

2019

STUDY PERIOD 1

Orientation Program Cairns Campus



JAMES COOK
UNIVERSITY
AUSTRALIA



Make Life Matter

jcu.edu.au



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, over the next three years more than 400 JCU students will be travelling in the Asia-Pacific as part of their studies, to learn more about the Asia-Pacific region thanks to nearly \$1.4 million awarded to JCU through the Australian Government's New Colombo Plan.

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 2019.

Professor Sandra Harding
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.

RESPECT. NOW. ALWAYS.

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.



New Student Checklist

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 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
- Get connected to the JCU wireless network (eduroam). Head to the first floor of the Library where our friendly Library Rovers will help connect your portable devices to the JCU wireless network. Look out for the red shirts!
- Become part of our virtual communities through Facebook, Twitter, Instagram, 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
- Familiarise yourself with free student services at JCU – AccessAbility, Accommodation, Careers and Employment, 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

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

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 log into the Student ID Card webpage and 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

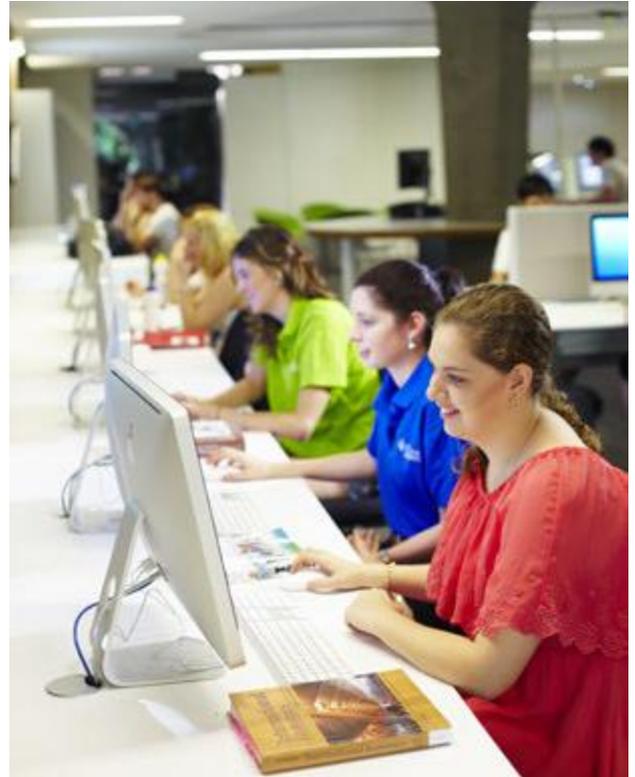
Your JCU email account is your primary source of communication. You must check it at least twice a week (as per your Student Contract) to ensure you receive official communications regarding your classes, enrolment, fees or academic progression. You should already have your JCU email address. If not, 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 4232 1000 (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**.



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



Unistart

Transitioning into university life

Unistart is a free course that has been running at JCU for 20 years and improves retention and success rates of new students. Experienced students and staff will help you with your transition to university life and provide additional advice and tips not covered in O Week.

Unistart training is fun and interactive and aims to reduce anxiety levels by providing simple insights into academic writing, learning styles, time management, study skills, types of classes, and learning technologies in a supportive environment. You will also meet new students and lecturers in the same course.

