Student Support Showcase

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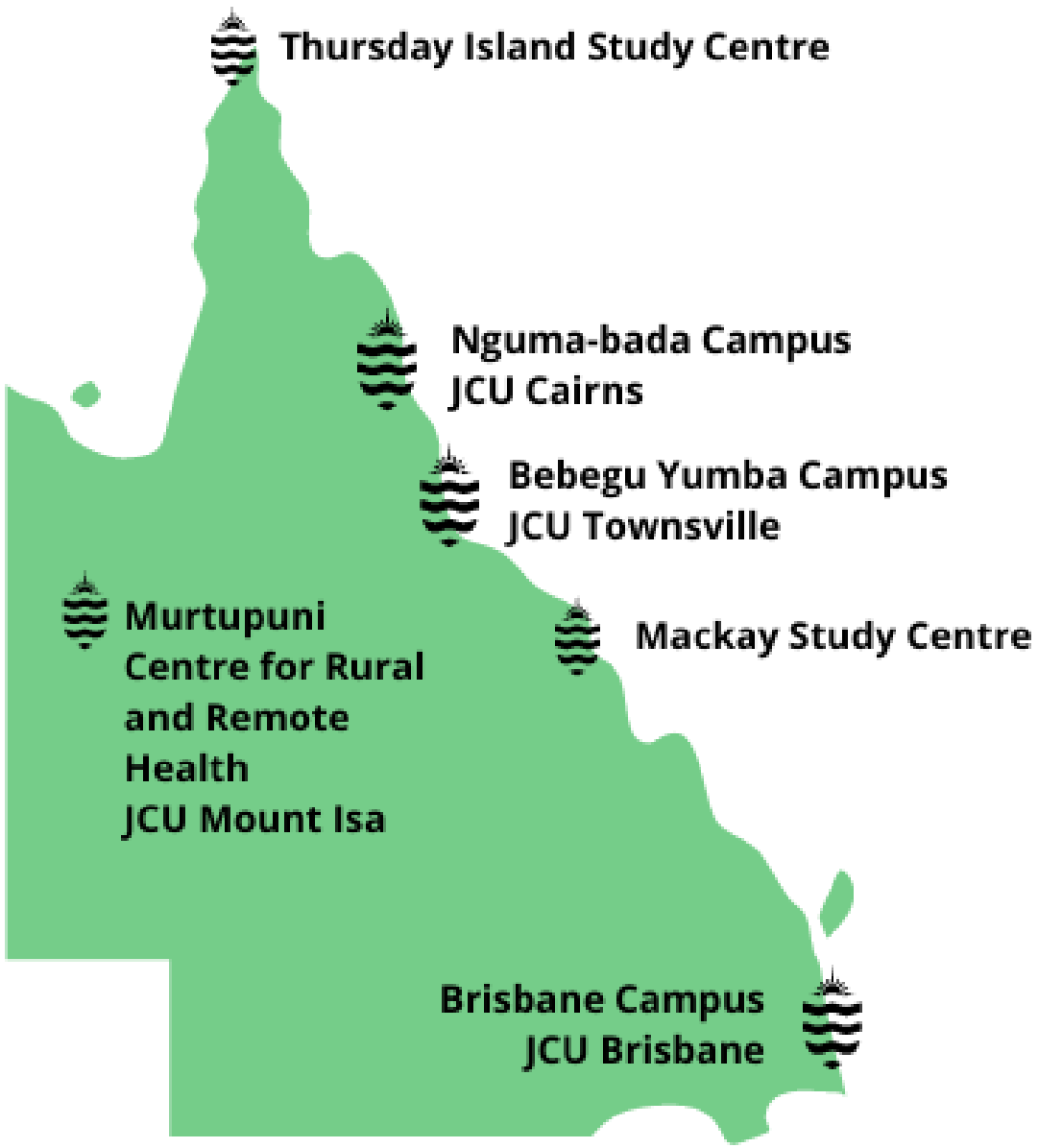
Celebrating 50 YEARS 1970 - 2020

Welcome



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Zoom Q&A Function

Please use the Q&A function on zoom if you have any questions for our presenters.

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International Student Support

International Student Support Team

Townsville team

Cairns team

International Students – who are they?

- Full degree
- Higher degree research
- Study Abroad
- Exchange
- Intercampus mobility
- JCU Pathways

<u>Top 3 things</u> to tell students about the International Student Support Team:

1. We are located near the Student Centre
2. We are the first point of contact for Int. student related issues (crisis, social, wellbeing, visa)
3. We host social events throughout the semester which are advertised on Facebook:

   Townsville JCU International

   Cairns JCU International

How we help

- Pre-departure Webinar
- International Student Guide
- Airport arrival service
- Accommodation support
- **International Student Orientation**
  - ✓ studying at JCU, support services
  - ✓ Living in Qld, tenancy laws, safety
  - ✓ Visa conditions and health cover
  - ✓ Banking and transport
  - ✓ Green bike fleet
  - ✓ Things to do in and around Townsville/Cairns

- Academic monitoring; referrals to Learning Advisors
- Scholarship monitoring
- Taking leave or extend their study, etc
- Student visa conditions
- Crisis support: after hours assistance line (24/7)
- Social and personal wellbeing: mental health referrals
- Social events & engagement: Café International, Free Lunches, Completion Ceremony

On-going challenges for International Students

- Adjusting to a new environment
- **Academic:** independent learning, more weighting on assignments, different plagiarism rules, strict exam rules
- **Social:** Homesickness, not easy to make friends with Australians, alcohol, English language
- **Cultural:** culture shock, dress standards, values and beliefs, language barriers, Australian accent and slang
- Compliance with visa conditions

Townsville and Cairns

internationalsupport@jcu.edu.au

@Townsville JCU International
@Cairns JCU International

Student Support Services Showcase

Student Equity and Wellbeing

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Who we are

- Multidisciplinary service who works proactively to support students to help them build on their capacity to manage life situations that could impact on their engagement and success with their studies.
- Free and confidential service for all enrolled students.
- Appointment based service with appointments Monday to Friday.
- Appointments available by telehealth (Zoom and phone) or in person – next available app (i.e. could be a Counsellor at the other campus).
- Intake process – 25 minute phone call.
- Referrals (within JCU and external to community services).
- Please note: Counselling and wellbeing support for staff available through EAP (information on HR website).

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Who we are

- Services include: AccessAbility Services, Counselling & Wellbeing, Multifaith Chaplaincy and Equity programs (ALLY Network)

- Deliver Mental Health First Aid standard (MHFA) accredited training to staff and students:
  - Standard
  - MHFA for the Suicidal Person
  - Refresher

- Resources available on the website that can be used by staff and students.

- Can develop and deliver group work and workshops in collaboration with academics. Topics can include:
  - Managing stress and anxiety
  - Suicide awareness
  - Bullying and harassment
  - Working with students with a disability or health condition
  - Successful transition

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AccessAbility Services

- AccessAbility Advisors (Occupational Therapist and Rehabilitation Counsellors) and Support Officers, support students with a documented disability, injury, illness or health condition to build on and develop strategies to manage their health while at University.

- Advisors work within legislative requirements to recommend reasonable adjustments for students. Adjustments may include: access to assistive technology/equipment, in-class adjustments (ie alternative formatting), examination adjustments, etc.

- Registration process – students must present supporting documentation for their disability/health condition/injury to obtain reasonable adjustments.

- Work with academics for the development and implementation of adjustments and also to support them with their engagement with students registered with the service.

- Appointments also available for prospective students.

Early registration = better outcomes.

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Counselling & Wellbeing

- Student Wellbeing Counsellors (Social Work, Psychology, Youth Work) and Senior Counsellors (Psychologists and Occupational Therapists)
- Triage used to ensure students booked according to needs.
- One-off sessions, appointments (up to 10 per year) and referral to JCU and/or community services.
- Some common presentations:
  - Emotional, wellbeing and mental health support
  - Stress management, motivation, and learning skills
  - Depression and anxiety
  - Adjustment, transition, and loneliness
  - Relationship issues, family concerns and conflict
  - Substance and gambling concerns
  - Financial and accommodation concerns
  - Sexual assault, harassment, bullying
  - Grief and loss
  - Domestic and Family Violence

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Counselling & Wellbeing

- Please note: Support letters for Special Consideration applications (ie extensions to assessment) may be provided at the Counsellor's discretion, only if the student has received substantial counselling as a client of the service or is able to demonstrate extenuating circumstances during their first appointment.

- Emergency appointments available for students that meet required threshold. Students are assessed by a Student Support Officer.

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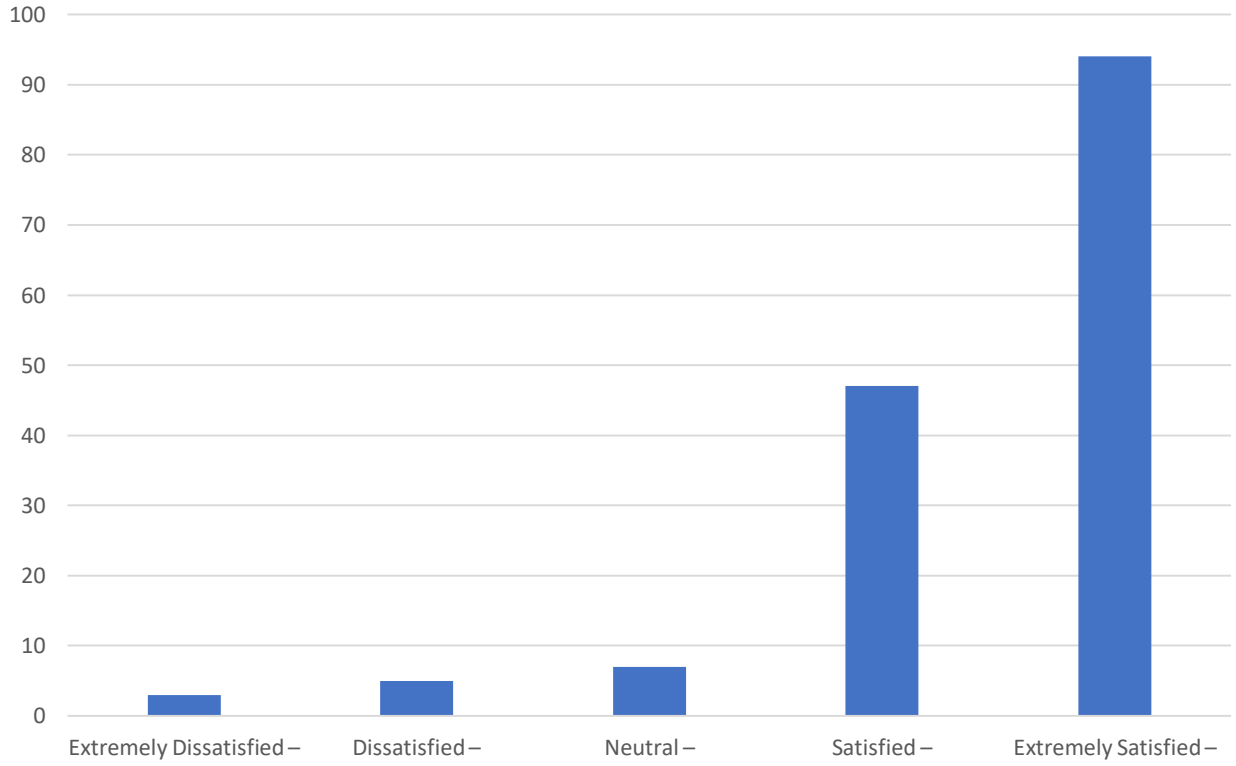
Student Wellbeing and Counselling Services 2019 Student Feedback

Survey sent to 1500 students that accessed Counselling and wellbeing Services in 2019. 156 responses received

Based on my experience, I would recommend JCU Student Counselling and Wellbeing to other students.



Very impressed with the service overall, from front office admin to counselling and communication. Most definitely assisted me through an extremely difficult year.

Without this service and appropriate advice and support I would have had to withdraw from my degree due to the severe hardship I have endured in 2019. This service has been the most valuable of all services I have accessed at JCU however appointment wait times can be a little long at times of high demand.

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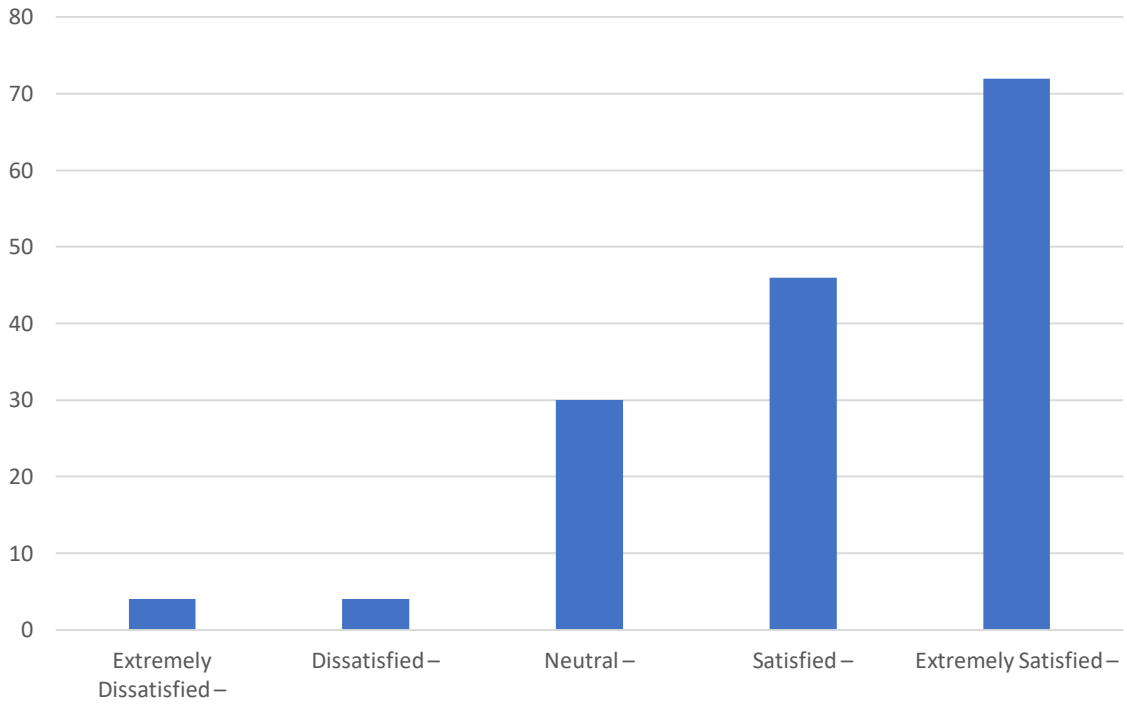
Accessing the JCU Student Counselling and Wellbeing service has allowed me to engage more fully with my studies.



I would not have continued my studies without the support of this service.

Without these services available I know I would have dropped out of uni. I feel like JCU goes above and beyond to see their students succeed, and I have never felt so supported until accessing these services.

The counsellor understood that my degree is challenging and didn't try and force generic time management and de-stressing strategies on me. I walked in feeling like I was crazy and came out understanding that my mental health was actually okay, I was just experiencing a lot of life challenges that made functioning a bit more difficult. I was given resources that re-enforced what we discussed.

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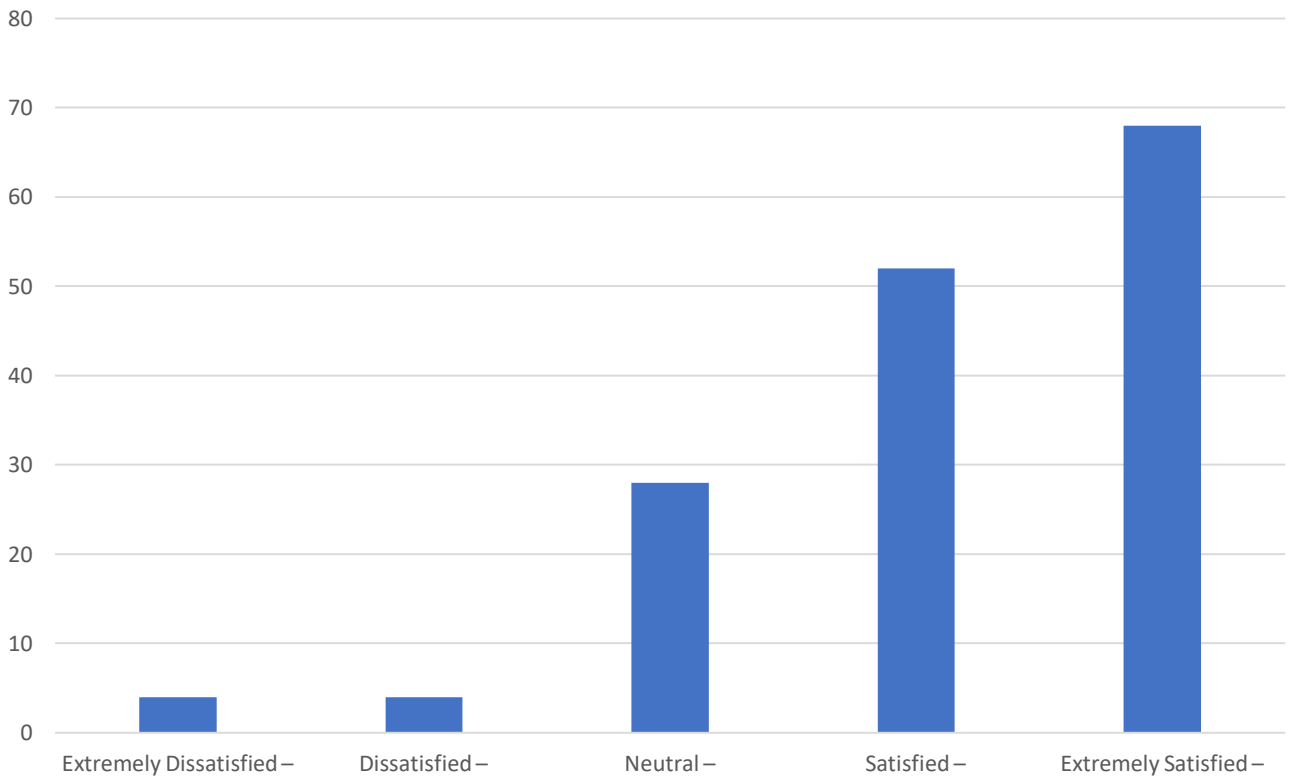
I have noticed a positive change in my wellbeing since accessing the JCU Student Counselling and Wellbeing service.



