester breaks)

11.30am – 7.00pm

P

PARKING

Limited street parking is available all round campus. Please make sure you are parking in the right spot as there's always parking wardens around. Don't park in any of the numbered parks or student village parks as you might get towed.

Some parking is also available the Forsyth Barr Stadium close to campus. Please register for this via our online Student Hub.

PASIFIKA STUDENTS AND SPACE

Pasifika students are supported by our Pasifika Advisors. We hold an array of events to help you feel at home – this also revolves around community events where you and your family are always welcome. Pasifika students also have a designated space to study, get together and meet with other Pasifika students on campus (G Block, Room G107).

For more information, go to studentservices.op.ac.nz/home/Pasifika-learners

POHO

Monday to Friday: 7.30am – 5.00pm

This is a common space dedicated to Māori students.

There's always kai in the cupboard and info about what's happening in the Māori community (both on and off campus).

Come for a hot lunch on a Wednesday, and any other time to study, or have a break.

Māori students can also access Poho out of hours with student ID.

Q

QUAD

This is the area outside The Hub, fixed with picnic tables, living campus produce for you to pick and shady spots under the trees, it's a great space for relaxing or studying. Sometimes the student-run Food Truck is available so you can buy your lunch and OPSA BBQs happen here too.

QUEER* SUPPORT

☎ 0800 12 10 23

☎ 022 571 3530

✉ q.support@ousa.org.nz

🔍 ousa.org.nz/support/queer-support

Queer Support is part of the OUSA Support Centre (Otago University Students' Association). This is located at 5 Ethel Benjamin Place.

OUSA Queer Support runs a peer support programme, a group for international LGBTQIA+ students and events throughout the year. And the Queer Support Coordinator provides info and support for Queer and Questioning students from OP and the Uni.

Plus, UniQ Otago is a OUSA officiated club for queer and queer-friendly students. They run a weekly coffee group and other social events. Search for UniQ Otago on Facebook or email OtagoUniQ@gmail.com

More info

Curious – Full of resources, forums, questions and answers. Very interactive and youth-friendly.

<http://curious.org.nz>

SouthTrans – support for transpeople in Dunedin.

<http://southtransnz.wix.com/southtransnz>

Rainbow Youth – NZ's national queer youth site.

<http://www.rainbowyouth.org.nz/>

Agender – National support for transpeople.

<http://www.agender.org.nz/>

Dunedin Pride – Frigays, 18+ Trans and Gender Diverse Social Groups, and Alphabet Soup.

<https://www.facebook.com/DunedinPride/>

R

REDUCE, REUSE, RECYCLE

At OP, we separate compostable, recyclable and rubbish for landfill.

Please reduce the packaging waste you bring to OP or choose glass packaging over plastic.

- It's really important for us to recycle properly. Please ensure recycled items are clean and that you take care to place the right item in the right bin.
- Glass bottles and jars can be recycled.
- If you're eating in The Hub, please pop any leftover food in the organic compost bin to help with our composting efforts.

RIDESHARING

Check out the OPSA website and if you can offer or need a ride to campus, let us know – just check out the link <https://www.opsa.org.nz/information/ride-share/>



S

SCHOLARSHIPS

For info about scholarships available at OP, please visit <https://www.op.ac.nz/students/scholarships/>

You can also check with us about whether there's any specific scholarships available for a programme you're interested in. We also have specific scholarships for our Māori and Pasifika students so please make sure you ask our team at Te Punaka Ōwheo or our Pasifika Advisors for help and advice.

givME is an extensive online database providing info about available scholarships, awards and grants based on criteria, level of study and discipline along with closing dates, application requirements and contact details.

It's available at the Dunedin Public Library, or, if you have a Dunedin Public Library Card, you can access it online at <https://www.dunedinlibraries.govt.nz/digital-library/funding>

SECURITY

There are CCTV cameras on site around campus, but it's best to keep your valuables with you at all times. OPSA can look after items for you during office hours if needed.

