



STUDENT GUIDE

UNION HOUSE CAMPUS

All of the services available to students studying at the Otara campus of Manukau Institute of Technology are available to students studying at this campus. In many cases, special arrangements have been made for you to access these services without travelling to Manukau. This information sheet outlines those special arrangements that have been made. Where no information is given in this sheet, the service may only be available by travelling to Otara, however, please contact Reception on Level 3 at the Maritime School, where staff may be able to offer alternative suggestions.

Chaplaincy

This service is available by contacting the Health Centre or alternatively contacting Reception in the Maritime School Office. Staff will then arrange this for you.

Child Care

This is available from

AIT Child Care Centre
Wellesley Street
Auckland City
ph 307 9804

or

Kindercare
cnr Albert and Swanson Sts
Auckland City
ph 358 1550

Complaints

At Manukau Institute of Technology we have a commitment to provide excellent service to our customers. A quick chat to the Director/Programme Coordinator of the area concerned is often all that is needed to resolve the problem. If the issue is not resolved to your satisfaction at this stage, they will take personal responsibility for ensuring your complaint is investigated and acted on.

If you need further help or advice about your concern please contact the Student Centre

North Campus NP 108
South Campus G block

Computer Facilities

Access to the Computer labs on Levels 1 and 2 is available to enrolled students at any time, when there is not actually a class present. Please refer to your weekly timetable as to when the room will be in use. Students are reminded that during GMDSS courses, Room 24 may not be available at all during the week until after 1730 hours. Please refer to the advanced schedule for these courses and ensure that assignment work is completed around this limitation.

There are also ten computers available for student use in the Library on Level 3. To gain access to computers in the school, students must have a current enrolment and know their student ID and password. These numbers can be obtained from Reception.

Counselling

A counsellor is prepared to meet students at Union House on an “as required” basis subject to commitments at the Manukau Campus. Please contact Reception where staff will take bookings for this service. Alternatively, if the counsellor is unable to travel to Union House, staff will make an appointment for you at Manukau and the School may be able to provide travel assistance to get there.

Course Liaison

Please contact Tim Wilson or any of the lecturers for course advice.

Facsimile Communications

The School is happy to receive fax communication addressed clearly to you. We will pass it to you at the first available opportunity but will not disturb a class to do so. The fax number is 09 379 4999 and we ask that the addressing of the fax also includes which course you are studying.

We are also normally prepared to send a fax on your behalf although we will make a charge for this service. On occasion, the fax machine may be in heavy use for school business and there may be a delay in being able to send such communication. The School accepts no liability whatsoever arising by offering this service.

First Aid Kit

This is held in the staff room. Please request first aid at Reception.

Harassment

Paul Sands is the nominated contact person at the Maritime School if you wish to discuss policy or believe that you are being harassed. If you are unsure about where to locate Paul, please contact Reception where staff will be able to direct you. Under no circumstances will harassment be tolerated by staff members or by students within the School environment.

ID Cards

Students who are enrolled and have paid their fees or made an arrangement to pay their fees e.g. student loan, are entitled to a Student ID card. Verification of payment will be required. There is NO charge for the first card, however a replacement card will cost \$10. .

In order to obtain an ID card your photo will be taken in class groups by staff using the school's digital camera. These photo files are then transferred to MIT where the cards are printed and returned to the Maritime School. At the beginning of the year when demand is high it may take a few days for the cards to be processed.

International Students

Rosita Bakker, Julian Joy and Louise Deehan-Owen have primary responsibility for supporting international students at this campus. Please see them if you have a problem. Staff from the International Centre will also visit Union House on request to provide their services.

Please contact Reception where staff will make the necessary arrangements.

