Australian School of Business

Information Systems, Technology and Management

Never Stand Still

Australian School of Business

INFS1602
INFORMATION SYSTEMS IN BUSINESS

Course Outline
Semester 1, 2012

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PART A: COURSE-SPECIFIC INFORMATION

1 STAFF CONTACT DETAILS

Position	Name	Email	Room	Phone
Lecturer-in-charge	Professor Patrick Finnegan	P.Finnegan@unsw.edu.au	QUAD 2096	9385 4449
Lecturer	Dr Daniel Schlagwein	Schlagwein@unsw.edu.au	Quad 2114	9385 6487
Tutor-in-charge	Dr Zixiu Guo	Z.Guo@unsw.edu.au	Quad 2108	9385 7174
Tutor	Ms Jill Moore	msjilloore@gmail.com	Quad 2119	9385 5320

The best way to contact your lecturer or tutor is via email or during their consultation times. Please note that only your UNSW email account will be used for formal notices and correspondence regarding the course.

Staff consultation times are available on Blackboard. You should email or phone staff to make an appointment if you wish to see them outside of their consultation times.

2 COURSE DETAILS

2.1 Teaching Times and Locations

The lecture is held Weeks 1-12 on Tuesday from 13.00 to 13.00 in Ritchie Theatre (K-G19-LG02). A repeat of the lecture is held on Tuesday from 16:00 to 17:00, in Central Lecture Block 6 (K-E19-103).

Please be in lectures and workshops no later than 5 minutes past the hour as late arrivals at classes are very disruptive.

Workshops are held each week from Week 2 to Week 13 and attendance at all workshops is compulsory. A list of workshop times and locations is available at http://www.timetable.unsw.edu.au/current/INFS1602.html. You must attend the workshop in which you are enrolled. If you wish to change workshops you must do so via the enrolment mechanism at http://my.unsw.edu.au.

Note: INFS1602 Workshops are streamed. Workshops 3335 (Friday 9-11), 3336 (Monday 2-4), 3341 (Wednesday 2-4) and 10748 (Thursday 5-7) are reserved for students enrolled in Information Systems, Computer Science/Engineering and Software Engineering degrees. See http://www.timetable.unsw.edu.au/current/INFS1602.html#S1S for streaming details.

Attendance at workshops is compulsory. You are expected to have attended 80% of all workshops to pass this course (10 out of 12 workshops). An attendance roll will be kept. If you are unable to attend your allocated workshop because of illness or misadventure then you should notify your tutor immediately (and give them a copy of your documentation e.g. doctor's certificate).

Computer Laboratories

A list of laboratory times and locations is provided on Blackboard. Laboratories are provided for you to take quizzes and undertake a range of self-study and interactive sessions associated with the course. learn the Web development software used for your Group Assignment. Lab sessions are self study i.e. a tutor will not be present. You can download the self-study guide for the software from Blackboard.

2.2 Units of Credit

Information Systems in Business (INFS1602) is 6 Units of Credit
There is no parallel teaching in this course.

2.3 Summary of Course

INFS1602 is a foundational course that introduces students to the use of Information Systems (IS) in business and society. It aims to give students an appreciation of how existing and emerging technology affects:

(i) The operation and management of businesses,
(ii) The relationships that businesses have with external entities (customers, suppliers, regulators etc.), and
(iii) The products and services that businesses can offer.

2.4 Course Aims and Relationship to Other Courses

The course aims to further student development as scholars and future business professionals by refining their communication and group-work skills, improving their time management, and assisting their development of research skills.

If you are studying Information Systems then INFS1602 is the introduction to the area and is a prerequisite for most Stage 2 & 3 information systems courses. The material that you cover in this course will be built upon in the more advanced IS courses.

If you are studying accounting, finance, marketing or any other business course, INFS1602 will give you an understanding of how this important aspect of the business works as well as improving your understanding of how businesses work in general. The course will explore the key systems that are used by accountants, marketing professionals and financial managers. As INFS1602 does not assume any experience with technologies you will find that it fits easily with your background and it will sit well within your degree programme. If you intend to become an accountant then INFS1602 is very important as it is a prerequisite for becoming a Certified Practicing Accountant (CPA). By taking INFS1602 you also open up the possibility of doing more advanced business oriented IS courses such as IS Audit.

If you are studying software engineering or computer science then INFS1602 will give you an understanding of the business context in which your software and technology will be used, hence improving your capacity to build and deliver the quality systems that organisations want and need.

