

## March 30, 2020 – You are online, and so are we!

As of today, Monday 30th March, we will be offering an Online Reception Desk via zoom so that current students can speak to one of our Student Experience team face to face, the same as you would if you were coming onto campus. This will be available from 9.30am-5.30pm AEST Monday to Friday, and all you need to do is follow this zoom link <https://acap.zoom.us/j/660235497>. This works like a virtual waiting room and your zoom is private between yourself and the Student Experience Adviser. If you zoom in and the Student Experience adviser is on a zoom with another student, you will be put in the queue until the student leaves and then you be in the virtual reception. We will monitor the waiting room to see how busy this gets.

This is the first time we have offered this so we thank you in advance for your patience whilst we get things up and running.

On Friday 27th March, we also implemented a new phone system that enables our Student Experience Team to take calls from home. In addition to the staff responding to emails and on the online reception desks, we currently have 4 people on the phones across the campuses. This should be seamless to you as the phone number 1800 061 199 remains the same.

We encourage and recommend that you email us via [StudentCentral@acap.edu.au](mailto:StudentCentral@acap.edu.au) as we have most of our staff managing the inbox, however we have the above options if you need to speak with someone.

Thanks!  
ACAP team