

# Student Success Services

## Can we help?

Macquarie University has a range of services for students. If you are struggling with any aspect of academic life or career trajectory and skills, we have great supports within the university.

## I've just started university. Can I get some support?

MAC101 is a great place to start. It's an induction space for all new students and can provide information on:

- University systems
- campus services
- student support services for domestic and international students
- opportunities to socialise
- how to make a positive impact on the world whilst developing professional skills

You can enrol in MAC101 here: <https://ilearn.mq.edu.au/enrol/index.php?id=27894>

Do you still have [questions about iLearn or Turnitin](#)? Try here: <https://students.mq.edu.au/support/study/skills-development/iguides>

For more information, you will also be automatically enrolled into the **iLearn Survival Guide module** as soon as you are enrolled in any first year units in our Faculty.

The Department of Educational Studies runs a **1<sup>st</sup> year education student mentoring (MentorEd) program** specifically for starting in the Department. Becoming a mentee (in first year) or mentor (in later years) is a fun way to connect with others studying to become a teacher and learn “things I wish I knew in first year”. Events include drinks, mentoring training, informal get-togethers, and links with other groups such as the Education Society. Enrol [here as a mentor](#) and [here as a mentee](#).

Think something's not fair? Try [Student advocacy](#) for such issues.

## I'd like to meet more friends at university. Any suggestions?

There are some great social groups at Macquarie University and one of the best ways to meet friends is to join a group for various events. You can find out more here: <https://students.mq.edu.au/on-campus/social-clubs-and-groups/student-groups>

[In particular, the Education Society \(MQU Education\) has many events throughout the year to meet others studying in your program, and the DoES General Student Forum will advertise events from 2019.](#)

Apart from the MentoEd program above, Macquarie University also has a great **Buddy Program**. You can find out more here: <https://students.mq.edu.au/on-campus/social-clubs-and-groups/buddy-program>. You can volunteer to be a buddy and in turn, meet new international and first year students.

You can also connect with a Macquarie University mentor through the **MQ mentors program**, a peer support program to assist the transition of first-year students into Macquarie University. For over 20 years, we have supported students adapt to maze of university life, focusing on the social, academic, geographic and administrative adjustments students encounter. <https://students.mq.edu.au/study/getting-started/macquarie-university-mentors>

## I need help managing assignments, attending lectures and studying for exams

We all think we're clearer in our writing than we are. Many free workshops and videos can help you boost your marks by writing more clearly. See [Learning Skills Workshops](#), [LinkedIn Learning](#) (for writing skills and more) and [WriteWISE](#).

Sick of writing by yourself? Beat procrastination and distraction and meet new people while you're at it with [Shut up and Writewise](#)

When you're nearly ready to submit it, [Studiosity 24/7 Writing feedback](#) can provide live or quick feedback on your assignments and writing, before, during and after writing.

Are you a bit short for time? Many workshops can help you read faster and study more effectively: <https://students.mq.edu.au/support/study/skills-development/workshop-calendar>.

These can help you get all your tasks done: [Time management courses on Linked In Learning](#) & [Managing your time](#)

You can also request online advising or drop in to the Library with your questions or to book a consultation with a Learning Advisor, just see the friendly staff at the InfoDesk on the left hand side when you enter the Library, 16 Macquarie Walk. <https://students.mq.edu.au/support/study/skills-development/getting-help-with-your-assignment>

If English is not your first language, you may benefit from the [English Language Centre](#) & [IELTS Test Centre](#)

## Feeling overwhelmed by stress, anxiety, low mood and other wellbeing issues?

Being a university student can sometimes be stressful, especially during periods of assignment due dates and exams. You can get some practical and compassionate support that is completely confidential at Campus Wellbeing, in person or online in the iLearn WellbeingWise module managed by Campus Wellbeing for student support <https://students.mq.edu.au/support/wellbeing/counselling-services>, 9850 7497, 16 Wally's Walk

For other health issues, who you gonna call? [1800 CARE MQ](#)

When you are ready to unwind, browse great titles with our streaming movie service, [Kanopy](#).

## Worried about completion of your degree program because of low grades, financial difficulties, or health issues?

It's important to get in touch with Student Services through your Faculty Student Centre ([www.ask.mq.edu.au](http://www.ask.mq.edu.au), 9850 6360, 4 First Walk) to request some face-to-face time with our expert academic advisors. You don't have to wait until academic caution/conditional enrolment/probation to seek preventative strategies. Our crew can direct you to services for financial aid, student administration support, academic support, and health issues. Sometimes, understanding how your degree programs work, and being knowledgeable about the various options and support available to you, may be the key to student success. <https://students.mq.edu.au/admin/other-resources/faculty-student-centres>

Hate stats? The [Numeracy Centre](#) is here to help you.

For country students, there are extra financial supports available through [Country Education Foundation Australia](#)

## I'm not sure about how I'm going as I've failed some units...

A handy flow-chart is the academic progression diagram. This can provide you with some clear information on the next steps and the broader key requirements to successfully complete your degree.

<https://students.mq.edu.au/study/my-study-program/academic-progression>

If you know your academic standing has slipped to academic caution, conditional enrolment or suspension/probation you should get in touch with Student Services through your Faculty Student Centre on our AskMQ form to book an appointment (face to face, phone or email). For conditional enrolment and suspension/probation there will be a block on your student account preventing future enrolment until you speak with an advisor to help you.

<https://students.mq.edu.au/admin/other-resources/faculty-student-centres>

or direct link to the form

[https://ask.mq.edu.au/account/user/login?referer=/account/forms/display/academic\\_advising](https://ask.mq.edu.au/account/user/login?referer=/account/forms/display/academic_advising)

This is a short form, and a short appointment with a member of the Faculty Student Centre team, to explore your specific options with you, can make you more aware of all the support services the university can offer you.

## Unsure about your career options and readiness to tackle industry?

Macquarie's Career and Employment Service is offered to all current students during their studies and up to 12 months after they graduate. We aim to help students in researching organisations and opportunities, searching and applying for jobs, preparing application documents and provide a platform where students can acquire the skills and experience to get them career-ready. Careerwise - managed by the Careers and Employment unit for careers support <https://students.mq.edu.au/experience/careers-and-job-opportunities/careers-and-employment-service>

Would you like to develop more real-world skills like web design, SEO, and leadership? Did you know that Macquarie University offers a suite of free online courses and workshops to help you learn business, software, technology and creative skills to achieve personal and professional goals? Check this out at <http://libguides.mq.edu.au/lynda>