

# POSTGRADUATE STUDENT Welcome Pack



**Faculty of Engineering &  
Design**  
**Te Kura Mātai Pūhanga  
me te Hoahoa**



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## Welcome from the Dean

[Richard Clarke](#) invites you to be part of an enduring legacy of Engineering Excellence.

## New Student Powhiri

The University conducts a welcome Powhiri for all new students at the beginning of each semester. Students will be advised via email by The Student Development and Engagement team.

You will be working in a stimulating environment where people make research discoveries, advance knowledge, and improve society, and where students from the four corners of the world learn to be world class, cutting-edge researchers and innovators.

## Faculty of Engineering & Design - Location and Campuses

### [Location & Campuses:](#)

The **City Campus** ([map](#)) is where most of our undergraduate teaching takes place. It's also home to some specialist labs and the multi-disciplinary learning spaces (MDLS).

**Newmarket Campus** ([map](#)) this state-of-the-art property is a hub for multidisciplinary research activity, where valuable industry links are forged.

## Departments

The Faculty of Engineering and Design at the University of Auckland is structured around five core departments, complemented by three academic degree programmes spanning *Architecture, Urban Planning, and Design*.

Each department and programme are supported by a dedicated team of professional staff who provide administrative assistance to both staff and students and serve all our stakeholders. They play a vital role in connecting departments with other service divisions, ensuring compliance with university policies and procedures.

### Department of Chemical & Materials Engineering

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## Department of Civil and Environmental Engineering

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## Department of Electrical, Computer, and Software Engineering

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## Department of Engineering Science and Biomedical Engineering

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## **Group Services**

The Group Services Team comprises of Group Services Administrators (GSA), Group Services Coordinators (GSC), a Group Services Manager (GSM), and a Group Services Team Leader (GSTL).

In each department we have a Group Services Coordinator and a Group Services Administrator.

Although this duo is located in the department and provides direct support to their Head of Department and staff, they report to their respective Group Services Manager.

The team supports and focuses on providing staff and students with an excellent, efficient administrative service, as well as being the “go to people” in the first instance for any queries from the stakeholders.

The Group Services Coordinator (GSC) provides administration support to one or more academic heads, that will assist them to manage their departments and all activities involved in research, teaching and external engagement and development, and assists staff and students with academic and staff processes.

The Group Services Administrator (GSA) provides teaching, course, LMS (Canvas) and administration support for staff and students within the departments.

## **Other Useful Information**

### **Student Campus Card**

When you join the University, you are eligible for a [Campus Card](#).

You can apply for a Campus Card via the [Campus Card Self-Service Portal](#).

Once the card is ready, you will receive a notification to let you know that your card has been printed and is either on its way to your mailing address or where it is located for collection.

Campus Card is your main form of identification on campuses and will be needed to access spaces around the University as well as many other services, such as Printing, Library, and the Recreation centre.

## **Password**

Once you have your Username and ID number, you can obtain a password to log in. Please call Staff Service Centre (SSC) on 86000. Select the password assistance option. Once you have logged into the system, you should change your password immediately.

## **Change/Update Personal Details**

You can change/update your personal details via [Student Services Online \(SSO\)](#). The University's main form of direct communication with you is via email, so it's vital that the email address you have provided is up to date.

## **Payment of Fees**

All tuition and related payments are due at the beginning of each semester (unless otherwise stated) and must be paid by the Due Date for Payment included in your Fees statement.

## **Follow Me Printing**

The Campus card will authenticate a user to the printer so they can release printing, photocopy, or scan. For more information on how the Campus card works with Follow Me printing see [How does Follow Me printing work?](#)

## **Postgraduate Research Student Support (PReSS)**

A PReSS account will be established in the School of Graduate Studies for each doctoral candidate within one month of enrolment. PReSS account can only be accessed via [Wahapū](#).

Funding will be for 12 months from the candidate's start date and will be credited on the anniversary of the start date, for up to four years (or equivalent), once the School of Graduate Studies has approved the candidate's provisional report or annual report, or until thesis submission, whichever occurs first. For detailed information please refer to the [PReSS Account Policy and Procedures](#)

## **Purchasing & Reimbursements**

All University staff and students must ensure any expenditure using University funds complies with [University Procurement Policy](#) – both in terms of the nature of the item as well as the method of procurement.

