Federation
University

Introduction to studying online

Fed

Federation
University

Welcome to Federation University. We know that some of you will be used to studying online and for others, it will be a completely new experience. We also understand that the technology and online study skills you will use throughout your time at university can be different to what you have used previously.

This booklet is designed to help introduce you to the technology that you will come across as you commence study with us here at Federation University. Here you will find useful terminology, an overview of the university systems, and information about resources you can use to help learn more.

When you read this booklet, don't forget to make some notes as you go. When you are ready, we have listed some extra resources for you to explore as you prepare to start your Federation University journey.

And remember, we are here to help. You can contact us anytime with questions through the contacts listed in this book. So once again, welcome to the Federation University family. We look forward to supporting you during your time with us.

RESOURCE: VIEW THE 'GETTING STARTED WEBSITE' - STEP BY STEP GUIDES

VISIT: FEDERATION.EDU.AU/STARTING-AT-FEDERATION

Getting started

Congratulations on choosing to study with us. This section explains study load and why it is important. It also lists common terminology to familiarise yourself with some of the terms that you will read relating to technology and online study during your time at Federation University.

Study load

A "study load" refers to the amount of study you will do in a given time. Many students choose to study online because they have other commitments such as family, work, or travel. It is recommended that online students carefully consider their individual circumstances, and whether a full time or part time study load is best suited for them.

If you choose to study full time, you will most likely study 4 courses each semester. A typical course represents about 10-12 hours of study time per week (including lectures, tutorials, homework, test/exam preparation, etc). This means a full time student will need 40-48 hours each week to manage their study load. If you are trying to balance the demands of career and family with study, you could find it easier to choose to study two courses per semester, requiring 20-24 hours per week for the study load.

Each course may differ in the required learning tasks and assessment requirements, which may include lectures, tutorials, required reading, exercises and problems, and self-study, along with preparation of assignments, tests or examination. So you can see that the time you spend in class is only a small part of the commitment that you need to make to be successful in your degree. The load can vary, as there occasionally may be busier periods where the workload is very demanding and other times when the load is reduced. View the information about your course requirements in each Course Description (usually provided week 1 within your specific Moodle courses).

Don't forget – if you start full time and find that you are unable to manage the workload, there are options to drop a course and convert to part time study. Contact Student HQ to discuss these options (contact details are listed in the back of this book).

Terminology

Browser	A program, such as Google Chrome, that is used to view World Wide Web pages
Cloud	The cloud refers to applications, storage and services that run on the internet, rather than on your computer
Desktop	This is the background on your computer. Think of it like a physical desk, where all your helpful items sit
Devices	Includes things like keyboards, microphones, printers, laptops, tablets, monitors or speakers
Download	The process of transferring a file or program from the internet to your computer
Email	Electronic mail
ePortfolio	An ePortfolio is an electronic space where you can display your work to lecturers, peers, prospective employers or to other interested parties
Flash drive	A small device that plugs into your computer where you can store files. It can be useful to keep a second copy of your assignments on a flash drive in case something happens to the original
Forum	An online place where you can post questions or have a discussion with your teachers or classmates, also known as a discussion board
Hardware	The physical parts of a computer
Home page	This is the first page you see when you open your internet browser

Terminology

Internet	A set of interconnected networks that allows computers to exchange information This includes things such as the World Wide Web, email, and online chat programs
Intranet	A private internet specific to a group, such as the Federation University intranet
IT	IT stands for Information Technology, and is sometimes shortened to InfoTech
Moodle	Moodle is a central service running as the University's official Learning Management System (LMS). It houses resources (readings, videos and presentations), and links to virtual classrooms and support services
my StudentCentre (mySC)	This is the online system that allows you to manage your administrative needs, such as enrolment, timetables, financial information, and grades
Office 365	Is a set of software programs, including Microsoft Word (word processing) and Microsoft PowerPoint (making presentations) that students get to download for free
Online	If a computer or computer user is online, it means they are currently connected to the internet
PDF	PDF stands for 'Portable Document Format' and is a type of file that can be accessed using Adobe Acrobat Reader and other PDF programs
Search engine	A search engine is a program used to help search information on the internet, such as Google
Software/App	Apps, short for Applications, and also referred to as software, are the programs that run on your computer or device.
Upload	Opposite to a download, this is where you send files from your computer to the internet
URL	Short for 'Uniform Resource Locator' – it is the online address for a web page
Username	A name used in conjunction with a password to gain access to a computer system or program See "Passwords" section for more information on this
Virtual/Online Classroom	An online space that allows you to connect in real time with your lecturer, tutor, or other students, similar to video conferencing
Webpage	A page of information on the internet
Website	A set of web pages that have related information
WiFi	A wireless network you can use to access the internet

