

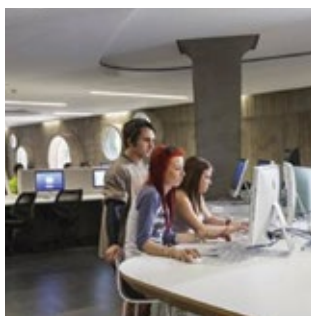
2015

Off-campus Student Information Guide

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Laura, Store Manager, studying Bachelor of Business online



Off-campus Student Information Guide

Orientation

We recommend you visit the New Students site and work through GetReady4Uni and My First 4 Weeks sections. You are also encouraged to attend O Week on campus in Cairns or Townsville if you are able. Activities include welcomes from your academic division, workshops, library tours and getting your student ID card.

Web: www.jcu.edu.au/newstudents
www.jcu.edu.au/offcampusstudents

General and enrolment enquiries

For all general, enrolment, fee and course questions, contact the Student Centre. Check your course enrolment details are correct in eStudent.

Email: enquiries@jcu.edu.au
Phone: 1800 246 446 (freecall in Australia)
Web: www.jcu.edu.au/student

IT and email services

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.

TIP: Your email address format is:
firstname.lastname@my.jcu.edu.au
Numerals may be added after your name.

JCU sends important information to students by email, so please check your email account at least twice a week. When communicating with JCU, use your JCU email address as this provides proof of your identity. Find out more about using your email account at 'Computing Services' on the JCU Library home page.

IT Help

Free software is available for students including MS Office. Contact InfoHelp for more information. InfoHelp provides assistance with computing and troubleshooting.

Email: infohelp@jcu.edu.au
Phone: 07 4781 5500 or 07 4232 1777
Web: www.jcu.edu.au/library then click on 'Get Help' button

LearnJCU and study materials

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 discussion boards. Use your JCU username and password to log in. Access LearnJCU from the link at the top the JCU home page or get the app for your mobile device.

Study materials are available online at LearnJCU one week before teaching 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.

Contact InfoHelp with any technical problems you may have with LearnJCU.

Phone: +07 4781 5500 or 07 4232 1777
Email: infohelp@jcu.edu.au
Web: www.jcu.edu.au/library then click on 'Get Help' button

TIP: Make sure LearnJCU works with your web browser - perform a browser readiness check at: http://www-public.jcu.edu.au/lt/elearning/JCU_129321

Textbooks

Search for your textbooks online from the Co-op Bookshop and they will free post them to you. Alternatively, visit the stores on campus in Cairns or Townsville. E-textbooks may also be available to purchase online – your lecturer will advise.

Cairns Phone: 07 4057 5843
Townsville Phone: 07 4728 1075
Web: www.coop.com.au

TIP: Check the Co-op website to make sure they have the title you need.

Secondhand textbooks are also available from the Co-op or Student Association in Cairns (Student Association freecall 1800 330 021) or online from:

Web: www.textbookexchange.com.au
www.meyou.com.au

TIP: When buying second-hand textbooks, make sure you get the correct edition, as specified in your subject outline.



JCU Library

The JCU Library is one of the best in regional Australia and an important resource for all students. Use One Search (from the library homepage) to access books, eBooks, online journal articles and other electronic resources. Select the Off Campus and Remote button on the Library homepage for 24/7 services and resources.

Use the online request form to borrow books, and return them using the supplied post-paid bag. If something you want is not held by the JCU library, interlibrary loans from around Australia or the world can be arranged (charges may apply).

Subject LibGuides are linked from the Library homepage. These guides provide key resources for your subjects and have contact details for your liaison librarian. Also, make sure you check out the other Libguides including the Info Skills Road Trip, Writing Guide and Referencing Guide. These are essential for student success. You can also chat with a librarian in real time during library opening hours.

Off-Campus Library Service

Phone: 1800 888 531 (freecall within Australia)

Email: offcampus@jcu.edu.au

Web: www.jcu.edu.au/library

Library

guides: libguides.jcu.edu.au

TIP: Work through the Info Skills Road Trip before the teaching period. This will give you a great head start.

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 require a hard copy or submission via email to your lecturer.

TIP: 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.

Exams

If exams form part of your assessment, you will be contacted by an Examinations Officer during the teaching period with your exam venue information. If you will not be at the address nominated on eStudent at the time of the exam, you will need to contact us so we can make other arrangements. Check your exam timetable and venue at StudentsOnline. Note: exams may take place on Saturdays or after hours; exams for some subjects may also fall outside the main exam periods.

