Welcome

As you’ll discover, JCU is an exciting place to be – whether you are studying on campus, by distance or on-line. With an international reputation among the world’s top tertiary institutions – JCU is ranked in the top 2% of universities in the world – you can be confident about choosing JCU as your university.

During your time with us you will discover and explore new ideas, subjects, people and possibilities. You will learn how to build on the core expertise you acquire to adapt to the demands of a changing world while meeting students from across Australia and abroad and interacting with JCU’s world renowned researchers dedicated to creating a brighter future for life in the tropics, locally and world-wide through graduates and discoveries that make a difference.

With main campuses in the tropical cities of Cairns, Townsville and Singapore, and many exchange partners around the world, there are opportunities for you to choose to do part of your studies on campuses other than your home campus.

In fact, the JCU Global Experience program offers international exchange opportunities, with over 50 partner universities in Europe, Asia, the Pacific, North, Central and South America to choose from.

In 2019, over 900 JCU students undertook more than 1000 international study abroad experiences as part of their degree. More than 300 of these students received grants from $2500-$7500 to study in the Asia-Pacific region through the Australian Government’s New Colombo Plan. This year, there are even more opportunities to expand your horizons by studying or interning overseas.

Our Work Integrated Learning program has extended the opportunities for you to experience what it will be like in the workplace of your chosen career.

Work placements are no longer confined to the traditional areas of medical science and teaching.

And it all begins with Orientation. The Orientation program is designed to help you learn about JCU and all that it has to offer so that you can reap the full benefits of your university experience from the very first day. Our staff are here to assist you to reach your personal academic goals during your time at JCU, and your professional goals once you graduate.

Enjoy your time at JCU and make the most of the opportunities that a fine university education can provide. I wish you every success in your studies in 2020.

Professor Sandra Harding AO
Vice Chancellor and President

The JCU Orientation Program runs over a six-week period with activities commencing the week before Orientation Week (O Week) and finishing in Week 4. This ‘longer and thinner’ approach means you receive the right information at the right time during your transition into university to avoid being overwhelmed at the start.

Orientation will give you the information, contacts and campus knowledge you need to successfully start your studies. It is also a great opportunity to meet with fellow students through a number of social activities.

James Cook University is committed to fostering a community that features, at its core, respect, inclusion and safety for all.

JCU is proud to be part of the Respect Now.Always. campaign - a national initiative led by Universities Australia to prevent and address sexual harassment and sexual assault. Further information about JCU’s commitment to the elimination of sexual harassment and sexual assault, and services and support for students can be found at jcu.edu.au/sew

We acknowledge the Australian Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the lands and waters where we operate our business. We honour the unique cultural and spiritual relationship to the land, waters and seas of First Australian peoples and their continuing and rich contribution to JCU and Australian society. We also pay respect to ancestors and Elders past, present and future.
At university, you will further develop your skills in organising and prioritising a number of competing and challenging tasks. Start managing your time now to help with your success.

**BEFORE O WEEK**

☐ Refer to page 2 for information that will help prepare you for study.

**DURING O WEEK**

☐ Attend Orientation Week information sessions and social activities and get to know your lecturers, your classmates and your campus.

☐ Check your fees and charges in eStudent under ‘My Finances’ and make a note of payment due dates and how you can make or defer payments. For more information visit [jcu.edu.au/fees](http://jcu.edu.au/fees) and watch the ‘Costs of going to University’ presentation under ‘More help?’

☐ Log on to LearnJCU to find out information from your lecturers about your subjects, including text book lists, assessment topics, deadlines and grading information – [jcu.edu.au/learn](http://jcu.edu.au/learn).

☐ Get organised early and create weekly and assessment study plans - download planners from the Learning Centre under ‘Getting Started’.

☐ Get connected to the JCU wireless network (eduroam). Head to the Library where our friendly Library Rovers will help connect your portable devices to the JCU wireless network. Look out for the blue shirts!

☐ Become part of our virtual communities through Facebook, Twitter, Instagram, Snapchat, LinkedIn and more.

