

ORIENTATION PROGRAM

JCU Jumpstart



Acknowledgement of Country

We recognise the Australian Aboriginal and Torres Strait Islander peoples as the original inhabitants of this country. We pay our respects to the Traditional Owners and Elders, both past and present, of the land on which we stand today - the Wulgurukaba and Bindal people.

In the spirit of reconciliation, we also acknowledge the valuable contribution that Australian Aboriginal and Torres Strait Islander peoples continue to make to James Cook University and the broader community.



Jumpstart Overview

Jumpstart covers what you can expect during your first few weeks at JCU, what you should have already completed to be ready for classes, and the key information you need to support your studies.

JCU Orientation is your start to success at university - it is about YOU! Your Goals, Your Journey, Your Success is in Your hands!



Your Digital Toolkit – Check You're Set Up

- Multi-Factor Authenticator (MFA)
- JCU App – Campus Maps, Timetable
- JCU Safe – Safety notifications, quick way to contact Security
- eStudent – Enrol in subjects, view fees, results, timetable
- Office365 – Student Emails
- LearnJCU – Subjects tab (View subjects, complete Academic Integrity and Respect Modules), Tools tab – Studiosity 24/7 assistance with assessment and exam prep
- Academic Calendar – Important Dates



Where to find learning materials

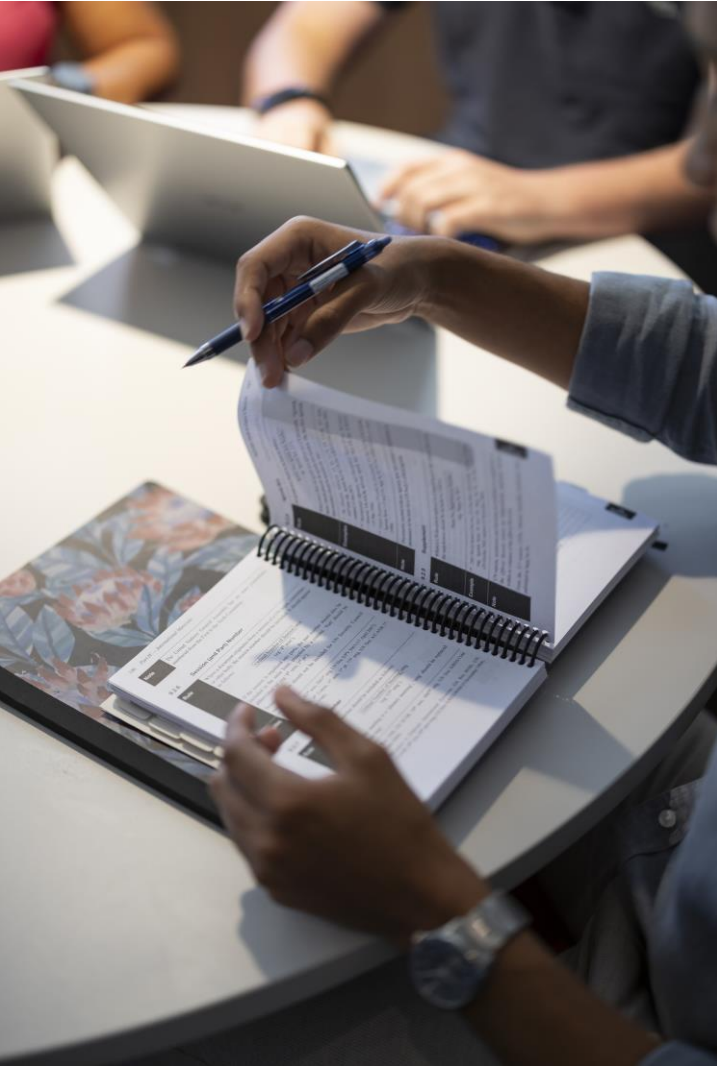
- **Subject Outline (Uploaded to 'About this subject' folder 5 days before start)** - Includes key subject details, learning outcomes, assessments and policies.
- **General Information & Calendar (Uploaded to 'About this subject' folder)** – Includes timetable, learning activities, resources, subject calendar, student feedback.
- **Assessments Overview (Uploaded to 'Assessments' folder)** – Covers assessment details, learning outcomes, format, due dates, completion requirements and AI use.



