

# Welcome to James Cook University!

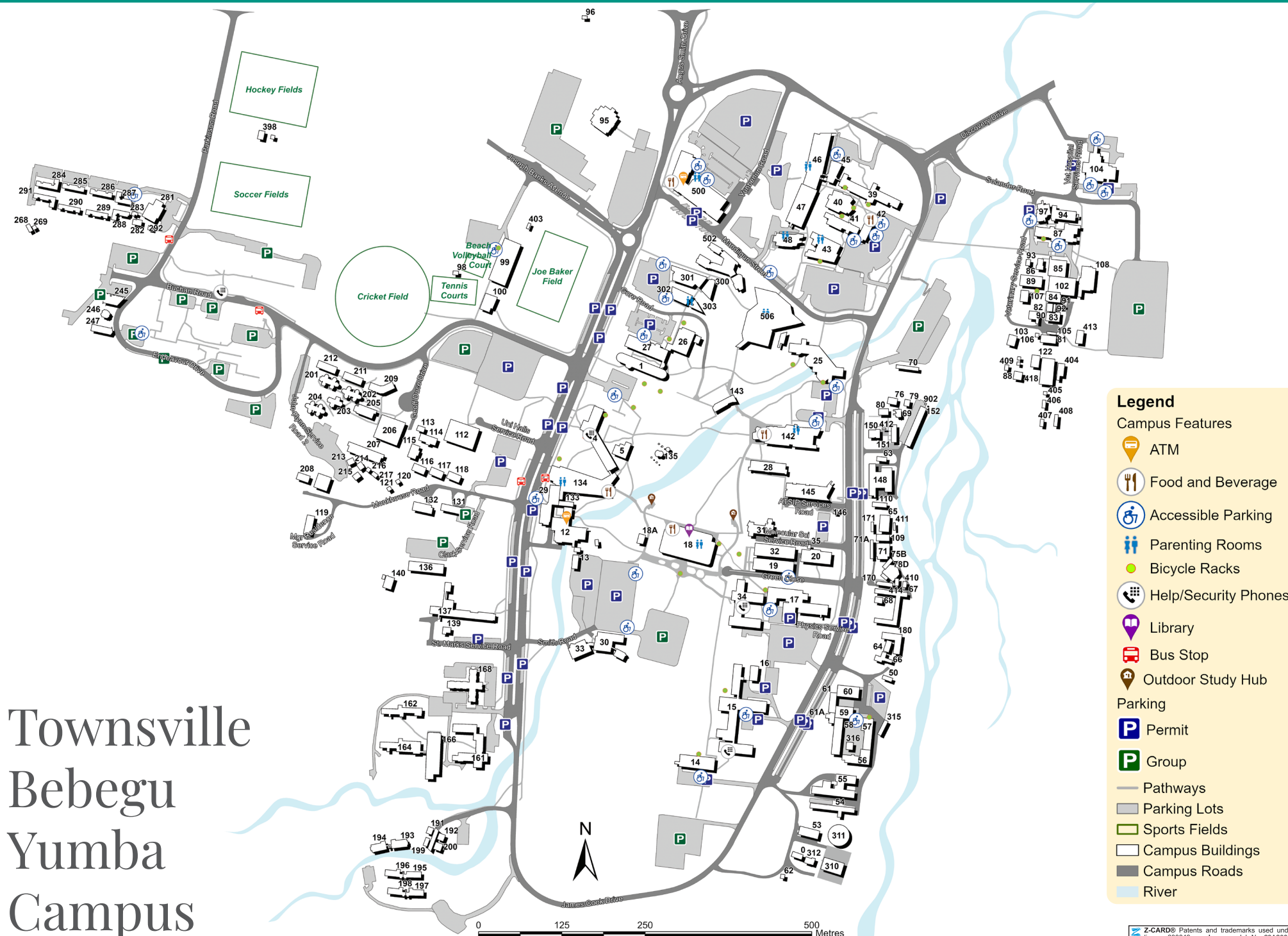
This Student Success Guide will set you up with all the essential tools, contacts, and information to kick off your curriculum.

While you explore your first few weeks at JCU and prepare yourself for this exciting new chapter in your life, we implore you to explore all the available services to you in this guide. This will ensure you are well-prepared for student life.