☐ Register for AccessAbility services if you have a disability, health condition or injury that might impact your studies – [jcu.edu.au/accessability](http://jcu.edu.au/accessability).

☐ Familiarise yourself with the free student services at JCU – AccessAbility, Accommodation, Careers and Employability, Counselling, Indigenous Education and Research Centre, International Student Services, JCU Student Association, Learning Advisors, Library, Student Centre, Student Mentors and Student Wellbeing.

☐ Investigate the various options for transportation to and from JCU, including parking and tertiary transport concessions.

☐ Ask for help - if you have any queries access ‘Ask Us’ on the JCU website to find out answers to commonly asked questions, contact Infohelp for IT assistance, or contact the Student Centre for general enquiries – [jcu.custhelp.com](http://jcu.custhelp.com).

**AFTER O WEEK**

☐ Download the Week 1 to Week 4 checklist at the New Students website to help you stay on track and succeed in your studies – [jcu.edu.au/new-students/your-essential-checklists](http://jcu.edu.au/new-students/your-essential-checklists).
Prepare for Study

Student ID cards
A student identification (ID) card is a must for all students. You will need one to access buildings on campus, borrow from the Library, printing services, and for exams. To order your ID card simply go to the Student ID Card webpage and follow the instructions to upload your photo. The Student Centre will contact you once it is ready to collect. For full instructions, go to jcu.edu.au/student-id-card.

Your email account
Your JCU email account is your primary source of communication. Check it regularly to ensure you receive official communications regarding your classes, enrolment, fees or academic progression. You should already have your JCU email address. If not, log into eStudent - jcu.edu.au/eStudent and click on the My Details tab. Go to Contact Details and scroll down to My Email Addresses.

Enrolment help
Your enrolment information can be viewed under the My Study Plan tab on eStudent. Visit the New Students website jcu.edu.au/new-students to access the JCU App under the ‘Activate’ button to finalise your JCU enrolment. You can also call 07 4781 5255 (select option ‘3’), email enrolmenthelp@jcu.edu.au or drop into the Student Centre on campus if you need extra assistance.

Register for classes
Log into eStudent to create your personalised timetable under My Timetable – some subjects automatically allocate classes, while others give you some choice. Once you have registered for classes you can find your timetable in the JCU App.

Scholarships
You may be surprised at the range of financial support that is available to JCU students. We have a wide range of scholarship options for students starting their first degree at JCU jcu.edu.au/scholarships

Live on Campus
There are heaps of accommodation options available to you and our team can help you search for a place that suits your needs.
Drop in anytime during O Week to the Accommodation office located in Education Central, Building 134.111A. jcu.edu.au/accommodation

This online orientation website is designed to be user-friendly for new students and contains helpful modules about commencing university study and tips on how to succeed. Kickstart your studies with vital information about Student Essentials, Academic Essentials, Orientation, Student Support and Uni Life. jcu.edu.au/getready4uni
Parents and Partners of New Students’ Information Session

Choosing to go to university is a big step for your child or partner, and your support can make a real difference. Parents and partners are an important part of our extended JCU community and you are invited to attend this very informative session covering the following information:

• The University experience
• Student support services
• How you can help your student, and
• Costs of going to university

There will also be an opportunity to ask questions and take a self-guided tour of the campus. Light refreshments will be provided and RSVPs are not required - simply attend on the day.


**Parents and Partners of New Students’ Information Session**

Date: Saturday 15th February  
Time: 2.00pm - 4.00pm  
Location: Sir George Kneipp Auditorium, Building 26
O Week

Orientation Week (O Week) celebrates the beginning of your uni life and is packed with essential information and fun activities. O Week runs from 17–21 February 2020 – the week before teaching starts in Study Period 1.

Course Welcome sessions are held on Monday and Tuesday. Don’t miss the opportunity to meet your lecturers and learn about your course. You will also take a tour of the campus and meet fellow students.

Climate: Townsville is located in the tropics of North Queensland and has an average maximum temperature of 31 degrees Celsius in Summer and 25 degrees Celsius in Winter. TIP: Dress according to the weather in light clothing, use sun protection and always stay hydrated.