Course and SSA Fees

- **Government Assistance Forms – Action Required by Census Date**

- Complete all Government Assistance forms (e.g., HECS-HELP, SA-HELP) before Census Date.
- You may be **eligible** to defer your tuition and/or student fees if you are:
 - An Australian citizen
 - A New Zealand Special Category visa holder who meets the residency requirements
 - A holder of a permanent humanitarian visa
- Your forms must be submitted if you want to defer tuition and fees to HECS.
- If forms are incomplete, you may be liable to pay fees upfront and you **may** be blocked from accessing your results
- Check your student portal to confirm your form status.
- Need help? Contact the Student Centre before Census Date.



JCU Academic Integrity & JCU Respect

Academic Integrity

The following behaviours are indicators that you are acting with integrity:

- Trust
- Fairness
- Responsibility and Courage
- Respect
- Honesty

Complete Academic Integrity modules in LearnJCU.

JCU Respect

Committed to respect, inclusion and safety for our students and staff, all students and staff at JCU are required to complete the JCU Respect online module addressing sexual harassment and assault.

Complete JCU Respect in LearnJCU or request a confidential exemption.

PREPARE FOR SUCCESS

Support Services



The Student Centre

The Student Centre is the first point of contact for new and current students! Whether you are just beginning your journey or are at the end, they provide personalised support on a range of topics to help students succeed and enhance their experience.

Services they provide

- Subject and course advice
- Important dates and enrolment help
- Student ID cards and Transport Concession
- Fees, Financial Support, and Scholarship advice
- Provide information on University and Student policies
- Providing assessment methods and results advice
- Connection to all JCU Services

@ enquiries@jcu.edu.au



TSV: Building 134
CNS: Building A1



Enrolment & Student Support

The Academic Administration and Enrolment (AAE) team supports new and continuing Domestic and International students with support across JCUA campuses. They provide various enrolment-related help and guidance to enhance the student experience.

Services they provide:

- Customised study plans and enrolment advice
- Enrolment help, such as waivers and approvals if required
- Course transfer and credit applications
- Leave of Absence
- International Student Support, including Confirmation of Enrolment adjustments

@ enrolments@jcu.edu.au



TSV: Building 134
CNS: Building A1



IT Essentials

For information and assistance with IT services at JCU visit www.jcu.edu.au/ict

Central Services can assist you with:

- Student IT Essentials
- Service Status
- Help & Support

@centralservices@jcu.edu.au



Cyber Security

Cyber awareness is your first line of defence against online threats, helping you protect your accounts, devices, and personal data.

Four basic steps to stay safe:

- 1. Use strong, unique passwords** for every account, use a PW Manager and enable multi-factor authentication (MFA) wherever possible.
- 2. Keep your devices and software updated** to patch security vulnerabilities.
- 3. Think before you click** on links or attachments, especially from unknown sources. Avoid over sharing on social media.
- 4. Be cautious with public Wi-Fi**—use an Eduroam node, a VPN or avoid accessing sensitive accounts in unsecured networks.



bsure2bsecure@jcu.edu.au



Learning Centre

The Learning Centre provides JCU students with support in developing independent learning skills. Their team employs qualified experts across a range of skills including academic writing, English language development, academic skills, math, statistics, and the sciences.

Services they provide:

- Student mentors
- Peer Assisted Study Sessions (PASS)
- Learning advisor consultations
- Studiosity
- Online study resources



learning@jcu.edu.au



TSV: Ground floor of the library
CNS: Ground floor of the library



Library

Research & Referencing Support — Our librarians can help you identify what information you need, teach you efficient search techniques, and show you how to properly reference sources in your assessments.

Multiple Ways to Get Help — Access support face-to-face at the Library Help Desk, online via live Chat (with real humans), or schedule consultations with discipline experts (Zoom or in person).

Skill-Building Workshops — Attend regular workshops throughout the year to develop research skills that will improve your academic performance and save you time on assignments.

