

2017

Off-Campus Student Information Guide





Welcome to James Cook University

For most of us, the thought of studying while managing competing demands of a work, family and social life can appear impossible.

This is why, regardless of where you live and what you do, we focus on providing you with an educational experience that is both flexible and convenient.

As an off-campus student you will enjoy the same access to support, resources and guidance as those studying on campus. Your study will involve access to web-based learning and teaching resources and interaction with your lecturer via LearnJCU.

JCU's Off-Campus Student Information Guide provides you with the resources to help you on your way. I also encourage you to look at GetReady4Uni, our online orientation program, to assist you in your transition to University.

All the very best for you studies. Remember, 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.

Professor Sandra Harding
Vice-Chancellor and President

Key dates 2017

TEACHING PERIOD 1		TEACHING PERIOD 2	
Orientation (O Week)	13 – 17 February	Mid-Year O Week	17 – 21 July
Classes	20 February – 26 May	Classes	24 July – 27 October
Lecture recess	27 – 31 March	Lecture recess	4 – 8 September
Study vacation	29 May – 2 June	Study vacation	30 October – 3 November
Exam period	3 – 16 June	Exam period	4 – 17 November

IMPORTANT NOTE

Certain courses have different important dates than those above – make sure you check your subject guides in LearnJCU.

Find more key dates, including other study periods, payment due dates, census dates and public holidays plus print out study period calendars at jcu.edu.au/students/important-dates



At James Cook University we acknowledge Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our campuses are located and where we conduct our business. We pay our respects to ancestors and Elders, past, present and future. JCU is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to the University and society.

Off-Campus Student Essentials

At JCU, 'off-campus' doesn't just refer to students studying online or externally, but also includes students at our growing number of smaller study centres such as Mackay, Mount Isa and Thursday Island. This guide will provide handy information and contacts to help you access the various resources available to you as a JCU student.

External/online students

If you are enrolled in an external mode of study, the majority of your course will be conducted online through LearnJCU (see Student Portals p.7). Lecture materials, readings and collaboration tools are all online and available wherever and whenever you wish to connect. It is important that you have a reliable Internet connection and the software required to access these materials – see the IT Help section for more information.

A student identification (ID) card is a must for all students. It is proof that you are a JCU student and although you do not need an ID card to access off-campus library services, it will be required for anyone using the main campus facilities for exams or study. It will also provide you with access to student discounts and concessions from a range of businesses off-campus. External students can apply via the online form: jcu.edu.au/students/forms/student-id-card

Visit our GetReady4Uni website for everything you need to know about Orientation and further information about studying online: jcu.edu.au/new-students

Study centre students

If you are studying at one of JCU's study centres, the majority of your lectures and tutorials will be held at our specialised facilities and conducted either with onsite teaching staff, or via video conference to our classrooms in Townsville or Cairns. All study centres have computer labs with printers for students to use on-site.

The Study Centres at Mackay, Mount Isa and Thursday Island also offer a condensed Orientation Program for their students at each location. Information will be available online prior to O Week each study period (see the Key Dates section), and sent to your student email address and your registered postal address.

Student ID cards and Access Cards can be organised with Study Centre staff onsite during Orientation.

Student Centre

The Student Centre is your one-stop shop for general enquiries including enrolment, fees, student loans, scholarships, course and subject information, timetable issues and much more.

☎ 1800 246 446
✉ enquiries@jcu.edu.au
🌐 jcu.edu.au/contacts

Top tips for off-campus students

- ✓ **Plan ahead** – go to 'The Learning Centre' online to create individualised semester and weekly study planners to manage short-, mid- and long-term tasks
- ✓ **Stick to your plan** – this routine will help keep you on track and feeling positive about your studies
- ✓ **Be prepared** – do your allocated weekly readings before watching lecture recordings to help you understand the content better
- ✓ **Develop your skills** – check out the online modules at The Learning Centre to help you with your writing, maths and study skills development
- ✓ **Talk about your study** – explaining what you are studying to someone else can help you consolidate your learning, so find a willing ear and talk to them about your subjects and course
- ✓ **Avoid online distraction** – only keep the JCU website open on your browser when studying to avoid lost hours on social media and other sites
- ✓ **Connect for success** – use the discussion boards and 'Send Email' function under Tools in LearnJCU to connect with other students in your subject - you are not alone!
- ✓ **Look after yourself** – allow yourself regular breaks when studying and time out for other activities like relaxing, exercising and catching up with friends and family
- ✓ **Ask for help** – your lecturers want you to succeed and can be contacted via email or phone, plus there are heaps of free support services for students too
- ✓ **Don't forget the end goal** - if you have a clear sense of purpose about why you are at university, you will be more focused on the journey.