If you're enrolled in a particular programme, you might be granted after hours or specialised access – please see your school administrator to activate your ID card for this purpose.

Suggestions for after hours security:

- ensure you have your mobile phone with you
- tell your family or flatmates which building you are going to and the time you expect to be back
- ensure that doors to the building are properly closed behind you when you leave
- use well lit entrances and walkways after dark and avoid walking home alone.

S

SMOKING

Smoking (including electronic devices) is prohibited in all areas of OP including all buildings, balconies, outdoor areas on site and the Childcare Centre.

Other spaces

We encourage smokers to be considerate of others in open spaces not controlled by OP, (such as public footpaths). We also encourage smokers to consider the effects on the environment when disposing of cigarette butts and to be aware that there is a risk of fire if cigarettes/butts are placed in rubbish bins.

Support

Student Health supports smokers who wish to quit (see Student Health contact details on page 29). Alternatively, you can contact Quitline (0800 778 778). This is a free service which includes after hours support (there is a nominal fee for nicotine patches if desired).



STUDENT HEALTH (DUNEDIN)

Ground floor, M Block (Manaaki)
Harbour Terrace, Dunedin

☎ 03 479 6082 / Freephone 0800 762 786 (and ask for Student Health)

Appointments are available between 9.00am – 4.30pm (Monday – Friday). Student Health is not a drop-in clinic so you will need to phone ahead for an appointment time. Please also ensure you let us know if you can no longer make your appointment so we can give the time to someone else.

The Student Health Centre provides the same services offered by your family doctor. It also promotes health education, and offers health screening tests, nutrition advice, vaccinations and some minor surgery options.

- If you've paid the Student Health Levy (as part of your fees), the cost for a consultation is \$15, or is free if you have a current Community Services Card.
- If you've not been charged the Student Health Levy (for example, distance students) the service is still available but at a higher rate – please enquire directly with Student Health for further details.
- International students will need to check with the Student Health Centre about costs and insurance cover prior to making an appointment (our International Student Support Advisor can help you with this).

Prompt payment of accounts helps keep our service going. Please pay your account within 14 days (or we'll need to add a \$5 admin fee to the total owed).

Please let us know as soon as possible if your contact details change.

STUDENT HUB (ONLINE)

🔍 op.ac.nz/hub

Your one-stop, online shop for student-related info including results, student support details, your timetable and links to other important pages.

Please remember to update your details if you change your address, phone number or personal email address while studying with us. You can do this from the 'My Details' section.

The Student Hub also holds a link to Your Voice @ OP. This online platform is a place where you can directly email OP's CE (Megan Gibbons) with your thoughts/suggestions or fill in an anonymous feedback form with compliments, complaints or comments in general. OP is going to be redeveloping the Student Hub soon so watch this space!



STUDENT SUPPORT

We have a dedicated team of staff to support you before, during and after your studies, ensuring you get the most out of your time as a student.

Student Success Team

Big green desk in The Hub

☎ 0800 762 786

✉ studentsuccessdn@op.ac.nz

✉ studentservices@op.ac.nz

Life on campus can be exciting and challenging and the Student Success Team are here to support you and help you through any issues that might arise.

Our services include:

- Academic support
- Access to counselling (see page 7 for more info)
- Adjustment to student life
- Advocacy
- Balancing workload and family commitments
- Career guidance (see more info below)
- Chaplain (see page 6 for more info)
- Distance student support
- Health concerns and referrals
- International student support (see page 32 for more info)
- Isolation and relocation issues
- Learning support
- Māori student support (see page 34 for more info)
- Pasifika support and scholarships
- Pastoral care
- Peer tutors
- Referral to community and government agencies
- Removing barriers for students with accessibility issues (see page 31 for more info)
- Student visa renewals for international students
- Wellbeing.

Making an appointment

You can make an appointment for our student support services online – <https://outlook.office365.com/owa/calendar/bookingsstudentsuccess@op.ac.nz/bookings/>. Or, use the contact details to call or email to book a time.

