

# Coronavirus Update

TUESDAY 31 MARCH, 2020

Dear colleagues

Please see below the latest daily update for staff with information and actions Federation is taking to respond to the coronavirus COVID-19 situation. This includes contact details for staff to access HR and ITS support.

## **Update on online delivery**

Thank you to all of our staff who have worked so hard on the roll out of online delivery of our higher education programs. While there have been some technical challenges with Adobe Connect and Kaltura, for which there is further advice below, the overwhelming response after the first day has been positive. This is a major project that has been completed in a very short time frame and we thank all staff who have been involved.

## **Date correction for online evaluation activities in week six**

Yesterday's daily staff update included information about measures the university will take in coming weeks to assure teaching quality and student engagement during this rapid move to online learning. Please note, the date for a targeted survey of students in selected courses to gauge their transition to learning online was incorrect. This will occur in week six, which is **Wednesday 22 April - Thursday 23 April**.

## **Adobe Connect and Kaltura issues**

With the commencement of online teaching and increased use of the learning environment, staff may have experienced issues with Adobe Connect.

In anticipation of the increased usage, additional capacity was added to the service, but unfortunately we are continuing to experience performance issues.

ITS is continuing to work with the third party company that hosts the Adobe Connect virtual classroom solution and expects to have this issue resolved shortly.

Staff are encouraged to follow the [practical recommendations guide for teaching online when using Adobe Connect](#). Advice has also been provided directly to students via their Moodle shell.

#### Kaltura issues

We also acknowledge some issues with downloading and accessing videos this week. ITS is working with vendors to address these issues. Staff are encouraged to follow the [practical recommendations for recording presentations with Kaltura](#). This is a **new** document developed by CLIPP to support staff with this transition.

#### HR update

Thank you to all of our staff who provided websites and activities that parents working from home can use to help keep their children entertained. HR have created a web page with this information: [Working parents - tips and tricks](#). The page will be updated regularly so please keep sending your suggestions to [hr.hotline@federation.edu.au](mailto:hr.hotline@federation.edu.au).

#### Accessing staff support

##### HR support

Covid-19 hotline – staff can call (03) 5122 6300 between 8.30am–5.00pm to speak to an HR staff member about working from home protocols, leave types and other HR questions related to the pandemic.

##### ITS support

Off campus - call (03) 5327 9999 between 8.30am–5.00pm weekdays or use the online service portal.

On campus – for onsite assistance call 8888, otherwise please call (03) 5327 9999 between 8.30am–5.00pm weekdays or use the online service portal.

The ITS team has also established a [page with ITS advice for staff and students](#) on working from home. Please check this page regularly for answers to common IT issues.

##### Updates on Federation's COVID-19 response

Please check our [COVID-19 webpage](#) for regular updates and advice for staff and students. This includes HR toolkits and forms.

#### On behalf of the Critical Incident Response Team