

2024

Student Support Services Directory



JAMES COOK
UNIVERSITY
AUSTRALIA



Ready today for tomorrow

jcu.edu.au

Student Support at JCU

Successful students know how and where to find help. JCU has a wide range of free, confidential support services to help with your academic, personal and employability development. We have a saying at JCU that SMART STUDENTS SEEK SUPPORT in their journey to becoming an independent learner. At university you need to 'study smarter and not harder' and this often requires you to access professional services early to fast track your success.

These services are available to all students, whether on campus, at a study centre or studying externally. Visit jcu.edu.au/support for a full list of support services at JCU.

External and study centre students can also visit jcu.edu.au/off-campus-students for more information about services available to students studying outside of Townsville and Cairns.

Why JCU?



¹2023 Good Universities Guide.

**RESPECT.
NOW.
ALWAYS.**

James Cook University is committed to fostering a community that features, at its core, respect, inclusion and safety for all.

JCU is proud to be part of the Respect.Now.Always. campaign - a national initiative led by Universities Australia to prevent and address sexual harassment and sexual assault. Further information about JCU's commitment to the elimination of sexual harassment and sexual assault, and services and support for students can be found at jcu.edu.au/safety-and-wellbeing



We acknowledge Aboriginal People and Torres Strait Islander People as the first inhabitants of the nation, and acknowledge Traditional Custodians of the Australian lands where our staff and students live, learn and work.

JCU Orientation

O Week is your first official week of university life. It is one of the most important weeks of your academic journey as the course introductions and skill development sessions provide you with a wealth of tips and strategies to help you survive and thrive at university. O Week gives you the information, contacts and campus knowledge you need to successfully start your studies. It is also a great opportunity to meet with fellow students through a number of course specific and social activities.

Before O Week, we strongly encourage that new students complete the short modules, which will prepare you for the first six months. The modules explore common challenges that JCU students face in their transition to university and proactive advice about how to stay and succeed.

jcu.edu.au/orientation



Accommodation

Finding the right accommodation to suit your individual needs is an important step in preparing for life at JCU. Whether you need somewhere to stay for a short block mode subject or for your whole degree there are a number of options available, and our Accommodation team can help you find a place that suits your needs.

A great way to experience university at JCU is by living on campus with other students. Our on-campus options range from our beautiful new Burragla Yumba with its self-catered Master Chief kitchen to our long corridor-style, fully catered residence's ranging in price and location, there is something for everyone. Alternatively, off campus housing can come in the form of sharing a house with other students, homestay, purpose-built student accommodation or rent and entire property.

We are here to provide support or to answer any questions have in relations to the property or location you are considering living during your time at JCU.

Contact Us:

07 4781 4148

accommodation@jcu.edu.au

jcu.edu.au/accommodation



“Living on campus is very convenient for studying and making new friends. The organised events provide fun breaks from studying and opportunities to engage with other residents. The friendly staff provide an awesome environment and the facilities are great.”

Zofia Udinga

BACHELOR OF EDUCATION - PRIMARY

Careers and Employability

JCU Careers and Employability provides resources, individual appointments, webinars, workshops, and industry engagement activities to optimise positive career outcomes for you and prepare you for current and future employment.

Appointments booked via CareerHub

- Career and course decision making
- Planning to increase employability
- Career opportunities
- Job search strategies
- Job application support
- LinkedIn profile assistance
- Interview preparation

Online Resources

- Discipline-specific career snapshots and resume examples
- Employability Edge - self-paced modules focusing on your skills and preparing for work
- JCU Job Ready - steps to maximise your employment success
- Big Interview - practice your interview techniques
- JCU CareerHub - job listings and appointment bookings

Contact Us:

1800 246 446 (select 'option 4')

careers@jcu.edu.au

jcu.edu.au/careers

careerhub.jcu.edu.au/students



College Student Support Officers

Student Support Officers (SSO) provide personalised support to first year students.

SSOs provide advice, advocacy and referrals to University services. They will work with you to help achieve your educational goals, and to succeed at university by offering timely information and support when it's needed.

Make an appointment with your SSO by contacting the relevant contact for your College.

