

ORIENTATION PROGRAM

# JCU Families Information Session





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# Where to go for help



# Student Centre

Some general enquiries we receive:

- Student ID cards
- Enrolment help
- Course and subject advice
- Fees and financial information/support
- Student loans
- Exams
- Timetables
- Student payments
- Scholarship information
- Support services
- Graduation

# Privacy Laws

The student is our sole client, and we respect and maintain their privacy in accordance with the Information Privacy Act 2009 (Qld).

Due to privacy laws, parents and partners do not have access to a student's personal details, exam results, current contact details, financial information and enrolment details.

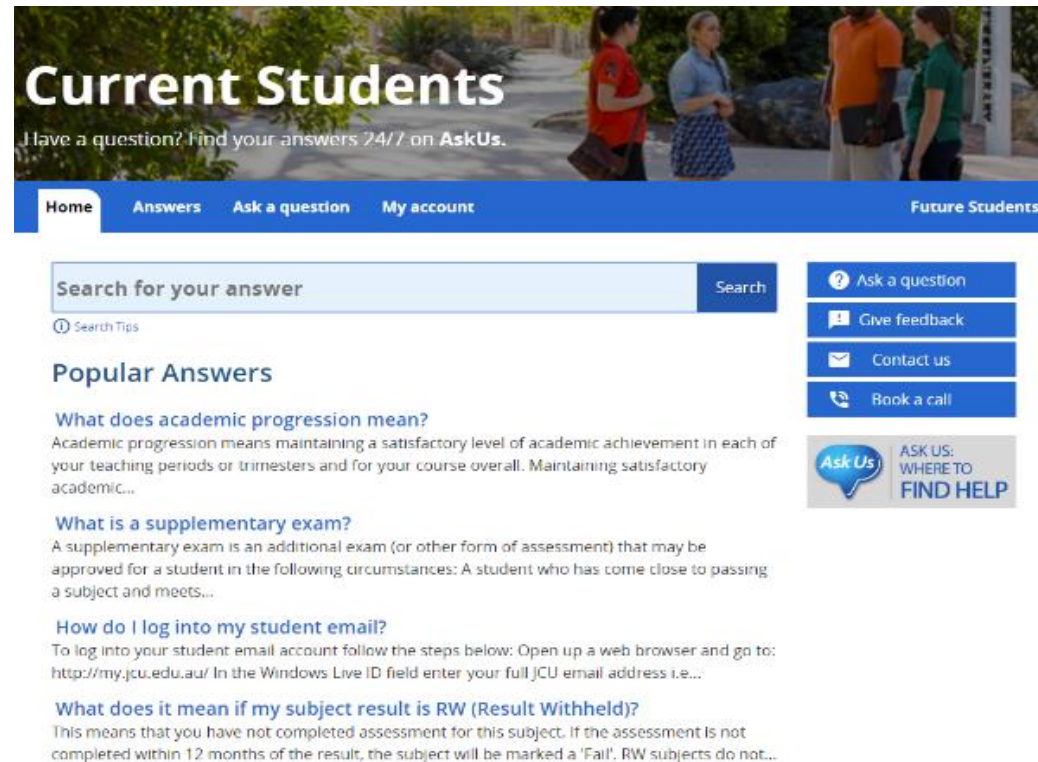
You are however, encouraged to seek general information and advice from the University.

- Website: [jcu.edu.au](http://jcu.edu.au)
- Email: [enquiries@jcu.edu.au](mailto:enquiries@jcu.edu.au)
- Phone: 1800 246 446
- Student Centres:
  - Smithfield Campus, Building A1
  - Douglas Campus, Building 134



# Ask Us

Ask Us provides online answers to commonly asked questions 24/7 - [jcu.custhelp.com](http://jcu.custhelp.com)



