FAQs

We have provided answers to some of the pressing questions from our students.

Q1: I cannot find the Zoom link that I will be using for the class.
    A. You can check your Federation University email and look for the message coming from your lecturer/tutor in relation to the link.

        Further, you can also login to Moodle to view the link on the subject you are going to attend. You must choose the Zoom link based on the timetable.

Q2: I cannot log in to SIS, it says the link cannot be reached.
    A. You may use the following link https://sis.iibit.edu.au/ and enter your computer username and password to access SIS Portal

        If you happened to forget your password, please email servicedesk@iibit.edu.au or call **02 9269 6925** to reset your password.

Q3: I did not get my Timetable
    A. You may check your Federation University email account and/or your personal account because the copy of your timetable was sent in either of the two email account.

        If you still did not receive your time table, send an email to studentservices@iibit.edu.au (SYD) or ADLstudentservices@iibit.edu.au (ADL)

        We also suggest that you auto-forward your Federation University emails to your personal email account. Check this link (page 10 of 11):
https://federation.edu.au/__data/assets/pdf_file/0009/485127/Getting-Started-as-a-Student-Online_2019Update.pdf

        You can log in as well to SIS to check your timetable.

Q4: What software will I be using for my lab and tutorial class?
    A. Zoom will be the online platform to be used for the tutorial class. If other software will be used, your tutor will announce it to your cohort.

Q5: I was able to join the class based on the given schedule, but the host is unavailable?
    A. You may contact Student Welfare through Zoom ID 378 858 423. The representative from Student Welfare will jot down the details and raise the issue to the appropriate department for immediate action.

Q6: Due to the bad situation right now, I would like to drop some of my units?
    A. You can get in touch with Student Services; send an email to studentservices@iibit.edu.au (SYD) or ADLstudentservices@iibit.edu.au (ADL)

        Take Note:
            Last date to add unit: **7th Aug 2020**
            Drop Unit: **21st Aug 2020**
            Enrol for July 2020: **7th Aug 2020**

Q7: We students are facing issues right now regarding work, can you extend the deadline of our payment?

    A. Federation University had provided flexible fee payment plan options. You may get in touch with Student Welfare (studentwelfare@iibit.edu.au) for further information.

        Take Note:

            Last date to apply for payment plan option: **7th Aug 2020**

            Last date to make the outstanding payment for July 2020: **21st Aug 2020** (If you have not applied for Payment plan option)

Q8: I want to defer or apply for Leave from Studies (LFS) my semester. How can I do it?

    A. Deferment/LFS are to be applied online thru MSYC with supporting documents. You also need to send an email to studentservices@iibit.edu.au (SYD) or ADLstudentservices@iibit.edu.au (ADL).

Q9: I am currently in self-isolation and is behind lectures/tutorials, is it possible to extend deadline of the submission of assessments?

    A. You need to send email with request to Academic services: AS-Sydney@iibit.edu.au (SYD) or AS-Adelaide@iibit.edu.au (ADL).

Q10: I don't like to go back to my accommodation because there are huge number of residents, can the institution look for accommodation for me?

    A. If you have queries about accommodation, please send an email to studentservices@iibit.edu.au (SYD) or ADLstudentservices@iibit.edu.au (ADL).

Q11: I don't want to come to the campus because I'm scared to be infected of COVID-19 virus, how will I be able to get my student I.D. card?

    A. Unfortunately, there is no option where you can get the student I.D card without coming to the campus. Your photo has to be taken so you have to come to the Service Desk office either in Sydney or Adelaide campus.

        We highly recommend you follow the safety guidelines from Australian health authorities in relation to COVID-19 when going outdoors.

Q12: I'm currently overseas and was not able to come back to Australia prior to the start of semester due to travel restrictions. My situation here is very difficult and I cannot continue this semester.

    A. You can send an email to studentservices@iibit.edu.au (SYD) or ADLstudentservices@iibit.edu.au (ADL) to know your options.

Q13: I don't have a laptop, how will I be able to attend online classes?

    A. You may send an email to servicedesk@iibit.edu.au. They will inform you about what are the options available for you to have a computer to use to be able to attend the online class.

Q14: I need guidance in referencing and avoiding plagiarism, how can I get assistance on this?

    A. If you are looking for ways to develop these academic skills, the Skills Development team is here to help you; you can reach them via Zoom https://iibit.zoom.us/j/98906539768, M-F, 9 am to 5 pm.

Q15: MS Word is not installed in my computer, can you help me have this word processor installed in my computer?

    A. You may login to https://www.office.com/ and click on Install Office. You use the following credentials studentidno@students.federation.edu.au and enter your Moodle password, for example: 30xxx@students.federation.edu.au

       If you have still have further issues, please email servicedesk@iibit.edu.au or call **02 9269 6925**

Q16: I'm mentally and emotionally weak, I'm away from my family, and I feel so scared of this COVID-19, what should I do?

    A. Our Counselling service is available every Friday to assist you if you experience mental/emotional distress and/or stuck in a circumstance that makes it difficult for you to function well and cope with online learning.

       You can book an appointment with the counsellor by sending an email to studentwelfare@iibit.edu.au.

Q17: I attended an online class based on my timetable but there's no participants in Zoom, are there changes in the timetable? Whom can I approach in relation to my timetable?

    A. You need to send an email to Academic services: AS-Sydney@iibit.edu.au (SYD) or AS-Adelaide@iibit.edu.au (ADL).

Q19: I want to come to the campus and speak with someone to guide me thoroughly about my assignments (because I'm confused in understanding it on my own), will there be any academic support in the campus at this time?

    A. It is best you send first an email to AS-Sydney@iibit.edu.au (SYD) and AS-Adelaide@iibit.edu.au (ADL) to be properly guided.

       The skills development team can also be contacted if you need assistance in relation to your assignments, you can reach them via Zoom https://iibit.zoom.us/j/98906539768, M-F, 9 am to 5 pm.

Q20: I am not happy with the online class as this is not what I signed for; I don't want to attend classes anymore!

    A. You can send an email to studentservices@iibit.edu.au (SYD) or ADLstudentservices@iibit.edu.au (ADL) to know your options.

Q21: I am currently in self-isolation and I'm late for the enrolments, can I still enrol?

    A. Please send an email to studentservices@iibit.edu.au (SYD) or ADLstudentservices@iibit.edu.au (ADL) to be properly advised.

Q22: I am a new student from Adelaide but my family is in Sydney, can I transfer to Sydney with reasonable grounds?

    A. You have to discuss your case with Student Services. They will inform you about the criteria set when it comes to the term 'reasonable grounds'. You can send an email to studentservices@iibit.edu.au (SYD) or ADLstudentservices@iibit.edu.au (ADL) for guidance.

Q23: Will it be considered that I attended the class if I decided to leave Zoom meeting in the middle of the ongoing lecture/tutorial?

    A. You may discuss this with your lecturer/tutor.

Q24: If I plan to go back to my country and continue attending class from overseas, would that be okay?

    A. You need to send an email to studentservices@iibit.edu.au (SYD) or ADLstudentservices@iibit.edu.au (ADL) to be guided and counselled if your request is approved.