2.5 Student Learning Outcomes

By the end of this course, you should be able to:

1.	Discuss IS components and their use
2.	Explain how data storage affects the use of information
3.	Identify different approaches for developing information systems
4.	Illustrate how organisations could use IS to improve organisational / managerial efficiency & effectiveness
5.	Propose how an organisation could use information systems and technology (IS/IT) to compete in a global marketplace
6.	Evaluate the range of cultural, security, privacy & ethical issues facing individuals and organisations as a result of IS/IT
7.	Assess the suitability of various IS infrastructure options
8.	Construct a prototype system using a range of available technologies
9.	Communicate an argument in oral and written form

ASB Graduate Attributes

This course contributes to your development of the following Australian School of Business Graduate Attributes, which are the qualities, skills and understandings we want you to have by the completion of your degree:

Learning Outcomes	ASB Graduate Attributes	ASB GA No.
4,5,6,7,8	Critical thinking and problem solving	1
9	Communication	2
5,8	Teamwork and leadership	3
1,2,6	Social, ethical and global perspectives	4
1,2,3	In-depth engagement with relevant disciplinary knowledge	5
4,5,6,7,8,9	Professional skills	6

To see how the ASB Graduate Attributes relate to the UNSW Graduate Attributes, refer to the ASB website (Learning and Teaching >Graduate Attributes).

3 LEARNING AND TEACHING ACTIVITIES

3.1 Approach to Learning and Teaching in the Course

The field of Information Systems is exciting, innovative and dynamic. New technologies and new ways of doing things are emerging all of the time. Nothing stays the same for very long! Such a fast moving environment means that not only do we need to learn about information systems today, but we need to learn how to continue learning about information systems in the future in order to effectively utilise them for innovative business practices. This course aims to equip you with the necessary understanding of IS fundamentals, as they stand, and also equip you with critical thinking tools and techniques that will allow you to understand IS in the future.

Information systems are complex things that are an integral part of every business and our society. Information systems are difficult to study in the abstract and are best understood through the use of real world examples and case-studies, from which we then look for theory to explain their behaviour. Our course takes this approach – lots of cases and examples from which we distil our understanding of what IS are, how they are (and should be) used, and how they are best acquired.

We will cover a lot of material in INFS1602, so it is vital that you study from Week 1. This means you should read the set chapters in the textbook and prepare for your workshops. The course team will facilitate your learning by providing the guidance as to what you need to study, and working with you on problems you may encounter. It is, however, your responsibility to make a concerted and timely effort to study. If you make this effort you will find the material interesting, the course worthwhile and the interaction with you fellow students stimulating. You should also do well.

3.2   Learning Activities and Teaching Strategies

The course involves three key components – lectures, workshops, and your private study.

Each lecture will focus on the topic outlined for that week (see section 7). The lecture will help you understand the organisational and societal context in which IS are built and utilised, and will provide guidance on how to use workshops, laboratories and private study to improve your understanding.

A lecture slide pack for each week will be supplied to you 24 hours before the lecture via the course site on Blackboard. This is a 'skeleton' pack only. You are advised to take notes during the lecture to supplement the slides.

Workshops will help build your understanding of each course topic through the application of what you have learnt in the lecture to case-study and real-life scenarios. They also give you the opportunity to discuss your work with your colleagues, and hence gain an indication of your own progress. Further information on workshop preparation and participation is provided in section 4, and will be discussed in your first workshop.

Your private study is the most important component of this course. The textbook and accompanying website contain self assessment exercises to help you. The self assessment exercises are designed to test your understanding of the topic at hand and include review questions, application questions and discussion questions of varying difficulty. The course site on Blackboard will provide you with access to recent news articles and videos on current IS issues. The readings, self assessment exercises and your own topic summaries form the basis of an excellent private study regime. Keeping up-to-date is very important.

Peer Assisted Study Sessions (PASS). PASS are free, weekly, out-of-class study sessions available to all students enrolled in INFS1602. They are facilitated by a leader (or leaders) who are students who have previously and successfully completed the course. Attending PASS regularly can help you to:

- Deepen your understanding of the course content
- Develop skills for independent university study

- Make friends
- Feel more confident in your studies

PASS sessions begin in week 3. Timetables for the PASS groups will be made available on the Blackboard website. There's no need to register. It is recommended that you attend the same group regularly but there is no obligation. You can even attend more than one PASS group a week if you like. You can also choose to attend some weeks but not others.

