

# Enrol and Connect

A Guide for New Students

November 2023





# Welcome to RMIT University



It is my great pleasure to welcome you to RMIT University.

At RMIT we are prepared for today and ready for what comes next, because our University is built on a spirit of resilience and a proven ability to adapt with the times.

In a complex environment, we continue to learn and change while remaining united around our purpose of providing transformative experiences for our students, and shaping the world with research, innovation, teaching and industry engagement.

Strong partner connections forged over 134 years and deep collaboration with industry remain integral to RMIT's leadership in education, applied and innovative research, and to the development of our graduates into highly skilled global citizens.

We are committed to preparing all our students with the skills and experience they need to achieve their goals and contribute to a changing world.

This is the start of an exciting journey and you'll have the company of over 96,000 students in Australia, Asia, Europe and beyond. RMIT is a community, and I want you to feel part of it from the beginning.

I encourage you to make the most of what is on offer at RMIT and we will be here to support you as you make new friends, build your global networks, gain industry experience and develop your skills.

Best wishes.

**Professor Alec Cameron**  
**Vice-Chancellor and President**  
**RMIT University**

# Students website



Find what you need online.

## Students home page

The students website provides information and links to:

- systems and resources
- your important dates
- information on how to enrol, apply for credit and leave of absence, change or cancel your program enrolment and more.

> Go to [rmit.edu.au/students/my-course/partners-outside-australia](https://rmit.edu.au/students/my-course/partners-outside-australia).

## Your Important Dates

Each year RMIT publishes a list of important dates for students studying at partner institutes outside Australia.

Important dates include:

- enrolment session dates
- class start date
- last date to add your courses
- census date
- exam period
- result release date.

The census dates are especially important as these are deadlines to take important actions, such as to drop courses or apply for leave of absence without a financial penalty and a withdrawn grade.

> Go to [rmit.edu.au/students/my-course/important-dates](https://rmit.edu.au/students/my-course/important-dates).

# How to access RMIT systems



Use your RMIT ID or email address, password and multi-factor authentication (MFA) to access RMIT systems.

Let's get you set up to access RMIT systems!

> Go to [rmit.edu.au/students/support-services/it-support-systems/id-password#log-in-first-time](https://rmit.edu.au/students/support-services/it-support-systems/id-password#log-in-first-time) and complete all steps under the heading **Log in for the first time**.

Expand all sections 	
Step 1. Determine your RMIT ID or email and temporary password	
Step 2. Change your password	
Step 3. Set up your self-service details	
Step 4. Register for multi-factor authentication	

## Don't know your RMIT ID?

Your RMIT ID is the letter 's' followed by your 7-digit student number (excluding any additional letters). You can find it listed in your offer or RMIT Welcome email sent to your personal email account.

## Your RMIT ID

S _ _ _ _ _ _ _
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## Your RMIT email address

S _ _ _ _ _ _ _ @student.rmit.edu.au
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## Need help?

If you need help setting up your RMIT login details, go to RMIT's [IT Connect page](#) and click the **Chat** button at the bottom-right of the page. A staff member will be able to assist you. Operating hours: 8am–6pm (AEST) Mon–Fri, 8am–1pm (AEST) Sat, excluding public holidays.

# Microsoft Outlook and Office 365



RMIT provides all students with a free Microsoft Outlook email account.

## Your RMIT student email

Your RMIT student email account is the primary means of communication between you and RMIT. You'll receive important emails from your lecturers, as well as enrolment notifications and confirmations.

Log in at least twice a week to ensure you stay up to date with important University messages and deadlines. For login instructions see page 4.

You are required to check and read your RMIT student email account regularly. RMIT won't vary a deadline because you didn't receive or read information sent to you. You can forward your RMIT student email address to another email account, visit [rmit.edu.au/students/support-services/it-support-systems/email](https://rmit.edu.au/students/support-services/it-support-systems/email) for further information.

Important: RMIT is required to remove your access to all student systems when you are no longer a student in order to comply with our obligations under the Telecommunications (Interception and Access) Act 1979. Please be aware that this means that you will not be able to access your RMIT student email account and any emails within this account when you are no longer enrolled.

## Office 365 resources

As an RMIT student, you can access Microsoft's range of software, including Word, Excel, Powerpoint and more.

