

## Welcome to the world of online learning

Some of you will be used to studying online and for others, it will be a new experience. Rest assured that the whole Federation University community is well prepared to support you through these challenging times. This resource provides you with a quick guide to key academic and student support services available as you transition to online learning and study.

### **Moodle**

A new Moodle site is available to help support your transition to online study. Look out for how-to videos, technology support, and advice about how to set up and study online.

### **Studiosity**

Ask an expert tutor questions about anything related to your study and learning with on-demand and one-on-one support through the Connect Live service, available 3.00 pm to midnight, Sunday to Friday. It's free, online and cloud-based, with no appointments needed, no registration required and no software to download.

### **Academic, Skills and Knowledge (ASK) service**

Get online access to experienced Student Academic Leaders (SALs), here to help you develop your study skills and answer all your undergraduate questions. Email your questions or visit ASK.

### **Study skills website**

Go online for information about referencing, assessment, research, critical thinking, punctuation, writing and time management.

### **Learning Skills Advisors**

Learning Skills Advisors (LSAs) are open for business to assist you, one-to-one, to develop the academic and language skills you need to succeed in your courses. Get help with essay writing, referencing, grammar, oral presentations and much more.

### **PASS online study groups**

Peer Assisted Study Sessions (PASS) are online facilitated study groups in specific courses. You can enhance your understanding of the course content in a relaxed peer environment, via Adobe Connect. No enrolment or registration is required.

### **Library**

Plenty of fantastic library services are still available. And don't forget to download the new MyLibrary! app so you can manage your library account on your mobile or tablet.

## IT SUPPORT

### Access to university applications from home

If you require access to specialist software or to software you don't have at home, you can connect to university lab computers remotely as if you were on campus. Instructions on connecting to university lab computers remotely can be found [here](#).

### Adobe Connect

Adobe Connect is a program that enables virtual class time interaction. Find instructions on using Adobe Connect in your Moodle shell: click the 'Study Help' tab, then select 'Adobe Connect Virtual Classroom Test'. For further information, please click [here](#).

## Student Support

Fed is here to support you every step of the way. Student support services remain available to answer your questions, provide you with advice or provide a comforting presence.

[Counselling](#) | [Student HQ](#)  
[Health Services](#)  
[Disability and Learning Access](#)

## ITS Service Desk

If you have any questions or require assistance with any IT issues while studying from home, we are here for you. Free call us on 1800 FED UNI (1800 333 864) Monday–Friday, 8.30 am–5 pm or contact us via our [online portal](#).

### Kaltura

You can share video content with your peers and teachers using Kaltura. For further information, please click [here](#).

### Microsoft Teams

If you need to attend online classes using Microsoft Teams, follow [these instructions](#) to get started.

### Further support for students

ITS has established a central location for you to access information that will help you to study off campus. Please check the [Student Support Site](#) regularly for all the latest information.



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