Terminology - Add your own

Technical requirements

To ensure you have the best possible experience at university, it is important that your own computer system is up to the task. Having your system ready before you begin your first class will help your transition to study. To help you get the most from your learning experience, it's important that you own or have frequent access to a fast and reliable computer.

Internet connection

You will also need frequent access to a reliable high-speed internet connection. Depending on the requirements of your course, you'll be using this data to watch educational videos, access research and reading materials, complete online assessments, participate in discussion forums, chat groups, and virtual classes with your fellow students, and more. Students are able to use the computers and other devices available on campus when campuses are open.

Minimum IT requirements for studying with us

- Access to a desktop or laptop computer running Windows 10 or Mac OSX10.14

- Access to an updated internet browser (Firefox, Safari, Chrome or Edge)

- A webcam and headset (including microphone)

- Installation of Federation University Office 365 (provided free to our students). Office 365 includes programs to create documents, spreadsheets, presentations, store your study materials in the cloud, and communicate with staff and students

- A reliable, high-speed broadband internet connection, with sufficient upload and download capacity

- You can expect to use approximately 4.6GB per month of internet data for each subject you study, though it may be more. Remember this is just your study requirement and does not include your social media usage, etc

- There may be specific software and hardware required by some apprentices and trainees studying through TAFE, these will be discussed by teaching staff and in course documentation.

We also encourage you to acquire the following skills and knowledge related to operating and maintaining a functional online study environment:

- Know how to install, use, and keep your computer's internet browser and other software up-to-date (e.g. installing security updates)

- Be proficient in connecting your laptop and/or mobile device to wireless networks either at Federation University, your local library, or other locations

- Ability to use a web camera and headset/microphone

- Know how to use cloud storage (e.g. through Office 365 OneDrive)

- Ability to use Microsoft Word and other related software packages

Passwords

Your new student password

Following the approval of the enrolment process, you will receive an email notifying you of your account setup. You will be prompted to create a new password after logging in for the first time. We suggest you record your new password in a safe place so you can refer back to it when you need.

The general template for your student login and password is detailed below:

• Username: Your Federation University student ID number

• Password: (For your first ever log-in attempt only.) The first initial of your first name (lower case), a full stop, and your full date of birth in numerical form using the format DDMMYYYY

e.g. if your name is Luke Skywalker and your date of birth is 31st July 1999, your password would be l.31071999

At times, the automatically generated password in the email can show in the incorrect format (eg: 31.071999) or it may be missing a character. If this is the case, please type in the full format as shown in the first example and try logging in again. If you continue to have issues, please contact the ITS Service Desk.

SUPPORT: CONTACT THE 'ITS SERVICE DESK'

PH: 1800 333 864 (MON-FRI 8:30 AM- 5:00 PM) OR LOG A JOB VIA SERVICEDESK.FEDERATION.EDU.AU

Creating a strong password

Our first line of defence is strong password protection. Some guidelines for a strong password are:

• Mix numbers, letters and special characters

• Don't reuse an old password

• Change your password at regular intervals

To remember a password you can substitute numbers and special characters for letters. A phrase is better than a single word.

