



YOUR GUIDE TO RAISING YOUR COURSE CONCERNS AT THE ANU



During your time at ANU, you will be enrolled in dozens of courses, each run by different Course Convenors and with a range of ways you can seek representation and support.

Many courses across the ANU have elected student representatives within the course who can ensure constructive feedback on the content and structures of the course. If you have a concern, read our handy flowchart below to decide on the best course of action.

What type of concern do you have?

You are experiencing issues of a **personal nature**, which are affecting your ability to conduct a Course

Contact sa.assistance@anu.edu.au (if you're an undergraduate) or parsa.assistance@anu.edu.au (if you're a postgraduate) to receive free and confidential welfare and academic support, assistance, and guidance.

Go to your Class Representative, who then goes to the Course Convenor to raise your concerns (or you can go directly to the Course Convenor if you'd prefer). You should be able to find your Class Representatives emails on your Wattle page.

You have a concern with something of a **structural nature in the Course** (e.g., unfair assessment expectations, improper notice of major course changes)

If your concern can't be solved by the Course Convenor, your concern is broader than your Course, or you don't have Class Representatives:

Raise the issue with your relevant ANUSA or PARSA College Representative (see the tables on the last page for relevant contact details).

If your concern can't be solved by your College Representatives, or the issue is broader than just one Course: **Contact the ANUSA Vice President** at sa.vicepres@anu.edu.au or **PARSA Vice President** at parsa.vp@anu.edu.au and they can assist in broader academic advocacy issues. You can also contact the Dean of Students office at dean.students@anu.edu.au who can also assist with broader issues at the ANU.

What is a Class Representative?

Many courses across the ANU have elected student representatives within the course who can ensure constructive feedback on the content and structures of the course.

Most courses at ANU will have either elections or selection processes to choose up to two (2) Class Representatives at the beginning of the course. Anyone in the course can run for these positions, and your Convenor should advertise these both on Wattle and in the first class of the course.

Occasionally, courses will have alternatives to Class Representatives, which your Course Convenors should make clear.

Who do I contact to raise my concerns?

The first place you should check is your Course Wattle page, as there should be the contact details of your Class Representative(s).

If your concern is of a more personal or individual nature, then you should contact **sa.assistance@anu.edu.au** for the ANUSA Student Assistance Team, or **parsa.assistance@anu.edu.au** for the PARSA Student Assistance Team who can assist with a range of queries and point you towards further legal, financial, or personal academic assistance.

You can also contact the Dean of Students office. They offer confidential, impartial advice and can help to resolve problems by acting as a neutral intermediary between students and the academic or administrative areas of the University.

What are some examples of situations that I should escalate?

"The Class Summary said my final exam would be worth 40% of my grade, however on the day that I sat the exam, it turns out that it was 60%"

"My course convener is not providing recorded lectures or alternative options for online learning"

"I have not received any feedback on assessment tasks before my final examinations commence"

- This should be raised with your Class Representative or College Representative.

"I experienced something in my personal life that has greatly affected my ability to perform assessment"

"I was diagnosed with COVID or another illness, and need help in getting extensions or special consideration for my assessments"

"I'm experiencing accessibility issues that are affecting me in unique and specific ways"

- This should be raised with a support service, such as ANUSA's Student Assistance Team or the ANU's Dean of Students office.

See next page for both Undergraduate and Postgraduate and Research students contact list

College	ANUSA Contact	ANU Contact
College of Arts and Social Sciences (CASS)	sa.cass@anu.edu.au	assocdeanst.cass@anu.edu.au
College of Asia and the Pacific (CAP)	sa.cap@anu.edu.au	cap.student@anu.edu.au
College of Business and Economics (CBE)	sa.cbe@anu.edu.au	info.cbe@anu.edu.au
College of Engineering and Computer Sciences (CECS)	sa.cecs@anu.edu.au	assoc.dean.edu.cecs@anu.edu.au
College of Law (CoL)	sa.col@anu.edu.au	enquiries.law@anu.edu.au
Colleges of Science, Health and Medicine (CSHM)	sa.science@anu.edu.au	science.enquiries@anu.edu.au

College	PARSA Contact	ANU Contact
College of Arts and Social Sciences (CASS)	parsa.cass@anu.edu.au	assocdeanst.cass@anu.edu.au
College of Asia and the Pacific (CAP)	parsa.cap@anu.edu.au	cap.student@anu.edu.au
College of Business and Economics (CBE)	parsa.cbe@anu.edu.au	info.cbe@anu.edu.au
College of Engineering and Computer Sciences (CECS)	parsa.cecs@anu.edu.au	assoc.dean.edu.cecs@anu.edu.au
College of Law (CoL)	parsa.col@anu.edu.au	enquiries.law@anu.edu.au
Colleges of Science, Health and Medicine (CSHM)	parsa.science@anu.edu.au	science.enquiries@anu.edu.au

Class Rep Contact	Find contact on Course Wattle page
Student Assistance	sa.assistance@anu.edu.au (undergrad) parsa.assistance@anu.edu.au (postgrad)
Vice President	sa.vicepres@anu.edu.au (undergrad) parsa.vp@anu.edu.au (postgrad)
Dean of Students	Find contact on Course Wattle page