Accessibility Support

✉ Accessibility@op.ac.nz

This service used to be called Disability but our students chose to rename it Accessibility.

Accessibility services currently include:

- Equipment and furniture
- Classroom notetakers
- Alternative examination arrangements
- Adaptive technology
- Peer tutors
- Financial and resource assistance
- Reader-writers
- Pastoral care and coping strategies
- Campus orientation and classroom support
- Liaison with lecturing staff and community agencies.





Career Support

✉ Careers@op.ac.nz

This service is available to prospective and current students. We offer expert guidance and a friendly ear to help you make informed career decisions based on your own personal values, goals and interests. We can discuss career options, a possible programme of study, job applications or interview techniques, or any other career-related topic.

International Student Advisor

✉ Internationalstudentsupport@op.ac.nz

Our emergency 24/7 contact number is 021 735 421.

Studying in a different country can be a little scary and we're here to hopefully make things slightly easier.

Services we provide are:

- International orientation and student activities
- Pre-graduation celebrations
- Help with medical and travel insurance
- Student visa renewals
- Student advocacy.

We are also available to help you with any concerns you have about your studies, personal issues or adapting to life in New Zealand. We are patient and understanding and know it is sometimes difficult to communicate when English is not your first language. Please come and speak with us and let us help and support you.

Learning Advisors

✉ studentsuccessdn@op.ac.nz

We're here to help you with your learning once you start studying at OP.

Our services include:

- Facilitated study groups and tutorials
- English grammar and literacy development
- Study cards, and more.

Pasifika Support

✉ Pasifika@op.ac.nz

Talofa lava, Kia Orana, Malo e lelei, Fakaalofa lahi atu, Bula Vinaka, Malo ni, Halo ola keta, Mauri, Fakatalofa atu and warm Pacific greetings.

A sense of cultural wellbeing and belonging is vital to your success and we're here to help you achieve academically, spiritually and culturally. Our Pasifika Support Advisor is based in The Hub and provides support for all our Pasifika students. See page 24 for further information about services for Pasifika students.

Student Advisors

✉ studentsuccessdn@op.ac.nz

Our Student Advisors can talk in person, via phone, video or email. They can help you with any personal problems or study issues as you settle into life at OP, and offer continued assistance throughout your time with us.

We also have a Student Advisor for students from a refugee background. Coming to a new country, learning a new language and trying to integrate into a new culture are big challenges and we want to help you understand, navigate and adapt to a different system so that you get the best possible outcome at OP.

Wellbeing Support

✉ Wellbeing@op.ac.nz

Our Wellbeing Advisors provide a confidential service that can be accessed on an ongoing basis while you study. They can help you identify what's impacting on your study/life and what you need to stay on track. Down-to-earth, practical, emotional support. Check out the wellbeing toolbox – studentservices.op.ac.nz/wellbeing-toolbox/

S

STUDYLINK

🔍 studylink.govt.nz

A student loan can help to finance your study. It's made up of three parts – compulsory fees, course-related costs (e.g. books, laptops etc.) and/or day-to-day living costs. When you apply for a loan, you choose what parts you need.

A student allowance can help with your living expenses while you study.

Domestic students can apply for student loans and allowances via StudyLink. It's important that you apply at the same time as you apply for your programme of study due to the length of time StudyLink takes to process applications.

If you need support with applying for your student loan/allowance, please contact **Amanda.McAra@op.ac.nz**

SUSTAINABILITY

This is a core value at OP. We're keen to minimise our environmental footprint and encourage all our staff and students to embrace sustainable practices.

There's always sustainability projects happening that you can get involved in. Ask at OPSA or ask your lecturers.

T

TE PUNAKA ŌWHEO

The Hub, Dunedin Campus

📞 0800 762 786

✉ tepunakaowheo@op.ac.nz

Whether you're in need of advice, study support or a warm and inviting space to relax, you'll find it at Te Punaka Ōwheo, our Māori Support Centre. It's our role to support our taura to flourish at OP. We do this by offering a range of services and respond to individual student needs. Our approach is holistic and underpinned by Māori values and best practice.