• Eg. !likepurple could be written as !L1k3pUrp13 (Notice that the capitals are at unexpected locations) A phrase like this can be easier to remember than completely random text

A way to keep track of multiple passwords is to use a reliable App such as Password Safe where all of your passwords are encrypted behind a single password.

Preparing yourself

To maximise your chances of studying effectively at home (or on campus), consider what your ideal study space consists of. Studying online is a way to tailor your study to fit you. It provides more flexibility in your study, but you are more reliant on technology and need to be more self-directed than if you were studying on-campus.

At Federation University we like to refer to flexible study as **BOLD (Blended OnLine Digital)** learning, where you can study wholly online, or with a blend of face-to-face learning. There are two main forms of online learning:

- **Asynchronous** – no set times for your study means you can complete tasks anytime

- **Synchronous** – you need to attend regular, scheduled online activities in real time

BOLD learners can and do study anytime, anywhere.

Responsibilities of the on-line student

- **Self-motivation:** When studying online, you are responsible for your own learning and self-motivation. You need to be your own motivator and drive yourself

- **Availability:** Despite the electronic nature of online learning, you, your peers and your lecturers or tutors still have lives, and cannot be expected to be online and available all the time. Similarly, you aren't expected to be perpetually available to them either

- **Online etiquette:** Perhaps one of the most important responsibilities for online learners is ensuring that you conduct yourself in an appropriate manner. In other words, the sorts of manners that are expected of you if you were speaking in person are still expected of you in an online course. Talking to a screen can make it easy to forget that you are engaging with other people. When involved in a discussion, make sure that you behave as you would in person. Apart from the personal impact that impoliteness can have, your mark may contain a component that reflects your participation in group discussions

- **Plan for technical difficulties:** Sometimes the technology of an online course can encounter problems you can't predict, such as software incompatibility or losing your internet for a week. It's important to be aware of this and consider your alternatives if the worst happens

- **Know your technology:** Become familiar with the technologies required for your course. You're not expected to understand them perfectly from the start, but you need to be prepared to get to grips with new technologies. Ask for help if you need it!

SUPPORT: GOT A QUESTION? CONTACT A STUDENT ACADEMIC LEADER (SAL) AT THE ASK SERVICE

VISIT: FEDERATION.EDU.AU/ASK - PHONE, EMAIL & CHAT AVAILABLE

Time management

An online course (especially an asynchronous online course) requires that you manage your time carefully. Schedule study time where and when it suits you, but make it a regular time. This will allow you to get into the habit of studying on a regular basis. Without classes to attend, it can be easy to let things slide.

Time management is about how to use your time effectively. Fortunately, the skill of prioritising your study workload while retaining your social/family/friends/work/sports/parental duties can be learned.

RESOURCE: FIND OUT MORE & DOWNLOAD OUR WEEKLY PLANNER TO ORGANISE YOUR TIME

VISIT: FEDERATION.EDU.AU/CURRENT-STUDENTS/LEARNING-AND-STUDY/ONLINE-HELP-WITH/TIME-MANAGEMENT

Your study environment

Your study is likely to be ineffective with distractions or discomfort, unless you are someone who prefers to work surrounded by white noise (it's possible). Taking the time to create the right study environment for yourself is worthwhile. It will help you to concentrate, and ultimately have an impact on your study.

To maximise your chances of studying effectively at home or on campus, consider what your ideal study space consists of:

- Determine what level of noise you can study with – do you work better with music, silence, chit chat?
- A comfortable environment will improve your capacity to learn. Consider space, furniture and temperature
- Take an honest look at what distracts you and remove it from your study environment
- Studying somewhere that provides these basic amenities, keep hydrated and ensure toilet facilities are close

---

RESOURCE: ERGONOMIC GUIDE : HOW TO SIT AT A COMPUTER & SET UP YOUR DESK

VISIT: ERGONOMICS.COM.AU/HOW-TO-SIT-AT-A-COMPUTER

Communication skills

We communicate every time we interact with another person through body language, facial expression and words. The written word is the most common form of communication in an online environment. You could be using a microphone and headset for a normal conversation, but you are more likely to use a forum, chat or email for a written conversation. Each method is useful for a particular type of communication and whilst they vary in formality, there is simple etiquette we must adopt in the university setting. Written communication for study mirrors the way you would be expected to write in a work setting, so it is excellent practice.

