

Adapting to the world online

Toolkit for Universities

Creating safer online environments



While most students are comfortable using technology as part of their studies, some may have lower levels of digital literacy and lack confidence or feel isolated online. Others may be unsure about aspects of online or distance learning — like using video conferencing or group chat. This resource provides advice on using the internet and everyday technology safely — so that everyone feels empowered to engage online.

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University help for online study

Universities offer a range of student and study support services that you can use to help improve your academic writing, study and research skills, or develop your digital literacy. Universities also offer health and wellbeing services.

To use these services, visit the 'student' section on your university's website. It will have links to:

- **Study resources** — for skills ranging from time management and organisation through to academic writing skills and digital literacy. Digital literacy may include how to use online learning systems like Moodle, Blackboard and Canvas, searching databases or using software for assignments or research such as Excel, Word, NVivo, Endnote, Mendeley and SPSS.
- **Student health, support and wellbeing services** — you can use these to address and cope with feelings of stress, anxiety and being overwhelmed by online learning and collaboration platforms.
- **IT support** — including assistance to download software such as the Microsoft Office suite, set passwords and for solutions to issues with technology.

Student support from eSafety

eSafety can help all students to connect and engage online, and with online learning. Information, guidance and support are available through the eSafety website and [Be Connected](#) — an Australian Government initiative.

- Be Connected offers step-by-step videos and interactive guides on how to set up and customise your new or used [Apple smart device](#), [Android smart device](#), [Apple computer](#) or [Windows computer](#).
- The [Be Connected topic library](#) has modules about the world online both for study, and for personal use.. This includes [How to protect yourself online](#), [How to use video calling and WhatsApp](#), [How to shop online](#) and [How to use social media](#). It also offers tips for [online hobbies](#) like researching family history, exploring Google Earth and writing a blog.
- Be Connected [webinar presentations](#) are another way Australians can learn to stay safer online with topics including COVID-19, how to spot a scam, safety on Facebook, data and public WiFi, online shopping and online banking.
- Students may also like to visit eSafety's [quick reads](#) which help Australians stay informed about current issues, including staying safe online during [COVID-19](#), [common questions relating to the NBN](#) and [how to spot a scam](#).