Our services include:

- Wāhi Māori
- Whānaukataka
- Iwi registration
- Tuakana-Teina Peer mentoring
- Scholarship advice

- Hardship support and advice
- Financial support and advice from qualified budget advisors
- StudyLink support
- Counselling
- Computers and Wi-Fi
- Kai
- Academic support and advocacy

We also have our dedicated space for Māori students – Poho (see page 24 for more info).



U

UNIPOL RECREATION CENTRE

University Plaza, 130 Anzac Avenue, Dunedin

☎ 03 479 5888

✉ recreation@otago.ac.nz

🔍 otago.ac.nz/recreation

📘 Unipol Recreation

📸 unipol_recreation

There's something for everyone at Unipol – group fitness, cardio, weights and functional training zones, social sport, table tennis, pool, foosball, drop-in court spaces. Plus, we have an Outdoor Rental Centre where you can hire anything from surfboards to skis.

Opening hours

Monday – Friday: 6.00am – 10.30pm

Saturday: 8.00am – 9.00pm

Sunday: 9.00am – 10.30pm

V

VOTE

You'll be given several opportunities throughout the year to vote for OPSPA positions such as President, Advisory Board members and Programme and College Representatives.

W

WASTE

Waste is a key area of focus for Otago Polytechnic's sustainability goals. You'll find a lot of waste minimisation initiatives around campus such as no takeaway coffee cups at Eden Café. If you have questions about waste systems on campus reach out to Campus Services. Contact compost@op.ac.nz for all organic waste questions.

WATER COOLERS

These are located in most blocks around campus – drinking fountain and bottle filling available.

X

X-CHANGE

We can help you exchange your unwanted goods, textbooks or personal items. Check out the free bins in The Hub.

Y

YEAR PLANNER

Pick up your free planner and fill up your welcome pack from OPSPA. Public and primary school holidays are listed. Make sure you check your OP timetable for term breaks and holidays as some programmes may differ.

Z

ZERO

Tolerance of bullying, harassment, illegal drugs or smoking on campus!



Central Otago Campus

11 Bannockburn Road, PO BOX 16, Cromwell

☎ 0800 765 9276 / 03 445 9900

✉ central@op.ac.nz

At Central, we encourage you to study at your pace – in our space. Common rooms on campus are a great social hub to catch up with friends over a coffee, or to just take some time out of a busy day of classes. There is free Wi-Fi available across campus and I.T. support for all our students.

OPSA at Central Otago

Our Central Otago students need to nominate a student who will act as a programme rep for each full-time programme. OPSA will then keep in touch with them via phone/email. Feedback from these reps will help administer your campus funds which provide student services, amenities and activities. So, make sure you nominate and vote!

Campus office hours

Monday – Friday

8.00am – 5.00pm

Drop in for any queries or questions you have, or to do some photocopying.

Facilities on campus

- *Kitchen/common room* – microwaves, fridge, stereo and filtered, chilled water. Please bring your own cup. No smoking on campus.
- *Library*: campus collection of books and journals for Central Otago programmes. Requests from the Robertson Library delivered in two days. Internet and database searching available. Relevant collections based in Wanaka classroom for duration of programme.
- *Computer suite*: open Monday – Friday, 8.00am – 9.00pm, and Saturday – Sunday, 8.00am – 5.00pm.
- *Outdoor furniture*
- *Ample car and cycle parking*

Student Support

Central Otago's Student Success team will give you the support and guidance you need to make the most of your time as a student. We offer support to all students, as well as career guidance and work placement opportunities.

Our Chaplain, Steve Downey, is located in Dunedin but is happy to visit the Central Otago campus on request. Steve offers a service that is inclusive, non-judgemental and free to all students.

Contact Steve on 03 972 7124 or email chaplain@op.ac.nz

We also offer counselling on-site every Monday between 12.30pm – 4.30pm.