Transport and Parking: Sunbus provides a regular bus service to and from the campus, city and suburbs. The university promotes sustainable transport to reduce carbon emissions. Free, casual paid and permit parking is available on campus. For information on parking, go to the JCU website and search ‘Parking’.

“I was excited to begin studying at JCU and attended O Week which helped me understand the university and what my course entailed, and introduced me to other new students who have become friends.”
Annaliese Giger
Bachelor of Medicine, Bachelor of Surgery

Attending JCU O Week and having a Student Mentor increases your success rates by up to 26%!
(2018 JCU Retention Data)

Making new friends and connections are important and can really help you adjust to uni life and succeed in your studies. O Week has an exciting program of social activities where you can relax and meet new people.

Look for this symbol

“O WEEK
SOCIAL”
Course Welcomes

Monday 17 February
Division of Tropical Health and Medicine and Diploma of Higher Education

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<thead>
<tr>
<th>COURSE</th>
<th>TIME</th>
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<tbody>
<tr>
<td>Biomedical Sciences*</td>
<td>9.00am - 2.30pm</td>
<td>Building 45</td>
</tr>
<tr>
<td>Clinical Sciences*</td>
<td>9.00am - 2.30pm</td>
<td>Building 45</td>
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<tr>
<td>Diploma of Higher Education</td>
<td>10.00am - 5.00pm</td>
<td>Building 26</td>
</tr>
<tr>
<td>Medical Laboratory Science*</td>
<td>9.00am - 2.30pm</td>
<td>Building 45</td>
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<tr>
<td>Medicine &amp; Surgery</td>
<td>10.00am - 5.00pm</td>
<td>Building 45</td>
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<tr>
<td>Nursing Science &amp; Midwifery</td>
<td>9.00am - 4.00pm</td>
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<tr>
<td>Occupational Therapy</td>
<td>9.00am - 2.00pm</td>
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<tr>
<td>Pharmacy</td>
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<tr>
<td>Physiotherapy**</td>
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<td>Psychological Science</td>
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<tr>
<td>Speech Pathology**</td>
<td>9.00am - 2.00pm</td>
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<td>Sport &amp; Exercise Science</td>
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<tr>
<td>Veterinary Science</td>
<td>9.00am - 3.00pm</td>
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* Refer to table below for additional course activities.
** Refer to Friday for additional course activities.

Welcome 2 Uni lunch

Included on your Course Welcome day is the Welcome 2 Uni lunch where you will get to relax and mingle with fellow students. There will be free food, entertainment and loads of prizes to be won.

Information Session

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<th>DATE / TIME</th>
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| Tues 18 February 10.00am - 12.30pm | Building 97 Undercroft | **Biomedical Sciences, Clinical Sciences (Honours) and Medical Laboratory Science Student Welcome Activities**  
Building on “Your Course Introduction”, today includes a tour of the Biomedicine precinct, online lab safety induction, lunch and scavenger hunt. Closed in shoes mandatory. |
| Tues 18 February 6.00pm - 7.00pm | Eddie Koiki Mabo Library, Building 18.002B | **Top 10 Assignment Tips**  
Learn how to successfully find information for your assignments. You will be able to solve the assignment case by dissecting your topic, flushing out good resources and referencing. Please note, if you are attending the “Keys to Academic Success - Part 2” on Thursday, you do not need to attend this session. |
Wednesday 19 February

JCU 101

University is an exciting chapter in your life, but it can also be a challenging one. Set yourself up for success by attending these sessions that walk you through everything you need to know about studying at JCU.

