



## 24/7 On-demand Study Support Service

### FAQ for Staff

Q What is 24/7 on-demand study support?

A 24/7 on-demand study support is an expansion of the existing services offered by the Academic Skills Unit. There are two services available:

- **Connect Live:** One-to-one real-time chat with collaborative whiteboard and file sharing on topics including foundational maths, English, accounting and economics.
- **Writing Feedback:** Students can submit a draft of a piece of writing online and within 24 hours receive feedback on grammar, spelling, punctuation, basic structure and the mechanics of referencing.

Q Who will provide the 24/7 service?

A The 24/7 service will be delivered by ACU's external service partner, Studiosity.

Q Who can use the service?

A For the 2020 pilot, this service is being offered to all commencing ACU students.

Q When did it become available?

A The service was launched on 24 February 2020.

Q How will the students access the service?

A Commencing students can access the 24/7 on-demand study support through first-year units within LEO, and through the 'For commencing students' page on the Academic Skills Unit LEO site.

Q How does Studiosity work with existing academic skills support services?

A Studiosity provides general online academic support for students commencing study in 2020. They will refer students to ACU services and resources and encourage students to contact and use the Academic Skills Unit services.

Q How does Studiosity differ from the Academic Skills Unit?

A Studiosity is an external provider of beginning study skills support. Academic Skills Advisors are ACU staff working within the Provost portfolio. Our goals are to facilitate and promote the development of students' learning strategies and behaviours, supporting retention and success. We provide online resources through the [Academic Skills Unit LEO site](#), consultations, workshops, drop-ins and the *Ask an Advisor* email service.

Q How do I get the link for my unit?

A In 2020, access to Studiosity is limited to first-year units within LEO. All first-year units are included in the pilot for Semester 2 2020. To find out more information from your faculty, contact your Associate Dean (Learning and Teaching). For more information about learning support at ACU, contact the Academic Skills Unit at [academicskills@acu.edu.au](mailto:academicskills@acu.edu.au).

Q How do I help students if they are having difficulties accessing the service?

A Students experiencing problems with accessing the service, or who have other account or technical queries, can contact the Studiosity customer support team via the online chat in the bottom right corner of the Studiosity website. The Studiosity team will be able to get back to the student within 24 hours; the response time is usually much faster during business hours and between 3pm-9pm every day, when the chat support is staffed.

Q Where can I get more information about Studiosity at ACU?

A For general enquiries about the Studiosity program/service, usage reports, project approach and student groups participating in the pilot, please contact the Academic Skills Unit at [academicskills@acu.edu.au](mailto:academicskills@acu.edu.au).