Date: Wednesday 13th and Thursday 14th February

Time: 9.00am - 3.00pm

Location: Building A3.3

To register for Unistart, go to tinyurl.com/shortcourseregistration

Before O Week

TIME	LOCATION	ACTIVITY
TUESDAY 12 FEBRUARY		
9.00am – 4.00pm	Building A1.018	Indigenous Australian Students’ Induction The Indigenous Education and Research Centre hosts a program that provides an opportunity for commencing Australian Aboriginal and Torres Strait Islander students to meet each other. The program delivers academic skills, social and cultural activities, enrolment and transition support, as well as an introduction to JCU services and systems.
WEDNESDAY 13 FEBRUARY		
9.00am – 3.00pm	Building A3.3	Unistart (Day 1 of 2) – Short course Unistart is a two-day program to help you with the transition to university life. Refer to previous page for more details.
THURSDAY 14 FEBRUARY		
9.00am – 3.00pm	Building A3.3	Unistart (Day 2 of 2) – Short course Refer to previous page for more details.
FRIDAY 15 FEBRUARY		
8.00am – 3.00pm	Building A3.3	International Orientation This is a mandatory session for all international students studying at JCU, and will contain information you need to know about your visa, enrolment, studies, staying safe and your new life in Australia. Please bring photo ID – morning tea and social event at lunch included.
9.00am – 4.00pm	Building A21	Indigenous Australian Students’ - Drop in session Drop in anytime and let us help you plan for success. Talk to our staff about any course-related matters, student support services, scholarships and financial assistance programs, and get advice on academic matters.
SATURDAY 16 FEBRUARY		
2.00pm – 4.00pm	Building D3.054	Parents and Partners of New Students’ Information Session This is a must session for parents and partners supporting a new student’s transition into university. For further info see details below or visit jcu.edu.au/parents-and-partners



Parents and Partners of New Students’ Information Session

Parents and partners of new students are invited to attend an informal 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.

Date: Saturday 16th February

Time: 2.00pm - 4.00pm

Location: The Cairns Institute, D3.054

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 18-22 February 2019 – 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.

Bring: Hat, comfortable enclosed shoes, water bottle.



Climate: Cairns is located in the tropics of North Queensland and has an average maximum temperature of 31 degrees Celsius in Summer and 28 degrees Celsius in Winter.

TIP: Dress according to the weather in light clothing, use sun protection and always stay hydrated.



Transport and Parking: Information on parking is available at jcu.edu.au/estateoffice/services/parking. Sunbus provides a regular bus service to and from the campus, city and suburbs. The university promotes sustainable transport to reduce carbon emissions.



"I was excited to begin studying at JCU and attended Unistart and O Week. These activities 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 22%!

(2017 JCU Retention Data)

JCU SA | O WEEK SOCIAL

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. Make sure you check out the JCU SA social flyer for more details.



Getting involved in social activities during O Week is fun and a great way to make new friends.

Course Welcomes

Monday 18 February

Division of Tropical Environments and Societies

COURSE	TIME	LOCATION
Advanced Science	9.00am – 2.30pm	Building D3.054
Arts	9.00am – 2.30pm	Building A3.3
Business	9.00am – 4.30pm	Building A3.1
Education*	9.00am – 2.30pm	Building A3.3
Engineering	9.00am – 2.30pm	Building D3.054
Environmental Practice	9.00am – 2.30pm	Building D3.054
Geology	9.00am – 2.30pm	Building D3.054
Information Technology	9.00am – 2.30pm	Building D3.054
Laws	9.00am – 4.30pm	Building A3.1
Planning	9.00am – 2.30pm	Building D3.054
Science	9.00am – 2.30pm	Building D3.054
Social Work	9.00am – 2.30pm	Building A3.3
Technology and Innovation	9.00am – 2.30pm	Building D3.054

* Refer to Friday for additional course activities.



Tuesday 19 February

Division of Tropical Health and Medicine and
Diploma of Higher Education

COURSE	TIME	LOCATION
Dental Surgery*	9.00am – 2.30pm	Building A3.3
Diploma of Higher Education	9.00am - 5.00pm	Building D3.054
Nursing Science	9.00am – 4.00pm	Building A3.1

* See below 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, drinks and loads of prizes to be won.