When communicating in the University's online learning systems you are expected to follow the same standards of behaviour as you would in a classroom situation and obey the rules of online etiquette:

- Be respectful of your fellow students and staff

- Value the opinions of others. While you should feel free to disagree and present your own point of view you must do so in a manner that does not unfairly criticize the opinions of others

- Use appropriate language and never use language that could be found offensive

- Never attack others personally

- Don't act in a way that could constitute harassment, bullying or discrimination

- Beware of using CAPITAL LETTERS when posting. The use of CAPS can be interpreted as shouting

- Use humour or sarcasm very carefully as this can often be misinterpreted

Looking after yourself

- **Exercise:** It is a fact that the human body is built to move around. This means exercising will impact on your study, and even help you learn

- **Sickness:** When you're sick, concentration and learning are not what your body needs. If you are unwell please inform your Course Coordinator to discuss your options

- **Diet:** What you put into your body affects how well your brain absorbs information and your resilience to illness. Vary what you eat, take the time to prepare decent meals when you can

- **Sleep:** Getting enough sleep is critical to healthy body function. Aim to have about eight hours' sleep a night. Getting enough sleep has a huge effect on your ability to study. Routine is good for your body; if your sleep schedule is erratic, your body will have no idea what it is supposed to be doing

- **Socialising:** It is important to talk to people. We're social creatures and, however introverted you may be, interaction with others is healthy. Take time to catch up with friends – even via online platforms – it will help relieve stress and put study into perspective

Goal setting

Goal setting is helpful in several ways. It is motivating: you have a specific thing to strive for. Achieving a goal, regardless of how small it is, also helps prove to yourself that you *can* manage your time. By setting and completing manageable goals, it makes you feel like you are making progress and being productive.

You can set goals at the beginning of a week, a day, or even a 30-minute study session. When you set these goals, remember to be *SMART:*

- **Specific:** What do you want to do? "Finish my assignment" could be overwhelming, so try to break a task into smaller, more manageable goals

- **Measurable:** How will you know when you've completed the task?

- **Achievable:** Are you capable of accomplishing this task? It is good to be aware of your own strengths and limitations here

- **Realistic:** Can you realistically achieve it? For example, most people would not be able to finish a whole assignment in one day

- **Time-based:** What is the deadline for this goal? When exactly do you want to accomplish this goal by? This ties in with choosing a goal that is also realistic and achievable. With the details of your study tasks recorded in your diary (or equivalent planning device), set yourself practical goals to achieve specific activities. For example, to write an essay, your goals might be to:

  - choose your topic

  - analyse and research it

  - organise your information

  - write your first/second/third/fourth draft

  - edit, proofread, check layout and presentation

University technology systems

Federation University uses a number of online systems to support student learning, enrolment and assessment.

mySC: my StudentCentre

'my StudentCentre' is the online enrolment and administration system for Federation University.
You will need to complete numerous administrative tasks at different points in your studies, such as enrolling in classes.

> **RESOURCE: HOW TO USE MY STUDENTCENTRE (MYSC)**
>
> **VISIT: FEDERATION.EDU.AU/CURRENT-STUDENTS/MY-STUDENT-CENTRE-MYSC-ASSISTANCE/HOW-TO-USE-MY-STUDENT-CENTRE**

Moodle: Learning Management System (LMS)

'Moodle' is the official **Learning Management System** for Federation University. It is the primary means for communicating course materials and announcements to students. In Moodle you will be able to access your course description, lecture materials, additional readings and, generally, submit assignments and complete assessments for your course. Moodle access to your courses is usually available from orientation week. You can use find useful links in the top Moodle navigation bar.

Need help with Moodle? Ask one of our Student Leaders on the ASK desk, or access the *Student Support Forum* for extra help. Within this forum, you will be able to download some Moodle self-help resources.

