

Support

Types of enquiries

You have access to a wide variety of support services at USQ. Follow the details below or visit the 'Current Students' website at <<http://www.usq.edu.au/currentstudents/default.htm>> for more information.

General enquiries

USQ*Assist* is the most efficient method for requesting assistance for:

- administrative queries
- assignment submissions
- study assistance
- contacting your lecturer.

Technical enquiries

Enquiries relating to access to USQ*Connect*, the USQ*StudyDesk*, or other technical issues can also be directed to USQ*Assist*. If you cannot access USQ*Assist*, contact the ICT Service Desk on +61 7 4631 1900 or email <ictservicedesk@usq.edu.au> for assistance. The ICT Service Desk is staffed weekdays between 8.00 am and 5.00 pm (AEST-Australian Eastern Standard Time), with voicemail after hours.

Types of support

There are a number of ways of accessing support services.

Online support

USQ*Assist* is a web self-serve facility for you to:

- find answers to common questions at any time
- ask any question
- track the progress of your question
- keep a record of questions and responses.

To access USQ*Assist* go to <<http://usqassist.usq.edu.au>> or click on 'USQ*Assist*' in USQ*Connect*.

Telephone support

If you prefer to telephone, call Outreach Services on 07 4631 2285 for assistance. Outreach Services is staffed weekdays between 8.00 am and 5.00 pm (AEST), with voicemail after hours. If you are located in Eastern Australia, contact your Regional Liaison Officer.

International students telephone the USQ International Office on +61 7 4631 2362, or your Agent. USQ International is staffed weekdays between 9.00 am and 5.00 pm (AEST), with voicemail after hours.

Fax

International students fax the USQ International Office on +61 7 4636 2211. All other students fax the Distance and e-Learning Centre on 07 4636 1049.

Postal address

The Administrator
Distance and e-Learning Centre
University of Southern Queensland
Toowoomba Qld 4350
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