

Student eNews

August 2007

A service update for QUT students from the Division of Technology, Information and Learning Support

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QUT Online Services and Support Survey

The **QUT Online Services and Support Survey** is now available and will run for two weeks until Sunday 19 August.

Please note: first year students are not included as the part of the survey cohort as they are currently invited to complete the [FYES](#).

As this survey is only administered every 3 years, it is an important opportunity to help us continually improve our services and learning environments. A list of service improvements based on students' feedback in the previous survey is available at: www.yourfeedback.qut.edu.au/Vice-Chancellor_invites/response/tils.jsp.

Prizes to be won

Participants go into the draw to win one of ten \$100 Myer gift vouchers and one of fifteen \$20 QUT Bookshop vouchers.

To complete the survey

Go to QUT Virtual, and click on the "Complete the survey" link in the *Messages* portlet. Your responses are confidential and completion of the survey should only take approximately 10 minutes.

More information

Please direct all enquiries to the IT Helpdesk:

Email: ithelpdesk@qut.edu.au

Phone: (07) 3138 4000

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QUT Blackboard: QUT's new online learning environment

QUT Blackboard is replacing OLT as QUT's new online learning environment. It is now available to students in the following faculties:

- Built Environment and Engineering
- Creative Industries
- Education
- Health
- Information Technology
- Law
- QUT International College
- School of Humanities and Human Services at QUT Carseldine

Please note: all units offered by the faculties of **Business** and **Science** will continue to use OLT (<http://olt.qut.edu.au>) for the remainder of semester 2, 2007.

QUT Blackboard is the gateway to all your unit websites. These sites contain unit materials, online tests, communication tools and much more. You can access QUT Blackboard through QUT Virtual, from the QUT homepage, or go to: <http://blackboard.qut.edu.au>.

Your feedback

From the student feedback we have received so far, the thing most liked about QUT Blackboard is that all unit sites have the same main menu navigation. This means there is consistency when moving from one unit site to another.

However a number of students have commented that they would prefer to be automatically authenticated from QUT Virtual, and not be required to log into QUT Blackboard separately. We are currently undertaking developments to allow users to seamlessly move from one online system to the next. You will be notified as enhancements are made in this area.

Getting Help

Online self-help materials such as tip sheets and FAQs are available on the QUT Blackboard Support site at: www.ihss.qut.edu.au/blackboard/students/

Please direct all enquiries to the IT Helpdesk:

Email: ithelpdesk@qut.edu.au

Phone: (07) 3138 4000

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SMS to 'Ask a Librarian'

QUT Library has extended the 'Ask a Librarian' service to include enquiries via SMS (text messaging). 'Ask a Librarian' is a reference service where you can get help when searching for information and other library-related issues. You can contact Librarians in a variety of ways, including enquiring at a Library Helpdesk, by phone, email, chat, Windows Live Messenger, and now with SMS texting from your mobile phone.

The Ask a Librarian SMS service is available Monday to Friday, from 9am to 5pm. Please note that this service does not incur any extra communication charges.

For further information about 'Ask a Librarian' and its new SMS option go to:

www.library.qut.edu.au/ask.jsp

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Free upcoming workshops and seminars

QUT provides a number of free workshops and seminars designed to help you improve the quality and efficiency of your study and research methods.

Library Programs

QUT Library provides a suite of workshops to give you the information skills you need when researching and preparing assessment, including:

- Finding a Fulltext Journal Article
- Finding Information for your Assignments
- How to Reference
- Introductory (Getting Started) and Advanced Endnote (Working with Databases & Settings)
- Selecting and Searching a Databases
- Using the Library Catalogue

Go to <http://libcat.qut.edu.au/search/P> for more information.

Learning and Study Seminars

Academic Skills Advisors run interactive and activity-based sessions that focus on practical strategies to improve study and learning skills, including:

- Study and time management
- Reading and note-making skills
- Writing academically
- Mechanics of writing
- Editing and Proofreading
- Group work
- Presentations and PowerPoint
- Exam preparation

Go to www.talss.qut.edu.au/students/workshops.jsp for more information.