Email admin@thriveservices.org.nz or call 0800 292 988 to make an appointment.

Student Health

Cromwell: Cromwell Medical Centre, 182 Waenga Drive, Cromwell, 03 445 1119

Wanaka: Aspiring Medical Centre, 23 Cardrona Valley Road, Wanaka 03 443 1226

Queenstown: Queenstown Medical Centre, 9 Isle Street, Queenstown 03 441 0500

If you live in Central Otago and your medical centre is not one of the above, please talk to the Central office staff at the start of your programme so we can sort something for you.

Student ID or Community Services Card required for medical consultations. Out of hours consultations charges will apply.

Sporting facilities

Cromwell boasts a range of excellent facilities, including:

- Heated pool (subsidised tickets available at both Cromwell and Wanaka pools on production of your Student ID card)
- Squash courts
- Golf course
- Sports clubs
- Central to five ski fields.

Pre-School Centre

☎ 03 445 0632

Hours: 8.00am – 5.30pm

Suitable for 6 month – 7 year olds, Molyneux Educare is adjacent to the Molyneux Avenue entrance to our campus.

Important dates

This page on the OP website lists semester start and end dates, public holidays, and graduation dates – op.ac.nz/students/importantdates/

Some programmes may have different start and end dates so be sure to check with your lecturer if you need to arrange flights etc.

Orientation happens in late February/early March and events are held on the OP campus, the University of Otago Campus and around town.

OPSA also has a range of meetings, including an Annual General Meeting, throughout the year and nominations open/close for the Advisory Board positions in March. Job descriptions for all the positions can be found on the OPSA website. Get involved to have your say!

Quick access phone numbers

A-Z

| | |
|----------------------------------|--|
| Anglican Methodist Family Centre | 03 477 0801 |
| Campus Cop | 03 479 4883 |
| Central Otago Campus office | 0800 765 9276 / 03 445 9900 |
| Chaplain (Steve Downey) | 03 972 7124 |
| Citizens Advice Bureau | 03 471 6166 |
| Dunedin Community Law Centre | 03 474 1922 |
| Healthline | 0800 611 116 |
| Family Planning Association | 03 477 5850 |
| Lifeline Otago | 03 474 9111 |
| Need to talk | 1737 (call or text) |
| OUSA | 03 479 5332 |
| OUSA Clubs and Socs | 03 479 5960 |
| Otago Polytechnic | 0800 762 786 / 03 477 3014 |
| OPSA | 03 477 6974 |
| Presbyterian Support Services | 03 477 7115 |
| Problem Gambling | 03 471 6172 |
| Rape Crisis | 03 474 1592 |
| Robertson Library | 03 479 3793 |
| Student Health | 03 479 6082 (or 0800 762 786 and ask for Student Health) |
| Student Job Search | 0800 757 562 |
| Student Support/Success | 0800 762 786 |
| StudyLink | 0800 88 99 00 |
| Te Punaka Ōwheo | 0800 762 786 / 027 201 9614 |
| UNIPOL | 03 479 5888 |
| University Print | 03 479 9143 |
| Urgent Doctors (Dunedin) | 03 479 2900 |

ACCOMMODATION, BICYCLE
WARDS BUDGET ADVICE,
PROGRAMME REPRESENT
HAPLAINS, COMMUNITY
POPO, COUNSELLING, C
OGS ON CAMPUS, EDEN,
VENTS, FACEBOOK FAIR
ND ADVICE, FOOD, FRIDGE
RADUATION AWARDS, GR
ARDS, INTERNATIONAL S
ESK, JOBS, JUSTICES OF
EARNING ADVISORS, LIBR
ARDENS, LOST PROPERTY
MICROWAVES, OPSA, NOTI
ND SOCIETIES CENTRE, I
PACE, POHO, QUAD, QUE
ECYCLE, RIDESHARING, S
MOKING, ST, T HEAL
SUCCESS TEAM, STUDYLI

