

ACU Announcements

Friday 3 April 2020

Dear staff and students

As we reach the end of the first week of conducting classes online, I'm sure everyone is breathing a collective sigh of relief that our systems are holding up with no significant problems. I hope you too are feeling more confident about the changes and with the support ACU is providing to support your work and studies.

There has certainly been a notable increase in demands on our technology. Please make sure you are using the right applications for your needs.

Video Conferencing Tools

The use of Zoom is reserved for teaching and learning staff conducting lectures and tutorials only.

If you are using Zoom for teaching purposes, please refer to [these important security recommendations](#) that should be applied to all Zoom meetings.

The recommended video conferencing tool for staff is [Microsoft Teams](#). Microsoft Teams should be used for all internal meetings. Skype for Business can still be used but staff will soon be migrated to Microsoft Teams so now is a great time to practice using Teams.

Hours of operation

We are continuing to keep longer hours of service until Easter while still transitioning into the new online environment.

- [AskACU](#): 8am-6.30pm
- [Service Central](#): 8am-6.30pm
- [Library](#): Check here for [campus hours](#). Our [virtual library](#) is operating as usual with online resources available 24/7 and you can contact us via chat (24/7) or email

Please remember that there is a large reservoir of resources and step by step guides available 24/7 in the [AskACU](#) and [Service Central](#) knowledge bases, and staff can make on-line service requests via the Service Central portal at any time. Resources are being updated regularly to reflect your questions.

#ACUatHome

You may have seen the #ACUatHome being used across our social media channels. We encourage students to share your experience via this hashtag, whether that be your new study space, your study buddy or even your online lectures/tutorials. Tag ACU in your posts and keep engaged as you transition to study from home.

While we want to keep you updated of new developments, we are also mindful of inbox overload. We will change our frequency of communications to once a week from next Wednesday. Please make sure you continue to monitor our [FAQs](#) on the ACU website which are being updated regularly.

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

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[Australia Catholic University Critical Incident Management Policy.](#)