4 ASSESSMENT

4.1 Formal Requirements

To receive a pass grade in this course, you must meet ALL of the following criteria:
- ❑ Attain an overall mark of at least 50%.
- ❑ Attend at least 80% of all scheduled classes.
- ❑ Attain a satisfactory performance in each component of the course. A mark of 45 percent or higher is normally regarded as satisfactory.
- ❑ Attain a mark of at least 45% in the final exam.

The School reserves the right to scale final marks to a mean of 60%.

It should be noted that group members are expected to work in an harmonious and professional fashion which includes adequate management of non-performing members. You will be required to evaluate the contribution of each group member (including yourself) in the all group work. The mark assigned to each member of the group may be scaled based on peer assessment of each member's contribution to the task.

4.2 Assessment Details

Assessment Task	Weighting	Learning Outcomes assessed	ASB Graduate Attributes assessed	Due Dates
Workshop Preparation and Participation	10%	1-7	1,2,3,5	Weeks 2 to 13 Workshop
Quizzes	10%	1-7	1,2,3,5	Weeks 2 to 11 Blackboard.
Group Assignment A	15%	5,9	1,2,3,6	Week 7
Group Assignment B	15%	4,7,8,9	1,2,3,6	Week 12
Final Exam	50%	1-9	1,2,5,6	During examination period

Workshop Preparation and Participation (10%)

This assessment has been designed to develop your analysis and critical thinking skills and improve your understanding and appreciation of information systems in business. It will also improve your communication skills, group-work skills, time management and personal organization.

You are expected to prepare for workshops by reading the textbook and the case studies set for that week. In addition, you should read/view supplementary material (articles/videos) provided on Blackboard. During workshops you are expected to actively participate in class activities, group discussion, class presentation and answer questions that have been posed during the class. Expectations for workshop preparation and participation will be discussed in your first workshop. The marking scheme is available on Blackboard.

Please note that attendance, preparation and participation will also be assessed during the online workshops in weeks 6 and 8.

Quizzes (10%)

A short quiz consisting of 10 questions will be available on Blackboard each week from week 2 to week 11 during the semester (i.e. 10 quizzes in total). Each quiz will allow you to test your knowledge of the chapter set as required reading for that week.

Each quiz will be available from 5pm Tuesday to 5pm Friday. The recommended time for completing the quiz is 5 minutes. A timer is provided. However, the quiz will not automatically close. The mark for a quiz will only be counted towards you final mark if you complete the quiz and stop the timer within 10 minutes. The first quiz will be available from Tuesday March 26th (week 2). Your overall mark will be the average of the 8 quizzes with the highest marks i.e. you can elect not to take two quizzes or have the two lowest results excluded from the final assessment.

It is your responsibility to ensure that you have sufficient time and access to Blackboard to complete quizzes. You are advised to take the quiz on a computer in one of the ASB computer laboratories. See Blackboard for times and locations.

You are advised not to take a quiz either off campus or on a wireless connection on campus. Blackboard is likely to be slower off campus and on wireless connections, so it may take longer for questions to load. Double clicking will not speed up the process and may affect your ability to complete the quiz. If this occurs, you may receive an Access denied error message. If so, click 'Cancel' to return to the quiz—clicking Log In will trigger a further error and your entire quiz attempt will be invalidated.

To avoid problems:

- Use one of the following browsers: IE7 or 8, Firefox 3.6.

- Enable pop-up windows (i.e. disable pop-up blockers).

- Avoid double-clicking on the navigation (*next* and *previous* question button) and *Save* buttons in the quiz window.

- Leave 5 to 10 seconds between clicking Save Answer and clicking to the following question. If the next question doesn't display immediately, wait rather than clicking the Next Question button again.

- Use the buttons within the quiz—avoid using the browser's Back or Forward buttons.

In addition, the settings on your browser or computer may interfere with the proper operation of the quiz.

There will be no opportunity to undertake supplementary quizzes.

Group Assignments (30%)

Part A (15%). This assignment involves writing a report recommending a start-up strategy for a new online company. The business report will entail recommending an appropriate business model, designing the strategy for the use of information systems in the business, and outlining opportunities to capitalise in emerging technologies. The full case study and assignment will be available on Blackboard from Week 1.

Part B (15%). This assignment involves writing a report examining possible enterprise system infrastructures for a company. The assignment will entail conducting research on available software solutions and recommending and appropriate infrastructure. The full case study and assignment will be available on Blackboard from Week 1.