It was comforting to know there are people willing to help you get through tough times, and that are understanding and there to help guide you through things you struggle with.

Accessing the service made me realize that my problems aren't a burden and its given me the confidence to confront them.

I have completed my studies and returned to my home country in Papua New Guinea. I would like to thank the Counsellor that took time to hear me out on my case. It was a success and I stayed on at uni and completed my final year in 2019 successfully.

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Multifaith Chaplaincy

- Pastoral care, spiritual and religious support any religious/spiritual backgrounds.
- Chaplain provides support to students and staff.
- Advice and linking with local places of worship
- Transition and adjustment support – including homesickness and loneliness.
- Interfaith Project
- Dedicated Multifaith prayer rooms in Cairns and Townsville

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Supporting a Referral/Making an Appointment

- Student Support Officer will triage request and book student with appropriate service and next available appropriate appointment (i.e. intake for Counselling).

- Students seeking Counselling and Wellbeing Services for the first time or who have not connected in last six months will do a phone intake first.

- Student Support Officer may refer student to other JCU service or community if appropriate.

- If making an appointment on behalf of a student, ensure student is aware of referral and consent is provided to facilitate engagement and access to services.

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Contacting Student Equity and Wellbeing

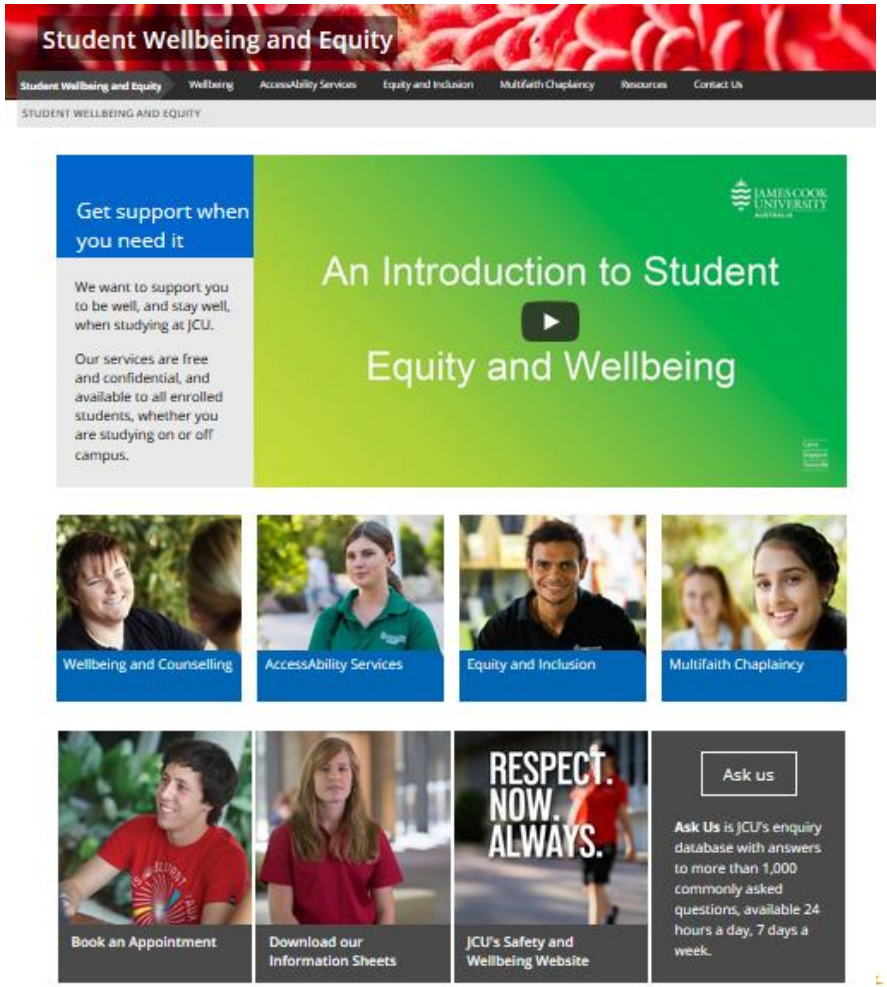
Monday to Friday 9am – 4pm
- in person: 1st Floor Library

- phone: x21150 (CNS); x14711 (TSV)

- email: studentwellbeing@jcu.edu.au

- online booking: https://www.jcu.edu.au/student-equity-and-wellbeing/contact-us#contact

- Website: www.jcu.edu.au/sew information, resources for students and staff (Information Sheets) and self-help tools.



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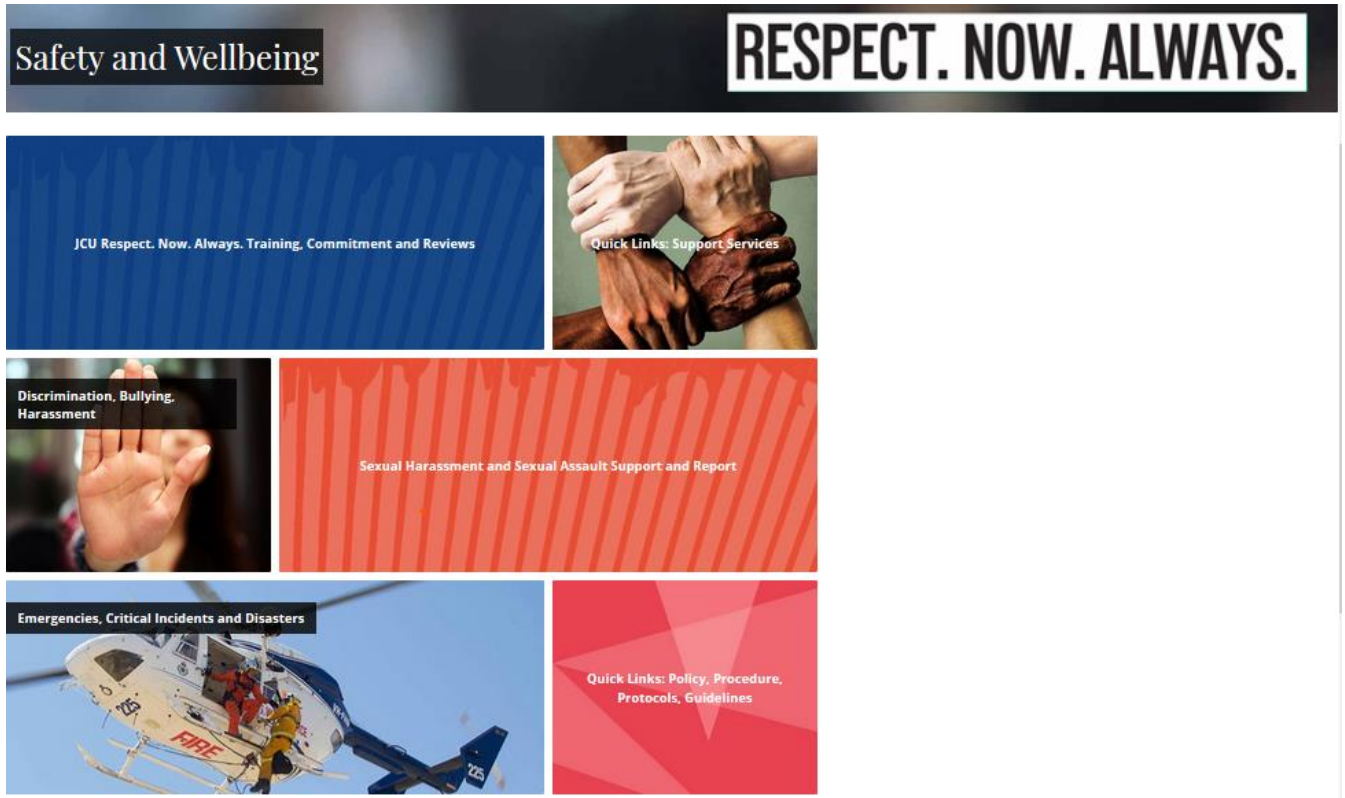
JCU Respect

- JCU Respect online modules
  - Have you completed?
  - Available to all students from this teaching period
  - Communication plan in place

- Sexual Misconduct Officers
  - Support for students
  - Support for staff
  - Confidential

- JCU Safety and Wellbeing website
  - Key resource for staff and students
  - Sexual Harassment and Sexual Assault section
    - How to support someone following a disclosure
    - How to (and where to) submit an online report
    - Sexual Misconduct Officers contact details



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Other resources for staff - www.jcu.edu.au/safety-and-wellbeing

Responding to Suicide Risk - Flowchart

Talking to someone about suicidal thoughts and feelings can be extremely difficult. If you are unsure whether someone is suicidal, the best way to find out is to ask them if they are thinking about suicide. This shows you care and they are not alone. It allows the other person to talk about their feelings and plans – the first step to getting help.

The following flowchart provides JCU staff with a guide to support someone who may be at risk of suicide. If you are not with the person, obtain details about their current situation and whereabouts (including phone number).

In case of an emergency, call 000. For more assistance at any point in this process call the QLD Health Acute Care Team on 1300 642 255 or Suicide Call Back 1300 659 467.

Step 1 – Start a Conversation

A helpful way to start the conversation is by checking in on them:
- "I'm really worried about you and what you said/wrote in your email/the message that you left"
- "I wanted to check in with you because you haven't seemed yourself lately"
- "I am really worried about you and need to ask if you have been thinking about suicide"

Step 2 – Enquire about active suicidal thoughts

Check on the presence of active suicidal thoughts to assess risk, as a YES answer to any of these questions below may indicate immediate action is required

Sometimes people can say things like:
- "I've had enough"
- "I can't take this anymore" or
- "I wish I didn't feel like this any longer"

This can be an expression of despair without intending or thinking about self-harm or suicide. If someone does not have any active suicidal thoughts, it is still important to offer support and referral services.

Questions to assist assessing presence of active suicidal thoughts:
- Are you thinking about attempting suicide?
- Do you have a suicide plan?
- Have you identified a method?
- Have you identified when you may act on a suicide plan?

If the person answers YES to any of the above, take action.

Step 3 – Assess Risk

LOW RISK	HIGH RISK
Active suicidal thoughts not present Risk factors may be present	**Active suicidal thoughts present** Risk factors may/may not be present
Let the person know that there are a number of services that can provide support and if appropriate, assist them contact one of the services	Let the person know that you need to get help, stay with them until support arrives - if the person leaves or hangs up, call 000 and request Police do a welfare check

Step 4 – Referral Options

Students only: JCU Counselling Service
4781 4711 (Tsv) or 4232 1150
(Cns) Staff only: LifeWorks 1800 604 640
Alternatively:
- GP
- Lifeline (13 11 14)
- Beyond Blue (1300 22 4636)
- Suicide Call Back Service (1300 659 467)

- Emergency Services (000)
- Acute Care Team (1300 642 255)
- JCU Security +15555 (if ambulance called to campus please let JCU Security know)

When making a referral, state the following:
"Hello, I'm _____ from _____ , I have a person with me who is at HIGH RISK OF SUICIDE"

Disruptive and Dangerous Behaviours Response Flowchart

JCU has implemented a Behaviour Risk Group (BRG) chaired by the Chief of Staff to provide early intervention, assessment, management advice to relevant decision makers regarding matters relating to inappropriate, concerning, or threatening behaviours by students and staff at its Australian campuses and sites. The following flowchart provides advice on actions and notifications depending on the behaviour demonstrated.

Behaviours that can reasonably cause fear, offence, or trauma

- Disrespectful or hateful content (e.g., sexist, racist, homophobic, objectifying)
- Harassment or bullying (repeated unwanted contact, unreasonable complaining)
- Property damage (e.g., fire-setting, door slamming)
- Misuse of technology (viewing pornography, victimising others via social media, hacking, fraud)
- Sexual misconduct
- Fixation or possession of weapons or illicit drugs on campus
- Psychotic, delusional, or rambling speech
- Physical violence (including self-injurious behaviours)
- Non-physical violence (threatening to harm self or others, yelling, swearing, issuing demands, exposing others to content that would reasonably cause fear)

JCU Staff experiencing a physical or psychological impact following an incident/ behaviour are encouraged to notify the WHS Injury Prevention and Management Advisor by lodging a notification through RiskWare. These notifications can be marked as confidential.

Level of Disruption and Concern

Significant disruption or highly concerned

Examples
- Weapons (brought on campus)
- Plans/threatens to cause harm to self or others
- Sexual assault and harassment
- Violence and physical assault
- Injury and trauma
- Significant property damage
- Victim appears to be in immediate danger (eg. being followed, stalked)

SAFETY FIRST Remove yourself and others from physical danger

Call Security immediately on 1800 675 559 or press your emergency duress button if installed

NOTE:
If you feel **immediately threatened** *or have an* **urgent incident** *you wish to*

Moderate disruption or moderately concerned

Examples
- Harassment or stalking reports
- Statements suggestive of homicidal thoughts without overt plans of attack
- Vague statements or communication hinting at violence to self/others
- Disclosure of domestic violence
- Last resort statement ("you're my only hope"; "I don't know what else to do...")
- Physical aggression/intimidation (eg. door slamming or shouting)
- Threats of reputational damage
- Identity theft or fraud

Inform your manager and contact the following for recommendations or referral to the Behaviour Risk Group:
- Staff behaviour –**Director Human Resources** directorhrm@jcu.edu.au
- Student behaviour - **Director Student Services** at directorss@jcu.edu.au

Minor disruption or unsure about level of concern

Examples
- Rude and clumsy interactions
- Disrupting classroom teaching or working environment
- Argumentative with no threats
- Discriminatory, disrespectful, or hateful content without threats
- Unreasonable complainant behaviour or suspected false allegations

As much as you are comfortable and the person of concern is willing to engage, highlight which behaviour is unacceptable and needs to stop. Provide referral to support services (HR or Student Equity & Wellbeing).

If this constitutes consistent behaviour, inform your manager and they can flag your concerns with the **Chief of Staff** chiefofstaff@jcu.edu.au for assistance with an appropriate management plan or referral to support services (as above).

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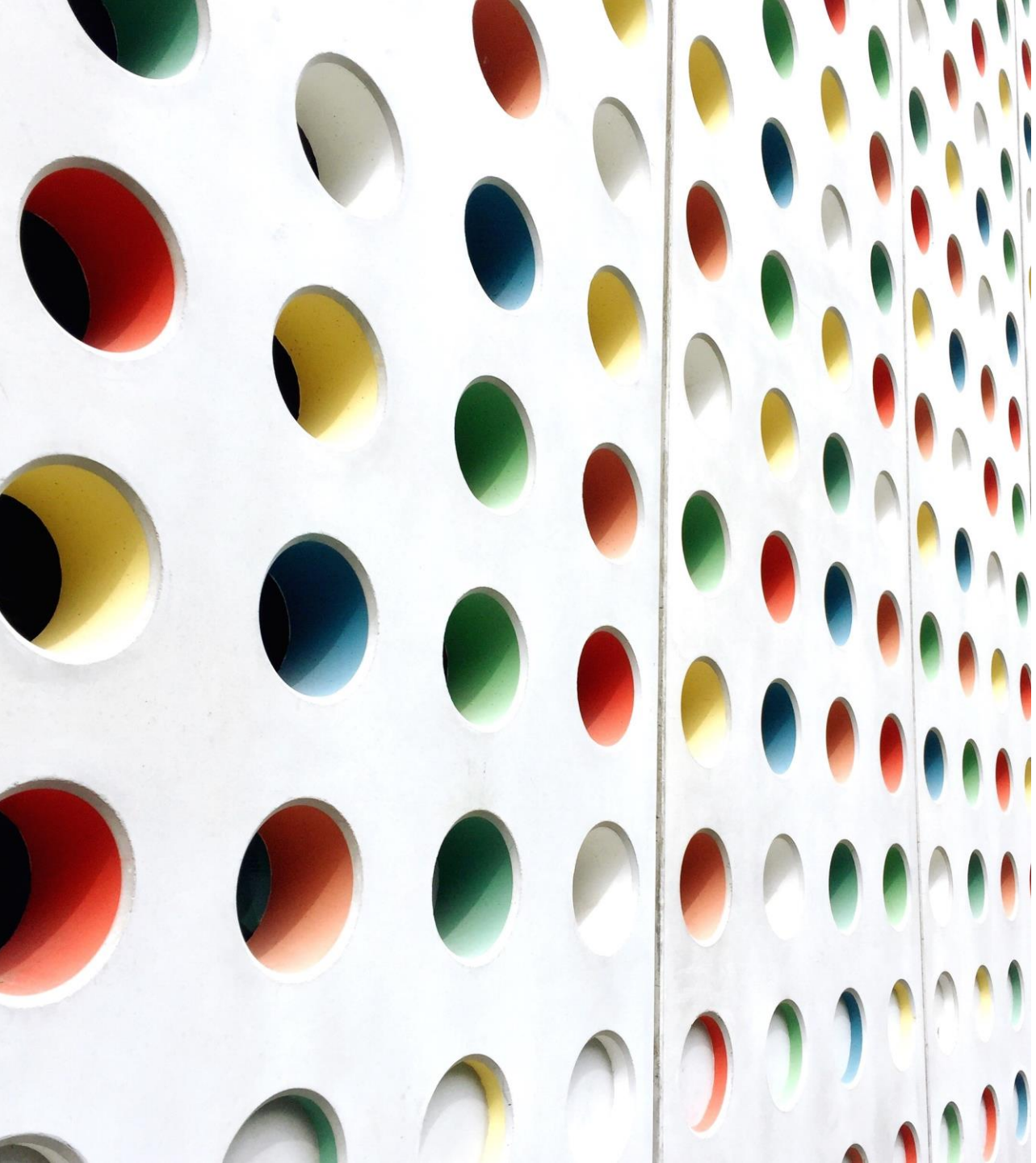