Information Session

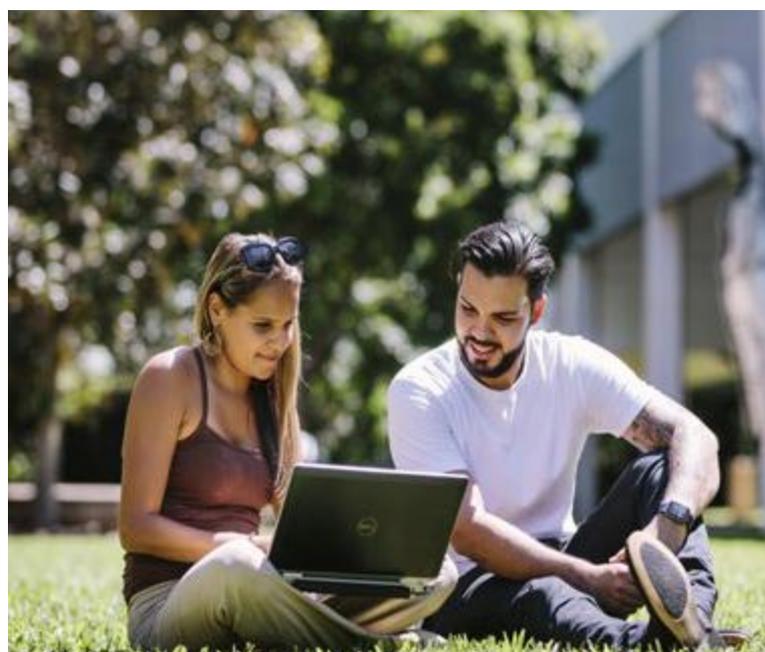
DATE / TIME	LOCATION	ACTIVITY
Tues 19 February 2.30pm - 6.00pm	Building A3.3	Dentistry Presentation and Welcome Activities Following on from your Course Welcome, this activity is for Bachelor of Dental Surgery students where you will meet industry professionals and your home group leaders.
Tues 19 February 6.00pm - 7.00pm	Building B1.104	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 20 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.

TIME	LOCATION	ACTIVITY
9.00am – 10.30am 	Building A3.1	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 	Building A3.1	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 Employment experts and find out how to kick-start your career from Day One.
12.00pm – 12.30pm	Building A3.1	Accessing AccessAbility - Drop In Session Drop in anytime and hear from our staff about tips for success when studying at university with permanent or temporary health considerations / challenges.



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!

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



Thursday 21 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.

TIME	LOCATION	ACTIVITY
9.00am – 10.30am 	Building A3.1	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 	Building A3.1	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 – 1.00pm	The Boathouse, Building A22	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.
1.00pm – 2.00pm	The Boathouse, Building A22	Special Interest Group: English as an Additional Language Students Find out how you can develop your English language skills at JCU and learn top tips for success.



Live on Campus

The John Grey Halls of Residence is our on-campus accommodation facility and is one of the best places to live while you are studying at JCU. You're only a stone's throw to class and campus activities.

Applications now open. To apply or find out more information visit jcu.edu.au/accommodation



Did you miss Keys to Academic Success?

A live webinar will be held tonight from 5.00pm - 6.30pm to deliver a repeat session of Keys to Academic Success (Part One). To register go to: tinyurl.com/shortcourseregistration

You can also find out more about assignment research tips as covered in Part Two, at <https://libguides.jcu.edu.au/top-library-tips>

Friday 22 February

TIME	LOCATION	ACTIVITY
9.00am – 3.00pm	Building A4.130	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.
10.00am - 12.00pm	Cairns City Campus 36 Shields 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.



Cairns 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. The campus features extremely high speed internet and students can bring their own devices or use the computers and printers available in the Student Spaces on the Ground Floor and Level 1. Students can access the facility 7 days a week from 7.30am to 12 midnight. For more information, search 'Cairns City Campus' on the JCU website.



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



The Co-op

Located in Building A24, 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



Win a \$100 Voucher!

We want feedback on your O Week experience! From **Monday 25 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

After O Week

The Learning Centre is running a number of free short courses after O Week. To register for any of the below short courses, go to tinyurl.com/shortcourseregistration. There will also be a series of live webinars in Week 1 on Academic Writing, which will be repeated in Week 2 on campus. Email learning@jcu.edu.au if you require assistance.