A Purchase Order (PO) is the preferred method of purchase – to raise a PO a request should be made to your departmental GSC or your supervisor. Should you require further clarification, please contact Group Services in the first instance **prior** to the expenditure of funds. PhD students should use online form to apply for [PReSS account expenditure](#).

For all conference registrations, please contact your departmental Group Services Coordinator, or via the PhD Travel form on SharePoint (if applicable)

All student expense claims for reimbursement are to be made using [Concur](#). Reimbursements will only be made where it was not possible for the University to make payments directly. All claims for reimbursements must be accompanied by an official GST receipt and appropriate approval. *Any expenditure incurred after your final thesis submission will not be reimbursed.*

The following reimbursement costs should not be claimed through Concur: hotel bookings; conference attendance fees; air fares; consumables. Personal expenditure on such items is at the risk of non-reimbursement.

## **Travel**

It is mandatory to use the University's Travel Management Company (TMC) - currently [Orbit](#), for all travel bookings.

(Where travel is being organised **for students** by a university staff member, regardless of funding source, the University's Travel Management Company (TMC) must be used).

## **Car Parking**

The University's main car park on the City Campus is in the lower five levels of the Owen G Glenn Building (OGGB). It is accessed from the traffic lights on Grafton Road.

## **Health & Safety / Emergency Procedures**

There are various measures put in place to ensure that our working environment is safe and secure and that all staff can learn about safe practices. All incidents and accidents should be reported on the appropriate incident form. Please refer to the Faculty of Engineering [Health & Safety](#) webpage for further information.

The priority in an emergency is the safety of all people present. Please download the Emergency Response E-book below and familiarise yourself with the contents. [Emergency Response E-book](#).

We highly recommend that you download the apps and enter the phone numbers referred to in the e-book into your smartphone. More details [here](#).

## **Desk Space Etiquette**

To maintain a friendly and cooperative shared environment, please show consideration and respect for your fellow students by observing a few simple guidelines.

- Maintaining a Quiet and Respectful Study Environment – PhD Spaces.
- Please avoid swapping desks or equipment without prior written approval from your Doctoral Coordinator.
- Keep all desks clean and tidy.
- For shared desks, remove all personal items from the working space at the end of each occupation, and either take them with you or store them in a locker.

- The university is not liable for any loss or damage, so it's recommended to have insurance for valuable items.
- Where possible, step out of the shared space or use a meeting room for a face-to-face meeting, phone conversation or Skype session.
- Please clean up after yourself in the kitchen areas and make use of these facilities to eat your lunch. When leaving food in the fridges, please label your containers.
- All electrical equipment is tested and tagged by the University. For safety reasons, candidates are not permitted to bring their own electrical equipment, including extra monitors, power boards, desktop computers, etc. Please contact your department if there is something you require.

### **Recreation Centre**

The Recreation Centre is located at 70 Stanley Street, City Campus. As a University of Auckland student, you qualify for staff and student membership rates. For membership costs please visit [here](#)

### **Policy Hub**

The [Policy Hub](#) is located on the public University website, and provides convenient, user-friendly access to our University statutes, policies, procedures, standards, and associated documents.

### **Room Bookings**

[Web Room Bookings](#) is a self-service portal that allows you to request room bookings in teaching locations and specialist spaces such as meeting rooms across all campuses.

### **Canvas**

You will find the courses and student enrolment in Canvas once you have been provided with Canvas course access.

Self-help is available [here](#).