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| 8.00am - 9.00am | Sir George Kneipp Auditorium, Building 26 | Pancake Breakfast  
Fuel up with a delicious pancake breakfast to kickstart your day. |
| 9.00am – 10.30am | Sir George Kneipp Auditorium, Building 26 | JCU 101 (Part One)  
Get all the essentials you require before classes start. Be introduced to online portals, including LearnJCU, your online teaching and learning space for your subjects. Hear about important dates, timetables, parking, ID cards, your financial obligations and more. You will also learn how to use JCU computers/printers/email/WiFi and how to access free software. |
| 10.30am – 12.00pm | Sir George Kneipp Auditorium, Building 26 | JCU 101 (Part Two)  
There’s a host of free support services available to JCU students. Our Student Equity and Wellbeing Team will take you through strategies to manage your transition into uni, survive on a student budget and where to get free help when you need it. You’ll also be introduced to our Careers and Employability experts and find out how to kick-start your career from day one. |
| 12.00pm - 3.00pm | Library Lawns | Market Day  
Come and check out the huge range of stalls, clubs and societies and get your hands on all the freebies on offer. |
| 1.00pm – 2.30pm | Sir George Kneipp Auditorium, Building 26 | Study Hacks  
Come along to hear important tips and tricks from successful students. Find out about common challenges students face when commencing study, learn about the different classes you will attend and how to prepare, learn some study hacks to fast track success, and ask questions to the student panel. |
| 1.00pm – 4.00pm | Eddie Koiki Mabo Library, Building 18.002B | Study Well in Australia (for students with English as an additional language)  
Study in an Australian university may be very different to how you study in your own country. This workshop will help you to better understand the University’s expectations of you, ways to develop your English and more. To register, go to tinyurl.com/jcuregistration. |
| 6.30pm onwards | Central Lecture Theatre, Building 5 | Hot Dog and Movie Night  
Chill out with new friends at our popular movie night. Alcohol-free, open age event. |

Win an IPAD!

For your chance to win an IPAD, attend the JCU 101 sessions on Wednesday and Keys to Academic Success sessions on Thursday and collect the four unique codewords.  
Complete the entry form and drop into the competition barrel. It’s that easy!

Win a $100 Voucher!

We want feedback on your O Week experience! From Friday 21 February – complete the short online survey about your O Week experience and you will go into the draw to win a $100 voucher.  
jcu.edu.au/getready4uni
Thursday 20 February

**Keys to Academic Success**
Active learning is key for success at university and this series of interactive sessions are designed to guide you through strategies and skills for academic success in your first year of study.

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| 9.00am – 10.30am | Sir George Kneipp Auditorium, Building 26 | **Keys to Academic Success (Part One)**
Success doesn’t just happen – it’s planned for! Unlock your potential and let The Learning Centre team take you through study planners, time management, note-taking, planning your assignments and more. These skills will help with tackling your first study period. |
| 11.00am – 12.30pm | Sir George Kneipp Auditorium, Building 26 | **Keys to Academic Success (Part Two)**
Your assignment is only as good as your research. Come and work with Library staff to build some serious research muscle. You will also undertake a Referencing Bootcamp where you will learn the basics of referencing and how to avoid plagiarism. |
| 12.30pm - 1.30pm | Refectory, Building 12 | **Speed Friending**
Looking to meet new people on campus? JCUSA has you covered with speed friending - lunch included. |
| 1.00pm – 2.00pm  | Eddie Koiki Mabo Library, Building 18.002B | **Special Interest Group: Mature Age Students**
Join our group of mature age students to discuss the issues they have faced in their return to study, such as balancing study/family/work, and share some of their strategies for success - lunch included. |
| 1.45pm - 3.45pm  | JCUSA Office, Building 133 | **Touring Townsville**
Discover the sights Townsville has to offer. Book your free spot at the JCUSA Office. |
| 8.00pm onwards   | Uni Bar, Building 12 | **Toga Party**
The biggest night of the Uni year. Bring ID and Student ID (18+ only event). See JCUSA for more details. |

**Did you miss Keys to Academic Success?**
Don’t worry, a live webinar will be held on Thursday 20 February to deliver a repeat of both sessions:
- **Part One** – 6.00pm to 7.00pm.
- **Part Two** – 7.00pm to 8.00pm.
To register go to: tinyurl.com/keyswebinar201

**TropEco**
Sustainability in action

TropEco is all of us creating a culture of sustainability at JCU. We encourage all students to get involved in the many fantastic sustainability activities and programs. To learn more or to get involved visit jcu.edu.au/tropeco.
Friday 21 February