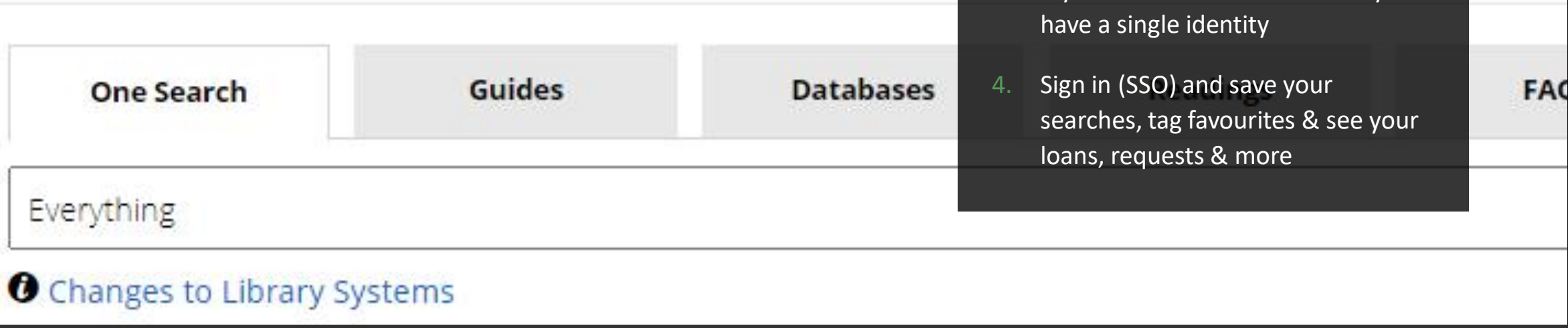
Library

STUDENT SUPPORT SHOWCASE

BRONWYN MATHIESEN – ASSOCIATE DIRECTOR
INFORMATION AND RESEARCH SERVICES
LIBRARY & INFORMATION SERVICES

What's new in 2021

1. 3 week loans – auto-renewed
2. High use loans – 3 day loan period
3. if you are both staff & student you have a single identity
4. Sign in (SSO) and save your searches, tag favourites & see your loans, requests & more



Key Library Facilities

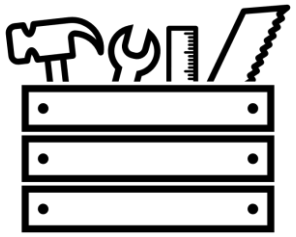
Convenient opening hours, include evenings, weekends, extended hours during study periods at our Bebegu Yumba and Nguma-bada campus libraries

Comfortable study spaces, zoned for student requirements

Access to wifi, PCs/Macs, printing, scanning & 3D printing

Library Collections & Teaching Resources

- Online collections, as well as physical collections for all students
  - Online 24/7 everyone
  - See our Off-Campus service for physical books if you are not within 50km of our libraries
- Our Library Guides & resources cover many needs
- Most subjects have a reading list with prescribed & recommended readings
- Every subject in LearnJCU has a linked Library Guide tailored to the subject area



InfoSkills Toolkit

https://libguides.jcu.edu.au/InfoSkills

If you knew the Road Trip, get to know the Toolkit!

Carefully redesigned with clean, clear lines and no distractions from the business at hand -

This is a self-paced series of modules to teach you the basics of searching for information, from working out what search terms to use and how to use them, to evaluating your sources and referencing them in your assignment.

You can work through the modules in order or jump straight to the part you need.

The Toolkit was written and created by JCU Librarians and is the go-to source for expert, open, reusable information for your students that will build their information literacy

Defining your Topic

Searching for Resources

Evaluating Resources

Referencing Sources

Library People

- We provide face to face and online service during opening hours
- Our service points and chat service are the starting point for students
- SSAF grants provide InfoHelp Rovers for peer supported first-tier help with IT and basic queries
- Library workshops run throughout the year (online in 2021) in researching, referencing, and other relevant topics
- Liaison Librarians assist with subject specific topics, in person and in classrooms

Open Educational Resources (OERs)

- **OERs bring accessible, high quality, localised resources to everyone & break down barriers to education**
- **By using the resources we have suggested and talking with librarians about Open Textbooks and other OERs we are all moving towards accessible, high quality teaching resources**
- **Pressbooks is new for JCU this year and will enable the adaptation and creation of open educational resources by JCU academics**
- **Contact the library to find out more**

Resource List

Resource	Location
Library website	https://jcu.edu.au/library
Library hours	https://www.jcu.edu.au/library/about/hours
Readings	https://libguides.jcu.edu.au/readings
InfoSkills Toolkit	https://libguides.jcu.edu.au/toolkit
Liaison Librarians	https://www.jcu.edu.au/library/about/contacts/discipline
Open Educational Resource Guide	https://libguides.jcu.edu.au/oer

/JCULibrary @JCULibrary News blog @jcu_libraryinthetropics

JCU Library 50th Anniversary Projects

50 Treasures: Celebrating 50 Years of JCU

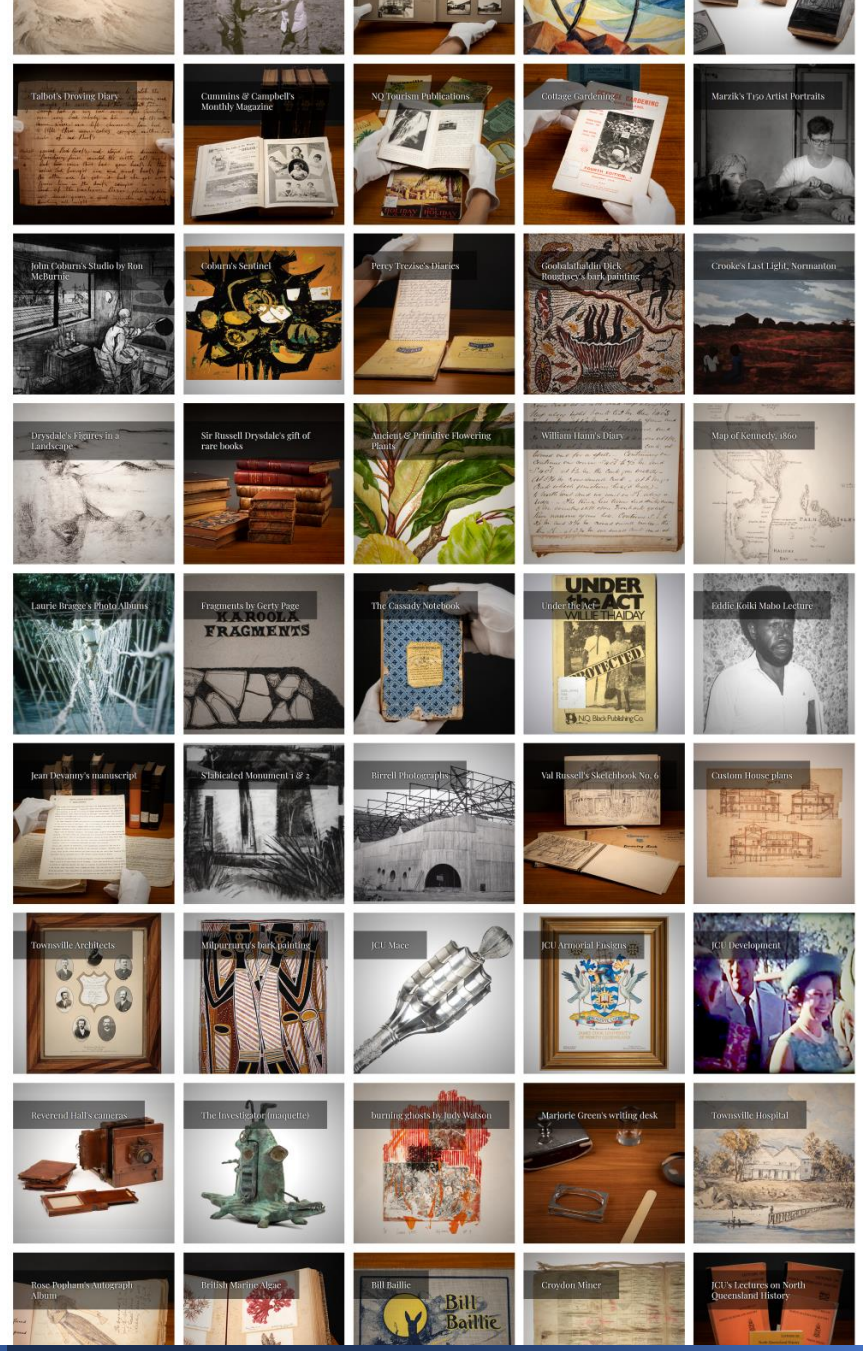
- Blog posts
- Significant statements from 40 experts
- Digital legacy in NQHeritage
- Video legacy (14 videos)
- Social media presence – FB, Twitter, Insta
- Exhibition catalogue
- Exhibition – Perc Tucker Regional Gallery – 30th October 2020 – 10 Jan 2021 (Inc. virtual exhibition)

Mabo Interpretive Wall

- Intensive consultation with stakeholders
- Physical installation
- Digital component (video and slideshow)
- Mabo Timeline Website with over 7000 hits
- Virtual wall

Drawn to the Mabo Library Art Exhibition

- Inaugural artist in residence program
- Video legacy (4 x videos)
- Art exhibition (late August) inc. Virtual exhibition



Student Centre

Vanessa Boys

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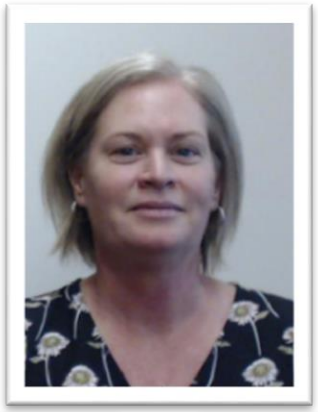
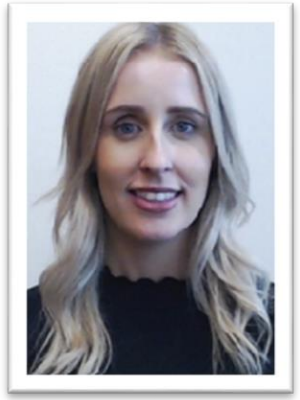
Townsville
Bebegu Yumba Campus:
Supervisor – Claire Pilcher

Permanent Team:
Ashton Blacklock
Annette Higginson
Shauna Lennon
Tess Fouracre
Lauren Stathooles
Chelsea Ward
Stevie Inwood

City campus:
Alison Barker
Lee Gallegos

Casual Enrolment Help Support:
Dana Steger
Terhi Reid
Romany Montgomery





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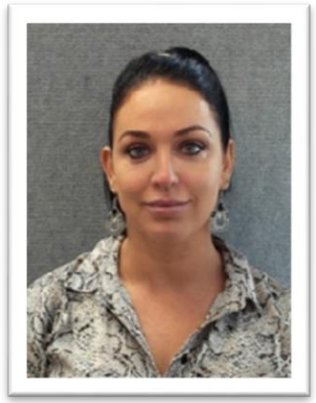
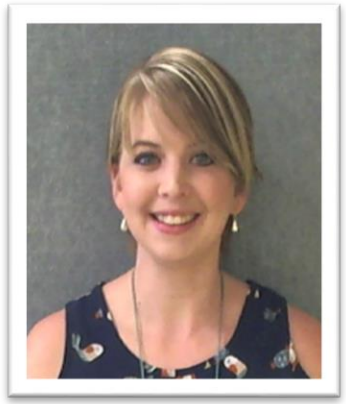
Cairns
Nguma-Bada & City Campus

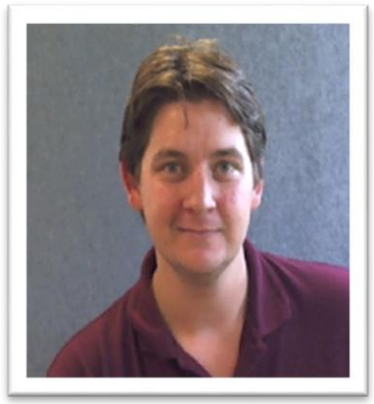
Supervisor: Vanessa Boys

Team:
Amanda Waters
Sarah Cook
Mary Burg
Sandie Pryor
Jacqui Tomkinson
Tennille Denman
Natalie Caro

Casual Enrolment Help Support:
Matthew Small
Jason Owens







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We provide advice and information to current and prospective students on a whole range of topics over the phone, in person, via chat, email and through book a call requests.

Think of us as the first point of contact for all current and prospective student enquiries.

- Assist with enquiries received over the phone, in person, via chat, email and book a call requests
- Course and admission information for both International and Prospective students
- Conduct outbound calls – enquiry to enrolment as part of the conversion strategy
- Print student ID cards and issue tertiary transport concession stickers
- Enrolment help and class registration help for new and continuing students
- Fees and scholarship information, including important dates, HELP forms, application process and general information
- Exams and results
- Timetables and class registration help
- Processing payments: field trips, tuition fees
- Fulfil requests for academic records
- Graduation
- Referrals to other support services

What we do continued …

Presentations to students

- O Week presentations
- Uniprep (CNS)
- Postgraduate Students
- Parents & Partners
- Years 10 & 12 University Experience

Representation at events

- Open Day
- Academic Health Check Up
- Careers Expo

Provide support in response to urgent situations

- Uni Hall fire
- Email security breach/change password
- Townsville floods
- COVID19

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How do students contact us?

- Phone, email, online chat, book a call, in person at Nguma-Bada Campus, Bebegu Yumba Campus and both Cairns and Townsville City Campus locations

Common enquiries and high volume periods:

- Orientation periods – February and July
- QTAC/JCU Offer rounds – December and January
- Competitive courses (Medicine, Dentistry Veterinary Science) – August through to February
- Results release – historically July and December
- Prospective students – throughout the year

Most common enquiries ….

- Enrolment and class registration
- Fees
- Exams & Results
- Student ID cards
- Academic records and Completion Letters
- Domestic and International Prospective Student Enquiries.

enquiries@jcu.edu.au

1800 246 446

Live chat

Book a call

Ask Us

JAMES COOK UNIVERSITY AUSTRALIA

Top three things students should know about us:

1. Ask the question! We are here to help, if we don't know we'll direct you to who does. We're super friendly and want to make your experience at JCU the best it can be so don't struggle alone.

2. You can contact us by phone, email, chat or face to face at the Student Centres as well as booking a call back.

3. Just because you're on break, doesn't mean we are. We are open business hours except for weekends, public holidays and between Christmas & New Years

JAMES COOK UNIVERSITY AUSTRALIA

Questions/Compliments?

JAMES COOK UNIVERSITY AUSTRALIA

AAE World

JAMES COOK UNIVERSITY
AUSTRALIA

Our Team

Enrolment Officers
Alex Schmor
Bee Ram
Elena Rhind
Holly Field
Jackie Stewart
Katrina Wust
Kaye Clark
Kylie Coombe
Liz Corselis
Lorraine Rafter
Megan Gunton
Olivia Lo
Penelope McIntyre
Sheryl Giles
Vivienne Sadler

Manager – Jodie Geissmann

Senior Academy Liaison Coordinator – Anita Christian

Academic and Administration & Enrolment Advisor – Judy Spargo

Supervisors – Mary O'Donnell
Bek Tottle

JAMES COOK UNIVERSITY AUSTRALIA

What is the team doing all day?