Both group assignments will be undertaken in <u>groups of two or three</u> (from the same workshop), and will consist of two deliverables that will be submitted using *Turnitin*. Detailed feedback on your performance on each deliverable will be provided using *ReView*. Marks for each deliverable will be available in the GradeCentre on *Blackboard*, three days after the feedback is provided in *ReView*. Further details on using *Turnitin* and *ReView* will be provided in lectures and workshops.

Note: A mark of zero will be awarded for assignments submitted by individuals or by groups larger than three.

Final Examination (50%)

The final examination will be held during the formal end-of-session examination period. The final examination will cover ALL TOPICS in this Course, and will be based on material from lectures, workshops and the textbook. The aim of the final examination is to enable you to demonstrate that you have achieved all the Learning Objectives for this course. Further details of the exam will be provided in the Week 12 lecture.

4.3 Late Submission

The late submission of assignments carries a penalty of 10% of the maximum marks available for that assignment per day of lateness (including weekends and public holidays), unless an extension of time has been granted. An extension of time to complete an assignment may be granted by the lecturer-in-charge in case of misadventure or illness. Applications for an extension of time should be made to the lecturer-in-charge by email or in person. You will be required to substantiate your application with appropriate documentary evidence such as medical certificates, accident reports etc. Please note that work commitments and computer failures are usually considered insufficient grounds for an extension.

Quality Assurance
The ASB is actively monitoring student learning and quality of the student experience in all its programs. A random selection of completed assessment tasks may be used for quality assurance, such as to determine the extent to which program learning goals are being achieved. The information is required for accreditation purposes, and aggregated findings will be used to inform changes aimed at improving the quality of ASB programs. All material used for such processes will be treated as confidential and will not be related to course grades.

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5   COURSE RESOURCES

The prescribed textbook for the course is:

- Information Systems: Enabling Business In A Digital World, Second Edition, 2012. Pearson Australia Custom Publication. [ISBN: 9781442563292].

This textbook is necessary to help you to prepare for Lectures, workshops and quizzes, It will also be needed to help you prepare for the final examination. The textbook can be purchased from the university bookshop. It will also available as an eBook. To purchase an eBook, you need to purchase a value pack on www.pearson.com.au

6   COURSE EVALUATION AND DEVELOPMENT

Your feedback at the end of this course is a valuable tool to help us assess our current course design and introduce further improvements in the future. UNSW's Course and Teaching Evaluation and Improvement (CATEI) process is an important way in which student evaluative feedback is gathered systematically from all courses. We will also add some more specific forms of evaluation, including informal feedback, at the end of semester. Given our approach to teaching and learning and the role of students in these processes, we see students' evaluation as an integral part of teaching and learning. As a result of student feedback in previous years, we have significantly revised the delivery of workshops and computer laboratories as well as the course assessment. We believe that these changes will result in an enhanced learning experience for semester 1 2012, and we look forward to receiving your feedback on the changes.

7 COURSE SCHEDULE

Lecture Schedule

Lectures start in Week 1 and finish in Week 12.

LECTURE SCHEDULE		
Week	Topic	Reference
Week 1 27 Feb	Information Systems and IS Professionals in Global Business	Chapter 1
Week 2 5 March	Information Systems, Organizations, and Strategy	Chapter 2
Week 3 12 March	Enabling Commerce using the Internet	Chapter 3
Week 4 19 March	Web 2.0	Chapter 4
Week 5 26 March	Enterprise Information Systems	Chapter 5
Week 6 2 April	Decision Support and Business Intelligence	Chapter 7
Mid-Session Break: Week 9-13 April		
Week 7 16 April	Supply Chain and Customer Relationship Management Systems	Chapter 6
Week 8 23 April	Building Information Systems	Chapter 8
Week 9 30 April	Managing Projects	Chapter 9
Week 10 7 May	Securing Information Systems	Chapter 10
Week 11 14 May	Ethical and Social Issues in Information Systems	Chapter 11
Week 12 21 May	Review	
Week 13 28 May	NO LECTURES	

Workshop Schedule

Workshops start in Week 2 and finish in Week 13.