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# Fees and Scholarships

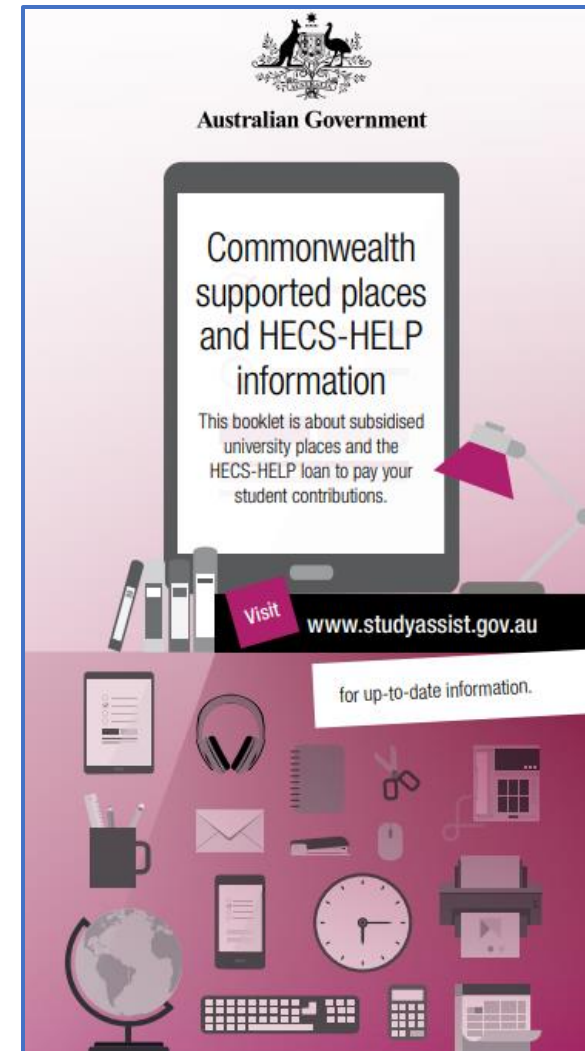


# Domestic Tuition Fees

Domestic students pay the Student Contribution amount, and the Government covers the rest of the tuition cost.

Who are domestic students?

- Australian citizens
- New Zealand citizens
- Australian permanent residents



# Payment of Student Contribution Amount

## **Australian citizens and holders of a permanent humanitarian visa:**

- can defer payment through the HECS-HELP scheme if the student has provided their Tax File Number.

## **New Zealand citizens and holders of a permanent non-humanitarian visa:**

- must pay tuition fees upfront

## **Please Note:**

- Fee statements are NOT mailed out
- It is every student's responsibility to be aware of fees and payment due dates
- Students can access their own fee statement (tax invoice) showing outstanding fees through eStudent



# Student Services and Amenities Fee

The Student Services and Amenities Fee (SSA Fee) was introduced by the Australian Government to improve university support services and facilities for students both on and off campus.

The SSA Fee is charged on the basis of study load. There is a charge per subject and a maximum charged per calendar year.

The income from the fee is used to provide a range of student support services and facilities that students can access, including:

- Providing food and drinks to students on campus
- Student Advocacy Officer
- Legal services to students
- Orientation activities
- Libraries and study spaces
- Sports and recreation activities
- Careers and employment advice
- Health and wellbeing services

# Financial Assistance

## **Centrelink assistance -**

- Use their online Payment Finder tool
- [centrelink.gov.au](https://www.centrelink.gov.au)

## **Working part-time -**

- More than 50% of students work part-time
- JCU CareerHub helps students find jobs
- [jcu.edu.au/careers](https://jcu.edu.au/careers)


# Scholarships

- Commonwealth Scholarships
- JCU Access Fund Scholarships
- Other JCU Scholarships
- Non-JCU Scholarships


For more info visit:

[jcu.edu.au/scholarships](http://jcu.edu.au/scholarships)


► Featured Scholarships




**UNDERGRADUATE**  
**JCU Vice Chancellor's Scholarship**  
Open to: High-achieving school leavers with an ATAR of 97+  
**Up to \$40,000**  
[Learn more >](#)




**UNDERGRADUATE**  
**JCU Deans' Scholarship**  
Open to: Undergraduate first year (school leaver), high academic achiever with an ATAR of 95 to 97, domestic student, full-time basis  
**Up to \$20,000**  
[Learn more >](#)




**UNDERGRADUATE**  
**North Queensland Gas Pipeline Regional Women's Scholarship**  
Open to: 1st or 2nd year female students from a rural or regional location.  
**Up to \$32,000**  
[Learn more >](#)




**UNDERGRADUATE**  
**The George Alexander Foundation Undergraduate Scholarship**  
Open to: Undergraduate, commencing from rural or regional location  
**Up to \$24,000**  
[Learn more >](#)