TIME	LOCATION	ACTIVITY
SATURDAY 23 FEBRUARY		
9.00am – 2.00pm	Building A3.3	Maths Refresher – Day 1 of 2 This 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.
SUNDAY 24 FEBRUARY		
9.00am – 2.00pm	Building A3.3	Maths Refresher – Day 2 of 2 Please see above for details.
MONDAY 25 FEBRUARY		
11.00am – 12.00pm (Repeat 6pm-7pm)	Building B1.124	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.
SATURDAY 2 MARCH		
10.00am – 1.00pm	Building B1.124	English for Academic Purposes This course is intended to assist students from diverse cultural and language backgrounds to develop English for academic purposes and understand the Australian academic context.
SUNDAY 3 MARCH		
9.00am – 11.00am	Building B1.020	Basic Statistics - Part One Descriptive Statistics Revise basic statistics concepts to support your learning throughout your degree. In this session you will learn the basics of descriptive statistics and the research process including types of data, sampling, and data analysis and interpretation.
11.30am – 1.30pm	Building B1.020	Basic Statistics - Part Two Foundations of Inferential Statistics In part two, you will learn the basic concepts of inferential statistics including formulating hypotheses and approaching statistical testing.
SATURDAY 9 MARCH		
9.00am – 1.00pm	Building A3.3	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.

Academic
Health 
Check up

Come along, check in and check up!



University Support Services will be on hand to provide you with information on the free services and resources available to you as a JCU student.

Tues 12 & Wed 13 March | 11.00am - 1.00pm | Library Lawns

studentlife

Stay and Succeed

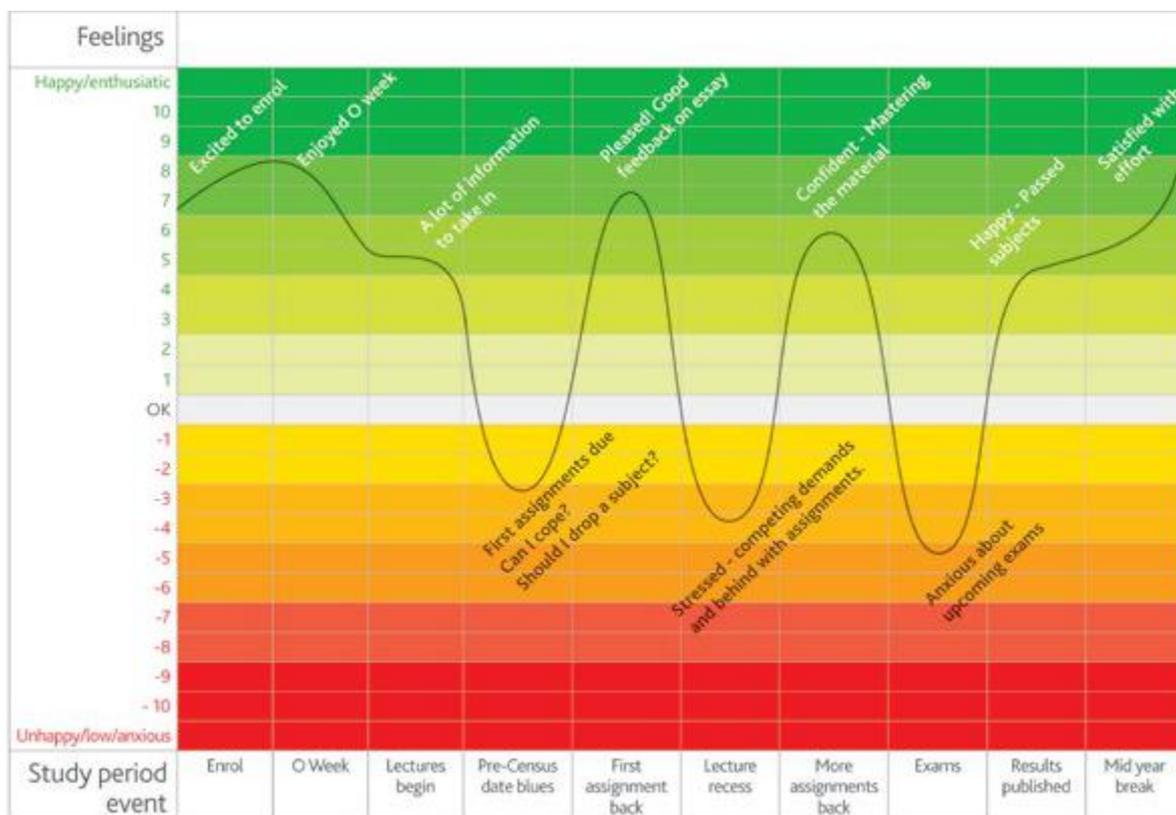
Commencing university is an exciting time and students commonly feel happy and enthusiastic about their decision to study a chosen field. Your first study period at university will be a stimulating experience, but it is also an especially busy time as you learn about the university environment, academic 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