Source: current JCU off-campus students

Get Ready 4Uni

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 Success, Student Support, Orientation and Uni Life.

jcu.edu.au/new-students

Academic Success

Acquiring the skills you need to successfully complete your studies will take commitment and planning. This may take a little time to achieve, but help and support is never far away.

JCU Library

The JCU Library is an essential academic and student service with print and digital collections that students can borrow or access online 24/7. Off-campus library services are available if you reside in Australia but live further than 50 kilometres from either the JCU Townsville or Cairns Campuses. Select the Off Campus & Remote Access button on the Library web page for 24/7 resources and services. Use One Search to find and access books, eBooks, eJournal articles, as well as streaming media and more. You can borrow library books using the online request form which includes a free, post-paid bag to return materials. You can also request scanned copies of journal articles and book chapters.

The library also offers **LibChat** – real-time online help from librarians during library opening hours (including nights and weekends). Click on the 'chat icon' from the library website: jcu.edu.au/library

Online subject **LibGuides** provide key resources for your subjects and contact details for your Liaison Librarian who will help you with your research skills. Your discipline Libguide, the Writing Guide and the Referencing Guide are essential for student success. Explore what is on offer at libguides.jcu.edu.au.

The **Info Skills Road Trip** is an interactive learning tool developed by the JCU Library team specifically for you. It provides an introduction to researching, referencing and assignment writing skills to help you on your JCU journey. For each module, take a look at the itinerary on the Getting Started page, then work your way through the other tabs in the module: libguides.jcu.edu.au/roadtrip

Make sure you explore the **Library Channel** where you can watch informative videos and play interactive games covering topics such as 'Top Library Tips', 'Off-campus Library Services', 'Evaluating Information Sources', 'Searching the Literature', and more. Check it out at libguides.jcu.edu.au/library-channel.

Off-Campus Library Service

☎ 07 4781 4380

✉ offcampus@jcu.edu.au

🌐 jcu.edu.au/library



The Learning Centre

The Learning Centre is able to assist you to unlock your potential and maximise your academic success by providing advice and assistance with all aspects of studying at university. You can explore our online resources for learning strategies (such as note-taking, effective reading, exam tactics and more) and learn more about academic writing, maths and basic statistics. You can access the online materials from The Learning Centre website.

Download the **Weekly and Semester Study Planners** under the 'Getting Started' tab on the Learning Centre website to help you manage your time and commitments while you study. There is also a link here to the JCU Academic Calendars so you can keep track of important dates such as study dates, census dates, payment due dates, last date to withdraw without academic penalty and exam dates.

The Learning Centre also provides a range of self-help Online Workbooks covering topics including Maths Refresher, Basic Statistics, Active Learning and Academic Writing that you can download and work through from home – jcu.edu.au/students/learning-centre/downloads.

You can contact The Learning Centre for advice and remote assistance via the Online Contact Form. Make sure you select which study centre you are studying from, or select 'external student', and provide as much detail in your enquiry as possible so that staff can tailor their response to your specific needs.

The Learning Centre

✉ learning@jcu.edu.au

🌐 jcu.edu.au/learning-centre

Contact Form:

jcu.edu.au/students/learning-centre/contacts/contact-form

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. These coordinators can help provide advice about your course, support service referrals, and strategies for success in your studies.

Search **First Year Experience Coordinators** on the JCU website.

College Student Support Officers

The College Student Support Officers can help you succeed at university by acting as the first point of contact to help manage your study load and access the support services. Contact details for your College can be found under the Student Support Officers link on the Student Support page.

🌐 jcu.edu.au/support

Exams & Assessment

Your assessments may include online discussion board posts, assignments and online exams (sometimes physical exams are conducted in a location close to the student). Your assessment will vary for each subject and will be listed in your subject outline on LearnJCU.