- Credit Transfers
- Course Transfers
- Campus Transfers
- Intercampus Mobility, Cross Institutional & Exchange
- Return to Study
- Maximum Time to Complete
- Graduation Checking & Exit Awards
- Class Registration Enquiries
- Leave of Absence
- Requisite Waiver Requests
- Enrolment Help
- Individual Study Plans
- Course Enrolment Planners
- Appointments and Peak Period Drop In Sessions
- Study plan updates due to curriculum changes
- AHPRA Post Census Reporting
- Result Ratification
- Consequential withdrawals
- Withdrawal of Non Starters & Discontinuation of Inactive Students

2020 Enquiries
Approx 24,000

JAMES COOK UNIVERSITY AUSTRALIA

Top 5 enquiries

- Enrolment Help
- Individual Study Plans
- Credit Transfers
- Course transfers
- Requisite Waivers

Study Plan

- 115810 / BSc / Admitted / 72.0
  - SC3008 / Professional Placement / Planned / 3.0
  - TES-PRS-MIN / TES-PrepScMin / Structure / 12.0
    - SCI-L123-6U / 6 CP Sci Subjects-Lvl 1/2/3 / Structure / 6.0
      - NA / Select 6 CP of Science level 1, 2 or 3 subjects / Planned / 6.0
    - MA1020 / Preparatory Mathematics / Planned / 3.0
    - CH1020 / Preparatory Chemistry / Planned / 3.0
  - NA / Select SC2202 or SC2209 / Planned / 3.0
  - NA / Select 6 credit points of specified Level 1 subjects from the list / Planned / 6.0
  - NA / Select one Level 2 subject from the list / Planned / 3.0
  - BSC-CHY / BSc-ChemMaj / Structure / 24.0
    - CH1002 / Chemistry: Princ and Applic / Planned / 3.0
    - CH2103 / Analytical Chemistry / Planned / 3.0
    - CH3101 / Kinetics and Mechanism / Planned / 3.0
    - CH3103 / Materials and Process Chem / Planned / 3.0
    - CH1001 / Chemistry: A Central Science / Planned / 3.0
    - CH2210 / Synth and Mech in Inorg Chem / Planned / 3.0
    - CH2310 / Synth and Mech in Org Chem / Planned / 3.0
    - CH3310 / Special Topics in Organic Chem / Planned / 3.0
  - UG-L123-12U / 12 CP UG Subjects-Lvl 1,2,3 / Structure / 12.0
    - NA / Select 12 CP of any level 1, 2 and 3 undergrad subjects / Planned / 12.0
  - SC1101 / Sc: Nature, Know Understanding / Planned / 3.0
  - NA / Select SC1102 or SC1109 / Planned / 3.0
  - SC3010 / Sensors and Sensing for Scient / Planned / 3.0

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How do students contact us?

- Mostly via email or booking a phone, zoom or face to face appointment

enrolments@jcu.edu.au

Book an Appointment

How do staff contact us?

- By Phone or emailing enrolments.staff@jcu.edu.au

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Advice to students

- If you are out of step – see an enrolment officer for advice
- You can make an appointment at any time or visit our drop in sessions between O-Week and Week 1 at the student centre at each campus.
- If you are planning a change, enquire early so we can process the change before the next study period commencement.

CONTACT US, CONTACT US, CONTACT US……AND EARLY

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IT Helpdesk

Student Support 2021

Presenter: Luke Jackson, IT Helpdesk Service Officer

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Celebrating 50 YEARS 1970 - 2020

Contacts for ITHelpdesk

- ServiceNow
- ithelpdesk@jcu.edu.au
- 0747815500, option 1
- Staffing – 8-6 Monday to Friday

- Service Point – Building 2 Townsville Campus
- Strictly between 10-1pm during semesters

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Support levels

- Undergraduates –phone, ServiceNow, Service point Building 2
- Postgraduates – postgrads have their own support teams broadly based on college/faculty, similar to staff. They still contact the Helpdesk, but that job will be triaged to the relevant team.

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What we do

- Basic level IT support (Connect me to Eduroam)
- Account assistance (What is my username?)
- JCU systems assistance (How can I install Office?)

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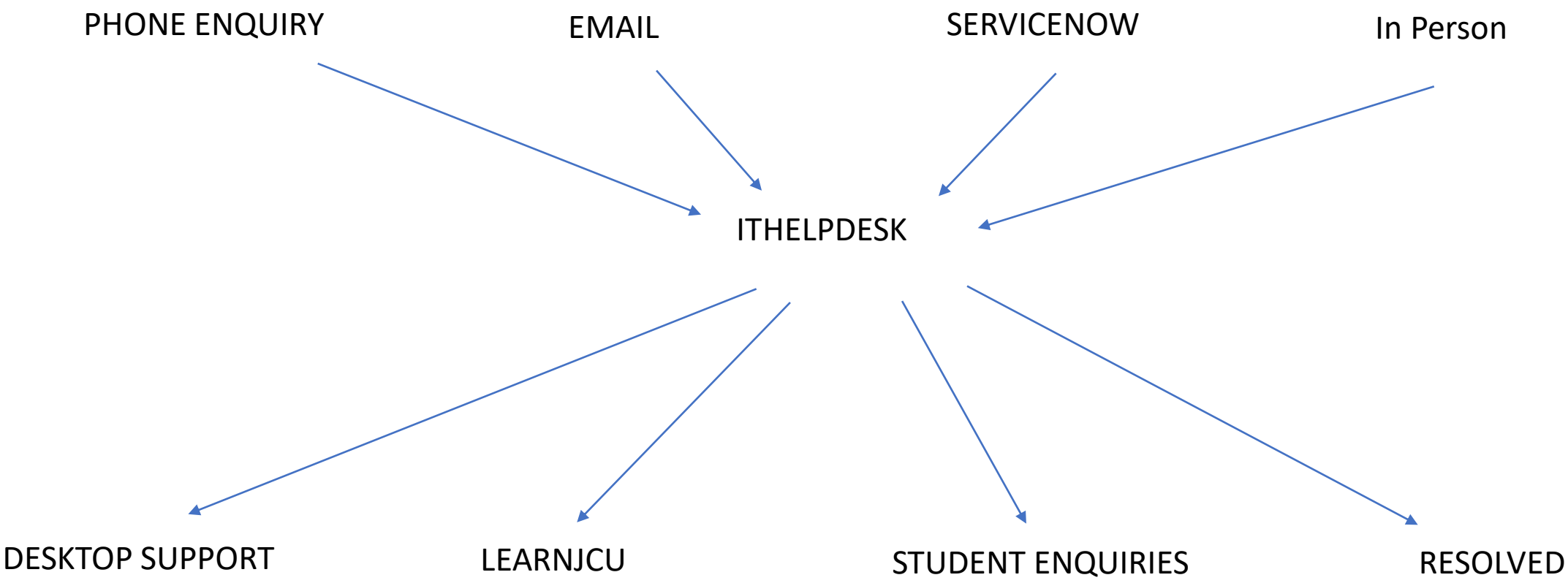

Allows these teams to be more effective instead of just answering phones

Biggest change for 2021

- Self managed passwords
  - When students accept their course offer, they designate a non-JCU email address for password recovery (johnnystudent@gmail.com)
  - Once this is done, students can reset the account password 24/7, without the need to contact the ITHelpdesk
  - Some systems have a password reset button, otherwise a Google search “JCU change password” etc will bring up the account management page

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But I didn’t do that step!

- Student should contact the ITHelpdesk to advise there is no alternative email address on the account, we will assist from there.

*To embed **career development and employability** throughout the student experience to **optimize graduate success.***

- Career planning and decision making
- Strategies to maximize employability and graduate outcomes
- Job search and job application information and support
- Interview preparation

Team

Trudy Quantrill, Manager (CNS)

Tara Harrold, Career Development Learning Officer (TSV)

Joanne Webster (CNS) and Jack Sage (TSV), Career Counsellors

Suzanne McIntyre (CNS) and Rosie Cummins (TSV), Career Information Officers

Location

Level 1, Library, Townsville and Cairns

www.jcu.edu.au/careers

careers@jcu.edu.au

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Individual Support

Prospective, current and recent graduates (12 months)

Appointments

- In person, phone, zoom
- Booking required

Application document feedback

- Resume, cover letter, LinkedIn, selection criteria
- Email response careers@jcu.edu.au

Employable Me

Increase your employability in the COVID and post-COVID world

TUESDAY 2 MARCH **10.00 am – 10.50 am**	**The Employability Edge** *Presenter: Jo Webster, Career Counsellor, JCU Careers and Employability*
TUESDAY 9 MARCH **10.00 am – 10.50 am**	**Job Skills for Now and the Future** *Presenter: Jack Sage, Career Counsellor, JCU Careers and Employability*
TUESDAY 16 MARCH **10.00 am – 10.50 am**	**Effective Job Search Strategies** *Presenter: Jo Webster, Career Counsellor, JCU Careers and Employability*
TUESDAY 23 MARCH **10.00 am – 10.50 am**	**Winning Job Applications** *Presenter: Jack Sage, Career Counsellor, JCU Careers and Employability*
TUESDAY 30 MARCH **10.00 am – 10.50 am**	**Interviews and the Pitch** *Presenter: Jo Webster, Career Counsellor, JCU Careers and Employability*

Webinars

All students

- Booking required via the ‘Events’ tab in [JCU CareerHub]
- 50 minute webinars hosted in Collaborate.

In Class Workshops Webinars

- Steps to Career Success
- Job Applications and Interviews
- Developing Careers in Social Work
- Developing Your Professional identity
- The Big Interview: it’s more than just talk
- Introduction of Employability Edge
- Networking
- Preparing for Your WIL Project

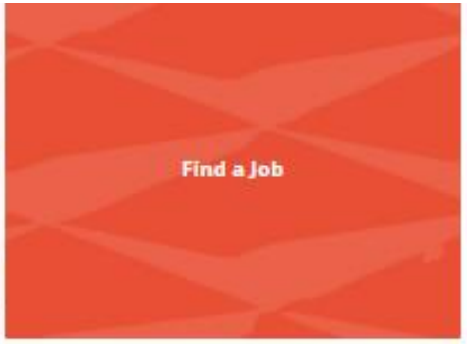
Events

Quick Poll

Have you ever visited the Careers and Employability website?

Resources

jcu.edu.au/careers



JCU Employability Edge

The Employability Edge program is a series of self-paced modules designed to assist you with career exploration, enhance your employability, and support your transition into professional employment. The modules explore contemporary career development and employability practices to help you succeed in an increasingly complex and competitive labour market. Dive in, download the activity books, and get the employability edge.

JCU Job Ready

CAREERS AND EMPLOYABILITY

jcu.edu.au/careers

JAMES COOK UNIVERSITY AUSTRALIA

Steps to Employment Success

First Year

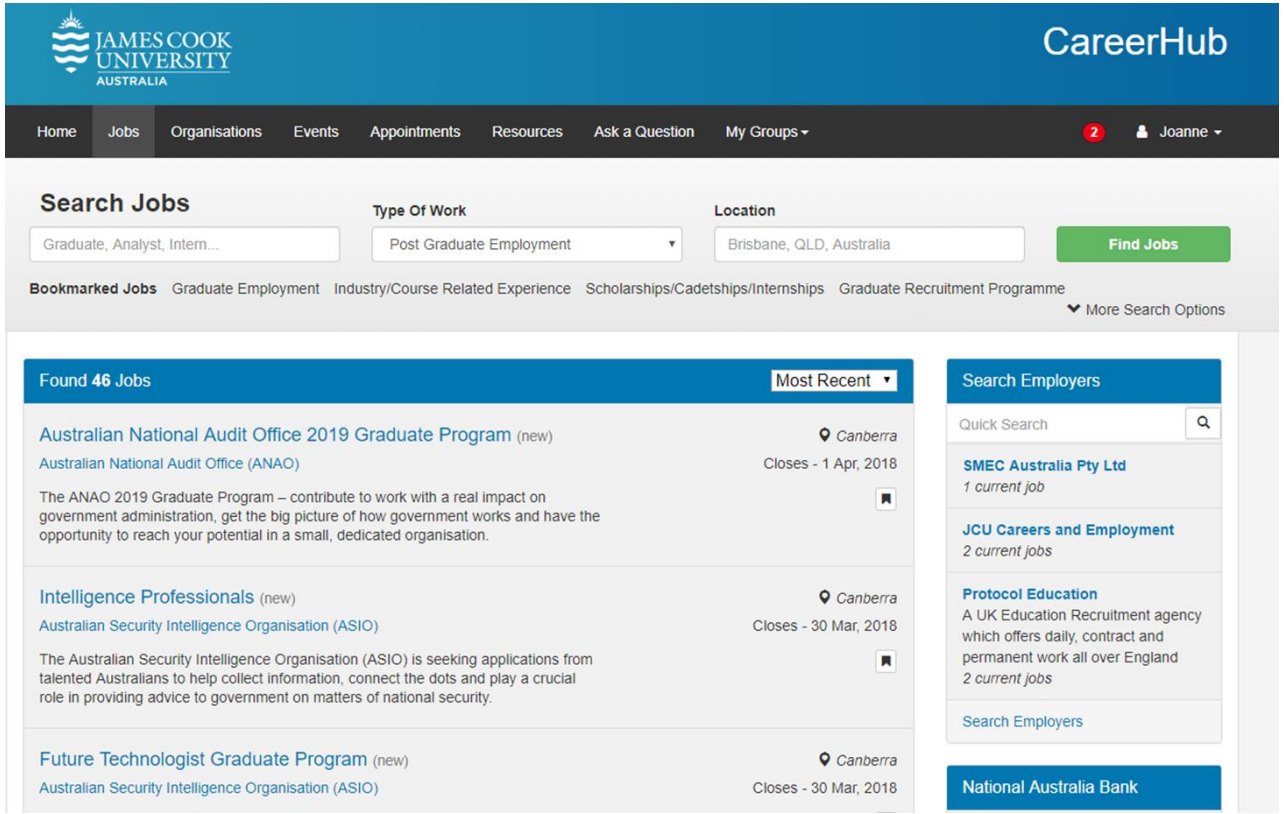
- Explore career options
- Get involved
- Attend the JCU Careers Fair
- Gain leadership experience
- Gain workplace experience
- Aim for good results
- Connect with JCU Careers and Employability
- Volunteer in a career-relevant field

Middle Years

- Build your networks
- Get LinkedIn
- Gain career-relevant experience
- Join relevant professional associations
- Study overseas
- Take up the challenge
- Identify employer expectations
- Fine-tune your application skills

Final Year

- Prepare early in your final year
- Apply for graduate programs
- Follow employers' social media
- Undertake professional development
- Explore innovative graduate opportunities
- Know your value to potential employers
- Polish your interview skills
- Pull it all together



Job Board

JCU CareerHub

Online Job Portal

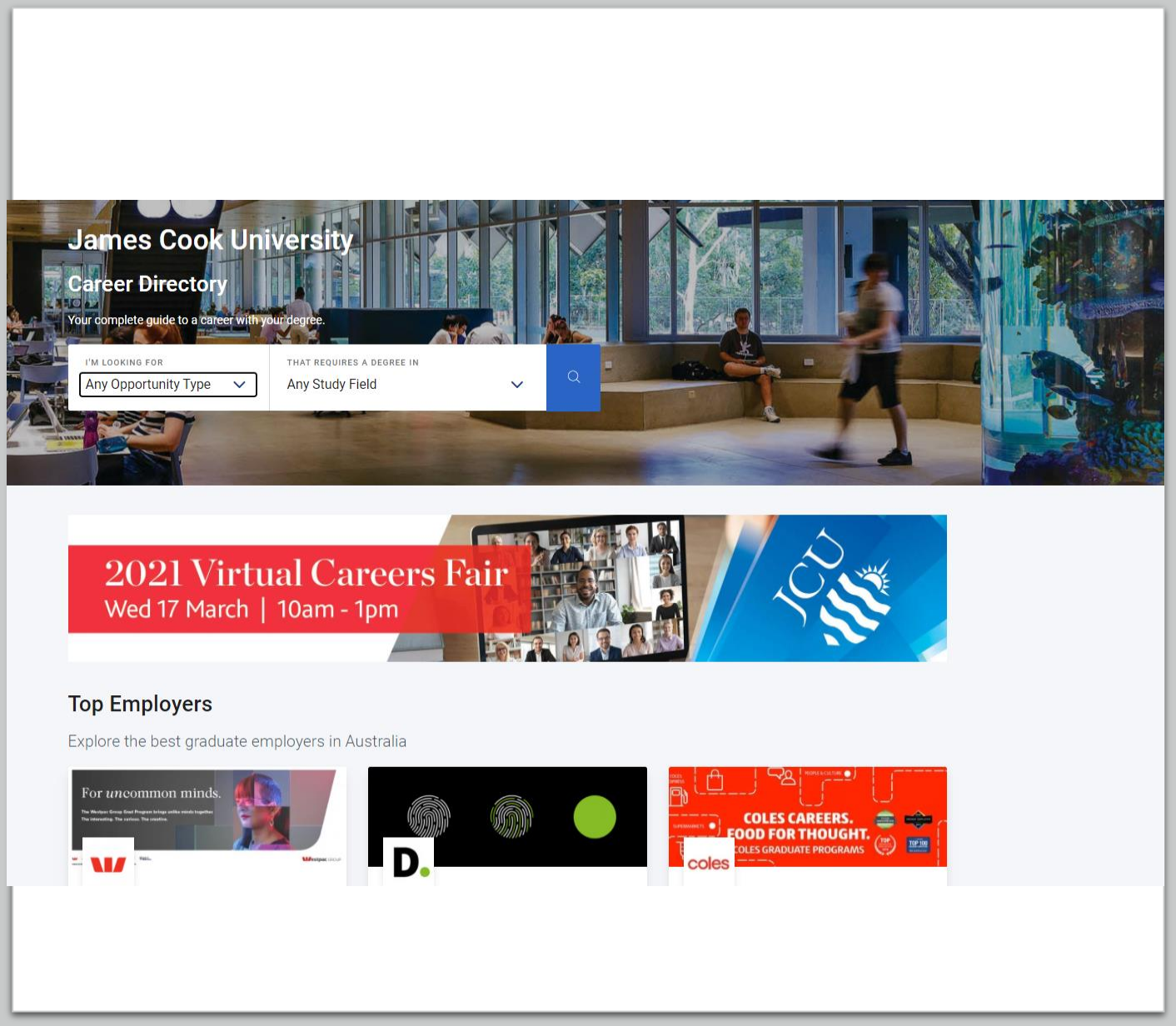
Casual, part-time, vacation, volunteer, course-relevant and graduate job vacancy listings

Workshop bookings

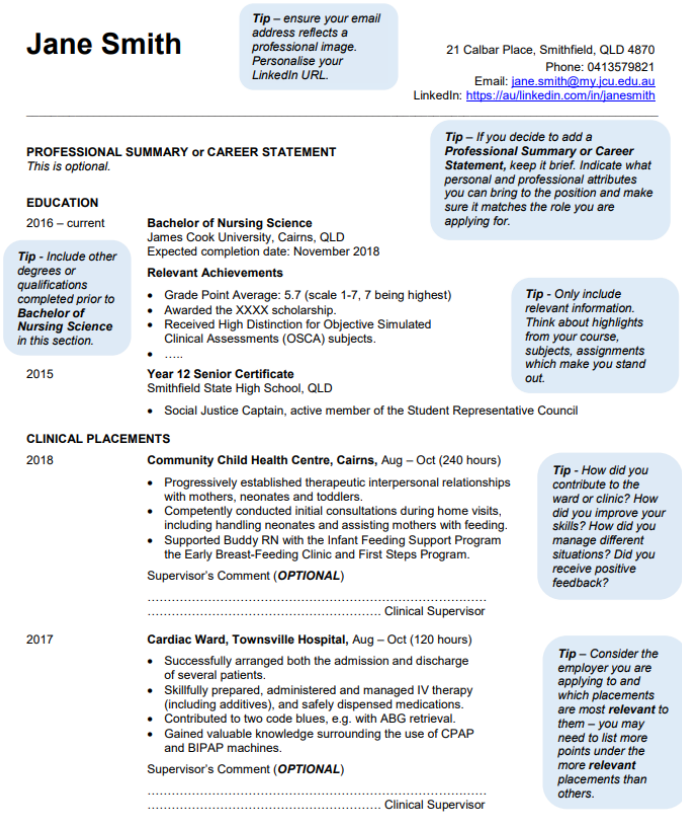
Job Board

JCU Careers Directory

- Graduate
- Internship
- Virtual experience



Discipline Specific Resumes



Jane Smith

Tip – ensure your email address reflects a professional image. Personalise your LinkedIn URL.