You can find resources on how to make the most of Office 365 access by visiting [rmit.edu.au/students/support-services/it-support-systems/software-apps](https://rmit.edu.au/students/support-services/it-support-systems/software-apps).

> Access your RMIT email account via the Outlook login page: [outlook.office.com](https://outlook.office.com).

# Enrolment Online



Manage your enrolment and student record using RMIT's Enrolment Online system.

## Enrol (add, drop or change classes)

This is how you'll enrol for each year of your program.

RMIT and your partner institution will always provide instructions on how to complete your enrolment for each year of your program.

## View academic history/results

Find your entire enrolment history, results and grade point average (GPA) via your Academic History document.

## View Statement of Enrolment (SoE)

This is your official statement which confirms your program and course enrolments in a term.

## Cancel program

If you don't want to continue your study with RMIT, click the link and follow the steps to withdraw from your program.

## View my calendar

View your important dates, including the dates your classes start and end, your results release date, and your census date.

## Personal details

Here you can update your personal details (e.g. your preferred name, email, home address, contact number) as well as view your Statement of Student Responsibilities.

> Access Enrolment Online via [sams.rmit.edu.au](https://sams.rmit.edu.au).





Canvas is RMIT's learning management system. You have to be enrolled in your courses to have access to your study material.

You'll use Canvas regularly to access:

- course activities and content
- your assessment tasks
- virtual classrooms.
- course grades and feedback
- discussion boards

## Canvas dashboard

The Canvas dashboard is your home page and allows you to easily see what's happening across all your courses. The navigation panel is on the left side of the page and provides you with access to frequently used Canvas features.



Account

**Account:** Here you can update your profile picture, adjust settings and turn on your notifications. Make sure you review your notifications to ensure you're set up to receive important course announcements and updates.



Courses

**Courses:** Here's where you'll find your course content. Each course has its own home page where you can access course announcements, syllabus, assignments and grades for completed assessments.



Calendar

**Calendar:** The Calendar is a great way to view everything you have to complete for your courses in one place. You can view calendar events by day, week, month or agenda list.



Inbox

**Inbox:** You can use the inbox to send and receive emails from your lecturers and fellow classmates.

## Canvas for mobile

The Canvas Student app is available for iOS and Android mobile devices. Simply search 'Canvas Student' in your app store and download the app.

## More information

You'll be using Canvas throughout your program, so make sure you familiarise yourself with its layout and functions. You can find more information about setting up Canvas at [rmit.edu.au/students/my-course/canvas](https://rmit.edu.au/students/my-course/canvas).

> Access Canvas via [rmit.instructure.com](https://rmit.instructure.com).



Find the study support and e-resources you need to unlock your academic potential.

You can access a vast collection of e-books and journals, as well as study support at [rmit.edu.au/library](https://rmit.edu.au/library).

## Ask the Library

Receive personalised help to find information or improve your study skills. Academic skills advisors and librarians will help you with researching your topic, finding information, improving your academic writing skills, academic integrity, effective learning strategies, maths, physics, statistics and more.

All available via live chat and email at [rmit.edu.au/library/about-and-contacts/ask-the-library](https://rmit.edu.au/library/about-and-contacts/ask-the-library).

## Online study resources

The Learning Lab is an online resource designed to help you with:

- **Assessments task:** essays, reports, reflective writing
- **Writing skills:** paraphrasing, referencing, academic integrity
- **Study skills:** mind mapping, note-taking, reading skills, exam preparation critical thinking.

You can access the Learning Lab by visiting [emedia.rmit.edu.au/learninglab](https://emedia.rmit.edu.au/learninglab).

At RMIT, you may need to develop a different approach to your studies as learning at RMIT is largely student-directed. You will become ‘independent learners’. Independent learners must be able to:

- Manage and organise time
- Develop complex understandings, not memorise
- Evaluate what they read, ask questions and form opinions
- Discover by themselves.

Visit [emedia.rmit.edu.au/learninglab/content/getting-started](https://emedia.rmit.edu.au/learninglab/content/getting-started).

# Rights and responsibilities



Understand your rights and responsibilities as an RMIT student.

## Appeals

As an RMIT student you are entitled to seek a review of or appeal decisions that impact your studies.