**UNDERGRADUATE**  
**QCoal Foundation Scholarship**  
Open to: First year students with preference given to Geology or Science (excludes Marine Biology)  
**Up to \$30,000**  
[Learn more >](#)



**UNDERGRADUATE**  
**Iplex Undergraduate Engineering Scholarship**  
Open to: Bachelor of Engineering (Majors Chemical or Mechanical)  
**Up to \$16,000**  
[Learn more >](#)

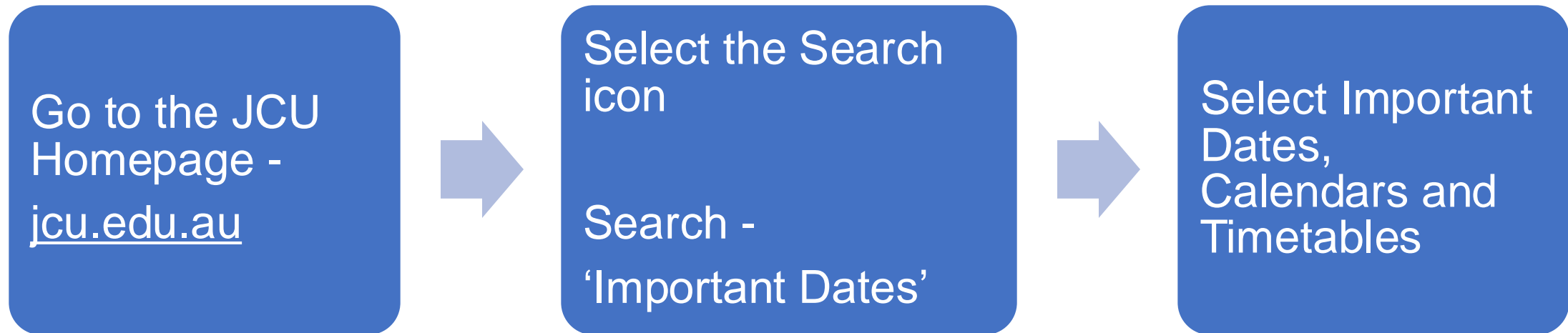


**UNDERGRADUATE**  
**JCU Accommodation Scholarship**  
Open to: Commencing full-time students living on-campus  
**\$10,000**  
[Learn more >](#)

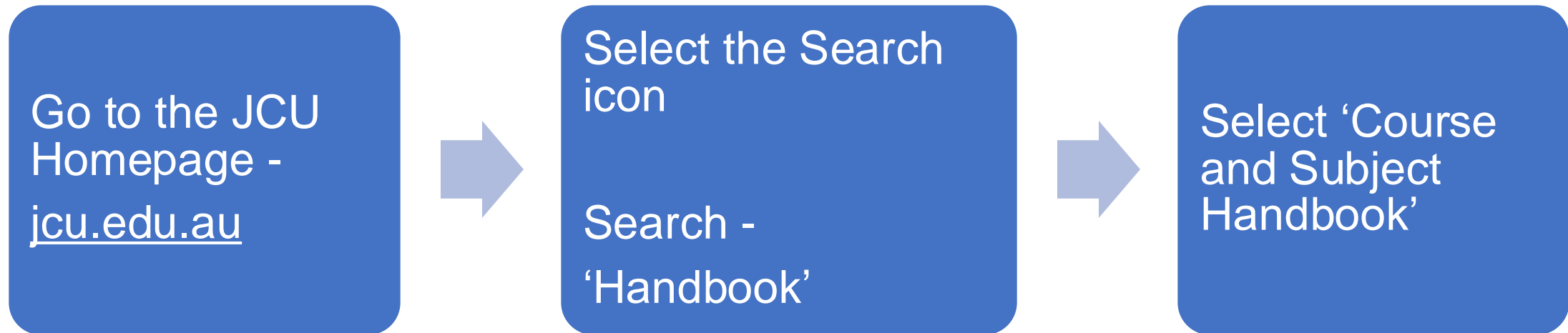
\*Dollar values are indicative, for detailed information on scholarships, please view each scholarship individually.