Exams

If exams form part of your assessment, arrangements will be made for you to sit exams off-campus according to your semester address on eStudent. Advice will be sent 2-3 weeks prior to the exam period and you will be given contact details for the venue. If your address changes after census date, you must contact exams-townsville@jcu.edu.au immediately. A late address change may mean that arrangements can't be made for you. You must check your personal timetable for the date and time of your exams.

If you are an external JCU student living in Townsville or Cairns, your venue will be published in your exam timetable in **StudentsOnline**.

Study centre students – access your personal exam timetable from **StudentsOnline** and know when and where your exams are being held.

NB exams for some subjects may fall outside the main exam period.

Main exam periods 2017

Study Period 1: **3 – 16 June**

Study Period 2: **4 – 17 November**



Double check your exam timetable and venue at least one week before the exam. You must provide a JCU Student ID card or other photo ID in the exam.



Flexible Delivery Exams Officer

☎ 07 4781 6212

✉ exams-townsville@jcu.edu.au

🌐 jcu.edu.au/students/exams-and-results

Exam Preparation

Visit The Learning Centre's website under the 'Exams' link to find tips on how to prepare for exams from Day 1, including active study strategies, how to minimise exam stress and more – jcu.edu.au/students/learning-centre/exams

Academic Integrity

Academic integrity is a fundamental principle in universities and new students must learn how to integrate the work of experts into their own and apply the correct academic referencing style for each subject. Students must show the source of all the ideas and information they use in their assessment items, and must not submit someone else's work as their own.

This is plagiarism and the penalties at university can be severe. Academic staff use electronic tools to detect plagiarism in student work. Refer to The Learning Centre and the Library online modules about academic writing and referencing for more information.

Submitting Assignments

Assignment submission procedures are set on a subject-by-subject basis, so you will need to check the instructions in your subject outline for each subject. Most written assignments require a standard cover sheet and to be submitted via SafeAssign in LearnJCU. Other subjects may also require a submission via email to your lecturer.



Make sure your assignment is in an acceptable file type such as Word and saved in A4 format. Include your name, student ID and subject code and any attachments required. Keep a copy of all work you submit in case the file is misplaced or corrupted.

Marks and Grades

You can view your marks for assignments online using LearnJCU. Final results for each subject are available approximately two weeks after the end of the teaching period on eStudent. Final results for a subject are known as 'grades' and explained in the table below.

(Note – percentages shown are recommended only).

GRADE	GUIDE TO FINAL MARKS FOR A SUBJECT
HD = Pass with High Distinction	85% – 100%
D = Pass with Distinction	75% – 84%
C = Pass with Credit	65% – 74%
P = Pass	50% – 64%
N = Fail	< 50%
X = Fail	Did not sit for exam or did not complete at least 80% of assessment



Jasmine Westbrook

Studying Bachelor of Nursing Science –
JCU Thursday Island Study Centre

“I was studying in Brisbane when my partner was offered employment on Thursday Island. Finding out that JCU had a study centre there helped us make the decision to relocate. I am enjoying my studies – everyone at the study centre is very friendly and the smaller class sizes mean I receive more personalised support.

It has been challenging finding other students with a similar schedule to form a study group, but I do my best to stay organised and motivated with my weekly and semester study planners. My husband is very supportive of my study needs and it also helps to know that JCU has a wide range of support services available if I need them. My advice for study centre students is to go to classes, watch lectures, read your text books, and consistently work hard.

I didn't expect to have access to a university in such a remote location, but JCU has made this possible for me and I intend to make the most of this wonderful opportunity.”

Alison Richards

Studying Bachelor of Social Work (external) –
based in Townsville

“I was working full time when I decided to go to Uni, so I wanted the flexibility of studying externally. Since then I have had a child and returned to work part time, while continuing to study. For me it's really about being adaptable, being able to study when it suits my life, rather than having to fit my life around an on-campus timetable.

If you're thinking about studying externally my advice would be to just do it – there's never going to be a 'perfect' time to start. Life goes by so quickly, and sometimes it gets in the way making it hard to devote time for study. Be kind to yourself and set achievable goals and email your lecturers if you need help or to clarify things. It's better to get through two subjects and pass, than try to do 4 and fail them all. I started off with just one subject to get the hang of it and now I do two every study period.”



Student Support at JCU

Sometimes achieving success is knowing when and how to access support. JCU offers a wide range of services to support you in the transition to university and throughout your studies, and it's important to remember that these services are available wherever you are.

