

The Campus remains open as usual unless Government restrictions are enacted that force us to close our doors. Staff and students may access the building including the student lounge (though a swipe may be necessary for the student lounge at times) during the following hours:

Monday to Friday 7:30am to 9pm
Saturday and Sunday 8am to 6:30pm

On Line Delivery for Offshore Students

Additionally some subjects will be offered online for offshore students and for students who have a medical or extenuating circumstance that requires them to attend class online (if you are an onshore student who wishes to study online you must apply by sending an email to AcademicAdmin@jcu.edu.au

Subjects have been adjusted to meet the demands of a face to face and online cohort.

Students must check LearnJCU for details specifically related to their course and subjects. If a subject or course has a practical component, the Subject Lecturer will be able to discuss alternative arrangements for online students.

Academic staff are developing materials including written material, online lectures and collaborate sessions to ensure students can continue their studies with confidence.

Blackboard Collaborate is an excellent tool for immersive and interactive learning experience; students will be able to talk, chat, see and hear lecturers and other students in real time.

Blackboard Collaborate will only work on a computer, when Java is downloaded. Click on the link to ensure students' systems have what it takes to use and participate in online tutorials – [Instructions for setting up Collaborate](#)

*If any difficulties in setting up, contact businessonline@jcu.edu.au

[Click here for a video overview](#) of Blackboard Collaborate

Equipment recommended:

- PC headsets or echo cancellation microphone/speakers for the highest quality experience
- Laptop, desktop computer
- Pen, paper for taking notes
- Webcam, though not obligatory, there is something about seeing someone's face when they are speaking that is helpful.
- Reliable internet connection.

Technical Support

Students are not alone - if any questions or concerns, students can obtain technical support from

businessonline@jcu.edu.au

Queries should be addressed within a couple of hours from receiving it, between the hours of 8am - 7pm Monday to Friday and 10am – 3pm Saturday and Sunday

Any email received after 7pm will be actioned the following day.

What about assessments?

Course and Subject Coordinators have reviewed assessments and changes have been made to accommodate the dual cohort of online and face to face students.

Please be assured that JCU Brisbane is doing everything possible to support all students but particularly to ensure a quality online learning experience. Our staff are committed to providing students with any assistance they require, whether it be physical, emotional or in relation to finances. For academic assistance, always connect with the subject lecturer in the first instance. For other matters, please email student services enrolments@jcu.edu.au to let us know how we can further assist you in your studies with us.

Kevin Anderson

Campus Director

Chief Operations Officer

James Cook University Brisbane