
Tip sheet – Links in FLO to student support services and information

Ensuring that students know how to get timely support and relevant information is critical to their success and positive experience. A number of the digital learning guidelines address this, namely:

- 1.8: Staff draw student’s attention to links that exist to FLO support.
- 3.6: Staff draw student’s attention to *Academic Integrity for students* in FLO and assistance available with interpretation of text matching reports.
- 7.4: Staff draw student’s attention to links in FLO to technical support services for the learning technologies used in the topic.
- 7.5: Staff draw student’s attention to links in FLO to student-related policies.
- 7.6: Staff draw student’s attention to links in FLO to student learning support services and all applicable student support services as listed on the [student portal](#).

You’ll note that all these guidelines start with “staff draw student’s attention to”. This is intentional because all of these resources and services already exist and are linked in every FLO site. This means you don’t need to create these resources. In fact, it is important that you use the links and resources that are already provided in FLO, rather than creating your own. Support services are continually evolving and creating your own links may result in broken links or outdated information. The links in FLO are managed centrally and are updated when something changes.

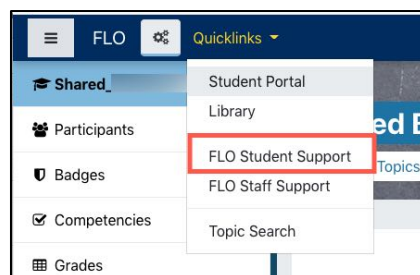
One of the key requests from students is consistency. Directing students to use the links in FLO fosters consistency. That said, on occasions it might be appropriate to provide a link to a specific resource for your topic (eg a direct link to a mathematics guide).

An ideal time to draw students’ attention to links is during your topic welcome and orientation. Additionally, as you are communicating with students throughout the topic, eg via announcements or house-keeping comments in class, you could remind students of the relevant link. For example *“Your major assignment is due next week. Ensure you leave time to check your work via Turnitin before submitting to the assignment for marking. Remember, if you need help interpreting your text-matching report, there is a link in the Turnitin description”*

So that you are familiar with where students can readily access these items, the following describes where each of these are provided in FLO.

1.8 Links that exist to FLO support

On the top bar of FLO there is a Quicklinks menu. In this dropdown menu one of the items is a link to the FLO Student Support. These pages contain information on how to use FLO, system requirements, and how to contact the FLO student helpdesk




3.6 Links to academic integrity for students and assistance with interpretation of text matching reports

All FLO topics have a Turnitin draft submission box for students to check drafts of their assignments before submission for marking. The standard setup includes a description which includes links to:

- support material on how to interpret text matching reports, and
- the *Academic Integrity for students* site.

Text matching

 [Text-matching - submit DRAFTS here](#)

You can submit draft assignments for the purpose of revision and in preparation for final submission.

Help and Support

- For specific assistance interpreting your report, refer to [text-matching support](#)
- For general information about Academic Integrity, refer to [Academic Integrity for students](#)

If your topic doesn't have these links in the Turnitin draft submission box description, please contact your [College Online Learning and Teaching team](#).

7.4 Links to technical support services for the learning technologies used in the topic

FLO is an ecosystem which includes a number of learning technologies including Moodle, Kaltura video, lecture capture and Collaborate. The FLO student support pages have information on using all of these. Additionally, some have extensive help and support pages. These can be accessed via links located next to the relevant tools in FLO. For example, the Collaborate description includes a link to allow students to check their settings. If you plan to use Collaborate in your topic you may wish to call your student's attention to this link and recommend that they check their equipment and settings and take a look at the help and support pages. If your topic doesn't have these links available, please contact your [College Online Learning and Teaching team](#).

 [Collaborate](#)

Collaborate is an online live collaboration space, including chat, audio, video, images, files, and screen-sharing. By entering Collaborate sessions [you consent to being recorded](#). Please [check your settings](#) prior to your session.

If you are using learning technologies from outside of FLO, you will need to locate the relevant help materials and ensure your students know where to find these.

7.5 Links to student-related policies and procedures

In the FLO footer, available on every FLO page, there is set of links. One of these is to Student-related policies and procedures. The other links in this section are also important and you might like to make your students aware of these too.

Links

[Our commitment to Indigenous Australians](#)
[Academic Integrity](#)
[Privacy](#)
[Copyright & Disclaimer](#)
[Accessibility](#)
[Student-related Policies & Procedures](#)

7.6 Links to student learning support services and all applicable student support services as listed on the student portal.

The student portal is the first link in the Quicklinks dropdown menu.

The student portal provides a central access point for students to information and [support services](#), including student learning support services. There are many services available to students. Spending a few minutes investigating the services available is a worthwhile activity. You will then be in a better position to advise students in need what support is available and how to find it.