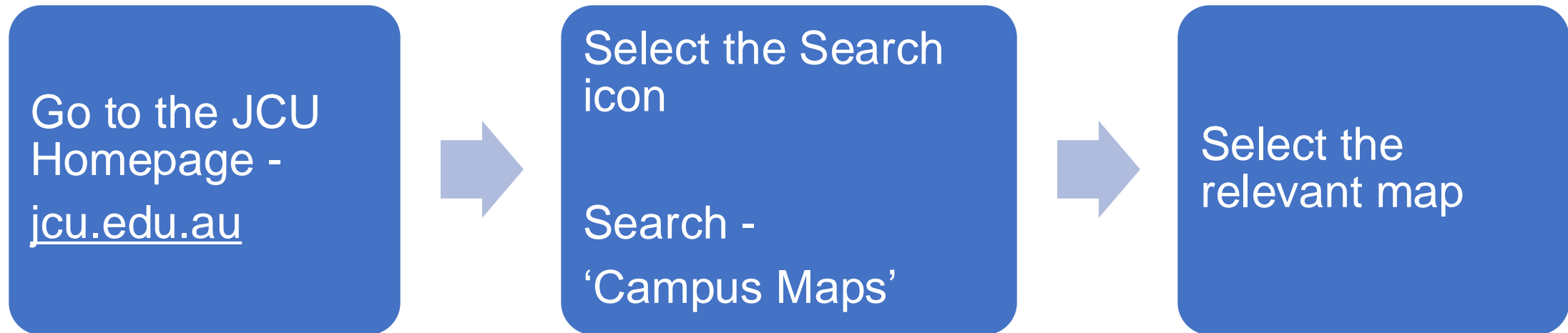
# Important Dates



# Course and Subject Handbook



# Where to find Campus Maps





# Tips for JCU Families

## **Encourage discussions -**

Encourage your student to engage and ask questions. Whether it's asking us, their Lecturer, Course Coordinator or the Librarian, we are all here to help your student succeed. Don't rely on hearsay and always fact check advice from other students.

## **Promote participation -**

Encourage your student to attend O Week and use the resources we have available for them throughout the semester. Use the Learning Centre online resources, attend workshops and access Studiosity, a free online learning advice service available to all students. There are also counselling, career planning and Peer Assisted Study Sessions (PASS) available.

## **Plan for success -**

Support your student by being across the Academic Calendars. Knowing when exams and important dates are coming up like Census Date is key, in case they need to lighten their study load. Remember, holidays and travel are not legitimate reasons for missing or deferring an exam.

# Student IT Essentials

**Scan the QR codes below to:**

Connect to the JCU  
Wireless Network -



Register for  
Multi-Factor  
Authentication -



Multi-Factor  
Authentication Reset  
(Self Service) -



# Need Help?

Visit us at the Student Centre or:

- Call us on **1800 246 446** - (Select option 1 for Current Students)
- Email us via [enquiries@jcu.edu.au](mailto:enquiries@jcu.edu.au)
- Online Live Chat
- Book a Call





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# How to support your family member



# The JCU Experience

Diversity of student population at JCU:

- 50% of students are school leavers
- 50% of students are mature age
- 47.6% are first in family students
- 20.3% have low socio-economic status
- 15% have a first language other than English
- 6.5% have a disability







# University Culture

Transition from work/school to university:

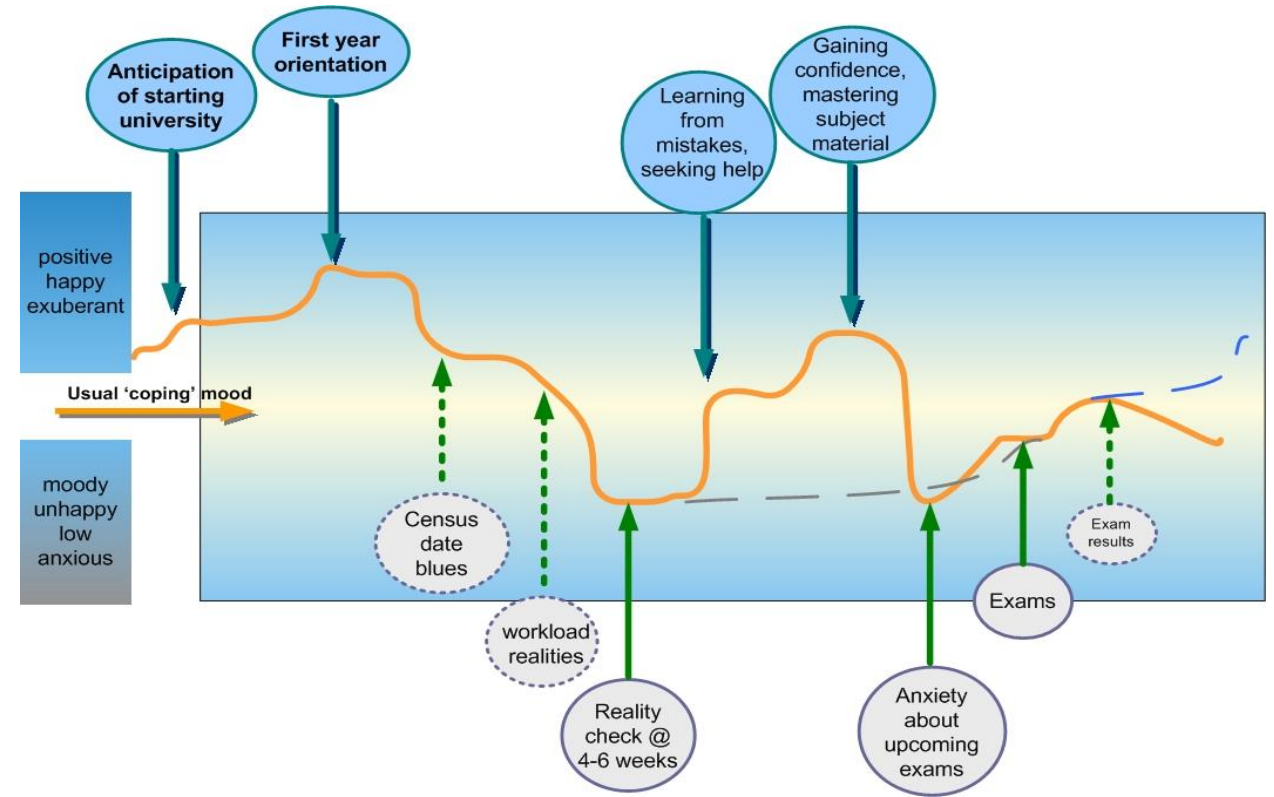
- Students are treated as adults
- Self-goal setting is critical

Independent Learning model:

- No one will check work completion
- Aim to allocate 10-12 hours per subject every week
  - ✓ 3 hours prep reading
  - ✓ 3 hours post revision
  - ✓ 2-3 hours assessment preparation

# First Study Period Experience

- Students commonly encounter natural emotional peaks and troughs across the first study period
- Expect these and prepare to provide encouragement and support at difficult times
- Remind them of their original purpose in enrolling
- Remind them their goals haven't changed
- Encourage them to stick at it
- Celebrate their wins
- If they are in distress, ask them to make an appointment with a Learning Advisor or Counsellor





# How can you support your student?

- Starting uni is both daunting and exciting
- Provide an *empathetic* ear
- Be the non-judgmental support they need
- Demonstrate interest in what they are learning
- Ask questions about the topics covered, what happened in classes that day, and what their assignments are about
- Provide a dedicated study zone (or encourage them to use the library)
- Research shows the more engaged they are, the higher their satisfaction levels, and therefore resilience
- Encourage involvement (key to learning)
  - ✓ Encourage them to ask questions
  - ✓ Remind them that if they don't understand something, the chances are that others probably don't either
  - ✓ Encourage them to use support services





The Learning Centre  
UNLOCK YOUR POTENTIAL



- Study planning
- Assessment planning
- Online resources
- O-week workshops
- Studiosity
- PASS
- Peer Learning Assistants
- Learning Advisors



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# Inclusion, Wellbeing and Careers, Student Services and Support Directorate



# Services on offer

- Counselling
- Careers
- AccessAbility
- Student Success Officers





# JCU Counselling

- Multidisciplinary team of mental health professionals with backgrounds in Psychology, Social Work and Occupational Therapy
- Free and confidential service for all enrolled students (TSV & CNS)
- Appointment based system with face-to-face and telehealth (phone or zoom)