> **RESOURCE: LOGIN TO MOODLE**
>
> **VISIT: MOODLE.FEDERATION.EDU.AU**

> **RESOURCE: VIEW THE MOODLE STUDENT SUPPORT**
>
> **VISIT: https://moodle.federation.edu.au/course/view.php?id=252**

Adobe Connect: Virtual classrooms

'Adobe Connect' is virtual classroom software, to support synchronous learning and teaching activity between educators and students. Access is provided through your Moodle course page. A Moodle support course is available with user guides, test links and technical support to assist you in connecting virtually.

> **RESOURCE: VIEW THE 'ADOBE CONNECT STUDENT TEST ROOM' MOODLE COURSE FOR USER GUIDES AND SUPPORT**
>
> **VISIT: https://moodle.federation.edu.au/course/view.php?id=38680**

Turnitin: Avoiding Plagiarism software

'Turnitin' (turn it in) is the originality checking software used by Federation University. It is commonly referred to as plagiarism detection software, although this isn't technically correct. Turnitin cannot form conclusions about whether plagiarism has occurred, it only returns a similarity percentage and links to those sources where similarity is detected. It is up to yourself or your lecturer to determine if plagiarism has occurred. Turnitin is accessed through Moodle.

> **RESOURCE: LEARN MORE ABOUT PREVENTING PLAGIARISM**
>
> **VISIT: FEDERATION.EDU.AU/CURRENT-STUDENTS/LEARNING-AND-STUDY/ONLINE-HELP-WITH/PLAGIARISM**

Mahara: ePortfolio system

'Mahara' is the ePortfolio system used by Federation University. An ePortfolio is an electronic space where you can display your work to lecturers, peers, prospective employers or to other interested parties.

Mahara has 3 parts: A filing cabinet where you can put your content, display pages where you can present your content and permissions that allow you to choose who sees which display page.

The content that you place in your filing cabinet can include graphics, your writing, PDF files, and videos embedded from other sites. You can also keep a journal, work history and personal information. Assignments completed in Mahara can be submitted seamlessly into your Moodle course or can be shared to a specific person for consultation.

> **RESOURCE: LOGIN TO MAHARA EPORTFOLIO**
>
> **VISIT: EPORTFOLIOS.FEDERATION.EDU.AU**

Office 365: Email, cloud storage and Microsoft programs

As a new student you have access to a Microsoft Office 365 account. This account gives you online access to programs that will help you with your study tasks such as Microsoft Word (for writing assignments), Microsoft Outlook (to organise your email), and Microsoft PowerPoint (for making slideshows and presentations). It also enables you to work on your documents online, anytime, anywhere. This account also provides you with the option of downloading these programs to your own personal desktop or laptop for free and provides you with 1TB of storage space online.

Microsoft Teams is part of the Office 365 suite of programs and is used for communication and collaboration. You may be added to a *Team* as part of your course as many lecturers are choosing to use Teams for their video conferencing purposes.

> **RESOURCE: LOGIN TO YOUR OFFICE 365 VIA YOUR STUDENT EMAIL**
>
> **VISIT: FEDERATION.EDU.AU/OFFICE365**

Managing your files

We strongly suggest you keep more than one copy of all important documents – one on the computer and one in the cloud. Ensure you save often and make regular backups, especially when you are making lots of changes.

Storing and keeping copies of your files safely is an important student responsibility. Your university files can be backed up onto:

- External hard drive
- USB Flash drive
- Cloud storage – eg. OneDrive
- Emailed to yourself (small files only)

Cloud storage & accessing your personal OneDrive account

The university provides 1 TB of storage on OneDrive, which is part of Microsoft Office 365. Navigate to your One Drive account by clicking where you see 'Student Email'. This gives you access to all of your Office 365 Apps. You can find the 'Student Email' button in the footer of the Federation University website.

