

Frequently asked questions – participants

PEER ASSISTED STUDY SESSIONS (PASS) ONLINE

Is PASS going to continue on my subject?

Where possible, we have moved to a remote study version called PASSonline. You can see the updated timetable at <https://www.uow.edu.au/student/support-services/pass/rooms/>. The timetable will also appear on your Subject Moodle site.

How will PASSonline run?

PASSonline will run using a platform called WebEx Training. When you follow the link provided for your session (see below ‘How do I access Passonline?’), you will be directed to an online training room where the PASS Leader is the facilitator. These online training rooms are set up so that you can learn collaboratively with your peers. PASS will continue to follow the subject content, so in week 5 PASS Leaders will be guiding you through a review of week 4 content. PASS Leaders will use a number of features to encourage collaboration – including whiteboards, polls, the chat box and break out rooms. The Leader will explain the different features as the session goes on, you don’t need to have any specific knowledge of the system being used.

Do I need to register for PASSonline?

No, you do not need to pre-register. Attend any session that suits you by clicking on the link (see below) and entering the password if prompted.

I didn’t attend PASS before the mid-session break, can I still come?

Yes, you are welcome to attend PASSonline even if you have not yet attended PASS or if you have not enrolled in a place on SOLs. All students are welcome.

How do I access PASSonline?

The PASSonline sessions will be set up and the links to access these will be available in two places:

1. *The PASS Timetable on the PASS Website*

To access PASSonline from the PASS Timetable, click on the link provided in the “Room” column next to the session you would like to attend. You may be prompted to provide the password that we have included. At times you will not be required to enter this.

2. *The subject Moodle page*

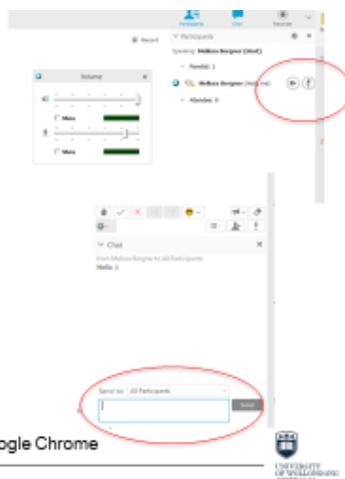
To access the PASSonline from the Moodle page you will click on the link supplied in the Moodle site for the session time you wish to attend. You may be prompted to provide the password that we have included. At times you will not be required to enter this.

After you click on the link, you will be prompted to enter your UNIVERSITY EMAIL ADDRESS. This is the sign in process for each session. This will not work with a personal email address.

Is there anything I need to know to make PASS online work for me?

You can download the WebEx application to your device (phone, tablet, computer) or access WebEx via a web browser. We highly recommend that you use Google Chrome as your web browser. Some hints have been created by PASS Leaders below.

- Check your internet connection, try to stay within an area of good WiFi
- Google Chrome works best
- Test your webcam, microphone and sound
- Headphones with a microphone can be helpful (especially if there is a lot of background noise)
- Find the chat box



Can I enter a session before the start time?

You are encouraged to enter the session 5 minutes before it starts to get set up. You will not be able to enter any earlier than this.

Can I enter a session if it has already started (e.g. I am running late)?

You will be able to enter a session at any time during the scheduled hour. We highly recommend you join at the beginning in order to hear the key instructions from the Leader.

What is WebEx teams?

All students who have enrolled in PASS have been enrolled in your WebEx teams space if you created one. This is a space for the students to share their screenshots/ links and chat with each other between sessions. The PASS Leader may use this space to ask you when content you would like to cover in PASS or to ask for feedback after a session.

You can see a quick guide to WebEx teams here https://uowedu.service-now.com/imts?id=kb_article_view&sys_id=44e1f084db3b80101c44cd0514961931

We recommend you download the free WebEx teams app to your device (phone, tablet, computer) – available from the app store.

How can I access my subject PASS WebEx team?

If you have not been added to a WebEx team you can ask your PASS Leader to add you in a PASS session or you can email pass-enquiries@uow.edu.au

Who do I contact if I cannot access PASSonline?

If you cannot access PASSonline for any reason you can contact pass-enquiries@uow.edu.au.

WebEx is supported by IMTS, both you and students will be able to contact them until 10pm. You can contact them on (02) 4221 3000.

For urgent enquiries you can contact 0418 297 871.

I have no PASS on my subject, what other support can I access?

If PASS is not available on your subject, you can access peer assisted study support via the UOW Learning Coop Peer Coaches. You can connect with Peer Coaches between 12pm – 8pm Monday to Friday. At other times you can leave a message and they will get back to you. The Learning Co-op also has extensive resources and you can contact an Academic for support also. See

<https://www.uow.edu.au/student/learning-co-op/>