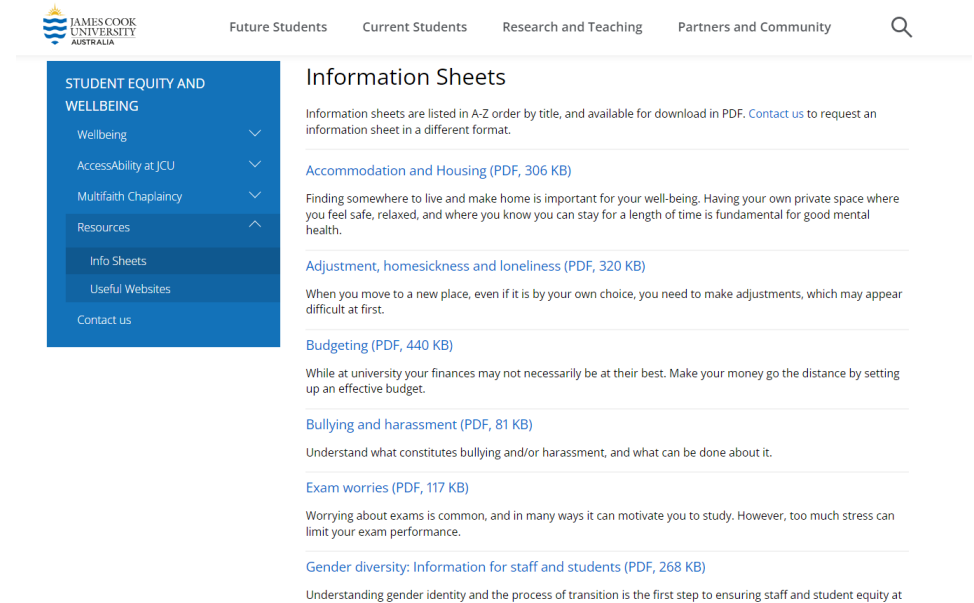
# Our Services

## Online resources

- Information sheets addressing a range of concerns available on our website

## Supporting documentation

- Provision of Counsellor's Certificates to support applications for special consideration
- Only available for students with a history of engagement at our service or for those who can clearly demonstrate extenuating circumstances



The screenshot displays the JCU Australia website's navigation and content. The top navigation bar includes links for 'Future Students', 'Current Students', 'Research and Teaching', and 'Partners and Community', along with a search icon. A left-hand menu under 'STUDENT EQUITY AND WELLBEING' lists 'Wellbeing', 'AccessAbility at JCU', 'Multifaith Chaplaincy', 'Resources', 'Info Sheets', 'Useful Websites', and 'Contact us'. The 'Info Sheets' section is active, showing a list of downloadable PDFs: 'Accommodation and Housing (PDF, 306 KB)', 'Adjustment, homesickness and loneliness (PDF, 320 KB)', 'Budgeting (PDF, 440 KB)', 'Bullying and harassment (PDF, 81 KB)', 'Exam worries (PDF, 117 KB)', and 'Gender diversity: Information for staff and students (PDF, 268 KB)'. Each sheet includes a brief description of its content.

**STUDENT EQUITY AND WELLBEING**

- Wellbeing
- AccessAbility at JCU
- Multifaith Chaplaincy
- Resources
- Info Sheets**
- Useful Websites
- Contact us

### Information Sheets

Information sheets are listed in A-Z order by title, and available for download in PDF. [Contact us](#) to request an information sheet in a different format.

[Accommodation and Housing \(PDF, 306 KB\)](#)

Finding somewhere to live and make home is important for your well-being. Having your own private space where you feel safe, relaxed, and where you know you can stay for a length of time is fundamental for good mental health.

[Adjustment, homesickness and loneliness \(PDF, 320 KB\)](#)

When you move to a new place, even if it is by your own choice, you need to make adjustments, which may appear difficult at first.

[Budgeting \(PDF, 440 KB\)](#)

While at university your finances may not necessarily be at their best. Make your money go the distance by setting up an effective budget.

[Bullying and harassment \(PDF, 81 KB\)](#)

Understand what constitutes bullying and/or harassment, and what can be done about it.

[Exam worries \(PDF, 117 KB\)](#)

Worrying about exams is common, and in many ways it can motivate you to study. However, too much stress can limit your exam performance.

