

The FAQs below provide advice to students on how to prepare for and access online learning at Federation University Australia.

## How will my course be delivered to me?

Your course will be delivered to you via your course [Moodle shell](#).

The delivery mode will use innovative learning and teaching tools including virtual classroom technologies (ie Abode Connect and Microsoft Teams).

Active learning can occur by accessing resources, participating in peer, teacher and facilitator-led forums, engaging in virtual classroom technologies and working through the learning activities as scheduled in your Moodle shell.

There will be some elements of your course that remain the same. This includes access to Powerpoint (PPT) materials, readings and engaging with media widely available through the internet.

## What technology requirements do I need to prepare for learning online?

To transition to online learning, you will need home internet access and will need to download software relevant to virtual classroom and video technologies – these are outlined below.

If you have internet access issues, please contact your Course Coordinator and discuss alternative options for accessing materials.

Here is a summary of helpful links linked to technology that will be used by teachers during this learning online period.

### Kaltura

Kaltura is a platform where video content can be shared and developed between peers and teaching staff. Specific Kaltura support can be accessed at the following links:

- Summary information: [Link](#)
- Install/Update Kaltura Capture: [Link](#)
- Kaltura Capture settings: [Link](#)
- Recording: [Link](#)
- Submit a video assignment: [Link](#)

### Adobe Connect Virtual Classroom

Adobe Connect is virtual classroom software that enables class time interaction online.

Instructions on using Abode Connect can be located directly from your Moodle shell under the **'Study Help'** tab and further sub-tab **'Adobe Connect Virtual Classroom Test'**. For further information, please [click this link to Moodle](#).

All students are recommended to test their computer set-up relevant to this software.

## Access to university applications and labs from home

With the transition to online learning and alternative non-face-to-face teaching of higher education programs for semester one from 30 March, there will be scenarios where students will require access to university licenced and specialist software that is usually only available on campus.

To ensure students have access to all the software they require, students can connect to university lab computers remotely as if they were on campus.

Instructions on connecting to university lab computers remotely can be found [via this Knowledge Base article](#).

## Getting started with Microsoft Teams

If you are required to attend classes online using Microsoft Teams, please follow the instructions below to make the process as simple as possible:

[Getting started with Microsoft Teams](#)

## Adobe Software

If you use any Adobe products as part of your studies, Adobe have now made their applications available for use on your home device, to install the required applications follow the instructions below:

[Access to Adobe Applications](#)

## IBM SPSS Statistics

If you use IBM SPSS Statistics as part of your studies, IBM have now made their applications available for use on your home device, to install the required applications follow the instructions below:

[IBM SPSS Statistics](#)

## What can I do to prepare for learning online?

In order to prepare for the transition to learning online, please consider actioning the following:

1. Download course materials to your computer (if practical)
2. Check that you have downloaded the software you need for your course
3. Check the software is functioning appropriately.

## What academic study support is available to me?

There are a range of academic study support resources available to you at this time.

You would have received the [Tips for learning at home](#) and the [Online learning](#) factsheets via your student email account. You can also access these anytime online via the [Federation University newsroom](#).

A NEW **Online to Study Transition Support** moodle shell is now also available for students.

This moodle shell is now available to support all higher education students as they transition to online study. The **Online Study Transition Support** shell covers a range of topics to assist those students who may be new to studying online including:

- Setting up for study from home
- Guide to studying online
- Using the virtual classroom space
- Getting technical support
- Academic and Library support
- Helpful links to support services

Students can self-enrol at the following link: <https://moodle.federation.edu.au/course/view.php?id=67746>

For further information please contact Student Academic & Study Support [sass@federation.edu.au](mailto:sass@federation.edu.au)

## What information technology services (ITS) support is available to me?

ITS has established a central location for Students to access information to assist them in studying off campus. Please check this support site regular for all the latest information.

[Student Support Site](#)

### ITS ServiceDesk

If you have any questions or require assistance with any IT issues while studying from home, ITS can be contacted for advice and support, online or over the phone:

**Online:** All ITS requests can be submitted via our online portal [servicedesk.federation.edu.au](https://servicedesk.federation.edu.au).

**Call us:** 1800 FED UNI (1800 333 864) – free call – Monday to Friday, 8:30am to 5:00pm

## What is the best way to stay connected to my peers, teachers and Course Coordinator? How often should I check my emails or moodle shell?

Stay connected to your peers, teachers, Course Coordinators and your curriculum, is of paramount important to the entire Federation University team. To assist you with this process, you are encourage to:

- Check your Federation University email every day. This will be your key mode of communication
- Check-in daily with discussion and news forums as part of your Moodle shell
- Ask questions through your Moodle student forums. Teachers will be reviewing and responding to questions regularly to assist you with your learning
- Check forum notification settings and set these to subscribe automatically
- Email your teachers and/or Course Coordinators regarding any other enquiries you may have.

## Will my course assessment change? If so, how will this be communicated?

There may be instances where your course assessment will be varied for this semester.

If this does occur, your teacher and/or Course Coordinator will inform you of this change via Moodle communication.

This communication will provide information regarding why the change is necessary and how it continues to align to prescribed course learning outcomes. Changes may also occur aligned to assessment deadlines.

Teaching staff are part of this transition and are keen to support you with appropriate flexibility. If you have any questions regarding assessment change, please feel free to contact your Course Coordinator.

## Who should I contact if I have any placement enquiries?

If you have placement enquiries, it is important to clarify these with your school Placement Coordinator.

If you require further information, please contact your Course Coordinator.