



JAMES COOK  
UNIVERSITY  
AUSTRALIA

Ask Us

OFF CAMPUS

HELP  
AHEAD  
2019-2020

[jcu.custhelp.com](http://jcu.custhelp.com)

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Cairns

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Singapore

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Townsville

# Getting Started at JCU

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## APPLY AND ENROL

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

## FEEES

- Scholarships
- Payments
- HELP loans

## ORIENTATION

- GetReady4Uni Online
- Off-Campus Students
- Student ID Cards
- Important dates/calendars

<b>1</b> Activate	<b>2</b> Get Ready 4Uni	<b>3</b> Checklist
Activate	GetReady4Uni	Checklist

 [jcu.edu.au/new-students](https://jcu.edu.au/new-students)  
or download the JCU App to enrol

## For all IT Support contact InfoHelp

- ✉ [InfoHelp@jcu.edu.au](mailto:InfoHelp@jcu.edu.au)
- ☎ Townsville (07) 4781 5500
- ☎ Cairns (07) 4232 1777



**Townsville Student Centre**  
☎ (07) 4781 5255

**Cairns Student Centre**  
☎ (07) 4232 1000

✉ [enquiries@jcu.edu.au](mailto:enquiries@jcu.edu.au)

☎ FREECALL 1800 246 446

## Office hours

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

# Course Planning & Enrolment

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## IMPORTANT SYSTEMS

**JCU App** provides a single sign on access to eStudent and LearnJCU as well as key information about support services and resources.

**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

## FOR ENROLMENT INFORMATION

 [jcu.edu.au/students/enrolment](https://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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### Townsville Student Centre

 (07) 4781 5255

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 FREECALL 1800 246 446

# Student Learning & Success

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## LIBRARY

- Get assignment research & referencing help
- Access print & online information resources
- Off-campus library services
- Online assistance, including chat services



☎ (07) 4781 5500 (option 2)

🌐 [infohelp@jcu-au.libanswers.com](mailto:infohelp@jcu-au.libanswers.com)

🌐 [jcu.edu.au/library](http://jcu.edu.au/library)

## LearnJCU

Your online learning system and access to:

- Subject Outlines and Staff Contacts
- Lectures and reading resources
- Online assessment and feedback
- The Blackboard mobile app and more!

✉ [learnjcu@jcu.edu.au](mailto:learnjcu@jcu.edu.au)

🌐 [jcu.edu.au/students](http://jcu.edu.au/students)

## LEARNING CENTRE

- Get advice and improve your academic and organisation skills
- English language development
- Exam preparation strategies
- Access online assignment resources

✉ [learning@jcu.edu.au](mailto:learning@jcu.edu.au)

🌐 [jcu.edu.au/learning-centre](http://jcu.edu.au/learning-centre)



## ACADEMIC PROGRESSION

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

✉ [enquiries@jcu.edu.au](mailto:enquiries@jcu.edu.au)

🌐 [jcu.edu.au/students/exams-and-results](http://jcu.edu.au/students/exams-and-results)

## FEEDBACK ON SUBJECTS & TEACHING

Give us feedback on your learning experiences. Check your student email address for your invitation to complete the surveys.

🌐 [jcu.edu.au/yourjcusurvey](http://jcu.edu.au/yourjcusurvey)

# Student Life & Community

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## STUDENT MENTORS

JCU Student Mentor Program matches new undergraduate students with a trained mentor. Mentors are successful, experienced students from your course who can help you succeed.

 [jcu.edu.au/mentors](http://jcu.edu.au/mentors)



## ONLINE COMMUNITIES @JCU

 [jamescookuniversity](https://www.facebook.com/jamescookuniversity)

 [@jcu](https://twitter.com/jcu)

 [@jamescookuniversity](https://www.instagram.com/jamescookuniversity)

 [youtube.com/jamescookuniversity](https://www.youtube.com/jamescookuniversity)

 [company/james-cook-university](https://www.linkedin.com/company/james-cook-university)

 [@jculife](https://www.snapchat.com/add/jculife)

## STUDY OVERSEAS

Explore the world with JCU Global Mobility. Study overseas while completing your JCU degree.


- Choose from over 60 partner universities worldwide
- Short term and semester exchange opportunities available, or study at our Singapore campus.

 [globalmobility@jcu.edu.au](mailto:globalmobility@jcu.edu.au)

 [jcu.edu.au/globalmobility](http://jcu.edu.au/globalmobility)

## STUDENT ASSOCIATION

- Academic representation and advocacy
- Remote and External Students support

 **1800 330 021**

 [jcusa.edu.au](http://jcusa.edu.au)



# Personal Support

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## 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](mailto:studentwellbeing@jcu.edu.au)

🌐 [jcu.edu.au/counselling](http://jcu.edu.au/counselling)

## DISABILITY SERVICES

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

- AccessAbility Services

✉ Townsville: [accessability.tsv@jcu.edu.au](mailto:accessability.tsv@jcu.edu.au)

✉ Cairns; [accessability.cns@jcu.edu.au](mailto:accessability.cns@jcu.edu.au)

🌐 [jcu.edu.au/accessability-services](http://jcu.edu.au/accessability-services)

## MULTIFAITH CHAPLAINCY CENTRE

Provides pastoral and religious support for students.

🌐 [jcu.edu.au/multifaithchaplaincy](http://jcu.edu.au/multifaithchaplaincy)

## FEEDBACK & COMPLAINTS

Feedback helps us to improve our services and facilities.

