

Transition to online learning with Federation

Dear Student,

Your winter semester officially begins on 28 April. You may be wondering how the coronavirus COVID-19 pandemic will impact your study with Federation University. We understand it is a challenging time as we adapt to new ways of working, studying and living, so we are taking steps to help minimise anxiety around transitioning to online learning. Read the following important updates regarding online delivery and student support.

Online study transition support

Online delivery for the majority of higher education programs commenced on 30 March. You probably have a lot of questions about how this will work. We have set up a new Moodle shell specifically designed to help you transition to online learning. Self-enrol in the course and look out for how-to videos, technology support and advice about how to set up and study online.

You can also check out these handy fact sheets for further information:

- Online learning support (pdf, 168kb)
- Tips for learning at home (pdf, 169kb)
- FAQ Online learning - getting started (pdf, 291kb)

Access to computers or wifi

Access to our campuses is currently restricted to essential staff only, but we are providing a limited number of bookable study spaces available for students who do not have computer access at home.

These managed learning spaces are available Monday – Friday, 8.00 am to 6.00 pm. You can book 2-hour slots for a maximum of 10 hours per day (see instructions below). Bookings can be made up to two weeks in advance. Failure to use a booked seat more than 15 minutes after the start time will result in the room being made available to others.

Security officers will manage learning spaces and admit students with bookings at the commencement of each 2-hour session. The space will be deep cleaned every two hours. Students must wash their hands before and after using the space and not attend if unwell. Library staff will be available [online](#) to assist with any queries.

To book a space:

1. Go to the [booking webpage](#).
2. Select your location.
3. Select the seat, date and time required.
4. Enter your name and Federation email address.

Remember, you are only permitted to be on campus if you have pre-booked a study space.

Adobe Connect

Most tutorials will now be held in the Adobe Connect virtual classroom. The University is working with vendors to increase the capacity and performance of this software; however, during peak teaching times you may experience a delay in connecting. Do not click the 'join' button multiple times – this sends multiple requests to the server and actually slows down your connection rates, leading to degraded performance. After clicking the join button, allow time for the connection to be established.

If you experience performance issues with Adobe Connect:

1. test your connection in the Adobe Connect Student Test Room. You'll find user guides and diagnostics that could help you get things running more smoothly.
 2. contact the ITS Service desk – log a job online or call them on 1800 FED UNI (1800 333 864).
-

Library access

Our campus library buildings are closed to non-library staff, but you can still access library services and receive assistance from library staff – all online. Access e-books, e-journals, research and digital skills training, copyright and course readings services and consultations. Plus you can have books posted to you – just use "Eligible for postal loans" as the pick-up location. We will even send you a reply paid address label so that the books can be returned safely. Download the free [MyLibrary! app](#), to easily search, request and renew Library items. You can also access the Library's social media channels for updates on news and events.

Student support

You may find the transition to online study tricky to navigate at first, but don't worry – there is plenty of help available. The Student Connect team offers a wide range of support services, including counselling, careers information, and the student advisory service. Head to the [Current Students webpage](#) to see the full list of services available.

Special consideration

If you are impacted by coronavirus COVID-19, please follow the general [special consideration](#) procedure. This advice is subject to rapid and constant change; you should always check the [Federation University Newsroom](#) for the latest advice regarding COVID-19 before making an enquiry or submitting this request.

Coronavirus Special Assistance Scheme

Federation University will provide financial assistance to support eligible higher education students currently enrolled at a Federation Campus (including those enrolled via flexible delivery and ODL) impacted by a reduced income due to reduction in or loss of employment as a result of the impacts of COVID-19. You can check your eligibility [here](#).

Communications

We'll continue to keep you updated on the University's response to the COVID-19 situation and we remain committed to ensuring you receive the highest quality teaching and learning experience. Please remember to check your email and the [Federation University Newsroom](#) website and social media regularly for updates.



[Facebook](#)

[Twitter](#)

[Website](#)

[Email](#)

[Instagram](#)

[YouTube](#)