21 Calbar Place, Smithfield, QLD 4870
Phone: 0413579821
Email: jane.smith@my.jcu.edu.au
LinkedIn: https://au/linkedin.com/in/janesmith

PROFESSIONAL SUMMARY or CAREER STATEMENT
This is optional.

*Tip – If you decide to add a **Professional Summary or Career Statement,** keep it brief. Indicate what personal and professional attributes you can bring to the position and make sure it matches the role you are applying for.*

EDUCATION

2016 – current **Bachelor of Nursing Science**
James Cook University, Cairns, QLD
Expected completion date: November 2018

*Tip - Include other degrees or qualifications completed prior to **Bachelor of Nursing Science** in this section.*

Relevant Achievements

- Grade Point Average: 5.7 (scale 1-7, 7 being highest)
- Awarded the XXXX scholarship.
- Received High Distinction for Objective Simulated Clinical Assessments (OSCA) subjects.
- …..

Tip - Only include relevant information. Think about highlights from your course, subjects, assignments which make you stand out.

2015 **Year 12 Senior Certificate**
Smithfield State High School, QLD

- Social Justice Captain, active member of the Student Representative Council

CLINICAL PLACEMENTS

2018 **Community Child Health Centre, Cairns,** Aug – Oct (240 hours)

- Progressively established therapeutic interpersonal relationships with mothers, neonates and toddlers.
- Competently conducted initial consultations during home visits, including handling neonates and assisting mothers with feeding.
- Supported Buddy RN with the Infant Feeding Support Program the Early Breast-Feeding Clinic and First Steps Program.

Tip - How did you contribute to the ward or clinic? How did you improve your skills? How did you manage different situations? Did you receive positive feedback?

Supervisor's Comment (***OPTIONAL***)

…… Clinical Supervisor

2017 **Cardiac Ward, Townsville Hospital,** Aug – Oct (120 hours)

- Successfully arranged both the admission and discharge of several patients.
- Skillfully prepared, administered and managed IV therapy (including additives), and safely dispensed medications.
- Contributed to two code blues, e.g. with ABG retrieval.
- Gained valuable knowledge surrounding the use of CPAP and BIPAP machines.

*Tip – Consider the employer you are applying to and which placements are most **relevant** to them – you may need to list more points under the more **relevant** placements than others.*

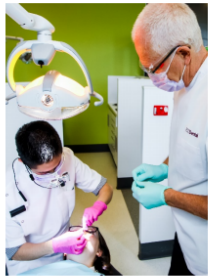
Supervisor's Comment (***OPTIONAL***)

…… Clinical Supervisor

- Arts and Social Sciences (PDF, 329 KB)
- Biomedical Science, Clinical Sciences and Medical Laboratory Science (PDF, 357 KB)
- Business (PDF, 880 KB)
- Commerce (PDF, 333 KB)
- Dental Surgery (PDF, 307 KB)
- Education (PDF, 365 KB)
- Engineering (PDF, 332 KB)
- Environmental Practice (PDF, 331 KB)
- Exercise Physiology and Sport and Exercise Science (PDF, 308 KB)
- Geology (PDF, 332 KB)
- Information Technology (PDF, 339 KB)
- Law (PDF, 308 KB)
- Marine Science (PDF, 332 KB)
- Nursing Science (PDF, 336 KB)
- Occupational Therapy (PDF, 355 KB)
- Pharmacy (PDF, 301 KB)
- Physiotherapy (PDF, 328 KB)
- Planning (PDF, 329 KB)
- Psychological Science (PDF, 334 KB)
- Science (PDF, 307 KB)
- Social Work (PDF, 331 KB)
- Speech Pathology (PDF, 354 KB)
- Veterinary Science (PDF, 372 KB)

Career Snapshots

DENTAL SURGERY – CAREER SNAPSHOT



Bachelor of Dental Surgery

The **JCU Bachelor of Dental Surgery** is a five-year undergraduate degree that provides students with the knowledge and skills required to become competent practitioners of dentistry.

Dental Practitioners diagnose and treat oral diseases, injuries and abnormalities of jaws, teeth and gums, undertake preventive procedures, conduct surgery and perform other specialist techniques and advise on oral health.

With further study Dental Practitioners may specialize in Paediatrics, Oral / Maxillofacial Surgery, Orthodontistry, Periodontistry, Prosthodontistry, Public Health and Special Needs.

The Federal Government's website **Job Outlook** provides information on the profession including job prospects, weekly earnings, occupation size and vacancies. Statistics are updated annually.

BOOST YOUR PROSPECTS

- Explore your options, clarify your career goals
- Build your networks
- Gain course relevant experience
- Fine tune your job application skills
- Show initiative, engage in extra-curricular activities and stand out

For further ideas access the **JCU Career Action Plan**

Graduates are eligible for professional registration with all dental boards in Australia and New Zealand and are able to enter dental practice.

Students enrolled in the degree are registered with the **Dental Board of Australia** through the Australian Health Practitioner Regulation Agency (AHPRA) for the duration of their study or until they are no longer enrolled. (Source: JCU Bachelor of Dental Surgery retrieved 25 July 2018)

Dental Surgery students are strongly recommended to be knowledgeable of the requirements for registration with the Dental Board of Australia.

Graduate Outcomes

JCU Bachelor of Dental Surgery graduates are working in private practice, state-operated dental health services, and in teaching and research. Employers include:

- Queensland Health
- Tasmanian Oral Health Service
- ACT Dental Health

Fast Facts

- **Avg. Weekly Pay** Unavailable
- **Future Growth** very strong
- **Skill Level** Bachelor Degree or higher
- **Employment Size** 12,700
- **Unemployment** below average

Source: **Job Outlook 2018**

Graduate outcome information for the JCU Bachelor of Dental Surgery and all other Australian dental degrees is available on the **Quality Indicators for Learning and Teaching** (QILT) site.

Following are key facts retrieved from the **QILT website**. (Retrieved 25 July 2018)

Graduate Employment Dentistry

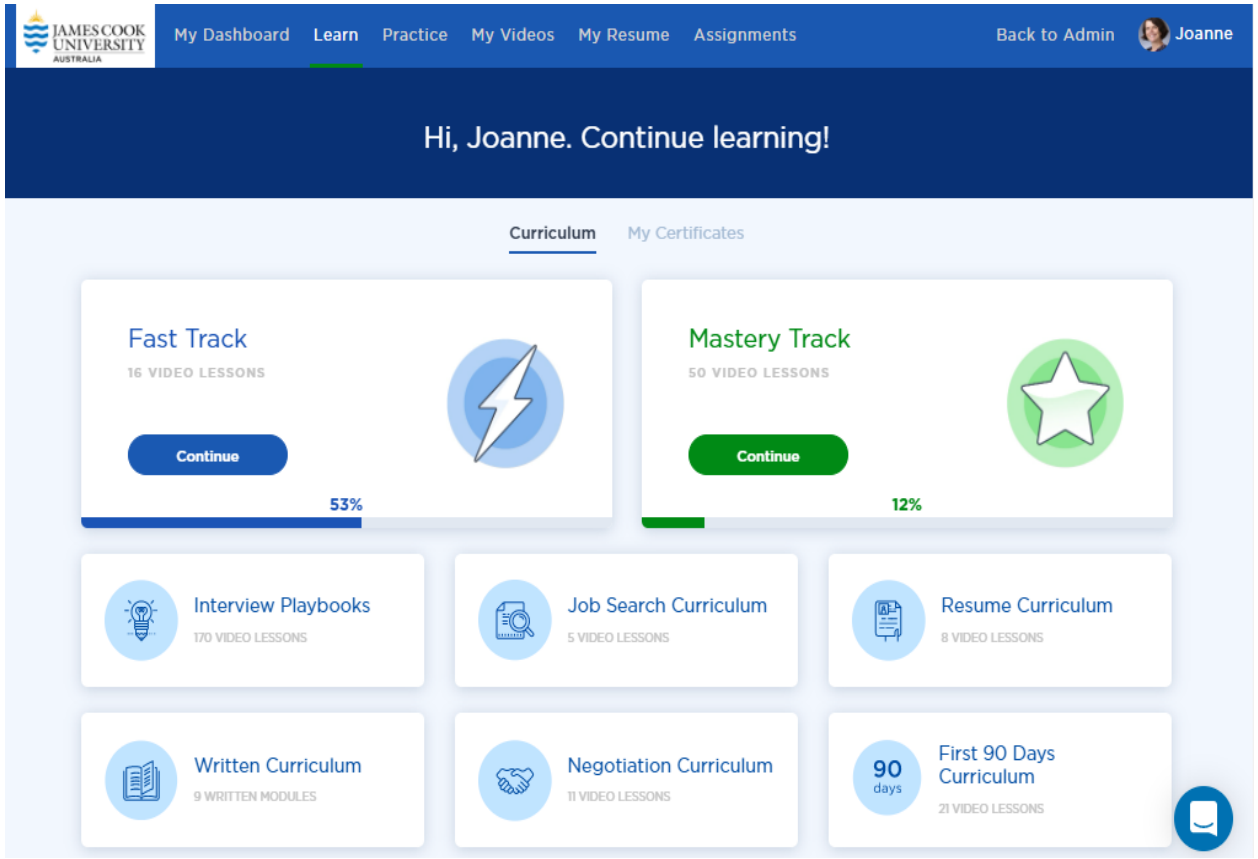
	James Cook University	National Average
Full-time employment	**94.6%** 74 responses	**85.3%**
Overall employment	**100%** 80 responses	**95.1%**
Full-time study	**1.3%** 80 responses	**16.1%**
Median	**$95,200**	**$80,000**

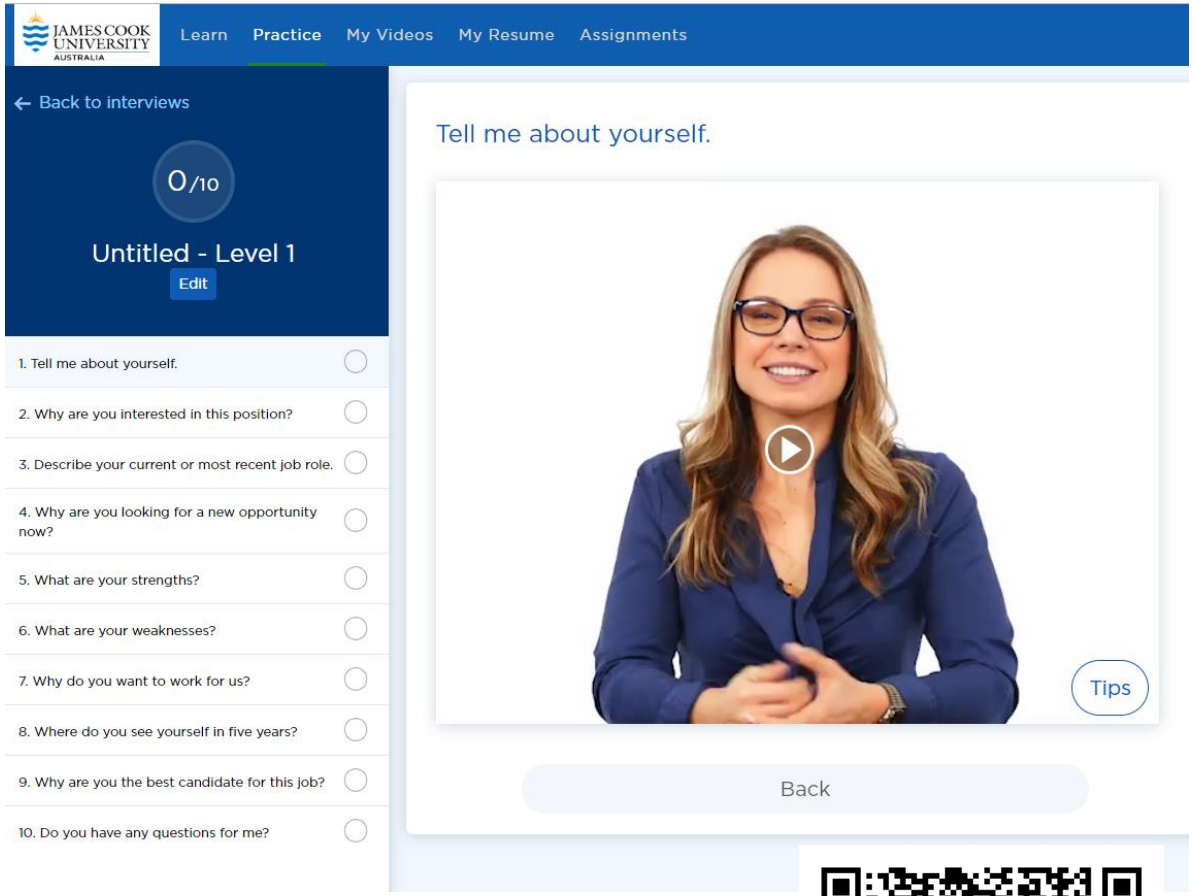
Career information for your area of study

- Animal Scientist (PDF, 439 KB)
- Anthropology (PDF, 309 KB)
- Aquaculture Science and Technology (PDF, 173 KB)
- Arts (PDF, 217 KB)
- Biomedical, Clinical & Medical Laboratory Science, Molecular and Cell Biology (PDF, 369 KB)
- Business (PDF, 270 KB)
- Commerce (PDF, 295 KB)
- Dental Surgery (PDF, 363 KB)
- Earth Science (PDF, 372 KB)
- Education (PDF, 302 KB)
- Engineering (PDF, 241 KB)
- Environmental Practice (PDF, 280 KB)
- Geology (PDF, 605 KB)
- History (PDF, 274 KB)
- Human Services (PDF, 266 KB)
- Information Technology (PDF, 261 KB)
- Law (PDF, 245 KB)
- Marine Science (PDF, 638 KB)
- Medicine and Surgery (PDF, 301 KB)
- Modern Languages (PDF, 266 KB)
- Nursing/Midwifery (PDF, 242 KB)
- Occupational Therapy (PDF, 343 KB)
- Pharmacy (PDF, 608 KB)
- Physiotherapy (PDF, 442 KB)
- Planning (PDF, 455 KB)
- Politics and International Relations (PDF, 286 KB)
- Psychology (PDF, 545 KB)
- Science - General (PDF, 584 KB)
- Social Work (PDF, 266 KB)
- Speech Pathology (PDF, 442 KB)
- Sport and Exercise Science and Exercise Physiology (PDF, 273 KB)
- Veterinary (PDF, 280 KB)
- Zoology and Ecology (PDF, 215 KB)

Big Interview

Access via www.jcu.edu.au/careers





Interview practice Response suggestions Video tutorials

University Specialist Employment Partnerships (USEP)

UNISPECIALIST
EMPLOYMENT PARTNERSHIPS
YOUR DISABILITY EXPERTS

USEP is a program preparing and connecting university students with disability to graduate jobs.

Go to https://www.usep.com.au/register/ to register
Or contact JCU Careers and Employability for information – email careers@jcu.edu.au

Staff Support

Embedding career development, employability and entrepreneurship within curriculum

Resources

- Exemplars
- Generic assessment tasks
- Tutorial Activities

Top Three Messages for Students

- **Don’t leave their career preparations until final year.** Take action in every study period in every year.

- Prioritize gaining **course-relevant experience** to apply and develop skills and knowledge and **networking** to hear of opportunities and for employers to hear of them.

- Take advantage of JCU Careers and Employability **resources and support.** Students underestimate the skill and time required in ensuring they are competitive when entering the graduate labour market.

Questions

JCU Careers and Employability

Townsville phone: 4781 4711
Cairns phone: 4232 1150

careers@jcu.edu.au

www.jcu.edu.au/careers

JCU: Careers

JCU Support Services Showcase-IERC

Indigenous Education and Research Centre

JAMES COOK UNIVERSITY AUSTRALIA

Celebrating 50 YEARS 1970 - 2020

IERC-Who are we?