✉ [studentcomplaints@jcu.edu.au](mailto:studentcomplaints@jcu.edu.au)

🌐 [jcu.edu.au/students/feedback-and-complaints](http://jcu.edu.au/students/feedback-and-complaints)

## FINANCIAL SUPPORT

For information on tuition fees, government assistance, and scholarships:

✉ [enquiries@jcu.edu.au](mailto:enquiries@jcu.edu.au)

🌐 [jcu.edu.au/students/fees-and-financial-support](http://jcu.edu.au/students/fees-and-financial-support)

✉ [scholarships@jcu.edu.au](mailto:scholarships@jcu.edu.au)

🌐 [jcu.edu.au/students/fees-and-financial-support](http://jcu.edu.au/students/fees-and-financial-support)

## TEXT BOOKS

The Co-op is your go-to place for textbooks, e-textbooks and other learning essentials. Co-op will post items directly to you.

🌐 [coop.com.au](http://coop.com.au)



# Careers & Employment

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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
- Resume, cover letter and LinkedIn help
- Part time, casual, volunteer, vacation and graduate job listings on JCU CareerHub
- Industry and employer events on campus

## KEY ONLINE RESOURCES

- Career Development Program
- CareerHub
- Career Action Plan
- Big Interview
- Developing an Enterprising Mindset modules
- Course-specific resume examples and career information sheets

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## Careers Fair

Annual employer event held on campus in March for all students – search 'Careers Fair' on JCU website.

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### Townsville

 (07) 4781 4711

### Cairns

 (07) 4232 1150

 [careers@jcu.edu.au](mailto:careers@jcu.edu.au)

 [jcu.edu.au/careers](http://jcu.edu.au/careers)

 JCU Careers

# Graduation & Beyond

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## GRADUATION

Graduation processes, checklists, ceremonies, gown hire and contacts

[🌐 jcu.edu.au/graduation](https://www.jcu.edu.au/graduation)

## PURCHASE YOUR ACADEMIC RECORD

Organise a copy of your official transcript online:

[🌐 jcu.edu.au/graduation/academic-records](https://www.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](mailto:GRS@jcu.edu.au)

[🌐 jcu.edu.au/graduate-research-school](https://www.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](https://www.alumni.jcu.edu.au)



# Off-Campus Students

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JCU students receive the same access to academic and professional support and resources, regardless of whether they are studying internally, externally or at a study centre. We have several websites and publications that have been designed to assist off-campus students with how to succeed at university

## **Off-Campus Student Information Guide**

This guide contains all the essential information you need to get started as a new student studying off-campus. It includes information about Student Essentials, Academic Success, Exams and Assessments, Student Support, Strategies for Success, Student Portals and Computers, Checklists and a Glossary of Terms. Download the guide at [jcu.edu.au/off-campus-students](https://jcu.edu.au/off-campus-students)

## **GetReady4Uni**

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 if you are an off-campus student. Kickstart your studies and prepare for success at [jcu.edu.au/getready4uni](https://jcu.edu.au/getready4uni)

## **Off-Campus Students Website**

This website contains helpful information for continuing off-campus students about all elements of their academic journey at [jcu.edu.au/off-campus-students](https://jcu.edu.au/off-campus-students)

# Indigenous Education & Research Centre

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In addition to the other services provided at JCU, contact the Indigenous Education & Research Centre with any enquiries about:

## PROGRAMS & SERVICES

- Indigenous Students' Orientation
- Academic Support
- Tutorial Support
- Pastoral Care
- Study and Social Spaces

## FINANCIAL & EMPLOYMENT ADVICE

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

## JCU COMMUNITY NETWORKS

- JCU Indigenous Alumni
- Cultural Events
- National Indigenous Tertiary Education Games
- IYMP – Indigenous Youth Mobility Program

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## Townsville

📍 Building 301  
☎ (07) 4781 4676

## Cairns

📍 Building A21  
☎ (07) 4232 1046

✉ [IERC@jcu.edu.au](mailto:IERC@jcu.edu.au)  
🌐 [jcu.edu.au/austindigenousinfo](http://jcu.edu.au/austindigenousinfo)

# Safety and Wellbeing

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All members of our university community have a right to feel welcome, respected and safe. At James Cook University, we are committed to ensuring that our learning environment is free from discrimination and harassment.

If you feel immediately threatened or have an urgent incident you wish to report please contact Emergency Services on 000 (Police, Fire or Ambulance).

- **JCU Campus Security:** (07) 4781 5555 or 1800 675 559 [security@jcu.edu.au](mailto:security@jcu.edu.au)
- **JCU Student Equity and Wellbeing:** (07) 4781 4711 or 4232 1150 [studentwellbeing@jcu.edu.au](mailto:studentwellbeing@jcu.edu.au)
- **JCU Student Association:** 1800 330 021 [studentassociation@jcu.edu.au](mailto:studentassociation@jcu.edu.au)
- **Equity Contact Officers:** first point of contact regarding discrimination, harassment and bullying queries and concerns. Search 'Equity Contact Officers' on JCU website.
- **Sexual Misconduct Officers:** single point of contact for sexual harassment/assault. Search 'Sexual Misconduct Officers' or "Report an Incident" on JCU website.

For further information including support services on-campus and in community, please visit [jcu.edu.au/safety-and-wellbeing](http://jcu.edu.au/safety-and-wellbeing)

## RESPECT. NOW. ALWAYS.



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