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| 5.30am - 9.00pm | JCUSA Fitness, Building 99       | **Gym Open Day**  
    The JCUSA Gym offers unbeatable membership deals on a range of equipment and services. Try out the gym, pool, squash, tennis and beach volleyball for free. |
| 8.00am - 6.00pm | Building 25.001             | **College of Science and Engineering Enrolment Help - Drop In Session**  
    Drop in anytime within these hours to have your subject enrolment reviewed by academic staff to ensure your study plan is on track from day one! This session is essential for all students studying in the following degrees: Advanced Science, Business and Environmental Science, Environmental Practice, Geology, Marine Science, Planning, Science, and Technology and Innovation. |
| 9.00am - 10.00am | Education Central Amphitheatre, Building 134 | **Recovery Breakfast**  
    Come along and meet your JCUSA Council Representatives over free breakfast. |
| 9.00am – 11.00am | The Science Place, Building 142.020 | **Speech Pathology Pre-Placement Session**  
    Clinical placements form a fundamental part of the Speech Pathology course. There are many things you’ll need to understand and complete prior to commencing your placements, and this session is your opportunity to learn and ask questions. |
| 9.00am – 12.00pm | Padua Theatre, Building 40.109 | **Physiotherapy Students Induction**  
    Develop individual learning plans, designed to help students to set their own goals for university and personal areas in the first year. Be introduced to the Clinical Placements and Observations throughout the program, focusing on what to expect in the first year. |
| 9.00am – 3.00pm | Education Central, Building 134.010 | **Education Induction**  
    This induction offers a social, professional and academic orientation for first year students studying a Bachelor of Education. Attendance (internal and external students) is encouraged for all new students studying Education. |
| 9.00am - 12.00pm | Townsville City Campus, 383 Flinders Street | **City Campus Orientation - Drop In Session**  
    As a JCU student, you have access to our City Campus. Come and explore the campus at your leisure - light refreshments will be provided. For further information see details below. |
| 10.00am - 3.30pm | JCUSA Office, Building 133 | **Billabong Sanctuary**  
    Cuddle a koala and pat a kangaroo at North Queensland’s premier wildlife park. Bookings essential through JCUSA Office - tickets $27 per person. |
| 7.00pm onwards | Building 46                      | **Open Mic Project presents: Live & Local**  
    A night of live music, free food and more. Alcohol-free, open age event. |

**Townsville City Campus**

Located in the heart of the CBD, our city campus boasts a range of innovative, flexible study, learning and teaching, meeting and informal gathering spaces. Students can access the facility 7 days a week from 7.30am to 12 midnight. For more information, search ‘Townsville City Campus’ on the JCU website.

**City Campus Orientation - Drop In Session**

**Date:** Friday 21st February  
**Time:** 9.00am - 12.00pm  
**Location:** 383 Flinders Street, Townsville City
Weeks 1 - 4