Main exam periods 2015

Study Period 1: Saturday 6 to Friday 19 June

Study Period 2: Saturday 7 to Friday 20 November

Phone: 07 4781 6212 (Flexible Delivery Exams Officer)

Email: Exams-Townsville@jcu.edu.au

Web: www.jcu.edu.au/student/assessmentexams

TIP: 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.

Student support services

These are just some of the support services available.

Find out more at: www.jcu.edu.au/student/support

Australian Aboriginal and Torres Strait Islander students

Support services include Indigenous Student Support Officers, tutorial assistance programs, Aboriginal and Torres Strait Islander Library Liaison Officer and Student Mentor Program.

Web: www.jcu.edu.au/austindigenousinfo

Study skills, writing skills and more

Learning advisers from Academic Language and Learning Unit can help with all aspects of your academic learning. Contact a learning adviser at the campus nearest to you by phone or email. Explore the online modules for learning strategies (note-taking, effective reading, exam tactics and more) and for help with academic writing and maths skills. You can access the online materials from the Student Resources tab in LearnJCU.

Email: learningskills-cairns@jcu.edu.au or
learningskills-townsville@jcu.edu.au

Web: www.jcu.edu.au/learningskills

AccessAbility Services

Advisers provide options and strategies for effective study and for modifying exam conditions to assist any student with a disability, injury, illness or health condition that impacts on their uni experience.

Phone: 1800 552 713

Email: accessability.tsv@jcu.edu.au or accessability.cns@jcu.edu.au

Web: www.jcu.edu.au/accessability

Counselling Service

Free counselling sessions are available for off-campus students by phone or Skype, for study or non-study related issues. Bookings are essential.

Phone: 07 4781 4711 (Townsville) or 07 4232 1150 (Cairns)

Web: www.jcu.edu.au/student/counselling

Student Mentor Program

Email a student mentor leader so you can connect with a student in the same course for tips and advice.

Web: www.jcu.edu.au/learningskills/resources/mentors

JCU Student Association

The JCU Student Association provides free, independent and non-judgemental advocacy and support services for all JCU students through its student advocacy and welfare officers. The Remote and External Student Officer is your representative and is available to assist with any issues you may have and to ensure you are connected with appropriate staff. Use the freecall number to be transferred for free anywhere on campus. There is also a Remote and External Student Facebook page, see info below.

Phone: 1800 330 021 (freecall in Australia)

Web: www.jcusa.edu.au

Facebook: www.facebook.com/JcusaRemoteAndExternalStudents

Career development

It's never too soon to start your career action plan. The Careers and Employment Service provides support and resources for all students. You can email or book a phone consultation on career planning or job application advice. Career Hub is the job search website for students and graduates, updated daily. Work through the online JCU Career Development Program to prepare for work placements and job applications.

Phone: 07 4781 4711 (Townsville) or
07 4232 1150 (Cairns)
Email: careers@jcu.edu.au
Web: www.jcu.edu.au/careers

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.

To provide feedback about other matters, make a complaint or appeal a university decision, contact the Student Complaints and Quality Improvement Unit:
www.jcu.edu.au/student/complaints

Visiting the Cairns and Townsville campuses

If you are visiting a campus for a workshop, exam or meeting with a lecturer, check out the interactive campus maps for building and parking information (free parking can be limited during teaching periods). Single day parking permits cost \$2 and are available from the JCU Bookshops in Cairns and Townsville.

Web: www.jcu.edu.au/maps

Computer labs on campus

There are computer labs in the libraries and around the 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 to the computers. To print, add credit to your account via CopyPrint at Students Online.

Set up your mobile device for wireless zones on campus:
www-public.jcu.edu.au/libcomp/computing/mobile

Contact us

STUDENT CENTRE

Student Centre staff help with your questions on enrolment, subjects, fees, exams, support services and more.

Phone: 1800 246 446
07 4781 5255 (Townsville)
07 4232 1000 (Cairns)

Email: enquiries@jcu.edu.au
Web: www.jcu.edu.au/contacts

TIP: Have your student ID number and subject codes with you when you phone.

Links

Current students: www.jcu.edu.au/student
New students: www.jcu.edu.au/newstudents
Off-campus students: www.jcu.edu.au/offcampusstudents
Student support: www.jcu.edu.au/student/support
Learning skills: www.jcu.edu.au/learningskills
Important dates: www.jcu.edu.au/student/calendar

AskUs – find answers to common questions
www.jcu.edu.au/student/askus



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