

You told us about your IT issues as you adapt to your new world of education, and we listened, and looked for solutions that will work – either in your home, or by providing opportunities for you to come on campus and utilise the Federation infrastructure. Read on to learn more ...

An update on Adobe Connect ... your virtual classroom

We have spent the Easter break working with vendors to increase the capacity and performance of our virtual classroom software, Adobe Connect. This should result in fewer dropped connections and higher availability.

Did you know that you can help? It's important to understand that during peak teaching times you may still experience a delay in connecting to the virtual classroom. 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 the virtual classroom software, there are things you can do:

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. If you continue to experience issues contact the the ITS Service desk - please [log a job online](#), or call them on 1800 FED UNI (1800 333 864).

Need access to a computer or a wifi enabled workspace?

Access to our campuses is currently restricted to essential staff only, but we have just opened a limited number of bookable study spaces available for students who do not have computer access at home. These managed learning spaces have been set up to meet the COVID-19 requirements of government.

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.

How do I book a space on campus?

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.

A confirmation email will be sent to you.

Contact [the Library](#) if you need help with your booking or have other general inquiries. Remember, you are only permitted to be on campus if you have pre-booked a study space.

Where are the on-campus student learning spaces?

Ballarat – Mt Helen

F Building, Level 3 open space

25 seats

Enter off East Terrace, car park 7

Ballarat – SMB

SMB Library after-hours space

7 seats

Enter via after-hours entrance next to Building E

Berwick

902 G64

14 seats

Enter via Building 902 entrance

Wimmera

Library computer lab

6 seats

Enter via Wimmera Building C main entrance

Gippsland

Library after-hours space

14 seats

Enter via 1W main reception entrance

Brisbane

Level 7 Library and computer lab

20 seats

Enter building, take lift to Level 7

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