- Research
- Teaching & Learning
- Student Support

The Student Support Teams include:

Nguma-bada campus (Cairns) :

Manager-Leah Hammett
2 x Academic Support Advisors
2 x Student Support Advisors

Bebegu Yumba Campus (Townsville) :

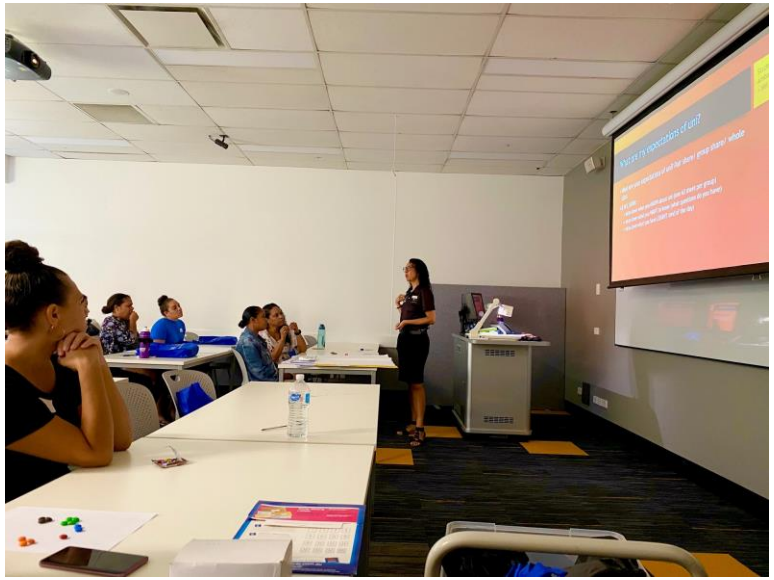
Manager-Helen Jusseaume
4 x Academic Support Advisors
4 x Student Support Advisors

Indigenous Education and Research Centre

JAMES COOK UNIVERSITY AUSTRALIA
Celebrating 50 YEARS 1970 - 2020

What do we do?

- ✓ We empower students to be independent, critical and analytical thinkers, and assist them to plan, set and achieve their goals.
- ✓ We deliver a learning support agenda that progresses Indigenous students through to completion of degree and beyond.



Indigenous Education and Research Centre

JAMES COOK UNIVERSITY AUSTRALIA

Celebrating 50 YEARS 1970 - 2020

Student Support Team provide the following services

Academic Support Advisors

- Work with the Student Support Advisors to case manage student cohorts
- Early intervention – academically under prepared
- Develop effective learning support strategies
- Contact every student every 3 weeks
- IPAL – tutoring program
- Liaise with Colleges and Academic staff

Student Support Advisors

- Conversion calls
- Work with Academic Support Advisor to case manage students cohorts
- Strategies pertaining to student experience
- Contact every student every 3 weeks
- Provide pastoral and personal support – Health and Wellbeing
- Financial support information – Centrelink / Scholarships
- Accommodation

Indigenous Education and Research Centre
JAMES COOK UNIVERSITY AUSTRALIA
Celebrating 50 YEARS 1970 - 2020

Winter School

- On campus 1 week residential university experience – July
- No cost to students
- Open to all Indigenous students in years 10, 11 and 12 across Australia
- Simulation of university life
- Meet lecturers – engage in class activities and assessment
- Become familiar with the campus when students transition to university

Summer Pre-Program

- On campus 3 week residential university pre-program – November/December
- No cost to students
- Open to all Indigenous students across Australia who have completed year 12 and seeking entry to JCU

Indigenous Education and Research Centre

JAMES COOK UNIVERSITY AUSTRALIA

Celebrating 50 YEARS 1970 - 2020

The Centre Services

- Study rooms and collaborative learning spaces
- Computers
- Kitchen space
- Video conferencing and meeting rooms
- General hang out space
- 24 hour access
- Social: BBQs – Lunches

Top things to note

- Centre is available to all Indigenous Students as a primary contact for all queries including prospective enquiries
- The Student Support Teams are available to assist or refer as required
- Academic support
- Pastoral support
- Provide an environment that supports and inspires students to grow personally, culturally and academically.

Contact us:
Bebegu Yumba Campus (Townsville)
Building 301 – 008
Phone: (07) 4781 4676
Email: ierc@jcu.edu.au
Student support: ierc.studentsupport@jcu.edu.au

Contact us:
Nguma-bada Campus (Cairns)
Building A21
Phone: (07) 42321046
Email: ierc@jcu.edu.au
Student support: ierc.studentsupport@jcu.edu.au

Indigenous Education and Research Centre

JAMES COOK UNIVERSITY AUSTRALIA

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Student Advocacy Service

JCU STUDENT ASSOCIATION

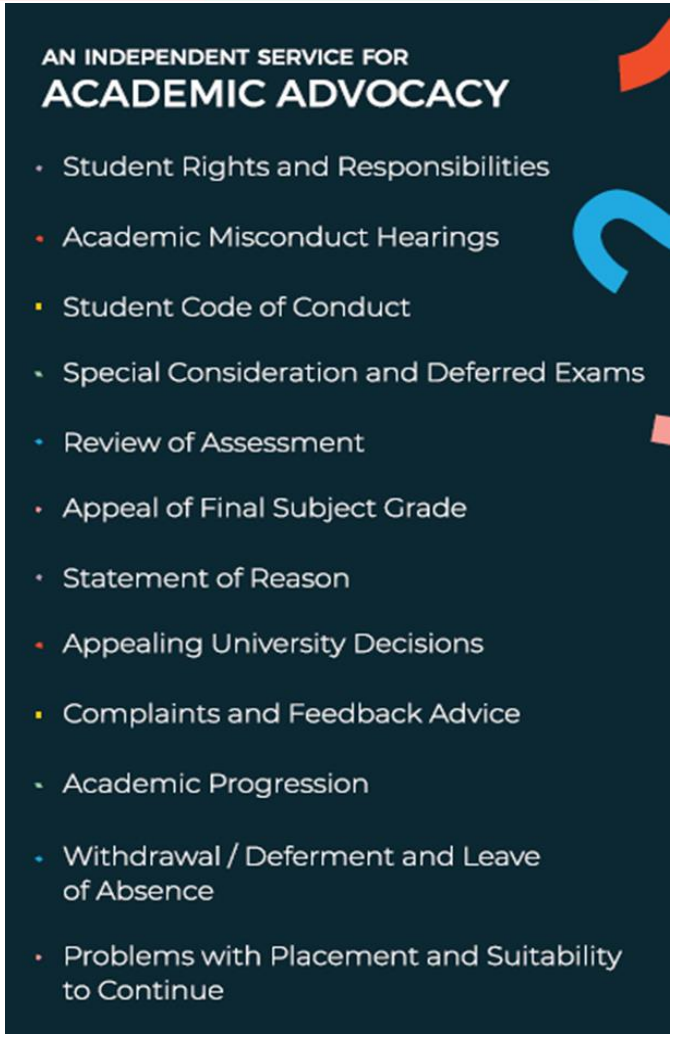
Student Advocacy and Welfare Officers

- Provide an independent, free, confidential and non-judgmental service to all JCU students across all Australian campuses, including remote study centres.
- Are not employees of JCU.
- Role is funded through the Student Services and Amenities Fee.
- Students do not have to be a member of JCUSA to access the service.
- JCU Student Association has 4 Student Welfare and Advocacy Officers:
    - 2 in Townsville (Catherine Fraser and Madelaine Keogh)
    - 1 in Cairns (Kimberly Thornley)
    - 1 in Brisbane (Gian Corpuz)

JCU SA
JCU STUDENT ASSOCIATION

Academic Advocacy

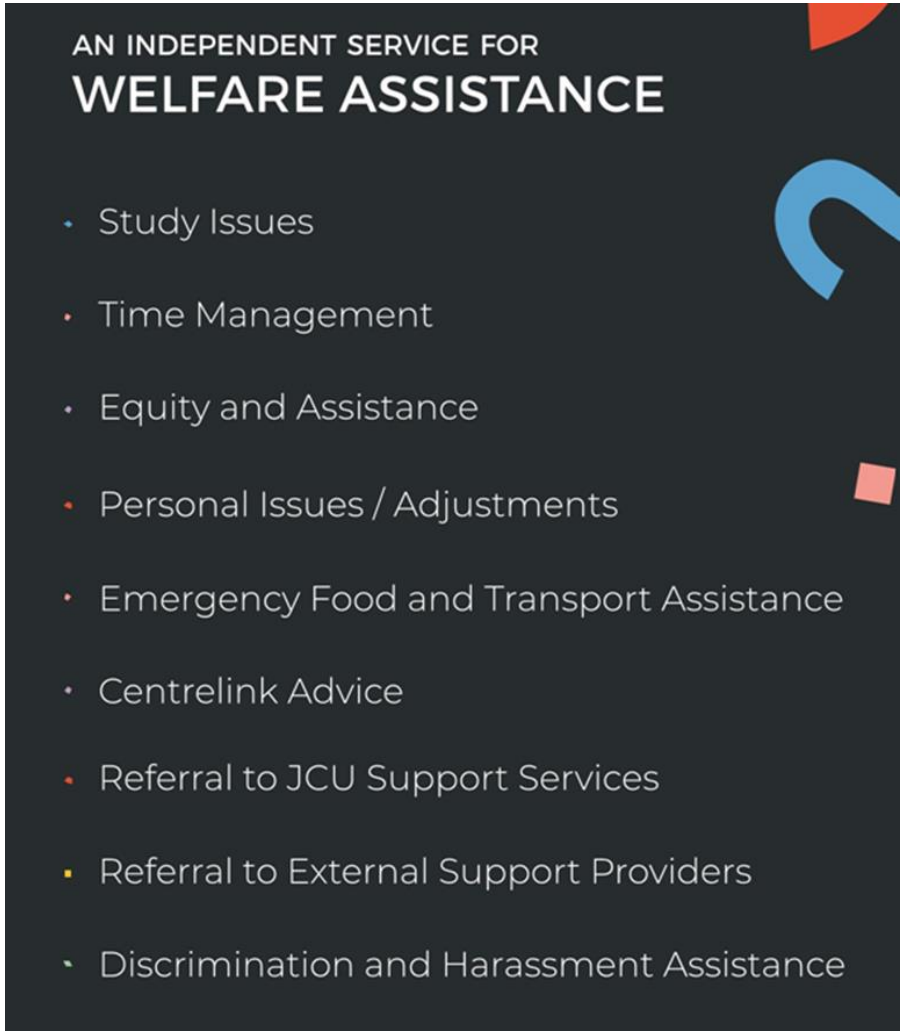
- Students should be referred to an Advocate whenever they have an issue with the University.
- We cannot contact a student in the first instance, they must approach us.
- Students are required to complete the online booking form to request an appointment found here: https://www.jcusa.edu.au/student-support/
- We provide support, assistance or representation as needed.
- We do not provide "legal advice" (but we do refer to Legal Services)
- Our main focus is on assisting students to understand their rights and responsibilities under JCU Policy and Procedures.



JCU SA
JCU STUDENT ASSOCIATION

Welfare Support

- Our main focus is on assisting students to understand their rights and responsibilities.
- We cannot contact a student in the first instance, they must approach us.
- We refer to internal and external services.
- We are NOT Counsellors.
- We can help with Special Consideration, Deferred Examinations and Extensions.
- We no longer provide Student Loans.



JCU STUDENT ASSOCIATION

JCU STUDENT ASSOCIATION

Townsville Campus
07 4781 4400

James Cook University
Building 133 - Ground Floor
Townsville QLD 4811

Cairns Campus
07 4232 1160

James Cook University
Building A24
Cairns QLD 4870

studentassociation@jcu.edu.au

Free call 1800 330 021 **www.jcusa.edu.au** jcustudentassociation

JCU STUDENT ASSOCIATION

Student Transitions and Engagement

JAMES COOK UNIVERSITY AUSTRALIA
Celebrating 50 YEARS 1970 - 2020

- We facilitate a suite of strategically designed (and timed) **partnership** events for commencing and continuing students
- Intended outcomes include an improved transition and student experience, as well as retention, success and completion rates
- We are resourced by Student Services and Amenities Fee (SSAF) funds

Supported by your

SSA Fee

Building a better *student experience*

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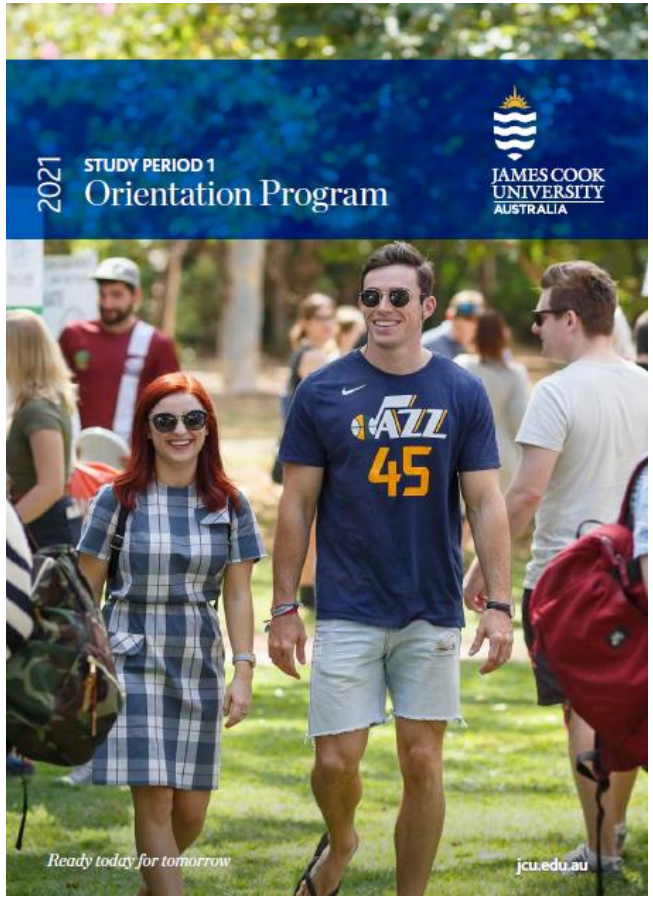
Student Events

Orientation



Student Mentor Program

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Undergraduate Orientation

Get Ready 4Uni

- Orientation is a six-week program in line with the ‘longer and thinner’ best practice for transition experience.

- https://getready4uni.info/

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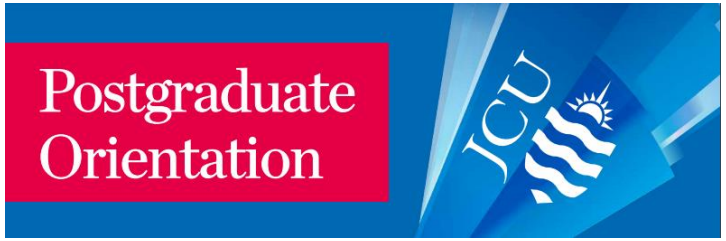
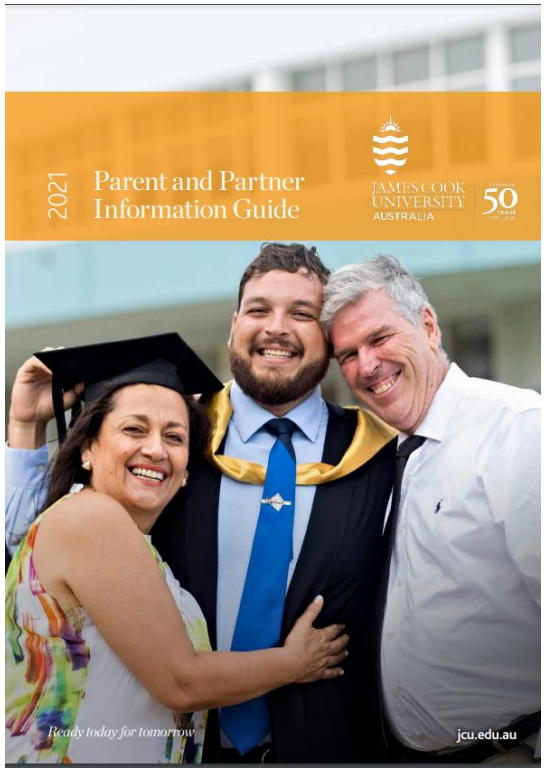
Other Orientations – SP1 only

- **Post Graduate Orientation Night**



- **Second Year Success Seminar**

Parents and Partners Info Session



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Extra-Curricular Events – SP1

Live@Lunch x 4

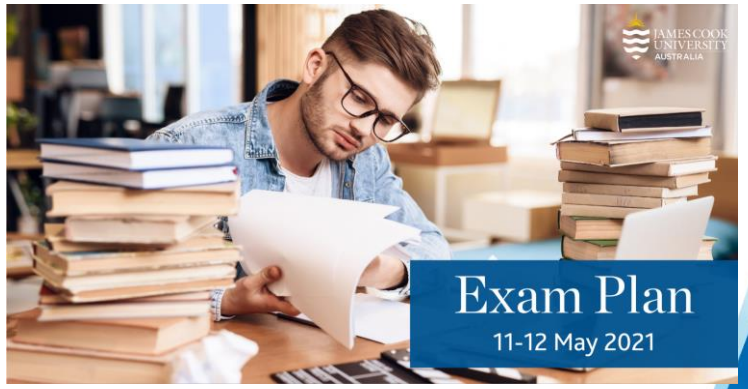
jcu.edu.au/events

@jcucurrentstudents

Harmony Day

Student Success Week

Exam Plan



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Student Mentor Program

The mission of the JCU Student Mentor Program is to encourage, enable and empower new students by linking them with successful peer role models that foster a welcoming, inclusive, supportive, and cohesive university community.