Workshop SCHEDULE		
Week	Topic	Reference
Week 1 27 Feb	NO TUTORIALS	
Week 2 5 March	Information Systems and IS Professionals in Global Business	Chapter 1
Week 3 12 March	Information Systems, Organizations, and Strategy	Chapter 2
Week 4 19 March	Enabling Commerce using the Internet	Chapter 3
Week 5 26 March	Web 2.0	Chapter 4 Chapter 12, Section 1
Week 6 2 April	Enterprise Information Systems Note: Workshops are online this week	Chapter 5
Mid-Session Break: Week 9-13 April		
Week 7 16 April	Decision Support and Business Intelligence	Chapter 7 Chapter 12, Section 2
Week 8 23 April	Supply Chain and Customer Relationship Management Systems Note: Workshops are online this week	Chapter 6
Week 9 30 April	Building Information Systems	Chapter 8
Week 10 7 May	Managing Projects	Chapter 9 Chapter 12, Section 3
Week 11 14 May	Securing Information Systems	Chapter 10
Week 12 21 May	Ethical and Social Issues in Information Systems	Chapter 11
Week 13 28 May	Exam Preparation	Chapters 1-12

PART B: KEY POLICIES, STUDENT RESPONSIBILITIES AND SUPPORT

1   ACADEMIC HONESTY AND PLAGIARISM

The University regards plagiarism as a form of academic misconduct, and has very strict rules regarding plagiarism. For UNSW policies, penalties, and information to help you avoid plagiarism see: http://www.lc.unsw.edu.au/plagiarism/index.html as well as the guidelines in the online ELISE and ELISE Plus tutorials for all new UNSW students: http://info.library.unsw.edu.au/skills/tutorials/InfoSkills/index.htm.

To see if you understand plagiarism, do this short quiz:
http://www.lc.unsw.edu.au/plagiarism/plagquiz.html
For information on how to acknowledge your sources and reference correctly, see:
http://www.lc.unsw.edu.au/onlib/ref.html

For the *ASB Harvard Referencing Guide*, see ASB Referencing and Plagiarism webpage (ASB >Learning and Teaching>Student services>Referencing and plagiarism)

2   STUDENT RESPONSIBILITIES AND CONDUCT

Students are expected to be familiar with and adhere to university policies in relation to class attendance and general conduct and behaviour, including maintaining a safe, respectful environment; and to understand their obligations in relation to workload, assessment and keeping informed.

Information and policies on these topics can be found in the 'A-Z Student Guide': https://my.unsw.edu.au/student/atoz/A.html. See, especially, information on 'Attendance and Absence', 'Academic Misconduct', 'Assessment Information', 'Examinations', 'Student Responsibilities', 'Workload' and policies such as 'Occupational Health and Safety'.
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2.1   Workload

It is expected that you will spend at least **ten hours** per week studying this course. This time should be made up of reading, research, working on exercises and problems, and attending classes. In periods where you need to complete assignments or prepare for examinations, the workload may be greater.

Over-commitment has been a cause of failure for many students. You should take the required workload into account when planning how to balance study with employment and other activities.

2.2   Attendance

Your regular and punctual attendance at lectures and seminars is expected in this course. University regulations indicate that if students attend less than 80% of scheduled classes they may be refused final assessment.

2.3   General Conduct and Behaviour

You are expected to conduct yourself with consideration and respect for the needs of your fellow students and teaching staff. Conduct which unduly disrupts or interferes with a class, such as ringing or talking on mobile phones, is not acceptable and students may be asked to leave the class. More information on student conduct is available at: https://my.unsw.edu.au/student/atoz/BehaviourOfStudents.html.

2.4   Occupational Health and Safety

UNSW Policy requires each person to work safely and responsibly, in order to avoid personal injury and to protect the safety of others. For more information, see http://www.ohs.unsw.edu.au/.

2.5   Keeping Informed

You should take note of all announcements made in lectures, tutorials or on the course web site. From time to time, the University will send important announcements to your university e-mail address without providing you with a paper copy. You will be deemed to have received this information. It is also your responsibility to keep the University informed of all changes to your contact details.

3   SPECIAL CONSIDERATION AND SUPPLEMENTARY EXAMINATIONS

You must submit all assignments and attend all examinations scheduled for your course. You should seek assistance early if you suffer illness or misadventure which affects your course progress.

General Information on Special Consideration:
1. For assessments worth 20% or more, all applications for special consideration must go through UNSW Student Central (https://my.unsw.edu.au/student/academiclife/StudentCentralKensington.html) and be lodged within 3 working days of the assessment to which it refers.
2. If an assessment task is worth less than 20% of the total course assessment, UNSW Student Central will not accept the special consideration unless the student can provide a Medical Certificate that covers three consecutive days.