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

Feedback and Complaints

JCU is committed to having an effective system of complaint management. We respond to complaints in a positive way and use this to contribute to the continuous improvement of the teaching and learning experience.

JCU welcomes your feedback and perspectives about your experiences as a student. You have the right to express concern about anything you have experienced at JCU that you believe is wrong.

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

First Year Experience Coordinators

Every course at JCU has a designated First Year Experience Coordinator (FYEC) who is an academic staff member that teaches commencing students and understand the challenges that new students often face when transitioning into university. They can help provide advice about your course, support service referrals, and strategies for success in your studies.

Your FYEC will also deliver your Course Activity in O Week, which will help you understand your course structure, academic expectations, and career paths. This interactive session will also include a course-relevant activity to help kickstart your studies.

jcu.edu.au/fye-coordinators

Global Experience

Want to supercharge your degree? Have you ever thought about studying overseas? By embarking on a Global Experience Program, you will have the opportunity to study, travel and make memories while earning credit towards your degree and developing your intercultural and employability skills. With over 50 exchange partner universities around the world, you will be able to explore exotic locations, have unique experiences and meet extraordinary people. JCU offers a number of options for your perfect learning abroad experience:

- Exchange Program - Choose a semester or two at one of our partner universities
- Short Study Program - Access summer and winter schools, individual placements, internships and group study tours around the world
- Intercampus Exchange - Spend a trimester or two studying at JCU Singapore

Loans, scholarships and/or grants may be available.

jcu.edu.au/globalexperience



“It was my dream to return to Italy and spend a semester on exchange. I have been lucky to travel every weekend I’ve been here. My classes and lecturers are very engaging and studying at Cattolica means I am able to take a range of interesting subjects that are not offered elsewhere such as the Luxury Business, Italian Language, and culinary courses. I will always remember my time on exchange as being the most enriching, exciting, and incredible experience of my life.”

Tyla Craven-Griffiths

BACHELOR OF BUSINESS - INTERNATIONAL BUSINESS
Exchange @ Università Cattolica del Sacro Cuore

Indigenous Education and Research Centre

The Indigenous Education and Research Centre (IERC) has dedicated facilities on the Townsville and Cairns campuses to help Aboriginal and Torres Strait Islander students reach their full potential. IERC offers individual support, professional development opportunities, study sessions, and access to free tutoring to all indigenous students whether studying on-campus or externally. The IERC facilities and computer labs are open all day, every day and are secure, welcoming spaces where students can study, meet up with other students and staff or simply relax.

During your studies, the staff at IERC will help you to become an independent learner, develop ways to meet the academic demands and expectations of your course, and stay motivated. Think of us as family.

Contact Us:

07 4781 4676 (TSV)
07 4232 1046 (CNS)
ierc@jcu.edu.au
jcu.edu.au/ierc



“The IERC have been very supportive to me as an Indigenous student. They’ve set me up with a third year nursing student as a tutor, which has been particularly helpful as he helps me with all the small things, greatly improving my studies overall. The best thing is they call me every week or two, just checking my wellbeing and seeing how I am.”

Michael Young
BACHELOR OF NURSING SCIENCE

International Student Support

JCU Student Services, Academic Administration and the Enrolment team are here to help with your transition into life at JCU, with services such as:

- Airport arrival service for new students
- International student mentor programs to help you settle into life in Australia
- International Student Orientation Day at the start of each semester
- Overseas Student Health Cover (OSHC)
- Regular social events to help you develop friendships with other students, meet staff, and enhance your campus experience
- Completion ceremony for international students

It is important to remember that things won't always be easy. You may experience homesickness, culture shock, and many other challenges that come with a life-changing experience. In these situations, remember that these support teams are here to help you.

Contact Us:

07 4781 5255
enquiries@jcu.edu.au
jcu.edu.au/international-students/student-services-and-support

“Having the opportunity to learn within a university that provides top-quality education with better outcomes for students is one of the highlights of my time at JCU. I have learnt about many different cultures, and gained friendships that have made a big impact on my life. I have also had the opportunity to travel around rural and remote areas of Australia and get hands-on experience during my degree. Overall, my university experience is something I will cherish for the rest of my life.”