[Gender diversity: Information for staff and students \(PDF, 268 KB\)](#)

Understanding gender identity and the process of transition is the first step to ensuring staff and student equity at

# How to reach us

- All appointment requests need to be submitted via our online form.
- Walk-ins are welcome! Students will be directed to complete our online form using our iPad.
- If making an appointment on behalf of a student, please ensure the student is aware of, and consenting to the referral.
- If seeking advice on how to support a student, please note we can only provide general advice unless consent has been obtained from the student.

We are located at JCU Libraries, Townsville and Cairns.

## Contact us via:

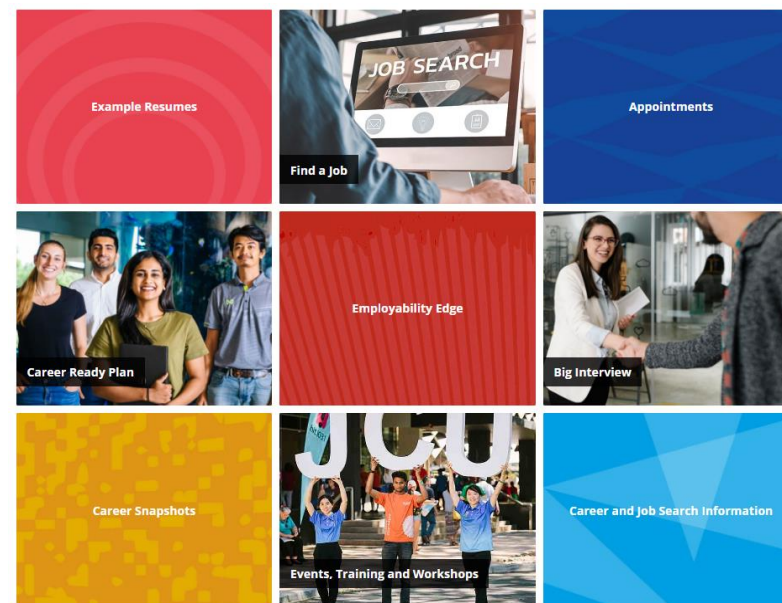
Phone: 1800 246 446

Email: [studentwellbeing@jcu.edu.au](mailto:studentwellbeing@jcu.edu.au)

Webpage: [jcu.edu.au/student-equity-and-wellbeing](http://jcu.edu.au/student-equity-and-wellbeing)