Make sure you follow the correct process for lodging an appeal by visiting [rmit.edu.au/students/support-services/feedback-complaints-appeals/appeals](https://rmit.edu.au/students/support-services/feedback-complaints-appeals/appeals).

## Student Complaints

RMIT takes student complaints seriously and has processes in place to ensure your complaint is resolved quickly and fairly.

You can find more information about the student complaints process and read our Student and Student-Related Complaints Policy at [rmit.edu.au/students/support-services/feedback-complaints-appeals/complaints](https://rmit.edu.au/students/support-services/feedback-complaints-appeals/complaints).

## Statement of Student Responsibilities

When you enrol as a student at RMIT, you assume responsibility for choices you make in relation to your program.

You'll read and agree to these responsibilities when you enrol for each academic year of your program.

To read or review the responsibilities, log in to **Enrolment Online** and go to **My student record > Personal details > View student declaration** or at [rmit.edu.au/students/student-life/rights-responsibilities/statement](https://rmit.edu.au/students/student-life/rights-responsibilities/statement).

## Conduct

All students are expected to observe the values of RMIT. Formal actions can be taken when students behave in a manner that is considered inappropriate.

Visit [rmit.edu.au/students/student-life/rights-responsibilities](https://rmit.edu.au/students/student-life/rights-responsibilities) for more information about student conduct.

# Integrity and Assessment Support



Learn how assessments work, how to get your results and find the resources you need to succeed.

For each of your courses, you'll need to complete a number of assessment tasks to demonstrate your knowledge of the course content.

RMIT provides information to students about assessment and results via [rmit.edu.au/students/my-course/assessment-results](https://rmit.edu.au/students/my-course/assessment-results).

## Academic integrity

Academic integrity is about honest presentation of your academic work. RMIT has a range of online materials and resources designed to help you understand academic integrity.

Visit [rmit.edu.au/students/my-course/assessment-results/academic-integrity](https://rmit.edu.au/students/my-course/assessment-results/academic-integrity) to find more information about academic integrity.

## Special consideration

If unexpected circumstances outside your control affect your ability to complete an assessment, you can apply for special consideration. If approved, you may be granted an assessment adjustment.

You can find out more about special consideration, including the link to apply and guidance on appropriate supporting documentation, by visiting [rmit.edu.au/students/my-course/assessment-results/special-consideration-extensions/special-consideration](https://rmit.edu.au/students/my-course/assessment-results/special-consideration-extensions/special-consideration).

## Academic progress

Academic progress is the way the University supports students who are not making satisfactory progress towards completing their program.

We know there are many reasons why it can be difficult to keep up with your studies. It's important to remember that, throughout this process, there are many support services available to get you back on track, and people who can help you succeed.

For more information, please go to [rmit.edu.au/students/my-course/assessment-results/academic-progress](https://rmit.edu.au/students/my-course/assessment-results/academic-progress).

# Who to contact



Know who to contact when you have a query about your studies.

## Your course coordinator or tutor

If you need help with:

- any matters related to your courses/subjects or assessments
- questions about assignments, coursework and due dates.

> Contact your coordinator via Canvas at [rmit.instructure.com](https://rmit.instructure.com).

## Your local partner contact

If you need help with:

- managing your enrolment (adding or dropping courses)
- applying for credit
- submitting a request for a leave of absence
- any other administrative queries.

> You can find your partner contact at [rmit.edu.au/students/support-services/student-connect/partner-institute-contacts](https://rmit.edu.au/students/support-services/student-connect/partner-institute-contacts).

## Student Connect

If you need to contact RMIT directly with a general enquiry related to your program enrolment you can make your enquiry via an online portal, phone or webchat.

> Go to [rmit.edu.au/students/support-services/student-connect](https://rmit.edu.au/students/support-services/student-connect).

If submitting your enquiry through the online portal, select one of the displayed options based on the nature of your enquiry (example: Course and Program advice), provide more details describing your enquiry and click **Submit**. Select your College and then **Go to the portal**.

## IT Connect

If you need help with any IT enquiries and support:

> Visit [rmit.edu.au/students/support-services/it-support-systems/it-connect](https://rmit.edu.au/students/support-services/it-support-systems/it-connect).

## Live Web Chat

Look for the “Chat”  button at the bottom-right of IT Connect webpages. Live Web Chat is available during standard business hours Melbourne time.