Extensive Resource Collection — The Library provides a vast array of online and physical resources to support your studies, with special efforts to reduce textbook costs for first-year students.

Dedicated Study Spaces — Take advantage of our various study environments designed to match different learning styles and assignment needs.

@ library@jcu.edu.au



TSV: Eddie Koiki Mabo Library
CNS: Building B1



AccessAbility

JCU is committed to ensuring that all students have equal opportunities to access, engage and participate in all levels of our university.

Services they provide:

- Advice and Support
- Reasonable Adjustments
- Exam Adjustments
- Assistive Equipment and Technology
- Assistive Software
- Interpreters, scribes, readers

Eligible students

- Living with disability
- Neurodivergent
- Temporary or permanent health condition
- Carer for someone living with disability

@ accessability@jcu.edu.au



TSV: Ground floor of the library
CNS: Level 1 of the library



Careers & Employability

The Careers and Employability team offer all students tailored resources and support for career planning, decision-making, job search, application assistance and successful transition into graduate employment.

Services they provide:

- Career and Employability Appointments
- Career Hub Job Portal
- Job Application support and examples
- Online career learning resources
- Info sheets and Career Snapshots
- Workshops



careers@jcu.edu.au



TSV: Level 1, Building 18, Library
CNS: Level 1, Building B1, Library



Wellbeing

To provide counselling and mental health support to all actively enrolled JCU students

Services they provide:

- **Individual counselling** – study related issues and non-study related issues
- **Group Programs** – ADHD 101 group program, social anxiety group
- **Workshops** – course specific and generalised
- **Accredited Mental Health First Aid Training**
- **Online resources**
- Don't forget it's free and confidential!

The JCU Urgent Mental Health Support Line

Text: +61 485 885 981

Telephone: 1300 270 254

@ studentwellbeing@jcu.edu.au



TSV: Level 1 JCU Library
CNS: Level 1 JCU Library



Student Success

At JCU, we care about your success and well-being. That's why they offer personalised support to all students, tailored to your specific needs and goals. Whether you need academic, personal, or career advice, they have a range of free services that can help you. You can connect with the Student Success Officers from Monday to Friday, either on campus, by phone, or by video call.

Services they provide:

- Actively monitoring subject progress through LearnJCU
- Assistance to stay motivated and on track
- Support with issues affecting your studies
- College specific connections and assistance
- Ongoing support throughout the year

@ studentsuccess@jcu.edu.au



Indigenous Education & Research

The Indigenous Education and Research Centre (IERC) is dedicated to supporting Aboriginal and Torres Strait Islander students. We provide individual academic and pastoral support from application to graduation.

Services and Facilities they provide:

- A welcoming and culturally supportive environment
- Opportunities for personal, cultural, and academic growth
- Individual support for any study or life-related issues
- Help with scholarship applications
- Free tutoring through Indigenous Peer Assisted Learning (IPAL)
- Study and yarning space
- Kitchen facilities
- 24-hour access throughout the study year





JCUSA

The JCU Student Association (JCUSA) is a service based not- for-profit organisation independent of the University. JCUSA is an integral part of the University community, providing various services to students.

Services they provide:

- We support 31 Townsville and 9 Cairns clubs/societies with grants and resources
- Open to student ideas, issues, and opportunities
- Liaise with JCU departments and universities nationwide
- Manage gardens on Cairns and Townsville campuses
- Oversee Coca-Cola vending operations (with commission)



studentassociation@jcu.edu.au



TSV: Bldg 133
CNS: Bldg A24



Student Plus (in collab with JCUSA)

Student Advocates:

- Help students navigate the processes and policies of JCU to advocate on behalf of students in times of need.
- **For example:** You've had a traumatic family emergency and need assistance navigating the application for extension/special consideration/supplementary exam or assistance after submission.

Sports & Recreation:

- Manage the JCU Gyms
- Runs numerous events throughout the year: inter-college comps, inter-faculty comps, Nationals, Army vs Uni.

@ studentassociation@jcu.edu.au



TSV: Bldg 133
CNS: Bldg A24

ORIENTATION

Set Yourself Up For Success

