

Student eNews

February 2008

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

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QUT cite|write

QUT has released the University's new referencing, citation and academic writing guide, *QUT cite|write*. This publication has replaced the previous guide named "*The Written Assignment*", which will no longer be available.

QUT cite|write is a multi-format resource consisting of:

- **Two print booklets, with an accompanying folder** addressing referencing and citation standards (*QUT cite*) and academic writing standards (*QUT write*).
- **A supporting website** (www.citewrite.qut.edu.au) containing:
 - print-on-demand guides to citation
 - print-on-demand guides to academic writing

You can purchase a copy of *QUT cite|write* from any QUT Bookshop or you can print the *QUT cite|write* booklets from the website: *QUT write* and *QUT cite* www.citewrite.qut.edu.au

As a welcome gift, all commencing students are invited to collect their complimentary copy of *QUT cite|write* from Library Help Desks (while stocks last).

Important to note: due to variations in the Harvard style, amendments have been made to the examples used in the *QUT cite* booklet since it was printed. These changes are available as stickers which can be used to update the booklet. Stickers can be collected from Library Help Desks and QUT Bookshops.

Please direct all enquiries to the Library Help Desk, or via the Ask-a-Librarian service by email, phone, chat or SMS. Go to www.library.qut.edu.au/help/ask.jsp for details.

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Visit *kickSTART*, *studySMART* and get help with your studies at QUT!

The *kickSTART*, *studySMART* portal provides you with information and links to courses, services and resources that will assist you with your study at QUT.

Visit www.kickstart.qut.edu.au to find information on:

- Attending study & information workshops during semester
- Online tutorials for computing, academic and research skills
- Download and print guides to assist you with your studies

Become a successful student throughout your course and find the information you need to study effectively, go to: www.kickstart.qut.edu.au

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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 a continuing 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 to access all your online resources.

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Do you know how to contact the IT Helpdesk?

The IT Helpdesk can be contacted via the phone, or email.

Phone the IT Helpdesk on: 3138-4000

Email: ithelpdesk@qut.edu.au

You can **visit the IT Helpdesk** at:

Gardens Point (V lab - V block, level 2)	Monday - Friday: 7am – 9:45pm Weekends and public holidays (except Good Friday): 9am – 5:45pm
Kelvin Grove (R block, Level 2 opposite the main Library entrance)	Monday - Friday: 8am - 9pm Weekends and public holidays (except Good Friday): 10am - 3pm

Carseldine (The Red Lab – A block, level 2)	Monday - Thursday: 8am - 9pm Friday: 8am – 5pm Weekends and public holidays (except Good Friday): 10am - 3pm
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For more information on when and how you can contact the IT Helpdesk visit the website:
www.ithelpdesk.qut.edu.au

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New Library website

Searching for articles, books and databases has been improved with the release of the new Library website.

Search tools have now been made more easily accessible for regular users, in response to your positive feedback when the quick article search was trialled in late 2007. The Library homepage now hosts numerous links that direct you to specific searches including the Library catalogue, journal articles and unit readings. They have also expanded the number of searchable databases through the quick article search to over 70 and the prominent placement of 'My Library Profile' also facilitates the use of online self service functions.

The redesign of the Library's website is based on extensive usability testing and user feedback. One of the most heavily visited websites in the University; the Library's new site creates a user friendly environment that enables quick and easy navigation.

If you have suggestions for the new site, especially the layout and its usability we welcome your feedback. www.library.qut.edu.au/about/tellus.jsp

If you are having difficulty locating information on the new site, please phone or visit the Library Help Desk at your branch library.
www.library.qut.edu.au/inthelibrary/libraryhelpdesks.jsp

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New interactive learning space

There is a new interactive, group learning space coming to V Block, Level 2 at Gardens Point this semester.

Currently there is an experimental display area set up, where you can experience the new concept and provide your feedback or suggestions. V201, is only a snapshot of what will be coming soon. Visit the space and provide us with your feedback at ithelpdesk@qut.edu.au.

The space is intended to be a flexible learning environment that fosters group work collaboration. As a student you are able to enter a virtual environment which enables you to connect your own personal laptop to TeamSpot software. Through this software you can share project work, documents and artefacts in real-time with other group members.

Students are encouraged to "make the space work for them" with movable furniture and new technology.

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Protect your personal details on the web

The best defences to protect your identity on the web are to:

1. Apply patches to your computer
2. Install desktop security software and keep it updated
3. Turn on your computers Firewall
4. Use a hard-to-guess password and don't tell it to anyone
5. Avoid Spyware and Malware.

Australian Universities are currently being targeted by email phishing attacks, where the messages attempt to look like official QUT emails. Remember that QUT will never ask for your password via email.

Please note that you should never click on web links contained in suspicious email messages and be cautious when it comes to providing information about yourself on web sites and social networks like Facebook, Myspace and Second Life.

If you would like to learn more about IT Security go to www.qut.edu.au/security

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QUT Blackboard: Access your unit materials online

QUT Blackboard is now available for all faculties to access learning materials online.

The transition to QUT's new online learning and teaching system is nearing completion. QUT Blackboard enables remote engagement with online content, media and communications technologies by both students and staff.

In each unit site, QUT Blackboard offers a number of tools and activities allowing you to:

- Access and download unit related documents (print these documents yourself or via Flexiprint).
- Access to the Course Materials Database (CMD) of online readings for your unit.
- Communicate with teaching staff and other students. For example, discussion forums, or chat rooms.
- Submit online assessment items and undertake quizzes.
- In some units, students have the opportunity to build their own sections of the site. For example, wikis and blogs.

You can access QUT Blackboard through QUT Virtual, from the QUT homepage or go to: <http://blackboard.qut.edu.au>

Online self-help materials, such as tipsheets and FAQs, are available on the QUT Blackboard Support site: <http://www.talss.qut.edu.au/blackboard>

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Do you need to print Course Materials? Try Flexiprint

Flexiprint is a web based Print on Demand system that allows you to select and compile your own Print Pack from the Course Materials Database (CMD) and QUT Blackboard. It is a convenient and quality alternative to home printing and offers lower prices than lab printing.

Flexiprint is simple to use. All you need to do is select unit files from QUT Blackboard or CMD and send them to Flexiprint. Printing with Flexiprint gives you a number of payment and

collection options. You simply select the option that best suits your needs and pick up or have your print pack posted to you.

Take the hassle out of printing course materials and reduce your costs.

Visit <http://www.flexiprint.qut.edu.au>

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Please email any feedback about this eNewsletter or suggestions for improvement to:
qut.tilscomm@qut.edu.au