



JAMES COOK
UNIVERSITY
AUSTRALIA



HELP
AHEAD

jcu.custhelp.com

Cairns

Singapore

Townsville

Getting Started at JCU

APPLY AND ENROL

- How to Apply
- How to Enrol
- Accept / Defer your offer
- Course Information

FEES

- Scholarships
- Payments
- HELP loans

ORIENTATION

- Orientation Program
- Off-Campus Students
- Student ID Cards
- GetReady4Uni Online

Activate

1 START HERE! You're not a JCU student until you complete these 5 steps.

GetReady4Uni

2 Orientation • Student life
Preparatory courses
Online resources • Support


Checklist

3 Our checklist tells you everything you need to do before uni starts.

 jcu.edu.au/new-students

For all IT Support contact InfoHelp

Townsville – Ground Floor, Eddie Koiki Mabo Library
Cairns – Ground Floor, Library

 InfoHelp@jcu.edu.au
 Townsville (07) 4781 5500
 Cairns (07) 4232 1777




Townsville Student Centre

 (07) 4781 5255

 Education Central, Bld 134
(near Student Mall)

Cairns Student Centre

 (07) 4232 1000

 Chancellery, Bld A1
Ground floor

Office hours

Monday to Friday 9am – 5:00pm
Wednesdays 10:30am – 5:00pm

 enquiries@jcu.edu.au
 FREECALL 1800 246 446

Course Planning & Enrolment

IMPORTANT SYSTEMS

eStudent provides access to your personal and enrolment information.

- Study Plans and Timetable
- Finances and Payments
- Results and Graduation
- Scholarship Applications
- Commonwealth Assistance Notices
- Contact details

StudentsOnline provides access to:

- Your Copyprint account
- Exam timetables

FOR ENROLMENT INFORMATION

 jcu.edu.au/students/enrolment

Change your Course

- Change course or major
- Take a break from study

Select your Subjects

- Choose your study mode (Eg: internal, external)
- Choose your subjects
- Create your timetable
- Register for your classes

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 (07) 4781 5255

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Student Learning & Success

LIBRARY

- Get assignment research & referencing help
- Access print & online information resources
- Learning and study spaces (24/7)
- InfoHelp and Chat services



Eddie Koiki Mabo Library (Townsville): Building 18
Cairns Campus Library: Building B1

✉ InfoHelp@jcu.edu.au

🌐 jcu.edu.au/library

ACADEMIC PROGRESSION

- Results and 'Grade Point Average' (GPA)
- For results and unofficial academic record – go to eStudent

✉ enquiries@jcu.edu.au

🌐 jcu.edu.au/students/exams-and-results

LEARNING CENTRE

- Get advice and improve your academic and organisation skills
- English language development
- Join a Peer Assisted Study Session (PASS)
- Access online assignment resources
- Exam preparation strategies

✉ learning@jcu.edu.au

🌐 jcu.edu.au/learning-centre

LearnJCU

Your online learning system and access to:

- Subject Outlines
- Learning resources
- Submit assignments
- Feedback on submitted assessment
- Staff contact details and more!

✉ learnjcu@jcu.edu.au

🌐 jcu.edu.au/learnjcu



Student Life & Community

STUDENT MENTORS

JCU Student Programs match new undergraduate students with a mentor. Mentors are experienced students from your course who can help you succeed.

 jcu.edu.au/mentors




EVENTS

Student life at JCU is not all study and no play! Meet new people, enjoy sporting, cultural and recreational events. Live a happy and healthy student life.

 jcu.edu.au/student-life

MULTIFAITH CHAPLAINCY CENTRE

Provides pastoral and religious support for students.

 jcu.edu.au/multifaithchaplaincy

STUDY ABROAD & EXCHANGE PROGRAMS

Explore the World! The JCU Global Mobility program offers opportunities to study overseas:

- Choose from 60 partner universities
- Study in North or South America, Asia, Europe, Africa or the Pacific

 globalmobility@jcu.edu.au

 jcu.edu.au/globalmobility


CLUBS & SOCIETIES

Make the most out of your time at JCU!
Meet new people, have fun.

 jcu.edu.au/student-life

STUDENT ASSOCIATION

For academic advocacy and support

 1800 330 021

 jcusa.edu.au



Personal Support

COUNSELLING & WELLBEING

We can support you with:

- Adjusting to change
- Balancing your studies, work and life
- Social, emotional and personal issues
- Free and confidential

✉ studentwellbeing@jcu.edu.au

🌐 jcu.edu.au/counselling

HEALTH & DISABILITY

Get support for your temporary or permanent injury, illness or health condition by contacting:

- AccessAbility Services

✉ Townsville: accessability.tsv@jcu.edu.au

✉ Cairns: accessability.cns@jcu.edu.au

🌐 jcu.edu.au/accessability

ACCOMMODATION

On-campus living & accommodation assistance

✉ accommodation@jcu.edu.au

🌐 jcu.edu.au/accommodation

FEEDBACK ON SUBJECTS & TEACHING

Give us feedback on your learning experiences.