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.

📞 07 4781 4148
✉ accommodation@jcu.edu.au
🌐 jcu.edu.au/accommodation

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 A21
📞 07 4232 1046
✉ IERC@jcu.edu.au
🌐 jcu.edu.au/ierc

JCU Student Association

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

📍 Building A24
📞 07 4232 1160
✉ admin.ccsa@jcu.edu.au
🌐 jcu.edu.au

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, Library, Building B1
📞 07 4232 1150
✉ studentwellbeing@jcu.edu.au
🌐 jcu.edu.au/sew

Careers and Employment

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, Library, Building B1
📞 07 4232 1150
✉ careers@jcu.edu.au
🌐 jcu.edu.au/careers

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 A1
📞 07 4232 1438
✉ cairnsinternational@jcu.edu.au
🌐 jcu.edu.au/international

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:

📍 Building B1
📞 07 4232 1777 (option 2)
✉ InfoHelp@jcu.edu.au
🌐 jcu.edu.au/library

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, Library, Building B1
📞 07 4232 0174
✉ cns-studentmentors@jcu.edu.au
🌐 jcu.edu.au/mentors

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

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 4232 1777 (option 1)
✉ ithelpdesk@jcu.edu.au
🌐 jcu.edu.au/helpdesk

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.

📍 Ground Floor, Building A1
📞 07 4232 1000
✉ enquiries@jcu.edu.au
🌐 jcu.edu.au/contacts