Student Mentors

Our award-winning Student Mentor program links our new students with experienced, trained students in the same course of study as you. They volunteer their time to support new students through their first study period and settle into university life.

✉ offcampus-studentmentors@jcu.edu.au
🌐 jcu.edu.au/mentors

JCU Student Association

The JCU Student Association (JCUSA) consists of elected students that represent the interests of students at JCU. JCUSA has Student Advocacy Officers based in Townsville and Cairns who offer a free, independent, confidential and non-judgemental advice that is available to all JCU students.

☎ 1800 330 021
✉ studentassociation@jcu.edu.au
🌐 jcusa.edu.au

Counselling & Wellbeing

JCU's counselling service provides free, professional, confidential and responsive services to help you manage personal issues that could impact on your studies at JCU. Bookings are essential and appointments are available by phone or Skype.

☎ 07 4781 4711
✉ studentwellbeing@jcu.edu.au
🌐 jcu.edu.au/counselling

Careers and Employment

Our friendly service staff can help you with career decision making and action plans, graduate information, job search strategies, job application checking and LinkedIn profile development via email or phone appointments. Our website has lots of helpful resources and programs you can access to help improve your graduate employment prospects from Day 1. You can also find listings of part-time, casual, volunteer, vacation and graduate work opportunities on JCU CareerHub.

☎ 07 4781 4711
✉ careers@jcu.edu.au
🌐 jcu.edu.au/careers

AccessAbility

Whether you have a permanent disability or a temporary injury or condition which is affecting your study, AccessAbility Services aims to take a holistic approach to your life, taking into consideration the impact of health on your studies.

☎ 07 4781 4711
✉ accessability.tsv@jcu.edu.au
🌐 jcu.edu.au/accessability-services

Safety & Wellbeing

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 working and learning environment is free from discrimination and harassment. This website provides information about a range of safety and wellbeing issues including bullying and harassment, discrimination, assault, reporting incidents and emergency contacts.

🌐 jcu.edu.au/safety-and-wellbeing

Fees and Financial Support

There are a number of support options available to help you with the cost of studying at university. Visit the Fees & Financial Support website to find out more about the types of fees you have to pay, important dates and options to help manage your expenses.

☎ 1800 246 446
✉ scholarships@jcu.edu.au
✉ enquiries@jcu.edu.au
🌐 jcu.edu.au/fees

Australian Aboriginal and Torres Strait Islander Centre

Provides culturally appropriate support services to Australian Aboriginal and Torres Strait Islander students. Our friendly Learning Support staff, Pastoral Care staff, Library Liaison Officer and Student Association are on hand to promote a successful JCU experience from progression to completion.

☎ 07 4781 4676
✉ ATSIcentre@jcu.edu.au
🌐 jcu.edu.au/support

Student Conflict Support

The Student Conflict Support website is a self-help resource to assist students in managing conflict. It offers a range of video case studies and resource sheets to support students in managing conflict and a referral source should students need further support.

🌐 studentconflict.org.au

The Desk

This is an online service which aims to support students to achieve mental and physical health and wellbeing. They have a range of online resources to help improve wellbeing and study more efficiently.

🌐 thedesk.org.au



Ask Us provides answers to commonly asked questions at any time of the day or night. These answers are designed especially to help future and current students.