3. Applications will **not** be accepted by teaching staff, but you should notify the lecture-in-charge when you make an application for special consideration through UNSW Student Central;
4. Applying for special consideration **does not** automatically mean that you will be granted a supplementary exam;
5. Special consideration requests **do not allow** lecturers-in-charge to award students additional marks.

ASB Policy on requests for Special Consideration for Final Exams in Undergraduate Courses:
The policy of the School of Information Systems, Technology and Management is that the lecturer-in-charge will need to be satisfied on each of the following before supporting a request for special consideration:

1. Does the medical certificate contain all relevant information? For a medical certificate to be accepted, the degree of illness, and impact on the student, must be stated by the medical practitioner (severe, moderate, mild). A certificate without this will not be valid.
2. Has the student performed satisfactorily in the other assessment items? Satisfactory performance would require at least 45% in assignments <u>and</u> meeting the obligation to have attended 80% of tutorials.
3. Does the student have a history of previous applications for special consideration? A history of previous applications may preclude a student from being granted special consideration.

Special Consideration and the Final Exam:
Applications for special consideration in relation to the final exam are considered by an ASB Faculty panel to which lecturers-in-charge provide their recommendations for each request. If the Faculty panel grants a special consideration request, this will entitle the student to sit a supplementary examination. No other form of consideration will be granted. The following procedures will apply:

1. Supplementary exams will be scheduled centrally and will be held approximately two weeks after the formal examination period. The dates for ASB supplementary exams for Session 1, 2012 are:
   10 July 2012 – exams for the School of Accounting
   ***11 July 2012** – exams for all Schools other than Accounting and Economics*
   12 July 2012 – exams for the School of Economics
   If a student lodges a special consideration for the final exam, they are stating they will be available on the above dates. Supplementary exams will not be held at any other time.
2. Where a student is granted a supplementary examination as a result of a request for special consideration, the student's original exam (if completed) will be ignored and only the mark achieved in the supplementary examination will count towards the final grade. Failure to attend the supplementary exam will not entitle the student to have the original exam paper marked and may result in a zero mark for the final exam.

If you attend the regular final exam, you are extremely unlikely to be granted a supplementary exam. Hence if you are too ill to perform up to your normal standard in the regular final exam, you are strongly advised not to attend. However, granting of a supplementary exam in such cases is not automatic. You would still need to satisfy the criteria stated above.

The ASB's Special Consideration and Supplementary Examination Policy and Procedures for Final Exams for Undergraduate Courses is available at: http://www.asb.unsw.edu.au/currentstudents/resources/forms/Documents/supplementaryexamprocedures.pdf.

4   STUDENT RESOURCES AND SUPPORT

The University and the ASB provide a wide range of support services for students, including:
- **ASB Education Development Unit (EDU)** (www.business.unsw.edu.au/edu) Academic writing, study skills and maths support specifically for ASB students. Services include workshops, online and printed resources, and individual consultations. EDU Office: Room GO7, Ground Floor, ASB Building (opposite Student Centre); Ph: 9385 5584; Email: edu@unsw.edu.au
- **Blackboard eLearning Support:** For online help using Blackboard, follow the links from www.elearning.unsw.edu.au to *UNSW Blackboard Support / Support for Students.* For technical support, email: itservicecentre@unsw.edu.au; ph: 9385 1333
- **UNSW Learning Centre** (www.lc.unsw.edu.au) Academic skills support services, including workshops and resources, for all UNSW students. See website for details.
- **Library training and search support services:** http://info.library.unsw.edu.au/web/services/services.html
- **IT Service Centre:** Technical support for problems logging in to websites, downloading documents etc. https://www.it.unsw.edu.au/students/index.html UNSW Library Annexe (Ground floor)
- **UNSW Counselling and Psychological Services** (http://www.counselling.unsw.edu.au) Free, confidential service for problems of a personal or academic nature; and workshops on study issues such as 'Coping With Stress' and 'Procrastination'. Office: Level 2, Quadrangle East Wing; Ph: 9385 5418
- **Student Equity & Disabilities Unit (**http://www.studentequity.unsw.edu.au) Advice regarding equity and diversity issues, and support for students who have a disability or disadvantage that interferes with their learning. Office: Ground Floor, John Goodsell Building; Ph: 9385 4734