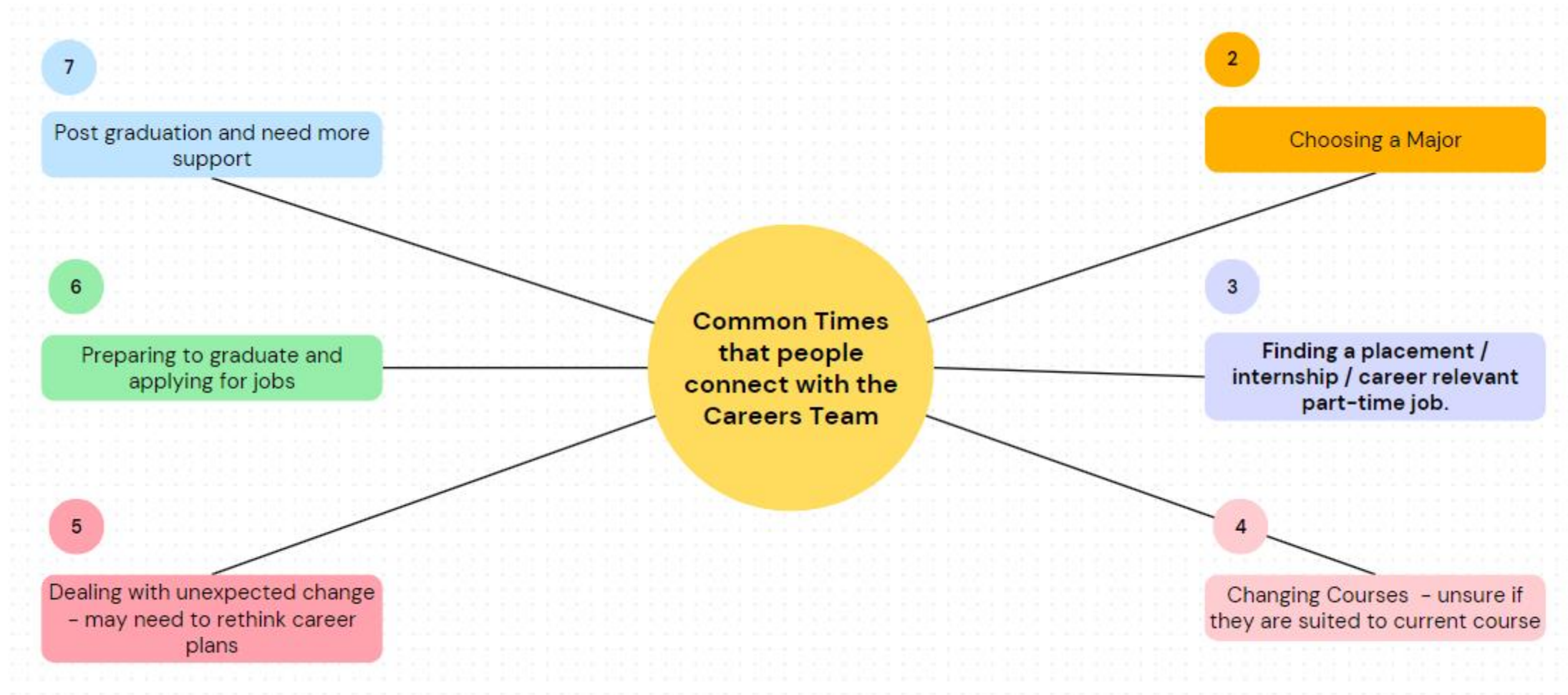
# JCU Careers and Employability

- Book appointments
- CareerHub job board
- Course specific resumes and career snapshots
- Interview training program
- Career development self help modules
- Career Ready Plan
- [jcu.edu.au/careers](http://jcu.edu.au/careers)





# How the Careers Team can assist



# What is AccessAbility Services?

We are a free and confidential support service for all registered JCU students who identify as having a short or long term disability, injury, illness or health condition.

Students who are neurodivergent or who have a mental health condition may benefit from support.

We provide **information and practical advice about the support available at JCU** and ensure access to appropriate, reasonable adjustments and services.

Students are required to **provide documentation** about their disability or health condition from their health professional.

Access assistive equipment, technology and software, adjusted exam conditions, mobility aids, adjustments for placement and assessment.

# AccessAbility Advisor

Townsville and Cairns based staff support students from across all JCU campuses and modes.

## Advisors:

- Grace James (TSV)
- Kerri Player (TSV)
- Adan Mendiolea (TSV)
- Melanie Meehan (TSV)
- Taryn Timings (CNS)

Phone: 1800 246 446

Email: [accessability@jcu.edu.au](mailto:accessability@jcu.edu.au)



# How to Register

Scan the QR code to visit our website and click 'Register with AccessAbility NOW'.



JCU is committed to ensuring that students living with a disability and/or health condition have equal opportunities to access, engage and participate in all levels of our university. If you have a documented disability or a short or long term health condition, register with AccessAbility to access a range of support services and assistance to support you to succeed at JCU.

We understand that you may not identify your condition as a 'disability'. However, if your health condition is impacting in any way on your studies, even if temporarily, we are here to help.

[Register with AccessAbility NOW](#)

[Frequently Asked Questions](#)



# Process

An Access Plan outlines the reasonable adjustments that support your participation at university.

Information about your disability or health condition is not shared unless you provide consent.



# Townsville Office

- Ground floor of the Eddie Koiki Library in Townsville.
- Closest to the doors leading to the carpark.



# Cairns Office

- First floor of the Library in Cairns.
- Near the top of the staircase.
- There is a lift available.
- Co-located with Counselling and Careers.



# Student Success Officers

- Attached to undergraduate and post-graduate courses
- Supporting study progress during the study period.
  - Assessing personal challenges and developing a plan with the student to overcome them.
  - Providing referrals to appropriate specialist services at JCU and in the community.
  - Helping with JCU policies and administrative tasks relevant to study or assessment.





# JCU Families Information Guide

Scan the QR code to check out our JCU Families Information Guide for further information on how you can set your student up for success.