Online IT Training is also available for popular applications such as Microsoft Office software, Dreamweaver, Photoshop and more. Go to www.its.qut.edu.au/training/onlinetrain/ for more information.

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Know the rules: copying, storing, sharing and playing music

Copying music on QUT equipment

It is not legal to copy your music CDs to use on QUT equipment. Australian legislation stipulates that the only circumstance in which you can legally copy sound recordings, without the permission of the copyright owners, is by adhering to the following prerequisites:

- You must own a legitimate copy of the source recording from which you make your copy
- You may use the copy you make only for private and domestic purposes
- You may play the copy only on a device that you own.

If you do not abide by all these conditions, the copy you make will be infringing, unless you have obtained permission from the copyright owners.

Storing and playing music on QUT equipment

It is against [QUT Information Facilities Rules](#) to store or play infringing files on University equipment. Do not copy or play music from your CDs, or purchased from a legitimate site (e.g. Apple iTunes), unless you can prove that **(1)** you have permission from the copyright owners and **(2)** the music is for QUT-related purposes.

What happens if I get caught with infringing music files?

QUT logs network activity. These logs are used to manage IT resources, including detecting security breaches and resolving faults, and to investigate possible unlawful activity or breaches of QUT statutes and rules (see MOPP F/1.5.9 and Schedule 1 of QUT's Information Facilities Rules). If in the course of system maintenance, music files are discovered on university equipment, you will be asked to prove that you have the permission of the copyright owner and that the music is for QUT-related purposes.

Penalties for students in breach of QUT rules can include the suspension of their QUT Access account. Infringement of Australian Copyright Law can be a criminal offence and may result in a jail sentence.

More information

QUT Copyright Guide: www.tils.qut.edu.au/copyrightguide

QUT Information Facilities Rules: www.mopp.qut.edu.au/Appendix/append01cit.jsp

Please direct all enquiries to the QUT Copyright Officer, Mark Magner (email: m.magner@qut.edu.au | phone: 3138 4024).

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Journal articles sent straight to your computer desktop

QUT Library has recently made a significant improvement to its photocopy service. All articles requested from campuses other than your home campus (*Inter-Campus Copies*) or from Griffith University, which were previously provided as paper copies, will now be made available electronically, straight to your computer desktop.

Requests are still made online via the Library Borrowing Services page:

www.library.qut.edu.au/services/borrowing/.

This change will greatly improve delivery time, as copies will no longer have to be sent between branches by mail and you will receive an email immediately the document is posted to the server. The email will include some additional information about how to access your document.

The system will automatically remove your document after it is viewed or downloaded 5 times, or after 14 days have passed since you received your e-mail notification, whichever comes first.

You are still able to elect to receive your documents in paper form, for pickup at your home library.

Please note: Users must have Adobe Acrobat Reader (Version 5 or higher) installed to read these documents. Adobe Acrobat Reader can be downloaded from the [Adobe website](#), at no cost.

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Don't get caught-out: remember to set up your Challenge Response Answers.

Setting up your *Challenge Response Answers* means that if you forget your QUT Access password, you can quickly retrieve it online without needing to contact the IT Helpdesk.

Setting-up your questions

If you are a commencing student and logging into QUT Access for the first time, select the "*I wish to set up my Challenge Response answers*" option that appears on the page.

If you are an existing student, you can configure or change your Challenge Response answers by logging into QUT Access (<https://access.qut.edu.au>) and clicking on the "[Set/Challenge Response](#)" link.

Retrieving your password

If you forget your password and you wish to login to QUT Virtual for example, just click on the "forgotten your password" link below the text fields. You will be presented with the list of your previously selected questions, which you will need to answer. You will then be given an opportunity to choose another QUT password, allowing you access all your online resources.

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Please email any feedback about this eNewsletter or suggestions for improvement to:

qut.tilscomm@qut.edu.au

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