Short Courses and Workshops

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<th>TIME</th>
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<tr>
<td>SATURDAY 22 &amp; SUNDAY 23 FEBRUARY</td>
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| 9.00am – 2.00pm           | Eddie Koiki Mabo Library, Building 18.002A,B,C | Maths Refresher – 2 Day Workshop  
This two-day course is designed for students who have not completed senior maths or who are returning to maths as adults. This course is particularly helpful for students intending to study courses where mathematics and statistics are required.  
To register go to: tinyurl.com/jcuregistration. |
| MONDAY 24 FEBRUARY        |                                             |                                                                          |
| 11.00am – 12.00pm (Repeat 6pm-7pm) | Eddie Koiki Mabo Library, Building 18.002A | Getting the Most from your Readings  
This workshop will focus on helping you to read more efficiently and develop strategies to interact creatively and critically with the information you have read. Bring along one of your subject readings.  
To register go to: tinyurl.com/jcuregistration. |
| 2.00pm - 4.30pm           | Endeavour Room, University Halls, Building 112 | Respectful Relationships Workshop  
Interactive workshop that explores issues of gender relationships and sexuality, consent and ethics in contemporary Australian society. You will learn how to create a fun, strong and safe University community.  
For more information and to register go to: events.jcu.edu.au/JCURespectRelationTrg |
| TUESDAY 25 - THURSDAY 27 FEBRUARY |                                             |                                                                          |
| 12.00pm – 1.00pm (Repeat 6pm-7pm) | Online via LearnJCU | Online Academic Writing  
This three-part online webinar is designed to address the skills needed to research and write various academic texts such as essays, reports and annotated bibliographies.  
To register go to: tinyurl.com/jcuregistration. |
| SATURDAY 29 FEBRUARY      |                                             |                                                                          |
| 9.00am - 12.00pm          | Education Central, Building 134.021         | Basic Statistics - Descriptive and Inferential Statistics  
Revise basic statistics concepts to support your learning throughout your degree. Refresh the basics of descriptive statistics and the research process including types of data, sampling, data analysis and interpretation. Understand the basic concepts of inferential statistics, including formulating hypotheses and approaching statistical testing.  
To register go to: tinyurl.com/jcuregistration. |
| TUESDAY 3 MARCH           |                                             |                                                                          |
| 11.00am - 12.30pm         | Eddie Koiki Mabo Library, Building 18.002A  | Introduction to Endnote  
In this workshop you will be shown how to use Endnote, an application to help manage and use references in your essays.  
No registration required. |
| THURSDAY 12 MARCH         |                                             |                                                                          |
| 2.00pm - 3.00pm           | Eddie Koiki Mabo Library, Building 18.002A  | Top 10 Assignment Tips  
Learn how to successfully find information for your assignments. You will be able to solve the assignment case by dissecting your topic, flushing out good resources and referencing.  
No registration required. |
| SATURDAY 14 MARCH         |                                             |                                                                          |
| 9.00am – 1.00pm           | The Science Place, Building 142.111         | Academic Writing  
This informative and hands-on course is designed to address the skills needed to research and write various academic texts such as essays, reports and annotated bibliographies. Bring along your subject outline and get a head start on your assignments with help from our facilitators.  
To register go to: tinyurl.com/jcuregistration. |
Stay and Succeed

Commencing university is an exciting time and students commonly feel happy and enthusiastic about their decision to study a chosen field. Your first study period at university will be a stimulating experience, but it is also an especially busy time as you learn about the university environment, academic expectations, learning technologies, where to go for help, as well as your course content. These new and exciting challenges can cause students to feel anxious and unsure at various times, particularly around assessment periods.

As shown in the graphic below, students can feel like they are on an emotional roller coaster in their first study period at university, which is 100% normal. The good news is that if you come along to O Week you will learn lots of tips and strategies to help you smoothly navigate your transition into university and that there are a lot of free support services available to help you succeed. Remember to always ask questions and seek help early if you need it – that is the true key to success at university.

Higher Education research shows that 98% of successful students take these seven steps:

1. Invest time on task
2. Balance commitments
3. Attend lectures and tutorials
4. Engage with academic technology
5. Develop a social network at university
6. Develop a sense of academic self-confidence
7. Have a clear vocational goal or purpose for studying

Emotional highs and lows for a new student in their first teaching period - an example

Safety on campus
The University’s campuses are public spaces. Security staff are on campus 24/7 and can assist students with any concerns. For example, Security can escort students to their cars after hours. (Phone 1800 675 559)

Missed a Library workshop?
Go on a guided tour that will show you how to find and use information at university. Learn the basics of unpacking your assignment topic, finding sources, evaluating what you find, and referencing. libguides.jcu.edu.au/roadtrip

The Co-op
Located in the Clinical Placement Building (Bld. 500), the Co-op is your go-to place for textbooks, stationery, JCU apparel and other study essentials. Join the Co-op for member discounts. coop.com.au
Top Twenty Tips for Success

Study, Stop and Revive

Plan university in “shifts”. Let your brain and body have a complete break between shifts to recharge.