Look out for emails and the big blue button!

🌐 jcu.edu.au/yourjcusurvey

FEEDBACK & COMPLAINTS

Feedback helps us to improve our services and facilities.

✉ studentcomplaints@jcu.edu.au

🌐 jcu.edu.au/students/feedback-and-complaints

COLLEGE SUPPORT OFFICERS

Offer support to help manage your study load and access services

🌐 jcu.edu.au/students/support

FINANCIAL SUPPORT

For information on tuition fees, government assistance, loans & scholarships:

✉ enquiries@jcu.edu.au

🌐 jcu.edu.au/fees

✉ scholarships@jcu.edu.au

Careers & Employment

Careers and Employment offer a wide range of career services and resources designed to assist you with your career planning, decision making and successful transition into graduate employment.

SERVICES

- Career planning and counselling
- Job search and application support
- Drop In service for resume, cover letter and LinkedIn assistance
- Part time, casual, volunteer, vacation and graduate job listings on JCU CareerHub
- Industry and employer events on campus
- In-class career workshops

KEY ONLINE RESOURCES

- JCU Career Development Program – self-help career management modules
- JCU CareerHub – job listings, appointments and events
- JCU Career Action Plan
- Big Interview – interview tips and video practice
- GoinGlobal – working overseas
- Career tips / information sheets

Careers Fair

Annual employer event on campus for all students
CNS – **14 March 2017** TSV – **15 March 2017**

Townsville

 **07 4781 4711**
 Level 1, Library

Cairns

 **07 4232 1150**
 Level 1, Library

 careers@jcu.edu.au

 jcu.edu.au/careers

 JCU Careers

Graduation & Beyond

GRADUATION

Applying for Graduation

 jcu.edu.au/graduation

PURCHASE YOUR ACADEMIC RECORD

Organise a copy of your original transcript online:

 jcu.edu.au/graduation/academic-records



HIGHER DEGREE STUDIES

The Graduate Research School (GRS):

- Offers Higher Degree by Research (HDR) programs
- HDR Scholarships
- HDR Advisor information

 GRS@jcu.edu.au

 jcu.edu.au/graduate-research-school

JCU ALUMNI

Once you graduate from JCU you will join our global alumni community.

- Connect with Alumni networks all over the world
- Find out about Alumni events and benefits

 alumni.jcu.edu.au

International Students



The International Student Support Team is the first point of contact for international student enquiries/issues in Townsville and Cairns.

- Arrival Support
- Accommodation Support
- International Student Orientation Program
- Australia Awards Scholarship Management
- Confirmation of Enrolment (CoE) Variations
 - Extensions
 - Leave of Absence
 - Withdrawals
- Personal Wellbeing and Welfare Support
- Events and Social Activities
- Emergencies and Critical Incidents
- Overseas Student Health Cover (OSHC) Information
- Student Letter Requests
- Referral Point to JCU and Community Services
- Returning Home Program
- Completion Ceremony

Townsville

☎ (07) 4781 5601

✉ international@jcu.edu.au

Cairns

☎ (07) 4232 1558

🌐 jcu.edu.au/international

Afterhours International Student Assistance Helpline

☎ FREECALL 1800 754 185

Australian Aboriginal and Torres Strait Islander Students



In addition to the other services provided at JCU, contact the Australian Aboriginal and Torres Strait Islander Centre with any enquiries about:

PROGRAMS & SERVICES

- Indigenous Students' Induction
- Academic Support
- Tutorial Support
- Pastoral Care Support
- IYMP – Indigenous Youth Mobility Program
- Study & Social Spaces
- Graduation Sashing Ceremony

FINANCIAL & EMPLOYMENT ADVICE

- Indigenous Commonwealth Scholarships
- Internships & Cadetships
- Professional employment opportunities

JCU COMMUNITY NETWORKS

- JCU Indigenous Alumni
- Cultural Events
- National Indigenous Tertiary Education Games

Townsville

Australian Aboriginal and Torres Strait Islander Centre

📍 Building 30

Cairns

Australian Aboriginal and Torres Strait Islander Centre

📍 Building 21

✉ ATSIcentre@jcu.edu.au

🌐 jcu.edu.au/australian-aboriginal-and-torres-strait-islander-information

My Course & College Contacts

NAME

ROLE

EMAIL/PHONE



SAFETY & WELLBEING

Report an incident or contact security:

📞 Townsville **4781 5555**, internal phone **15555**

📞 Cairns **4232 1293**, internal phone **21293**

✉️ security@jcu.edu.au

🌐 jcu.edu.au/safety-and-wellbeing

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