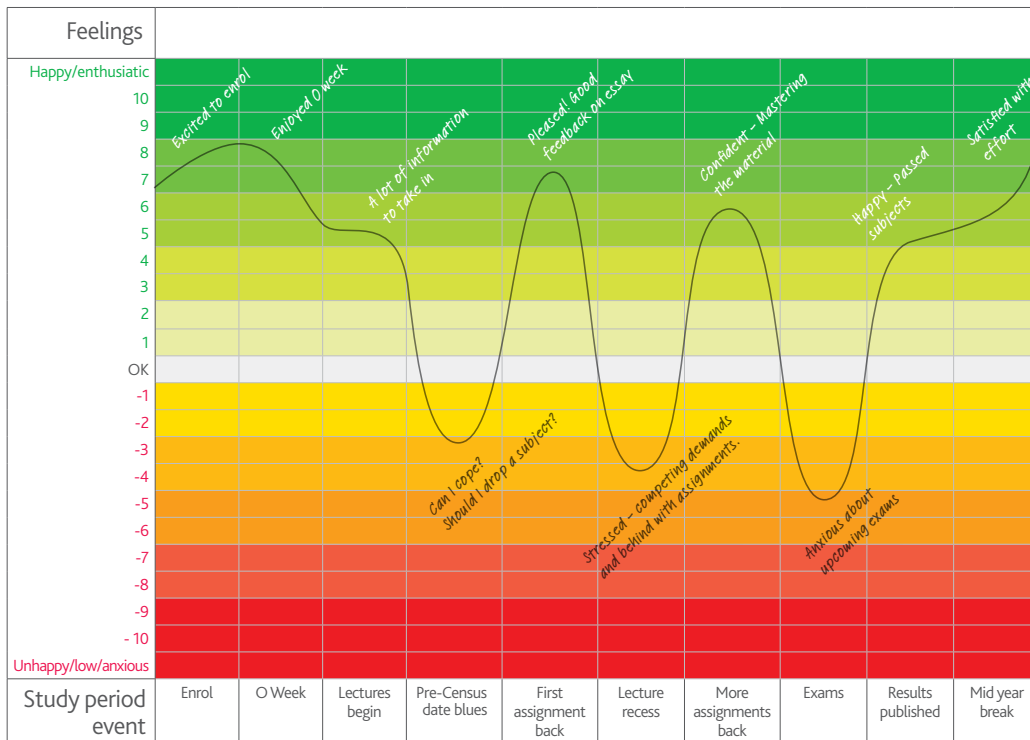
🌐 jcu.custhelp.com

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 there are a lot of free support services and online resources to help you smoothly navigate your transition into university and 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.

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



Enrolment help

Need help to plan or enrol in your subjects? Simply email enrolmenthelp@jcu.edu.au or call **07 4781 5255** and press option '3'. For enrolment steps and help videos go online to: jcu.edu.au/new-students



Off-campus Website

Visit the Off-campus website for more information about services available to students studying outside of Townsville and Cairns. jcu.edu.au/off-campus-students



The Co-op is your go-to place for textbooks, e-textbooks and other learning essentials. Search and find everything you need for your studies online at coop.com.au and the Co-op will post it directly to you (free postage for orders over \$50). Secondhand textbooks are also available from the Co-op Bookshop or online from textbookexchange.com.au



Costs of going to University

A must watch for all domestic students. This online presentation will help you understand the cost of your studies, payment options, how to pay, key dates to know and financial assistance available to you. Log onto jcu.edu.au/fees and click on 'More help' to view presentation.

Student Portals and Computers

Information & Communications Technology (ICT) is essential for teaching, learning and research at JCU. As a student at JCU, you have an online account that provides access to facilities, systems and resources, to support your learning and research while you study at JCU.

Student Email

When you accept your offer online at New Students and follow the steps, you'll receive a user name and password and your email address will be created. You'll then have to change your password. Keep a note of your user name, password and email address, as you need these for key online services including LearnJCU, the Library, StudentsOnline, eStudent and email communication.

Your JCU email account is your primary source of communication. Check it at least once a week for official communication regarding your enrolment, fees or academic progression. When communicating with JCU, use your JCU email address as this provides proof of your identity. Log in with your email address and JCU password.



Your email address format is:

firstname.lastname@my.jcu.edu.au

Numerals may be added after your name

eStudent

eStudent is where you manage your enrolment, submit forms (HECS-HELP), view and pay your fees, view your results, update your personal details and more. Staff at the Student Centre can help you with any questions about using eStudent. To log in, go to the Students website and select eStudent from the main page – use your JCU username and password.

StudentsOnline

StudentsOnline is where you access your lecture and exam timetables and textbook lists. You can also make credit card payments for your CopyPrint account, if you're using printers on the main campuses. Log in with your JCU username and password.

InfoHelp

InfoHelp is your first point of contact for assistance with library and IT questions. Staff can help connect your laptop and mobile devices to wireless and printing, provide assistance with the online portals, locate information for assignments and assist with referencing. You can get in touch via live chat, the online help form, or by phone. You can find all of these details via the Get Help link on the Library website.



