

# Student Services Directorate

## Division of Academic & Student Life



Executive		Jodie Midson Acting Director, Student Services E: <a href="mailto:DirectorSS@jcu.edu.au">DirectorSS@jcu.edu.au</a> T: 4232 1006 / 0455 746 077	Susan Ainge Associate Director, Student Enrolment and Client Services E: <a href="mailto:Susan.Ainge@jcu.edu.au">Susan.Ainge@jcu.edu.au</a> T: 4781 16447 / 0417 936 951	Bree Slater Associate Director, Student Systems & Business Services E: <a href="mailto:Bree.Slater@jcu.edu.au">Bree.Slater@jcu.edu.au</a> T: 4781 5791 / 0436 193 883
<b>Service Areas</b> <b>Client Services</b> - Cairns Student Centre - Townsville Student Centre Enrolment Help	<b>Head</b> Manager Client Services and Communication <b>Katie O'Keefe</b> <a href="mailto:Katie.Keefe@jcu.edu.au">Katie.Keefe@jcu.edu.au</a>	<b>How to contact us</b> STUDENTS: <a href="mailto:enquiries@jcu.edu.au">enquiries@jcu.edu.au</a> Enquiries via online 'Ask Us' T: 4781 5255; C: 4232 1000 1800 246 446 (advertised) Education Central, Bld 134, Townsville Chancellery, Bld A1, Cairns STAFF: <a href="mailto:enquiries.staff@jcu.edu.au">enquiries.staff@jcu.edu.au</a> <a href="mailto:studentcentrerequests@jcu.edu.au">studentcentrerequests@jcu.edu.au</a>	<b>Services</b> <ul style="list-style-type: none"> <li>Future (domestic) and current (domestic and international) student enquiries (Tier 1 enquiries)</li> <li>Enrolment and Class Registration Help</li> <li>ID card production</li> <li>Receipt student payments - cashiering</li> <li>Support Marketing in recruitment activities</li> <li>Conversion strategies – enquiry to enrolment</li> <li>Staff ID cards &amp; cash sale forms</li> </ul>	
	<b>Student Communications</b>	STUDENTS: Feedback via online 'Ask Us' STAFF: <a href="mailto:officialjcucommunication@jcu.edu.au">officialjcucommunication@jcu.edu.au</a> <a href="mailto:student.bulletins@jcu.edu.au">student.bulletins@jcu.edu.au</a> Ext 16348	<ul style="list-style-type: none"> <li>Weekly Student Bulletin and official emails to students</li> <li>New Students and Current Students websites</li> <li>Ask Us knowledge database</li> </ul>	
<b>Admissions</b> (excluding JCU Singapore and JCU Brisbane)	Manager Admissions & Curriculum Information <b>Leona Murray</b> <a href="mailto:Leona.Murray@jcu.edu.au">Leona.Murray@jcu.edu.au</a>	STAFF & STUDENTS: Enquiries via online 'Ask Us' <a href="mailto:admissions@jcu.edu.au">admissions@jcu.edu.au</a> ; <a href="mailto:studyabroad@jcu.edu.au">studyabroad@jcu.edu.au</a> <a href="mailto:internationaladmissions@jcu.edu.au">internationaladmissions@jcu.edu.au</a> Ext 14060 STAFF: <a href="mailto:CIMS@jcu.edu.au">CIMS@jcu.edu.au</a> Ext 16618	<ul style="list-style-type: none"> <li>QTAC and direct coursework admissions; HDR offers and acceptances</li> <li>Conversion of International students in collaboration with Future Students Directorate</li> <li>Maintain entry standards and legislative compliance</li> <li>Articulations and Credit Calculator</li> </ul>	