We are delighted that you have chosen to join us at JCU and hope that you will enjoy your time here, and make the most of the opportunities that we have to offer.

## Academic Calendars

Find all of your important key dates in your Academic Calendar!



Townsville  
Bebegu  
Yumba  
Campus

Student  
Success  
Guide



Orientation



Sonder App

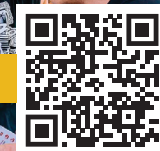
Current Students



JCU Student App



Student Events





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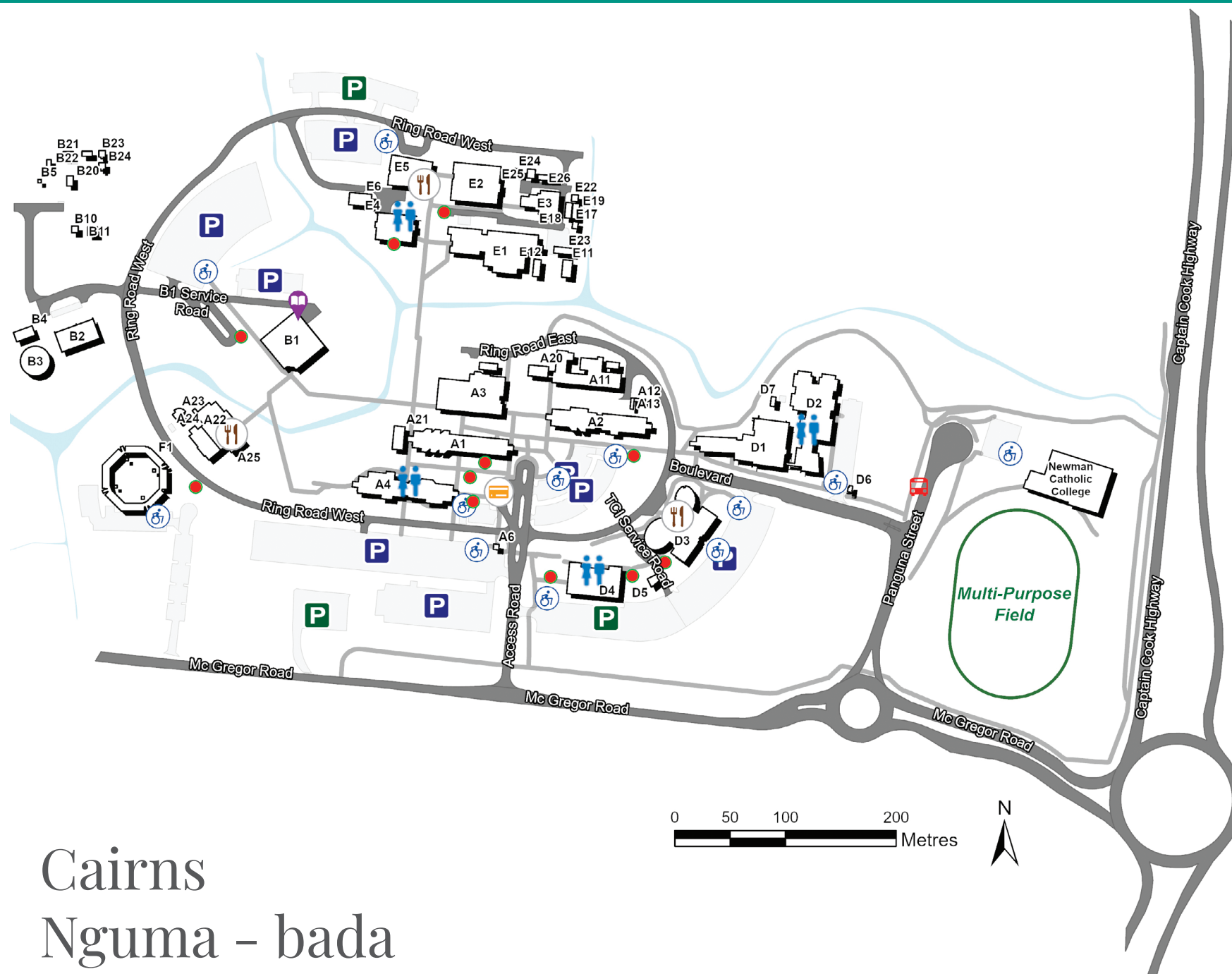
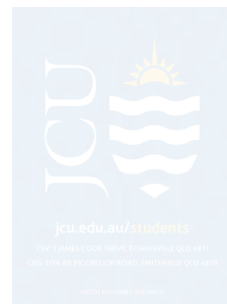
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## Legend