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- Student Mentor Program matches experienced, successful student volunteers with commencing undergraduate students from the same course

- Longest running university peer mentoring program in Australia (30 years) with national awards
- Students who attend O Week and have a Student Mentor are more successful than non-participants
  - **23% increase in retention**
  - **1 GPA increase**

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Program Structure

3,049 Mentees
259 Mentors
14,025 hours of free support/year
(salary saving $449K)

Student Transitions and Engagement Officers x 2 (TSV & CNS)

- Off-Campus Mentors
  - Mt Isa SC Mentors - 3
  - Mackay SC Mentors – 3
  - External Mentors - 15
- TSV Campus Mentor Leaders x 19
  - DTHM Mentors – 95
  - DTES Mentors – 53
  - DHE Mentors - 16
- CNS Campus Mentor Leaders x 11
  - DTHM Mentors – 26
  - DTES Mentors – 36
  - DHE Mentors – 12

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How Mentors Can Help

- ✓ Answering general enquiries
- ✓ Navigating around campus
- ✓ Linking students with free support services
- ✓ Connecting new students with peers
- ✓ Advice about study and time management strategies
- ✓ Share knowledge and experience about how to succeed

We can't help with:

- × Assessments
- × Subject tutoring
- × Enrolment advice

But, we know who can help and refer mentees to those services

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Communication Points – Study Period Mentors

O Week	• Welcome to the program
Week 1	• First week of classes
Week 2	• Regroup – catch up
Week 3	• First assessment due
Week 6	• Mid-semester
Week 9	• Final exams preparation
Week 12	• Farewell from program

Mentors communicate regularly with their mentees via email across the study period. The contact points have been strategically chosen to maximise the effectiveness of the support – based on university research into transition experience.

Mentees are encouraged to contact their mentor **at any time** if they have a challenge or concern. Mentors are encouraged to catch up with their mentees on campus regularly to maintain the peer connection.

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2020 Mentee Satisfaction Survey

97%

agreed their Student Mentor was a welcoming first point of contact at JCU

98%

agreed their Student Mentor provided a positive role model with helpful advice for commencing students

90%

confirmed they received and read regular email communications from their Student Mentor

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Contact Details

Student Transitions and Engagement Advisor
Tony Hewitt - tony.hewitt@jcu.edu.au Ext 21772
- orientation@jcu.edu.au

Townsville Student Transitions and Engagement Officer / Mentor Program Support
Meghan Boland – meghan.boland@jcu.edu.au Ext 16191
- tsv-studentmentors@jcu.edu.au

Cairns Student Transitions and Engagement Officer / Mentor Program Support
Claire Murphy – claire.murphy@jcu.edu.au Ext 21363
- cns-studentmentors@jcu.edu.au

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2021 Learning & Teaching Development Strategies for Student Success

Data Informed

Multi-layered model of development and support

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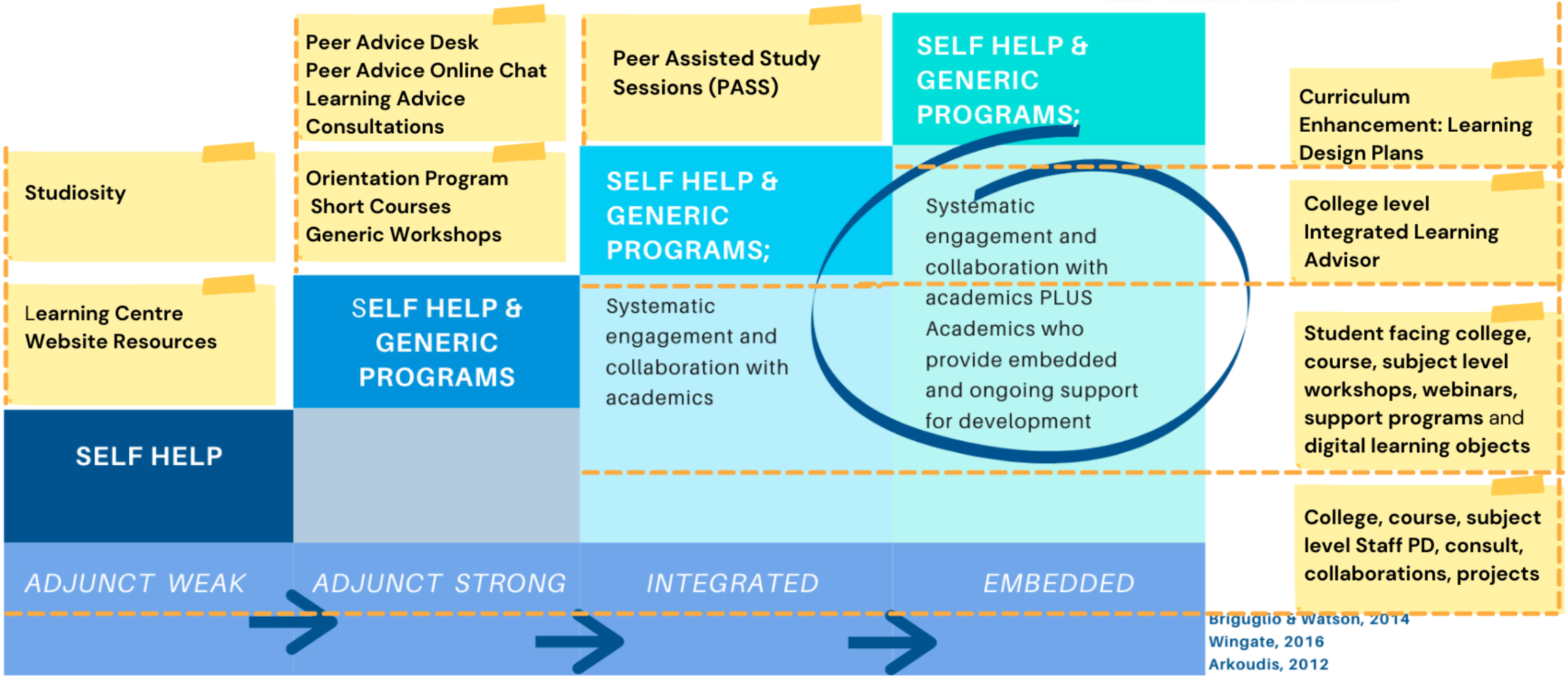

Briguglio & Watson, 2014
Wingate, 2016
Arkoudis, 2012

1 | f2f/ Online Service Delivery in 2021

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Hybrid Model

1

Studiosity

2

VIRTUAL CHAT WITH A PEER ADVISOR

Chat with Peer Advisor from the JCU Learning Centre

Monday to Friday
10am-4pm

Simply visit the Learning Centre Website and click chat now.

VIRTUAL LEARNING ADVICE

Book a one on one virtual consult with a JCU learning Advisor.
Service hours 9am-4pm Monday to Friday. Simply visit: https://www.jcu.edu.au/students/learning-centre to book

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F2F LEARNING ADVICE

Personalised academic support with study skills, time management, assessment unpacking or academic reading, writing, or speaking.

Simply visit: https://www.jcu.edu.au/students/learning-centre to book

PEER ADVICE DESK

The Peer Advice Desk is a free drop-in service located on the ground floor of the Townsville and Cairns Library.

Monday to Friday, 10am -4pm

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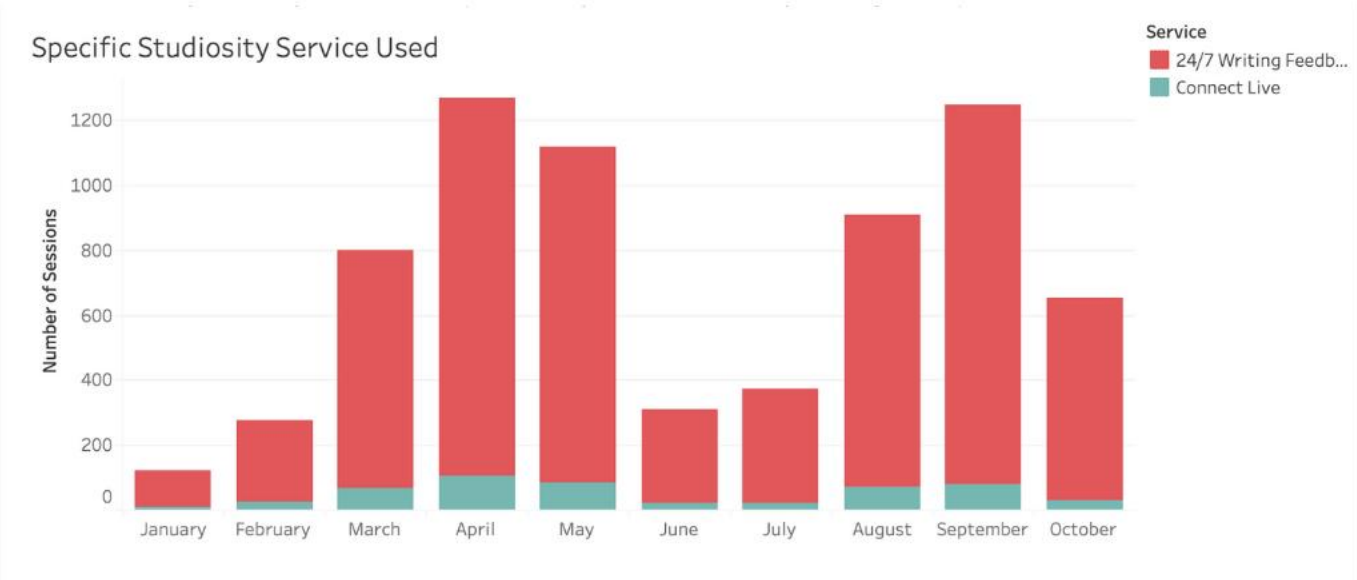
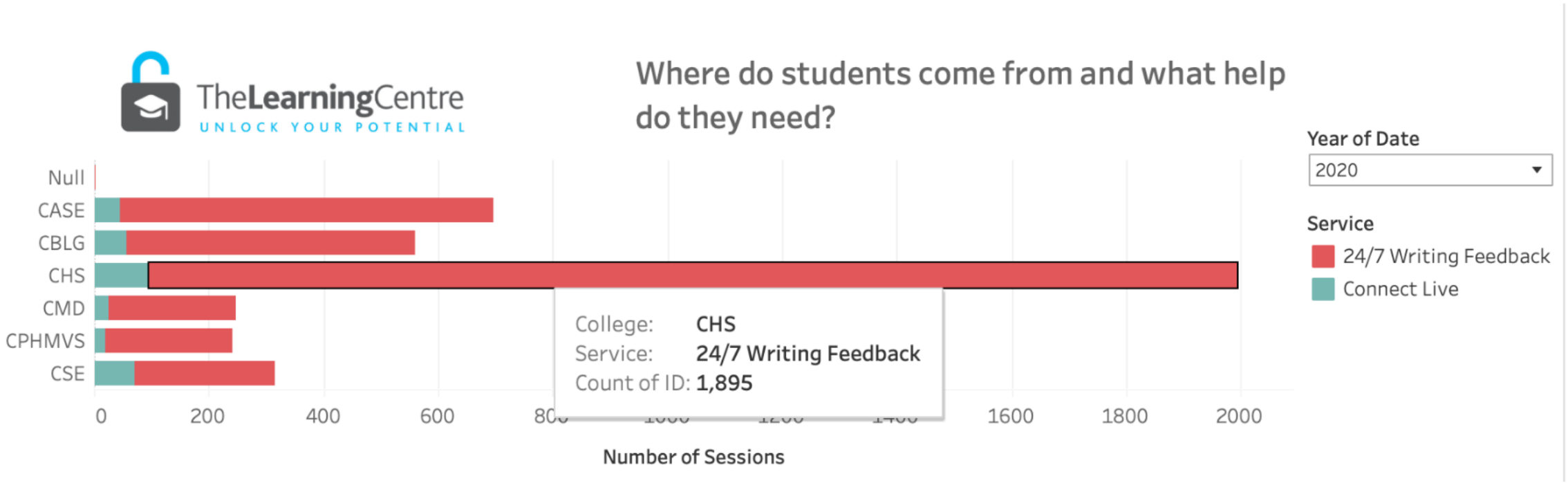
Studiosity

In 2020, Studiosity use increased by 40%

Total usage: 131068 minutes
UG use: 82 456 61%
PG use: 48 612 37%
HDR use: 2201 2%
International - unknown



Studiosity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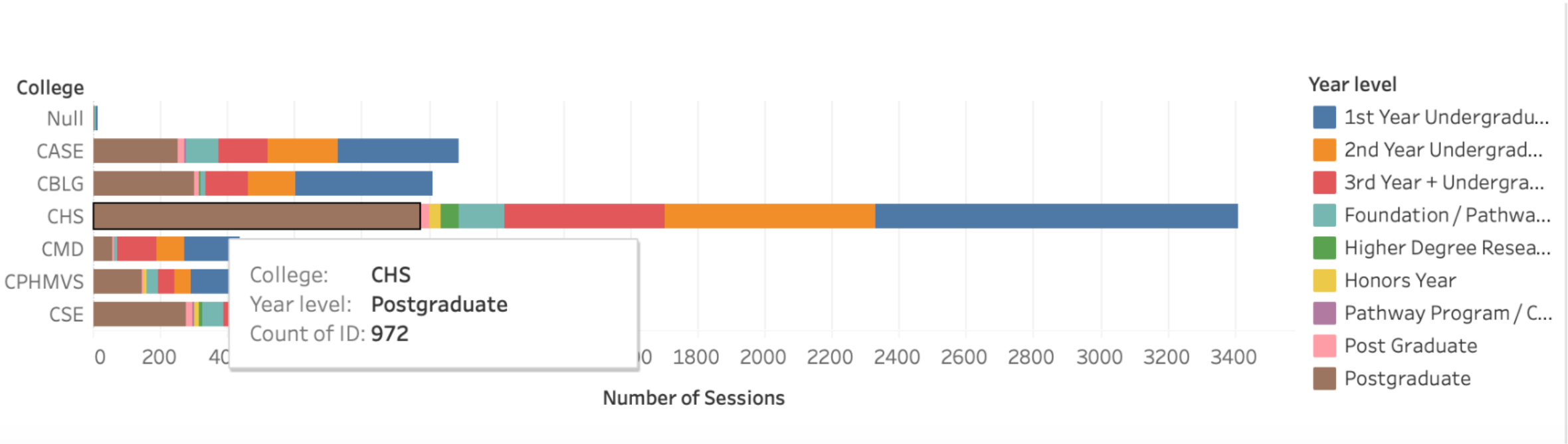
Where do students come from and what help do they need?
Year of Date
2020
Service
24/7 Writing Feedback
Connect Live
Null
CASE
CBLG
CHS
CMD
CPHMVS
CSE
College: CHS
Service: 24/7 Writing Feedback
Count of ID: 1,895
0
200
400
600
1600
1800
2000
Number of Sessions

Studiosity


College
Null
CASE
CBLG
CHS
CMD
CPHMVS
CSE
College: CHS
Year level: Postgraduate
Count of ID: 972
0
200
1800
2000
2200
2400
2600
2800
3000
3200
3400
Number of Sessions
Year level
1st Year Undergradu...
2nd Year Undergrad...
3rd Year + Undergra...
Foundation / Pathwa...
Higher Degree Resea...
Honors Year
Pathway Program / C...
Post Graduate
Postgraduate

I have 7 days to study 6 chapters for an exam. What is the best way to study efficiently/ how do I plan my study?	Learning Strategies
Hi I require some help in writing executive summary and brief on literature review. please assist.	General Assignment Support
hello I am a new online student and am getting started today - i need an orientation how to use online tools and how to find my assignments and study material !	Technology
I am first time online learning experience and first time study in higher education level. I read what i can but sometimes my reading doesn't seem to connect to understanding in relation to writing and answering some specific questions. this is my first time using Stuiosity which i have done my research has a great reputation and really can help me with my learning, understanding and improvement. so, i want to experience how i could manage and get the best out of it. thank you. here is one for n	Learning Strategies