Helpful Habits

Aim to stick to a healthy routine with regular sleep patterns, exercise and eating. Study regularly and start assessments early – they often take longer than you think!

Attend to Achieve

Students who attend ALL classes maximise their learning and success (we have the stats!), which includes orientation sessions – this vital info doesn’t get repeated in Week 1.

Stay Ahead

Read all the set materials and complete any tutorial/workshop activities before classes start each week to help give context for the information you are learning.

Subject Guidelines

Read all your subject outlines multiple times throughout the study period – they contain vital information about how to succeed in your subject and academic expectations.

Study Strategically

Summarise your notes and readings each week into a one-page typed sheet – it will help consolidate your learning and these will become your exam prep notes (win-win)!

Life Lessons

Step out of your comfort zone. Gaining a higher education means being open to new experiences, perspectives, concepts and people – embrace your brave new world at JCU.

Regular Rewards

Celebrate your achievements (big and small) and reward yourself regularly for your hard work and efforts. Remind yourself regularly of your strengths and long-term goals.

Mentor Magic

You will get a Student Mentor in O Week. They are here to help and have been in your shoes. They are happy to catch up for coffee and a chat and point you in the right direction.

Super-Sized Study Sessions

Form study groups and find out about PASS (Peer Assisted Study Sessions) – they will help you study more effectively and efficiently, and are enjoyable.

Independent Learner

JCU is an adult learning environment and students are expected to become self-directed learners and access online learning resources, such as The Learning Centre, Library, LearnJCU and Lynda.com.

The Learning Centre

Visit jcu.edu.au/learning-centre for resources to help you develop your academic writing, learning, language and mathematic skills. They also have free workshops and short courses and a drop-in Learning Advice Desk for help.

Plan for Success

Create a weekly and a semester planner and stick to them – templates are on The Learning Centre website. Allow extra time for each activity in your first study period as things often take longer than you expect first time around.

Timely Tips

Treat university like a job and commit to your ‘weekly roster’ of study like you would paid employment – after all, it is an investment in your future. Set your phone timer and dive into your study session, and then relax and reward yourself when time is up.

Mindfulness

Regularly take the time to stop and be in the present moment and take a few deep breaths. Challenge negative, critical thoughts that may creep in and replace them with positive, encouraging ones. Treat yourself the way you would treat a friend.

Drop Down – Not Out

Review your study load before Census Date and decide whether you need to drop a subject (or two) in order to be successful and remain at university. Always seek advice about which subject/s to drop and impact on financial assistance payments.

Academic Health Check

Give yourself a weekly check-up each Friday and reflect on how you are coping with different elements of your study and life. Seek out friendly JCU academic and professional staff if you need some helpful fine tuning in any area.

Practice Period

Give yourself one full study period to settle into university – you have to invest a lot of time initially learning about academic expectations, researching, writing and technologies, as well as your course content. Be kind and cut yourself some slack if you have a few hiccups.

Procrastinations and Distractions

Have a quiet, designated study space at home to help you study undisturbed. To overcome road blocks in motivation, try setting your phone timer to 10 minutes and start a task – quite often you will keep going after the timer sounds.

Create Connections

Be brave and introduce yourself to people around you. Find some like-minded peers and form informal study groups – help each other to succeed and feel a sense of belonging at university. Also, schedule regular time with friends and family to stay connected.
## Contacts

### Accommodation

The JCU Accommodation Service is a resource available to all JCU students seeking assistance with housing requirements. Whether it be on or off campus, for short or long term, the Accommodation Services team can point you in the right direction.

- **Education Central, Building 134.111A**
- **07 4781 4148**
- **accommodation@jcu.edu.au**
- **jcu.edu.au/accommodation**

### Careers and Employability

Our friendly service staff can help you with career advice and action plans, job search strategies, resume checking and LinkedIn profile development. Students can also find casual employment, volunteer opportunities or graduate positions on CareerHub.

