Please note UNSW support service hours of operation during the end of year shutdown period.

International Student Support

With the current situation with COVID19, we understand that this is a challenging time and we want students to continue to be able to access support services with International Student Advisors. See below for how to make an appointment during this time.

Student Advisors can help you with

- Adjusting to life at UNSW and the broader community (home sickness, cultural, social and academic adjustment)
- Understanding student visa conditions
- Accommodation or work-related problems
- Academic difficulties
- Personal and family issues
Financial difficulties
Enrolment changes and how these will impact on your student visa
Advice about services available and where to get help
Understanding UNSW policies and procedures
Incidents or issues causing you distress (emergencies, accidents, natural disasters).

Other support information

- **ARC** – information for International students on what supports are available including food hampers, accommodation and financial help
- **Study NSW** – further supports available including government support options

How to meet with a Student Advisor

### Drop-in service

- There’s a daily drop in service for short consultations in person or via phone or virtual face-to-face video call, Monday – Friday 10am – 430pm
- **In person**: Click here to join the ISEU In-Person Queue. An International Student Advisor will see you in the Nucleus.
- **Virtual**: Click here to join the ISEU Virtual Queue. An International Student Advisor will call you.
- Please ensure your phone number is up to date on MyUNSW

### Book an appointment

In person appointments are available from 15 September. We continue to offer virtual face-to-face video call appointments as well.

Students can book a 30 minute appointment [HERE](#).

- **In person appointment**: Book an appointment with the advisor that’s available on campus on the day. The appointment will take place in the ISE office in the John Goodsell Building, Ground floor. When booking in, please write “in person” in the note section.

Tuesday: Pia Larsson

Wednesday: Helen Craig

Thursday: Tzu-Ping Ou (Emily)

Friday: Semra Tastan

- **Virtual face-to-face video call or phone appointment**: When booking in, please write “virtual” or “phone” in the note section. Before the appointment time, download Microsoft Teams, instal and log in. You will be sent a Teams meeting request for your appointment with an International Student Advisor

### Online enquiries

Submit your questions through [ASK US](#)
Meet the team!

Read more about our friendly team of International Student Advisors.

**Jo Cassidy**  
International Student Advisor Appointments

My name is Jo and I am the Manager, International Student Support

**How long have you been at UNSW?** I started at UNSW in January this year.

**Favourite thing about my job:** I love working with a team of people who are passionate about creating the best International student experience possible in a creative and meaningful way.

**Stressbuster:** I like to cook and chat on the phone with friends and family when I am feeling overwhelmed.

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**Pia Larsson**  
International Student Advisor Appointments

Hi! My name is Pia Larsson and I've been working as an International Student Advisor at UNSW since 2010.

**Favourite things about my job:** Sharing the journeys of international students, meeting interesting people of all backgrounds and working with compassionate people.

**Stressbusters:** Being extra mindful about reconnecting with my body throughout the day, so that I can respond to what it needs and use it's intelligence to guide me. I also love spending time by/in the ocean and having dance parties with my 2-year old, who particularly loves shuffling to Hammer Time.

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**Helen Craig**  
International Student Advisor Appointments

My name is Helen and I have worked as an International Student Advisor at UNSW for more than 5 years but have been a part of UNSW for much longer. I completed my studies here and lived on campus - some of the best times of my life.

**What I love about this job** is hearing about your life, what you love doing, life back home and also your study. Anything that helps me to understand you, your passions and what drives you.

**Right now, to relax and pass the time at home,** I like having a stroll with 'Mr B'; my dog Billy and swimming any chance I can get. Dancing around the kitchen to bad 80's music or new music introduced to me by my kids is my other stress release, even Billy gets into it.

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**Semra Tastan**
My name is Semra. I’ve been an International Student Advisor for the past 3 years and have worked at UNSW for 6 years.

**Favourite thing about my job:** I love working with students and being a part of their journey at UNSW.

**Stressbuster:** I like to spend time doodling or drawing when I am stressed.

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Hi! My name is Emily Tzu-Ping Ou and I’ve worked as an International Student Advisor at UNSW for almost 5 years.

**Favourite things about my job:** I love meeting people from all over the world, sharing culture and being part of students' learning journey.

**Stressbusters:** Listening to music, watching movies and dramas on Netflix and spending time with my daughter!