LearnJCU

LearnJCU is the online teaching and learning space for everything to do with your subject/s including: subject outlines, assessment information, staff contact details, subject readings, lecture materials and collaboration tools. Use your JCU username and password to log in. Access LearnJCU from the Students the dropdown menu at the top the JCU home page or get the Blackboard Mobile Learn app for your mobile device.

Your subject lecturer will usually make study materials available online in LearnJCU before the subject starts. Generally you will not receive materials by mail. You'll usually need to buy at least one textbook per subject. The subject outline (available on LearnJCU) is the essential reference guide about your subject.



Make sure **LearnJCU** works with your web browser – head to the **LearnJCU** login page and click on '**LearnJCU Browser Checker**'.

IT Help Desk

IT Help Desk provides students with a first point of contact for all ICT Services offered at JCU, including IT enquiries, software requests and fault reporting. Certain software is available free for students, including Microsoft Office. Download via the OFFICE365 button in your JCU email account. Visit their website for more information: jcu.edu.au/ict and click on Student IT Essentials.

Computer labs on campus

There are computer labs in the libraries and around the main campuses, some are open 24 hours and with printing facilities. You need your JCU ID card for swipe-entry access and your JCU username and password to log on the computers. To print, add credit to your account via CopyPrint at StudentsOnline or by accessing the pay stations located in the Library.



Free JCU App – The app has been developed to help you make the most out of your university experience both on and off campus.



Like our Facebook page
facebook.com/jamescookuniversity



Follow us on Twitter
twitter.com/jcu



Follow us on Instagram
instagram.com/jamescookuniversity



Follow us on Snapchat
[@jculife](https://snapchat.com/add/jculife)



Find us on LinkedIn
linkedin.com/company/james-cook-university

New Student Checklist

While being a new student can be exciting, there are also many challenges along the way. Here's a checklist with some handy hints on how to survive your first weeks of university.

BEFORE O WEEK

- Visit the new students website jcu.edu.au/new-students and follow the five steps under the 'Activate' button to finalise your enrolment at JCU – contact enrolmenthelp@jcu.edu.au if you require assistance
- Verify your 'Current Enrolment' is correct in eStudent under 'My Study Plan' – jcu.edu.au/eStudent
- 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
- Investigate scholarship options at JCU and check to see if you are eligible to apply – jcu.edu.au/scholarships
- Study Centre Students – Register for classes (tutorials and workshops) in eStudent under 'My Timetable' to create your personalised timetable – some subjects have automatically allocated class availabilities, others give you some choice – jcu.edu.au/eStudent
- Get prepared with The Learning Centre website check out the information under the on the Getting Started link – jcu.edu.au/learning-centre
- Read your student email messages and online Student Bulletin regularly.

DURING O WEEK

- Study Centre Students – Attend Orientation information sessions and social activities
- External Students - Work through the online orientation program GetReady4Uni – jcu.edu.au/new-students
- Organise your Student ID Card (see Student Essentials on page 1 for more information)
- Log onto LearnJCU to find out information from your lecturers about your subjects, including text book lists, assessment topics, deadlines and grading information – jcu.edu.au/learnjcu
- Download the JCU Mobile App to access everything at your fingertips and become part of our virtual community through JCU Facebook, Twitter, Instagram, Snapchat and LinkedIn
- Register for AccessAbility services if you have a disability, health condition or injury that might impact your studies
- Familiarise yourself with free student services at JCU – Student Centre, Library, Counselling, Student Wellbeing, AccessAbility Services, Careers and Employment, Learning Advisors and Student Mentors – jcu.edu.au/support
- 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 technology assistance, or contact the Student Centre for help

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
- Explore Off-Campus information and services at jcu.edu.au/off-campus-students