- **Level 1, Eddie Koiki Mabo Library, Building 18**
- **07 4781 4711**
- **careers@jcu.edu.au**
- **jcu.edu.au/careers**

### First Year Experience Coordinators

Every course at JCU has a designated First Year Experience Coordinator who is an academic staff member that teaches commencing students and understand the challenges that new students often face when transitioning into university. They can help provide advice about your course, support service referrals, and strategies for success in your studies.

- **jcu.edu.au/fye-coordinators**

### Indigenous Education and Research Centre

The Centre’s staff are here to support you through your whole journey while at University by providing assistance with your studies, develop strategies for time management and planning, access to free coaching to help with assignments, or exam preparation.

- **Building 301**
- **07 4781 4676**
- **IERC@jcu.edu.au**
- **jcu.edu.au/ierc**

### International Student Support

Assistance with arrival and transition support, international orientation, visa and Confirmation of Enrolment enquiries, Overseas Student Health Cover, social activities and welfare support.

- **Student Centre, Building 134**
- **07 4781 4662**
- **international@jcu.edu.au**
- **jcu.edu.au/international**

### IT Help Desk

IT Help Desk provides students with the first point of contact for all ICT Services offered at JCU, including IT enquiries, account access issues and fault reporting. Certain software is available free for students, including Microsoft Office.

- **07 4781 5500 (option 1)**
- **ithelpdesk@jcu.edu.au**
- **jcu.edu.au/helpdesk**

### JCU Student Association

Elected students that represent the interests of students at JCU. JCUUSA also runs sporting programs, fitness centres, clubs and societies and social events. Student Advocacy and Welfare Officers offer independent, non-judgemental advice and representation.

- **Student Services Mall, Building 133**
- **07 4781 4400**
- **studentassociation@jcu.edu.au**
- **jcusa.edu.au**

### Library

JCU Library services include the InfoHelp desk where you can get assistance with assignment research and referencing. The Library provides access to print & online resources, as well as learning and study spaces. Get in touch using our Chat Service or visit us at:

- **Eddie Koiki Mabo Library, Building 18**
- **07 4781 5500 (option 2)**
- **InfoHelp@jcu.edu.au**
- **jcu.edu.au/library**

### Student Centre

Your number one point of contact. Go to the Student Centre for general enquiries including enrolment, fees, scholarships, course and subject information and timetable issues.

- **Education Central, Building 134**
- **07 4781 5255**
- **Freecall (within Australia) 1800 246 446**
- **enquiries@jcu.edu.au**
- **jcu.edu.au/contacts**

### Student Equity & Wellbeing

Provides free and confidential AccessAbility (for students with a disability, illness or health condition), Counselling, Equity and Wellbeing, and Chaplaincy services for students.

- **Level 1, Eddie Koiki Mabo Library, Building 18**
- **07 4781 4711**
- **studentwellbeing@jcu.edu.au**
- **jcu.edu.au/sew**

### Student Mentor Program

Our award-winning Student Mentor Program links new students with Student Mentors during O Week, who are experienced, trained student volunteers in the same course of study as you.

- **Ground Floor, Eddie Koiki Mabo Library, Building 18**
- **tsv-studentmentors@jcu.edu.au**
- **jcu.edu.au/mentors**

### The Learning Centre

Your one-stop-shop for academic assistance. See our website or drop into the Learning Advice Desk for advice about any aspect of university study - from getting organised to assignment help. You can also use our ‘Contact Us’ form on the website to ask a question.

- **Ground Floor, Eddie Koiki Mabo Library, Building 18**
- **learning@jcu.edu.au**
- **jcu.edu.au/learning-centre**
Townsville campus

Room 18.002

UNIVERSITY CENTRAL
- Central Lecture Theatre
- College of Science and Engineering
- Eddie Koiki Mabo Library
- Sir George Kneipp Auditorium
- College of Business, Law and Governance
- College of Medicine and Dentistry
- College of Healthcare Sciences
- College of Public Health, Medical & Veterinary Sciences
- James Cook University Student Association
- Education Central (inc. Student Centre)
- College of Arts, Society and Education
- The Science Place
- Indigenous Education and Research Centre

JCU is a Smoke-free campus