> **RESOURCE: ACCESS YOUR STUDENT EMAIL**
>
> **VISIT: FEDERATION.EDU.AU/OFFICE365 OR VIA THE FEDERATION.EDU.AU FOOTER LINK**

There are also other products such as Google drive, iCloud and Dropbox, which can be used to store and back up files. The great advantage with most cloud storage is that, once setup, you can place your important files into a folder connected to the cloud service and, whenever your internet is active, it will update the files on your Cloud storage to your most recent work.

Restore point

It is also possible to set a system restore point to be saved to an external hard drive. This is a special snapshot of your entire computer. If you have problems you can ask the computer to reset to this point. If your computer needs to be reset by a professional they may be able to use the restore point to reclaim your setup and programs for you. The important thing is, familiarise yourself with your system's restore application before you need it.

Copyright & referencing

Copyright

While you study at Federation University you are likely to create and use material that is protected from use without permission by Copyright Law. As a student you are able to use material without permission under certain conditions. Fair dealing for research or study allows you to copy limited amounts of works as part of your study within the conditions.

If the material is to be used outside of Federation University in a non-educational environment, such as ePortfolio or YouTube, this is not covered under the Fair Use conditions that apply to education situations. There are some options for you to consider, along with tips for obtaining permissions on our 'Copyright for students' webpage. You can also contact the Copyright Office for assistance or more information.

RESOURCE: COPYRIGHT FOR STUDENTS WEBSITE

VISIT: FEDERATION.EDU.AU/LIBRARY/STUDENT-RESOURCES/COPYRIGHT-FOR-STUDENTS

Referencing

Any piece of work submitted under your name should be your own work. When you use someone else's words or ideas, you need to acknowledge this. Not doing so is dishonest and may be a breach of copyright or plagiarism. Acknowledging your sources helps to support your arguments and demonstrates that your ideas and conclusions are based on research. Also, by providing details of the source, you allow your reader to locate and follow-up the information or idea. FedCite is the official referencing style guide for the University with instructions, examples and useful tips.

RESOURCE: LEARN MORE ON REFERENCING

VISIT: FEDERATION.EDU.AU/CURRENT-STUDENTS/LEARNING-AND-STUDY/ONLINE-HELP-WITH/REFERENCING

Copyright - a short film!

This film is a narrative piece aimed at students, to entertain and engage students to change behaviour and attitudes toward copyright infringement. Copyright! a short film, was produced by Federation University in collaboration with GoTAFE.

This film is protected under the Creative Commons No-Derivatives licence: You may not distribute modified versions of the work.

RESOURCE: WATCH THE COPYRIGHT SHORT FILM (YOUTUBE, 11:10 MIN)

VISIT: YOUTU.BE/0UZ7E9ILK9E

Support and contacts

Still have questions? We are all here to help...

Here are some areas you can contact to find support you
with technology and online learning.

Federation University Student HQ

Call us on 1800 333 864 and let us help you find the answer.

Contact a Student leader

Want to chat about your technology set up, or a general question you may have?
You can ask one of our friendly Student Academic Leaders (SAL):

- **Phone:** (03) 5327 6422
- **Email:** ask.sal@federation.edu.au
- **Chat online with a SAL or make an appointment by visiting:** federation.edu.au/ask

ITS Service Desk

Our Information Technology staff provide IT support for students over the phone.

Monday - Friday: 8:30am to 5:00pm | **Saturday - Sunday:** CLOSED

- **Phone:** 1800 333 864
- **All technology support requests can also be submitted via our online portal:**
  servicedesk.federation.edu.au

Library

Federation University libraries are located at the Mt Helen, Gippsland, SMB, Brisbane, Berwick and Wimmera campuses.
You can contact library staff via phone, email, or chat:

- **Phone:** 1300 552 567
- **Website and online chat:** federation.edu.au/library
- **Email:** libinfo@federation.edu.au
- **Use our online forms to Ask a Librarian a question:** libanswers.federation.edu.au

Federation University

Federation.edu.au

1800 333 864 (1800 FED UNI)

#feduni ▉▉▉▉▉ /feduniaustralia