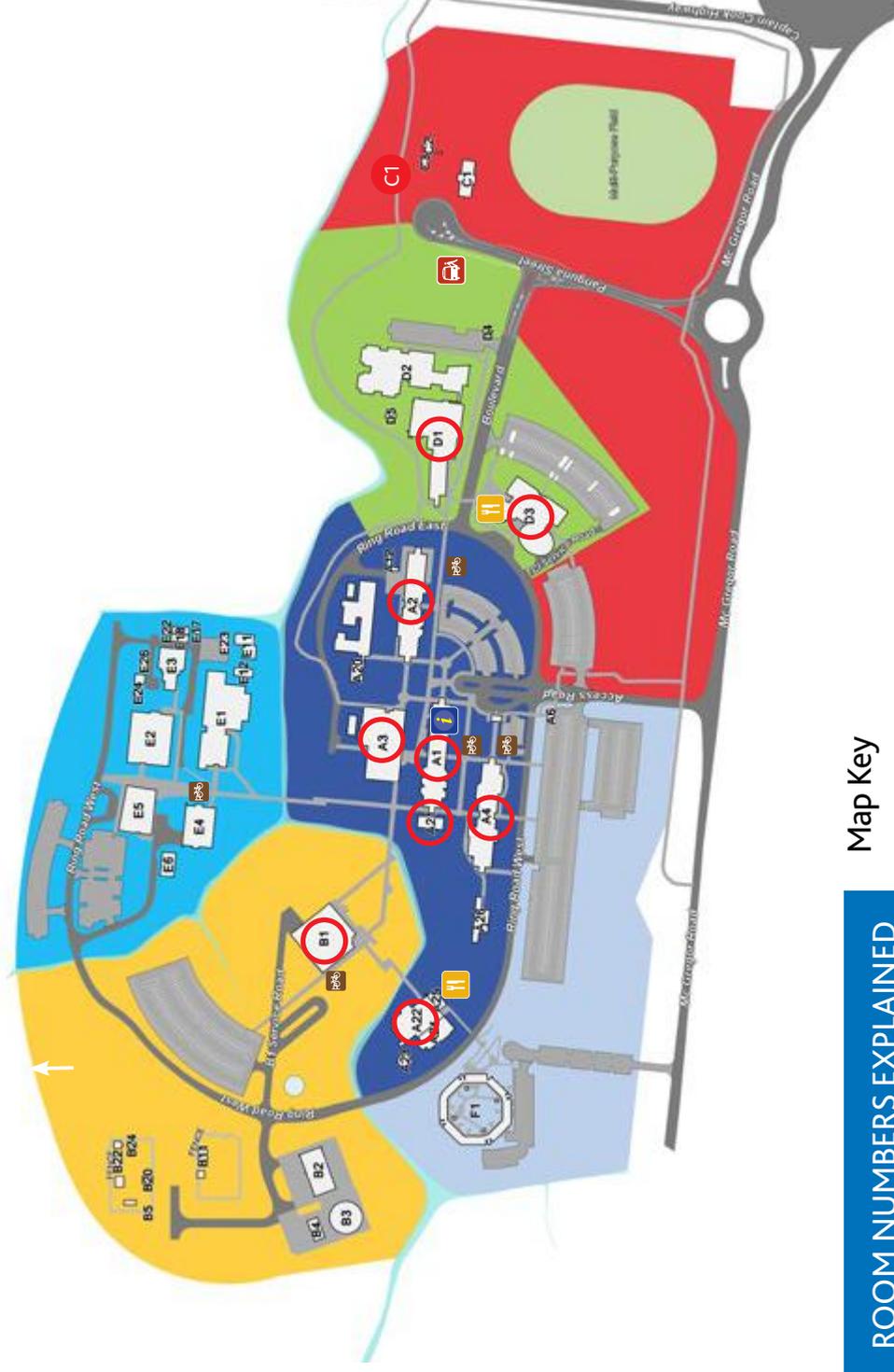
The Learning Centre

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, Library, Building B1
✉ learning@jcu.edu.au
🌐 jcu.edu.au/learning-centre

Cairns campus

Precinct A	Chancellery Building (including Student Centre) College of Business, Law and Governance
A2	College of Science and Engineering College of Healthcare Sciences
A3	Crowther Lecture Theatres
A4	College of Arts, Society and Education
A21	Indigenous Education and Research Centre
A22	The Boathouse
A24	Co-op Bookshop and Student Association
A25	Market by Aroma Cafe
Precinct B	
B1	Library
Precinct C	
C1	Sports Amenities (Oval, basketball court, mini gymnasium)
Precinct D	
D1	College of Medicine and Dentistry
D3	The Cairns Institute
Precinct E	
E1	Health and Sciences
E2	Sir Robert Norman Building
E4	Queensland Tropical Health Alliance (QTHA)
E5	Australian Institute of Tropical Health and Medicine
Precinct F	
F1	John Grey Halls of Residence



Map Key



ROOM NUMBERS EXPLAINED

Room A4.018

Building number
shown on map

Floor level
0 = ground floor
1 = first floor
2 = second floor

Room
number

Find out more about how your Student Services and Amenities Fee contributions are improving support services and facilities at JCU - Search 'SSA Fee'.

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Building a better student experience

Ask Us

Find answers to common questions
jcu.custhelp.com



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This publication is intended as a general guide. The information is correct at the time of printing. Prospective students should contact the University to confirm admission requirement and course availability. James Cook University reserves the right to alter any course or admission requirement without prior notice.

