

Welcome to Townsville and James Cook University

Full degree students

Congratulations and welcome to James Cook University. Below you will find important information and dates. You can also visit the international students' website to find out more: www.jcu.edu.au/international

Before you arrive at JCU

Student visas

Please email a copy of your student visa as soon as you receive it to: internationaladmissions@jcu.edu.au

Booking your flights

It is important that all students arrive in time for the compulsory **International Student Orientation on Monday 17 July, 2017**. Students looking for off-campus accommodation are advised to arrive early to allow time to find permanent accommodation.

On-campus accommodation

You will need to submit your application through the JCU Accommodation Office. As accommodation on campus is limited you should list as many options as possible to ensure you have the best chance of being offered a place. A \$55 non-refundable Accommodation Application Fee applies.

Applications open for TP2, 2017: 1 April 2017

Applications open for TP1, 2018: 1 August 2017

www.jcu.edu.au/accommodation

or email accommodation@jcu.edu.au

Off-campus accommodation

Visit the off-campus accommodation database: www.jcu.edu.au/accommodation

Username: **guest**

Password: **guest**

Other useful websites include:

www.gumtree.com.au

www.realestate.com.au

JCU can assist students looking for housing. Come to the Student Centre in Education Central (Building 134) during the arrivals period for help.

The Residential Tenancies Authority provides useful information about renting in Queensland.

www.rta.qld.gov.au

Temporary accommodation

If you require temporary accommodation for the first few nights after your arrival, check out the list of motels/hotels and backpacker hostels in Townsville where you can make a booking - www.jcu.edu.au/international-students/prepare-your-arrival/before-you-arrive/accommodation. Please note that these are only some of the options available in Townsville.

Free arrival reception service JCU offers a free arrival service from the Townsville airport, bus or train station.

Service dates: 10 - 16 July, 2017

Booking deadline: Two weeks prior to your arrival

www.jcu.edu.au/international/support/beforeyouarrive/bookingarrival

About Townsville and North Queensland

www.townsvilleholidays.info

www.townsville.qld.gov.au

www.townsvilleconventionbureau.com.au/events-calendar

Upon your arrival in Townsville

If you have booked an arrival reception service, you will be met at the Townsville airport, bus or train station in the luggage collection area and taken to your organised accommodation.

Service provider: Aircrew Transfers Townsville

If your travel plans change it is important to notify us so we can re-schedule your booking:

international@jcu.edu.au



International Student Orientation

Date: 17 July, 2017
Time: Register from 8.15am
Morning tea and lunch provided
Location: Building 26 Auditorium
Douglas Campus Townsville

What to bring: Passport, copy of your visa,
JCU username and password
(if you have one)

Arriving before or after these dates?

If you intend to arrive before 10 July or after 16 July, 2017, you will need to arrange your own transport to your accommodation.

There is a shuttle from the airport and taxis service the airport, bus terminal and train station. Once you arrive you will need to check-in at JCU's Student Centre, Building 134, Townsville Campus.

Townsville Taxis: www.tsvtaxi.com.au

Airport Shuttle: www.aircrewtransfers.com.au

Organise your JCU computer account and enrolment

You will not be able to start this process until six weeks prior to your commencement date at JCU.

To obtain your computer login details, email and information about your enrolment visit www.jcu.edu.au/newstudents. Choose **Activate** and then **I am an International Student** and follow Steps 1 to 5:

Step 1: Accept your offer

As an international student you have completed Step 1 when you accepted your offer to study at JCU. Proceed directly to Step 2.

Step 2: Computer account

This step generates your JCU email address, username and password. You will need your JCU student identification number found on your Confirmation of Enrolment (CoE) under section C *Student Details > Provider Student ID*. If you do not have a CoE, contact your admissions officer or internationaladmissions@jcu.edu.au.

NOTE: You must remember your email address, username and new password. Check your JCU email account regularly as lecturers and University staff will communicate with you via this address. Official email correspondence between you and the

University should always come from your JCU account.

My JCU username is:

jc _____

My JCU email address is:

_____@my.jcu.edu.au

Step 3: Plan your study

This step will provide you with information about your program and subjects.

Students should watch the student help videos found online for assistance with choosing subjects, enrolment and class registration (timetable).

You will also need to complete your Course Enrolment Planner, work through the instructions in your planner and use the links provided to make any choices your course requires.

Step 4: Enrol in your subjects

eStudent is your enrolment and student information portal. In eStudent you can enrol in subjects, register for your classes and update your contact details.

When logging into eStudent for the first time you will be asked to confirm the following details before you proceed:

- Parent/guardian education information Citizenship and residency
- Disability
- Cultural details
- Address details: postal, semester residential*, home residential emergency and preferred mailing
- Telephone contact: Permanent, semester, mobile
- Emergency contact details

* If studying on a student visa, it is a condition that you provide JCU with details of your semester address as soon as you have secured permanent accommodation. By completing this information on eStudent you are fulfilling this requirement of your student visa.

Need more information or assistance?

Computer account: including password reset, contact infohelp@jcu.edu.au or visit the library (Building 18) after your arrival.

Managing your enrolment:

Refer to the help options available online through step 4 (help videos, Ask Us, assistance line).

Once you arrive on campus, JCU staff can provide you with further assistance in person, visit the Student Centre in Education Central (Building 134).

Step 5: Orientation 'O' Week

Monday 17 to Friday 21 July, 2017

Make sure to attend your information sessions and participate in any of the other activities on offer: campus tours, workshops, student ID card sessions, timetable assistance, social events and much more.

Check out the full program:

www.jcu.edu.au/orientation

Further information and assistance

Contact the International Support team:

Email: international@jcu.edu.au

Phone: +61 7 4781 4662

In person: Education Central, Building 134,
Douglas Campus Townsville

Interactive map

www.jcu.edu.au/maps

Connect with current students on Facebook

 www.facebook.com.au/james.cook.university.international

Once you arrive in Australia you can contact James Cook University after business hours by calling the Student Assistance Helpline on: **1800 754 185**.

Important terminology

TP: Teaching Period; there are two per year. TP1 (January-June) and TP2 (July-December)

SP: Study Period; multiple study periods fall within each teaching period the main ones being SP1 (February-June) and SP2 (July-December)

eStudent: Enrolment and student information portal. Accessed with jc number and password.

www.jcu.edu.au/students/enrolment/estudent-online-help

LearnJCU: Study portal where you will find all your course details, lecture notes etc. Accessed with jc number and password.

We wish you a safe and happy journey to James Cook University and look forward to meeting you soon.