Jasper

Jasper Online is MIT's online student administration system and was launched at the end of 2003. It allows students to:

- View and update their personal details
- View their current and past results
- View their current and past enrolments
- View their current timetable

How to logon to Jasper Online

Use the following address to log-on to Jasper Online <http://jasper.manukau.ac.nz>

To logon to Jasper Online you must know your student logon and email/internet password. This will become your Jasper Online logon. If you do not know your logon or password please contact ICTS helpdesk on helpdesk@manukau.ac.nz or 968 8000 ext 4999

If you have any other problems or questions relating to your logon or Jasper Online contact jasperonline@manukau.ac.nz or phone 968 8000 ext. 8360

Library

The Maritime School Library on Level 3 is available to students during normal school hours. It is largely a reference Library however students may borrow books for a 24-hour period. To do this they must check the book out with staff at Reception and check it back in when the 24 hour period is up. Because certain books are required at the same time by a large number of students they are available on 2 hour loan only. **It is the student's responsibility to return library books to reception and ensure they are signed back in.** A list is produced weekly of students with overdue books. Failure to return the book will result in the student being charged for the replacement copy and may hold up the release of results.

If a student wishes to borrow a book for a longer term they must request the book through the Library at Manukau Institute of Technology, who will in turn request a transfer of the book through administration staff at the Maritime School. The student may then borrow the book through the MIT Library for the normal lending period.

Anyone who tries to remove books from the Maritime School Library unauthorised will activate an alarm set up at the entrance to the Library.

NO BAGS, FOOD OR DRINK ARE PERMITTED IN THE LIBRARY

Lost Property

Please contact Reception.

Mail Boxes

Mail with the correct postage will be accepted at Reception and posted with the School's mail. A Post Shop is located on the corner of Customs and Commerce Streets on the ground level of the Citibank building. Please contact staff at Reception for directions.

Medical

Students may use the subsidised Healthcare available from the Health Centre at Manukau. Reception will tell you how to contact the Health Centre. Emergency medical care is available at the following locations:

Auckland Metro Doctors

or

City Med

5th Floor, Dingwall Building
87 Queen St

Ph 377 5525

Quay West Building
Cnr Mills Lane and Lower
Albert Street
Ph 373 4621

Microwaves

2 microwaves are available in the Level 2 student common area. There is also a fridge and dishwasher for student use in this area.

Money Machines

There are several located in the Downtown Centre in Queen Elizabeth Square. Contact staff at Reception for directions.

Parking

There is no student parking available at the Maritime School, however free all day parking is available on Quay Street between Tooley Street and the Fergusson Container Terminal. This parking fills reasonably early but there are normally spaces available until at least 0745.

Parking is available behind the Maritime School for \$13 a day at Auckland City Council sites. There is also a Wilson Car Park on Quay Street, next to Foodtown, which charges \$11 a day if parked before 10.00am.

Trains and buses to most areas leave from the Britomart Transit Centre located behind the Maritime School building. Tertiary train tickets are available at reception.

Photocopiers

A student copier is available in the Library on Level 3. A card to operate this machine must be purchased from staff at Reception at an initial cost of \$10.00, which includes a \$5 bond and \$5 worth of copying (50 copies @ 10 cents each). Subsequent cards may be purchased for \$5 and the \$5 bond refunded on the return of the photocopying card. Any photocopying done on the staff photocopier will be charged at .20c per page.

Refrigerator

A student fridge is provided by the School and available in the Level 2 student common area. Space may also be available in the staff fridge for special items. Please contact Reception if you wish to store anything in the staff fridge.

Security

Any security issues should immediately be reported to Tim Wilson or staff at Reception. They will initiate the required actions.

Student Common Room

It is the responsibility of all students using this area to keep it clean and tidy. Students must provide their own cup or mug for tea or coffee and wash it themselves after use. Cups may be left in the dishwasher for washing overnight. If students require any replacement cleaning supplies please contact Reception.

Students Services

Students Services offices are available on both South and North Campuses offering a range of services and representatives will visit the Maritime School on request.

Telephones

A free phone for student use is available in the Level 2 student common area. This phone is toll barred. Coin and card phones are available in Queen Elizabeth Square. Please ask for directions from staff at Reception. Under special circumstances, you may be able to use a phone within the school to make private calls or a toll call. You

will probably be charged for toll calls. This service can only be offered where it causes minimum disruption and inconvenience to school staff.

Bikes

Under no circumstances should bikes be brought into the building. Bike racks are available at the side of the building.

Lifts

Students must not use lifts between floors. Stairs allocated beside the lifts are to be used. Access only from the ground floor.

Smoking/Congregation

Students will not be permitted to smoke or congregate in front of or outside the building. There are areas / seats available behind the building and at the Britomart centre.