Glossary

Common terms at JCU

Advanced standing	Students with previous qualifications or relevant work experience may be able to apply for Advanced Standing (credit) towards their JCU degree.
Bachelor degree	A first-level degree, taking a minimum of three years. Abbreviated to, for example, BA (Bachelor of Arts); BSc (Bachelor of Science).
Block mode subjects	Subjects taught over an intensive short period, often during university holidays or over weekends.
Census date	Enrolment is considered to be finalised on a subject's census date. It is the last date to withdraw from subjects to avoid fee liability. If payment, or arrangements to defer payment (if eligible), are not made by census your enrolment may be cancelled.
Commonwealth Supported Place	The Australian Government pays part of the course fees, and the student pays a student contribution, which they can defer using HECS-HELP if they are eligible.
Course Enrolment Planner	An online resource that helps students plan and select subjects for their course.
Diploma of Higher Education	A one-year course (or two years, part-time) designed to help people who may not meet the academic requirements for entry into a Bachelor degree course.
eStudent	An online system where students manage their personal details, enrolment, class registration, payments and more.
HECS-HELP	A loan program to help eligible Commonwealth supported students to pay their student contribution amounts.
Honours	A Bachelor degree with Honours involves additional study and a research thesis. Graduates have advanced knowledge and skills for professional or highly skilled work and/or further learning.
InfoHelp	The IT and library support service for undergraduate JCU students that provides assistance in person, by phone, email or online request form.
International exchange	The opportunity to spend one or two study periods at a partner university overseas. This is a growing trend for undergraduate students.
Joint degree	A combined degree in two areas that can take 4-5 years to complete full-time. Graduates earn two degrees, for example, Bachelor of Arts-Bachelor of Laws or Bachelor of Education-Bachelor of Languages
LearnJCU	JCU's online learning environment for getting study materials, discussing topics with teaching staff and other students, submitting assignments and more.
Lecture recess	A week long period within a teaching period when there are no lectures. Sometimes used by students to catch up on work they may have fallen behind on.
Major	A specialist strand within a course. For example, Bachelor of Business (Accounting)
Online learning	Some JCU subjects and courses are available entirely online, using electronic media.
OS-HELP	A loan program to help eligible Commonwealth supported students pay their overseas study expenses (for international study exchanges).
Payment due date	The date that students ineligible for a HELP loan or who choose to pay subject fees and Student Services and Amenities fees up front must make payment to avoid enrolment restrictions.
Placements	Some courses (including Education, Social Work and Nursing) require students to undertake regular professional/practical placements in the workplace. Students can have costs associated with placements.
Postgraduate	A postgraduate student is studying for a higher-level degree which may be research-based or may lead to professional qualifications after a general degree. Examples include a Masters, Doctorate (PhD) or Graduate Diploma.
Student contribution	The amount a Commonwealth supported student is required to pay for a subject. The amount will vary depending on where it falls in the Australian Government's student contribution amount bands.
Student Services and Amenities (SSA) Fee	Payable by all students at JCU. Income from the SSA Fee is used to provide student support services and facilities. Eligible students can defer the fee with a government SA-HELP loan.
Study load	The number of subjects/credit points in a student's annual enrolment. A full time load is 18-24 credit points per year (most subjects are worth 3 credit points, which equates to six to eight subjects per year for a full-time load)..
Study period	A study period has a start and end date, payment due date, census date, last date to add or substitute subjects without prior approval of the subject coordinator, date for withdrawal without academic penalty, and date for release of subject results. There are many shorter block study periods throughout the year.
Teaching period	The academic year is divided into two teaching periods: Teaching Period 1 is the first six months of the year and Teaching Period 2 is the second six months of the year. A teaching period contains several study periods.
Undergraduate	An undergraduate student is one who is studying at university at Bachelor degree or Diploma level.
Vice Chancellor	The Chief Executive Officer of the University.

JCU Student Charter

JCU values its students and places them at the heart of the university. The JCU Student Charter promotes mutual respect and sets out what students can expect of JCU and what JCU expects from its students in terms of conduct and respecting the rights of others. There are also a range of student policies related to your rights and responsibilities, including exam and fee policies, student forms as well as the Student Contract which details the terms and conditions you agreed to when you accepted your offer at JCU.

jcu.edu.au/students/support/student-charter

jcu.edu.au/students/support/jcu-student-contract-terms-and-conditions

jcu.edu.au/students/support/student-support

Feedback and Complaints

James Cook University is committed to having an effective system of complaint management that responds to complaints in a positive way and contributes to the continuous improvement of the teaching and learning environment.

For more information please visit:

jcu.edu.au/students/feedback-and-complaints

We regularly seek feedback from students. A formal and confidential way for students to give feedback about subjects and teaching staff is YourJCU Subject and Teaching Surveys. You will receive an email inviting you to participate when these surveys open, and can then complete them through LearnJCU. We value this feedback and ask you to provide considered responses for each of your subjects.

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CRICOS Provider Code: 00117J

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 information without prior notice.