	<b>Curriculum Information</b>	Manager Academic Administration and Enrolment <b>Vacant</b>	STUDENTS: Enquiries via online 'Ask Us' <a href="mailto:thm.enrolments@jcu.edu.au">thm.enrolments@jcu.edu.au</a> <a href="mailto:tes.enrolments@jcu.edu.au">tes.enrolments@jcu.edu.au</a> STAFF: <a href="mailto:thm.studentsservices@jcu.edu.au">thm.studentsservices@jcu.edu.au</a> DTHM Ext 14819 <a href="mailto:tes.studentsservices@jcu.edu.au">tes.studentsservices@jcu.edu.au</a> DTES Ext 16880	<ul style="list-style-type: none"> <li>Curriculum information management and advice</li> <li>Course and subject approval processes</li> <li>Production of University Calendars, Course and Subject Handbook and external publications - QTAC guide, My University website</li> <li>Shared services – policy and process advice to academic units</li> <li>Tier 2 enquiries – new and continuing students</li> <li>Student enrolment advisement</li> <li>Study plan maintenance</li> <li>Exercise delegated authority - admission, enrolment, academic progression and course completion</li> <li>Enrolment planners</li> <li>Apply Advanced Standing precedents</li> <li>Coordination of Singapore, Brisbane, BJUT enrolments – <a href="mailto:tes.studentsservices@jcu.edu.au">tes.studentsservices@jcu.edu.au</a></li> </ul>
<b>Academic Administration and Enrolment</b>	Manager Student Finance & Examinations <b>Tahnee Leman</b> <a href="mailto:Tahnee.Leman@jcu.edu.au">Tahnee.Leman@jcu.edu.au</a>	STAFF & STUDENTS: Enquiries via online 'Ask Us' <a href="mailto:student.financeofficer@jcu.edu.au">student.financeofficer@jcu.edu.au</a> (dom) <a href="mailto:intstudentfinance@jcu.edu.au">intstudentfinance@jcu.edu.au</a> (international) Student Finance Ext 16865 <a href="mailto:scholarships@jcu.edu.au">scholarships@jcu.edu.au</a> ; <a href="mailto:studentloans@jcu.edu.au">studentloans@jcu.edu.au</a> Scholarships Ext 15528 Compliance <a href="mailto:enrolments@jcu.edu.au">enrolments@jcu.edu.au</a> Ext 15385/16565	<ul style="list-style-type: none"> <li>Invoicing and collection of onshore student fees and charges (Tuition Fees, Student Contributions, SSA Fees, OSHC), including student debtor management</li> <li>HECS, FEE and SA-HELP loans and internal and external sponsorship of fees</li> <li>Refunds and withdrawals without fee penalty</li> <li>Invoicing of JCU's associates (JCUB, BJUT) including Singapore, for management fees</li> <li>Scholarships, including establishment of JCU scholarships, bursaries, grants and University prizes</li> <li>OS-HELP loans and JCU Student Loans</li> <li>Legislative compliance including HESA advice and Centrelink support</li> </ul>	
	<b>Student Finance</b>	STAFF & STUDENTS: Enquiries via online 'Ask Us' <a href="mailto:exams-townsville@jcu.edu.au">exams-townsville@jcu.edu.au</a> <a href="mailto:exams-cairns@jcu.edu.au">exams-cairns@jcu.edu.au</a> <a href="mailto:progressions@jcu.edu.au">progressions@jcu.edu.au</a> Ext 14246	<ul style="list-style-type: none"> <li>Central examination management (TP1 &amp; TP2 including external offerings); academic misconduct</li> <li>Advice and support for DataBee</li> <li>Examinations for other institutions</li> <li>Results finalisation, amended grades and administration of the review of final subject grades</li> <li>Academic progression, course completion including award conferral, University medals</li> <li>Academic Record and AHEGS production</li> </ul>	
<b>Examinations</b>	Manager Student Systems <b>Ian Dean</b> <a href="mailto:Ian.Dean@jcu.edu.au">Ian.Dean@jcu.edu.au</a>	STUDENTS: <a href="mailto:enquiries@jcu.edu.au">enquiries@jcu.edu.au</a> Enquiries via online 'Ask Us' STAFF: <a href="mailto:ITHelpDesk@jcu.edu.au">ITHelpDesk@jcu.edu.au</a> (jobs and access)	<ul style="list-style-type: none"> <li>Support and maintenance of core student administration systems: Student Management System (SMS), Customer Relationship Management system (CRM), InPlace (Placement), CSDB, ID Card System, Subject Search, GetStarted, Class Lists, StudentsOnline</li> </ul>	
<b>Student Systems</b>				