- Search the Canvas Guides
- Report a problem
- Chat with Canvas Support
- Ask the Community
- Submit a Feature idea

Students can Log a query via the following Portal:

- Students: Please log a ticket through the [Student Portal](#)

## AskAuckland

Your online help and support centre. Find answers to your questions [here](#)

## Commonly Used Acronyms

Below is a list of some of the commonly used acronyms and university jargon that you will come across, for example:

Acronym	Description
UOA	University of Auckland
FOE	Faculty of Engineering
STC	Shared Transaction Centre
SSC	Staff Service Centre
ROC	Research Operation Centre
SSO	Student Services Online
SAS	Staff Academic Services
DFO	Director of Faculty Operations
DFF	Director of Faculty Finance
DOGS	Director of Graduate Studies
HOD	Head of Department
DHOD	Deputy Head of Department
UBS	University Book Shop
PO	Purchase Order
UPI/Username	Unique Personal Identifier

## Commonly Used Definitions

### Canvas

Canvas is the Learning Management Systems used by the University of Auckland. The Courses and Enrolment setup is in Student Service Online (SSO) which is integrated with Canvas.

### **Student Services Online (SSO)**

This is an online student services outlining timetables, fees, courses, and student related services on Campus.

### **Shared Transaction Centre (STC)**

The Shared Transaction Centre (STC) is the University of Auckland's centralised 'Requisition to Pay' and 'Miscellaneous billing' centre. STC performs an operational function, consolidating high volume financial transactional activities relating to the purchasing of goods and services.

### ***Useful Links***

[School of Graduate Studies \(SGS\)](#)

[Doctoral Policies and Guidelines](#)

[Information for New Doctoral Candidates](#)

[Scholarships for International Students](#)

[Wahapū support for staff](#)

### ***Useful Contacts***

<b>Telephone operator</b>	Dial 0
<b>Staff Service Centre / IT / HR (SSC)</b>	Ext.: 86000 or +64 9 923 6000 Email: <a href="mailto:staffservice@auckland.ac.nz">staffservice@auckland.ac.nz</a> Monday – Friday 7.30am – 6pm  Contact IT services via staff intranet to report a fault: <a href="#">Service Portal- Service Portal (service-now.com)</a>

	To report issues to <a href="#">facilities related to building or property</a> or call the Staff Service Centre.
<b>Shared Transaction Centre (STC)</b>	Email: <a href="mailto:stc@auckland.ac.nz">stc@auckland.ac.nz</a> Ext.: 86410 Email: <a href="mailto:invoices@auckland.ac.nz">invoices@auckland.ac.nz</a> (invoice payments only)
<b>University Security/Unisafe (this is a 24-hour service)</b>	Ext.: 85000 Phone: 0800 373 7550 or ext. 966 for emergencies Email: <a href="mailto:city.security@auckland.ac.nz">city.security@auckland.ac.nz</a> <a href="mailto:newmarket.security@auckland.ac.nz">newmarket.security@auckland.ac.nz</a> Building 409, 24 Symonds Street
<b>Student Support Team</b>	Phone: 0800 616263
<b>Dispute Resolution Process - <a href="#">University Proctor</a></b>	Email: <a href="mailto:proctor@auckland.ac.nz">proctor@auckland.ac.nz</a>
<b><a href="#">University Health and Counselling</a></b>	0800 782 999
<b><a href="#">Orbit</a> (travel)</b>	Email: <a href="mailto:travel.uoa@orbitauckland.co.nz">travel.uoa@orbitauckland.co.nz</a> Phone: +64 9 355 7585
<b><a href="#">AUSA Advocacy</a></b>	Auckland University Students' Association
<b>Building Access</b>	To renew building/room access contact the Group Service Administrator (GSA) for your department.
<b>Change/Update Personal Details</b>	You can change/update your personal details via <a href="#">Student Services Online</a>

	(SSO). The University's main form of direct communication with you is via <b>your university email, so it's vital that this University email address is set as your primary email address.</b>
<b>PReSS Account</b>	For Press account payments help, contact the Group Services Coordinator (GSC) for your department.
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<b>Associate Dean Postgraduate Research</b>	<b>Mark Jones</b> Email: <a href="mailto:mark.jones@auckland.ac.nz">mark.jones@auckland.ac.nz</a> Official: <a href="mailto:FoED-ADPGR@auckland.ac.nz">FoED-ADPGR@auckland.ac.nz</a> Phone: +64 (0) 9 923 4548
<b>Doctoral Study Options</b>	<a href="#"><b>Engineering &amp; Design Study Options</b></a>