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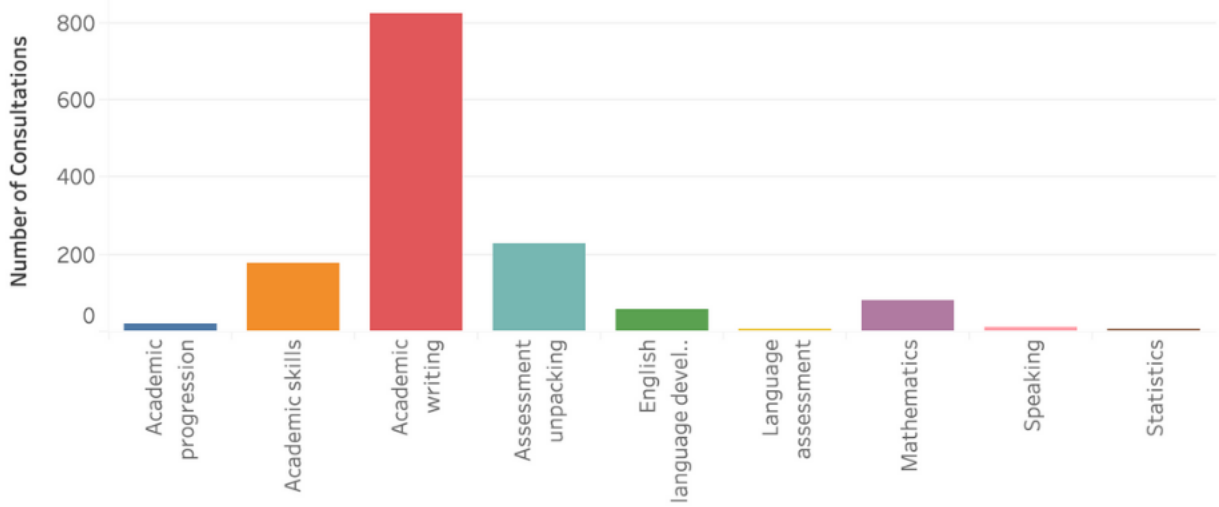
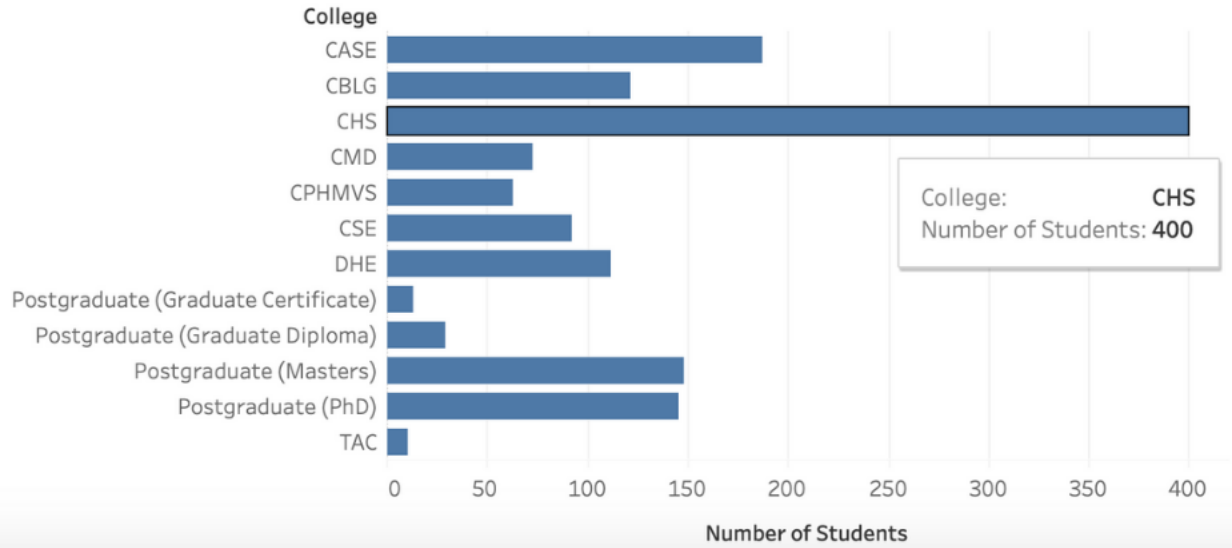
Where do our students come from and what help do they need?

Learning Centre Services

Year: 2020



Select an Issue above or select a College below for further breakdown:



Student Consultation Totals (Year)

Primary Issue Discussed

Academic progression	19
Academic skills	174
Academic writing	821
Assessment unpacking	228
English language development	55
Language assessment	5
Mathematics	80
Speaking	8
Statistics	6

Secondary Issue Discussed

Null	384
Academic progression	14
Academic skills	177
Academic writing	455
Assessment unpacking	136
English language development	170
Language assessment	1
Mathematics	46
Speaking	4
Statistics	9

Learning Centre Services

In 2020, **Learning Advisors** facilitated 1401 individual **student consultations** (f2f and online).

In addition, **Learning Advisors** conducted **95 academic staff consultations** supporting literacy and numeracy demands of **assessment**, **academic writing** and **academic skills development**.

During 2020, **Peer Advisors** facilitated **176 face to face drop-ins**, **177 email/video drop-ins** and **289 Libchat drop-ins.**

The **top three issues** students sought Peer Advice for included **reviewing written assessment, assessment unpacking** and **academic study skills** for learning online.

PASS

PASS targets subjects rather than students

- Usually serves subjects where a large portion of students will experience academic difficulty
- Avoids a remedial stigma by focusing on classes rather than individual students
- Attracts an equal proportion of students from differing ability and cultural groups
- Does not segregate students based on prior academic performance or predictions of academic success
- Works best with heterogeneous groupings of students

Criteria

Subjects the PASS program typically supports

1. Introductory subjects
2. Core curriculum subjects that are deemed challenging – those that have a high rate of failure or attrition
3. Subjects perceived to be tricky by students

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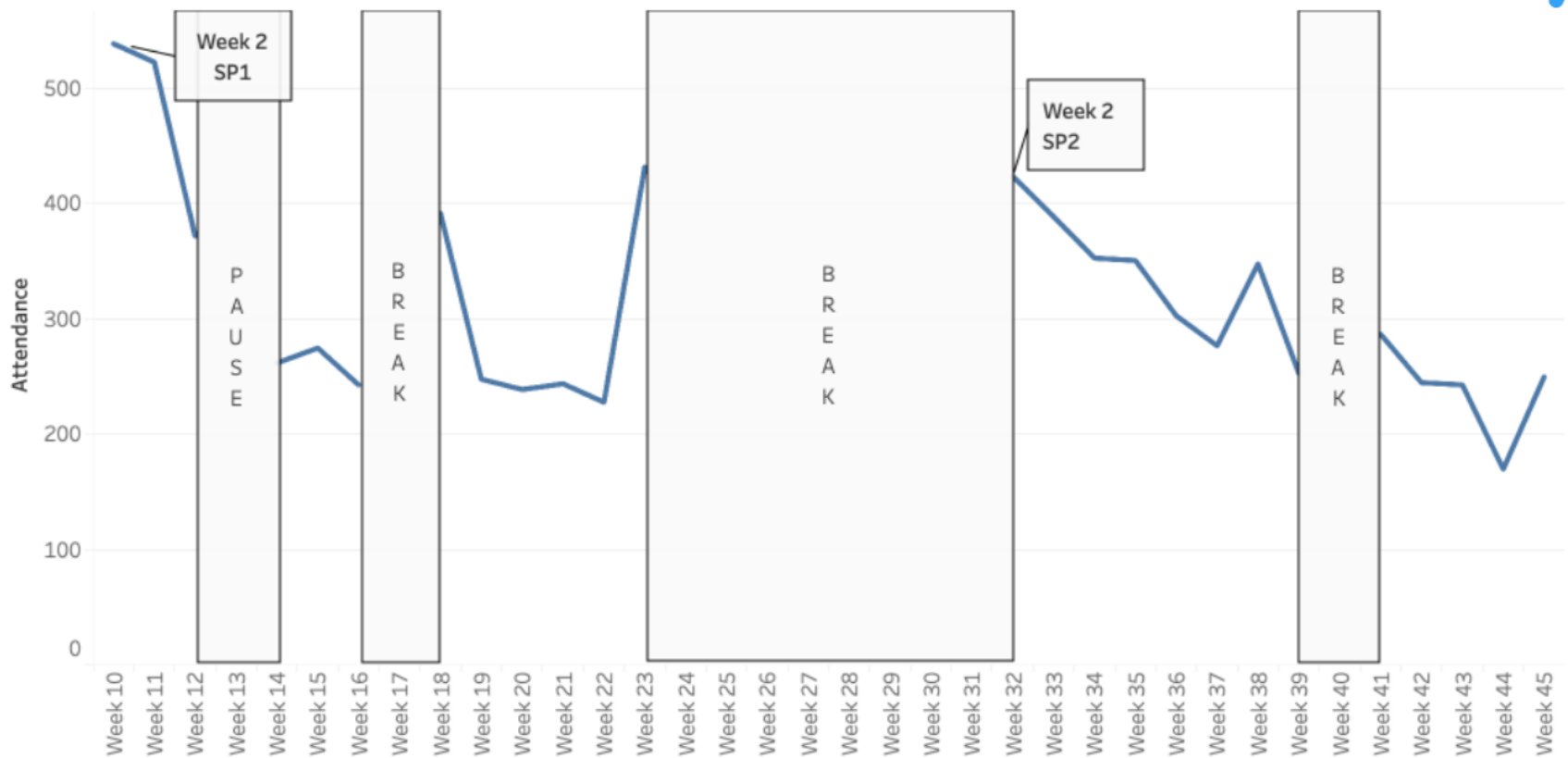
PASS

PASS Attendance by Week (of the year)



Year	SP1 Subjects	SP1 Attendance	SP2 Subjects	SP2 Attendance
2018	35	4395	42	3893
2019	49	5578	52	5059
2020	47	4157	72	3880

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PASS, SP1

PASS Offerings SP1 2020					
College	**#**	**Code**	**TSV**	**CNS**	**External**
Arts, Society, and Education	1	ED1421	Y	Y	Y
	2	ED1481	Y	Y	Y
	3	PL1001	Y	Y	Y
	4	SS1010	Y	Y	Y
	5	SY1001	Y	Y	
Business, Law and Governance	6	BU1002/1902	Y	Y	Y
	7	BU1003/1903	Y	Y	Y
	8	LA1102	Y	Y	Y

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PASS, SP1

Science, Technology and Engineering	9	BS1007	Y		
	10	BZ1006		Y	
	10	CH1011	Y		Y
	11	CH1020	Y	Y	
	12	CP1402			Y
	13	EG1002	Y	Y	
	14	EV1005	Y	Y	
	15	MA1000	Y	Y	
	16	MA1020	Y	Y	Y
	17	PH1005	Y	Y	
	18	SC2202	Y	Y	

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PASS, SP1

Healthcare Sciences	19	NS1881	Y	Y	Y
	20	NS2881	Y	Y	Y
	21	OT1011	Y		
	22	PS1001	Y		
	23	PY1101	Y		
	24	PY2103	Y	Y	
	25	RH1002	Y	Y	
	26	SP1001	Y		
	27	SP2007	Y		

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PASS, SP1

Public Health, Medical and Veterinary Sciences	28	BM1000/TV1102	Y		Y
	29	BM1011	Y	Y	Y
	30	BM1031/41/61	Y		Y - BM1031
	31	BM1051	Y		
Diploma of Higher Education	32	CS1022	Y	Y	Y
	33	CU1022	Y	Y	Y
	34	MA1022	Y	Y	Y
	35	SC1022	Y	Y	Y

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3 College based Learning Advisor Coordinators and Teams

CSE – Coordinator: Maree Corkeron, Colleen Kaesehagen, Kerry Aitken, Kellie Johns
CMD – Coordinator: Colleen Kaesehagen, Kerry Aitken, Kellie Johns
CPHMVS – Coordinator: Colleen Kaesehagen, Kerry Aitken, Maree Corkeron
CHS – Coordinator: Maree Corkeron, Kerry Aitken, Colleen Kaesehagen
CASE – Coordinator: Andy Heath, Ana Stevenson
CBLG – Coordinator: Lyle Cleeland, Kerry Aitken
Pathways TAC/DIP HE – Coordinators: Lyle Cleeland TVL, Andy Heath CNS, Kerry Aitken

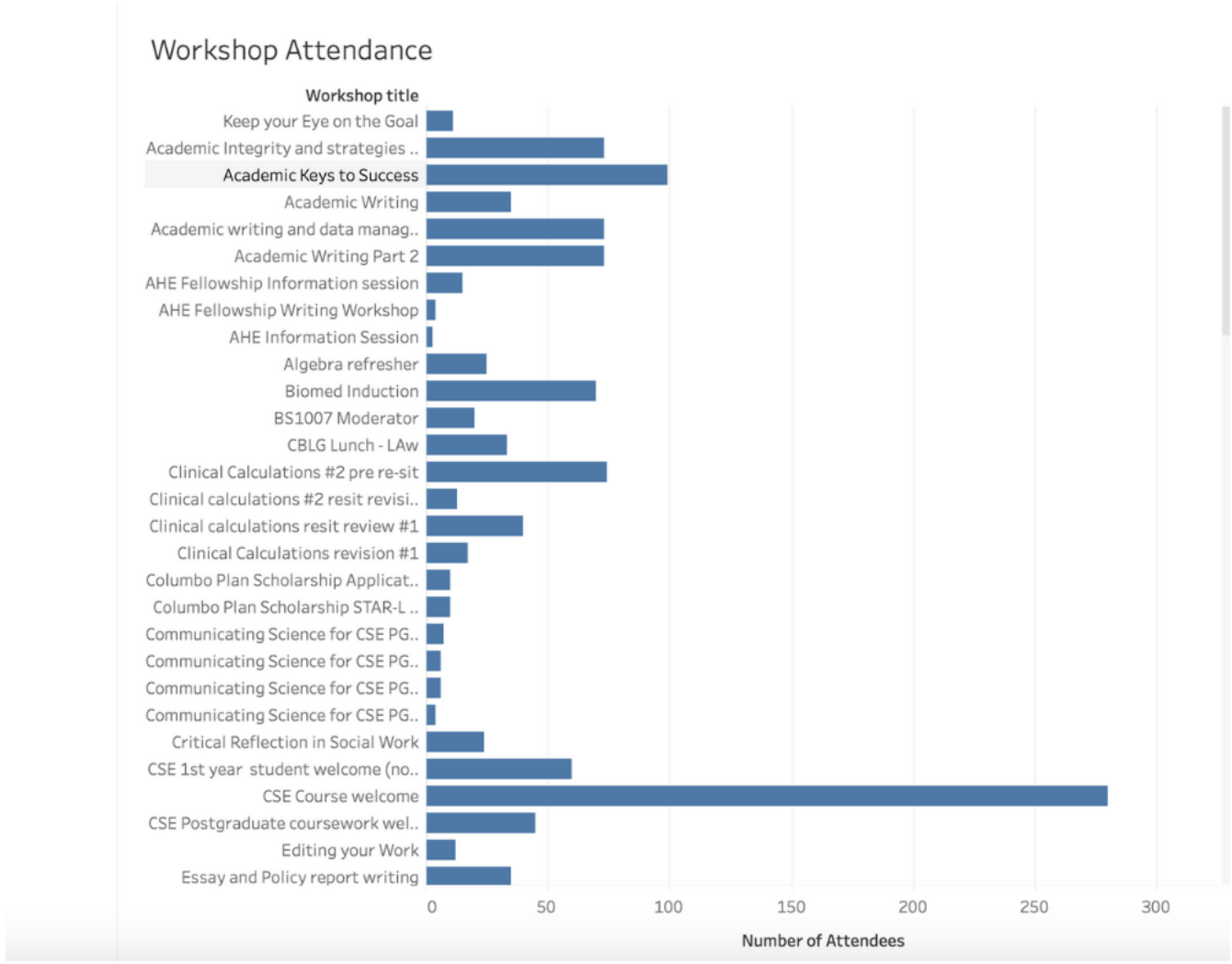
Workshops

Orientation Workshops

38 Workshops, 1,335 interactions

Integrated Learning Advisor/Learning Design Plans/Ad Hoc Workshop requests

200 Workshops, 4791 interactions



6 | Useful Academic Literacy & Numeracy Resources

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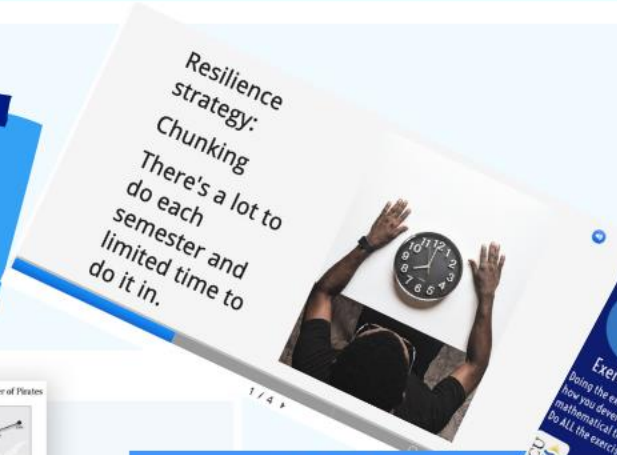
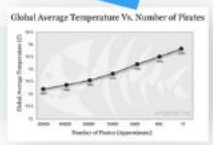
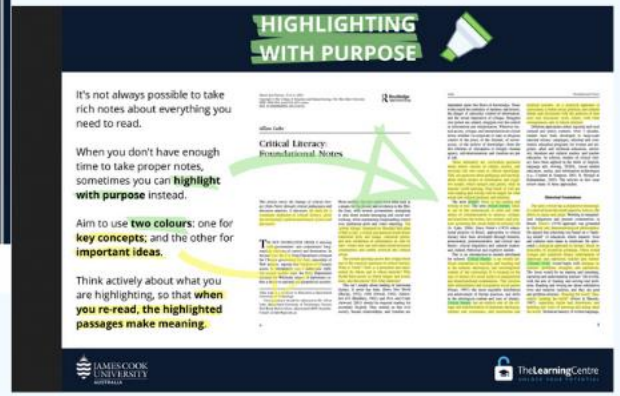




Module Outline:



Available from the H5P Market Place on Learn

2 | How can Learning Advisors help staff?

Supporting Staff with College, Course, Subject level Academic Language & Literacy demands

Share college based data sets to inform learning and assessement design

"Strategies for student support in 2021 & how to best implement them in our courses." (CPHMVS)

Design and co-create support resources for your subject or course

work with you to map and embed explicit literacy and numeracy thresold concepts & support strategies

College based Requests **What do you need?**

Student Success

Strategies to develop students' digital capabilities

share resuable learning objects from our h5P Content Market with you to embed in your subject or course

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Developing successful, independent students...

Connect with us...

Kylie Bartlett
Manager, Learning & Teaching Development (Acting)
kylie.bartlett@jcu.edu.au

@jculearning

@JCUlearningcentre