

ACU Announcements

Friday 27 March 2020

Dear staff and students

We are finalising the work we have undertaken to make sure that the majority of ACU courses will be fully online when classes resume on Monday March 30. We are confident we have made good progress and look forward seeing you online next week.

As the university moves to an online environment, we are conscious that there will be greater demands on our technology and our support services, and we are also relying on external platforms which are experiencing a high level of demand at present. There may be some inevitable teething problems next week. It won't be perfect, but we are working hard to minimise disruption to you, and ensure you continue to receive a valuable education. I would like to thank you for your continuing patience as we adapt and address any issues as quickly as we can.

We are including some key contacts for you below so that you know what to do and who to contact next week should you need support.

While we are now operating in an online learning and teaching environment, the university is still open and students can access their full curriculum online, with only a small number of exceptions. As is the case with all Australian universities, ACU is working around the clock to continue providing a quality and consistent education albeit under different and challenging conditions. We'll continue to keep you updated on what's happening.

FAQs for students

Additional information for students to specifically assist with the transition to online studies will be available on the ACU [FAQs page](#) by the end of today. Please continue to monitor this page as it is updated regularly.

Help is available

Libraries remain open with some changes to hours and services. Information on opening hours is available via the [Library website](#). Our [virtual library](#) is operating as usual with online resources available 24/7 and you can contact us via chat (24/7) or email. If you have books on loan they will be automatically extended until 30 June, 2020 (excluding those in high demand).

For students experiencing problems with IT and technology, there are resources in the [AskACU knowledge base](#) or you can contact [AskACU](#).

Important IT message for staff

Staff working remotely should be aware that VPN is only required for you to access resources on the ACU network, for instance your network drives.

All online tools used to support learning and teaching do not require VPN to run. These include Zoom, Echo360, Adobe Connect and Teams. Further information can be found in this [Service Central](#) article and if you need support, please contact [Service Central](#).

Study challenges and census date

The census date for Semester 1 remains 31 March. If you persist with your studies but they have been impacted by COVID-19, we're here for you. We're considering a range of flexible responses to concerns. If you're experiencing short-term issues related to an assessment task, you may be eligible for an extension, special consideration or a deferred examination. And if you need to withdraw due to illness, employment, family or personal reasons, you can apply to withdraw without penalty. If that's the case for you, please contact [AskACU](#).

Campus Ministry

Campus Ministry continues to provide pastoral and spiritual wellbeing support to the ACU community, whether it be on campus or online. To contact Campus Ministry staff or an ACU Chaplain please visit the [ACU website](#).

Further changes

The National Cabinet is meeting later today and there may be further changes relating to universities. In that case, we will advise you as soon as we know what these are and the implications they may have for our community.

In the meantime, check the ACU [FAQs](#), which will be updated to reflect this announcement by the end of today.

On behalf of Dr Stephen Weller and the Critical Incident Response Group

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