### Campus Features

-  Accessible Parking
-  Food and Beverage
-  Parenting Rooms
-  Bicycle Racks
-  Parking Pay Station
-  Library
-  Bus Stop

### Parking

-  Permit
-  Group
-  Pathways
-  Campus Buildings
-  Parking lots
-  Sports Fields
-  River

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## Student Success Guide



## Orientation



## Sonder App

## Current Students



## JCU Student App

## Student Events







JCU's commitment to inclusivity means tailored support is available for students living with disability, health conditions, or learning difficulties. If you face challenges while studying, let us know—we're here to help. An AccessPlan can provide you additional support, need access to assistive software/equipment, alternative exam adjustments, extensions or access to alternate formatting, our team is ready.

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

## AccessAbility



The JCU Student Centre is your initial point of contact. We can assist you with course and subject details, subject prerequisites, academic calendars, fees, ID cards, policies, and more. Additionally, we can guide you to various JCU services, including mentoring, counselling, academic support, and health services.

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

## Student Centre



At JCU Wellbeing, we recognize the unique challenges of university life. Our qualified and experienced counsellors offer free, confidential support for various issues, from university-related concerns to mental health conditions. We provide face-to-face, phone, and Zoom sessions for all enrolled students, along with specialized mental health group programs. Whether you're facing university-related or personal challenges, professional support can make a difference. Count on JCU Wellbeing to be there for you, whether in individual sessions or group programs, supporting your well-being throughout your journey.

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

## Wellbeing



Whether you're a recent high school graduate or returning to student life to pursue personal goals, the transition to university studies can present a learning curve. Recognising this, The Learning Centre offers comprehensive support to enhance your academic journey. From assistance in academic writing and math to guidance in statistics and English language skills, our resources aim to smooth the learning curve, ensuring that you have the tools and support necessary for a successful and enriching university experience.

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



## The Learning Centre



The Library offers more than just books—it's a hub of essential services. Get assistance with assignments, access printing services, and use computers for your coursework. Additionally, engage in workshops tailored to enhance your success as a student. It's not just a library; it's a resource centre designed to support your academic journey.

✉ [library@jcu-au.libanwsers.com](mailto:library@jcu-au.libanwsers.com)



## Library



The JCU Careers team is dedicated to providing information, conducting workshops, and guiding you in exploring career options and decision-making. We offer support in job searching, applications, and interview practice for up to a year post-graduation. After settling in, visit our website for course-specific snapshots and career-ready plans. Schedule an individual appointment or drop in for a career conversation to clarify goals and explore options freely.

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



## Careers and Employability



The JCU's Indigenous Student Services team provides academic and pastoral support. Indigenous Student Support Advisors offer mentoring, addressing aspects like accommodation, finances, scholarships, stress, and well-being. Academic Support Advisors specialise in coaching, study strategies, staying on track, and improving academic progress. Tailored to you as an Indigenous student, these services address unique challenges, ensuring success and well-being across all campuses.

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

## Indigenous Education and Research Centre



The JCU Student Mentor Program connects you, as a new undergraduate student, with accomplished mentors who have excelled in the same course. These mentors are here to share their valuable knowledge and experiences, offering guidance and support throughout your academic journey.

✉ TSV - [tsv-studentmentors@jcu.edu.au](mailto:tsv-studentmentors@jcu.edu.au)  
✉ CNS - [cns-studentmentors@jcu.edu.au](mailto:cns-studentmentors@jcu.edu.au)

## Peer Mentors



The JCU's Enrolments Team supports all JCU International Students in Australia. For questions big or small, we're here to assist. Emotions and unexpected issues are normal, but we provide support. Utilise OSHC for healthcare, the Sonder app for safety, and explore our webpage for North QLD living info. We guide you to services and assist with enrolment obligations. Find resources on our international student support webpage for a successful academic journey at JCU.

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

## International Student Support