Jeroby Pile
BACHELOR OF PHARMACY



IT Support Services

IT Help Desk

IT Help Desk is your first point of contact for all ICT Services offered at JCU, including IT enquiries, account access issues, and fault reporting.

FREE Software

While studying at JCU, you have access to Microsoft Office 365, which can be installed on your personal devices. You can find a list of additional software available to students in the IT KnowledgeBase.

Cybersecurity

Simple safeguards do not cost much time or money. Acting after an event is too late! We do not want the excitement of university life to be impacted by cyber-scammers, so follow these tips to stay safe online:

Start using strong passwords/passphrases, change them if you suspect they have been compromised, and make sure you do not share or reuse for non-JCU accounts.

Start using a password manager to manage your accounts and passwords.

Stop sharing too much information. Keep your personal information personal.

Stop installing untrusted applications by making sure they are from a verified source (e.g. Google and Apple application stores).

Stay alert to phishing emails, the most common cause of JCU account compromises.

Stay educated. Search Secure IT on the JCU website for important security tips and detailed information on our policies.

Library

Library Services

JCU Library is an essential academic and student service with print and digital resources that you can borrow, or access online 24/7. Library staff assist with finding, evaluating, and referencing information resources for your assignments. Visit the Library Guides, Workshops and Events page on the library website to see what is on offer to help you with your studies.

Campus Facilities

Cairns and Townsville campus libraries are open seven days a week with extended opening hours during exam periods. All students are welcome to visit, but you may need your Student ID card to access some facilities.

- Computers and Wi-Fi
- Collaboration, Quiet and Silent Study zones
- Group study rooms (bookable)
- CopyPrint pay stations
- Printing (including 3D) and photocopying
- Binding and laminating
- Collections and self-serve loans
- Kitchenette access and food/drink vending machines
- Cafe and lockers with charging facilities (Townsville only)
- Information Commons 24/7 (Townsville only)

Computer Labs

Need a computer on campus?

The university computer labs allow access to software, printing and the internet 24x7 across Townsville, Cairns and Mackay campuses.

LearnJCU

LearnJCU is your online learning environment. Here you will access your subjects, discover learning materials, view lecture recordings, submit assessments, and connect with your classmates via Collaborate.

Contact Us:

07 4781 5500 (TSV)

07 4232 1777 (CNS)

ithelpdesk@jcu.edu.au

jcu.edu.au/ict



Services and Resources

- Chat with a Librarian service
- Borrowing and general library assistance
- Peer-to-peer library assistance
- Digital skills help
- Individual appointments for specialised queries
- Library FAQs
- OneSearch - print and digital library
- Databases
- Library guides
- InfoSkills Toolkit - self-paced library skills training
- Course Readings
- Off Campus Library Service
- JCU Library News blog

Contact Us:

1800 246 446 (select 'option 3')

library@jcu.edu.au

jcu.edu.au/library

Safety and Wellbeing

JCU is committed to ensuring the safety and wellbeing of all its members and providing a working and learning environment (online and on-campus) that is free from discrimination and harassment. Support and information is available through:

- JCU Respect online modules
- Sexual Misconduct Officers
- Equity Contact Officers
- Confidential online report forms
- Policies, procedures, reporting guidelines and support
- Cyber and technology abuse resources

jcu.edu.au/safety-and-wellbeing

Safety on Campus

JCU Security contributes to the provision of a safe and secure environment for all staff, students and visitors. Security are on campus 24/7 and can provide on-campus escorts after-hours between buildings, car parks and on-campus accommodation. JCU Security can also assist with on-campus emergencies. The emergency telephone number is 1800 675 559 – please take the time now to enter this into your mobile telephone.

Download the JCU Safe App for emergency alerts, incident reporting, check-ins, virtual friend or security walks and more.

jcu.edu.au/jcu-contact-information/security

Student Association

The JCU Student Association (JCUSA) is a not-for-profit organisation run by elected students independent of the University. JCUSA is an integral part of the University community, bringing the campus to life with a variety of student engagement activities and events.

JCUSA can help with information, advocacy and referral on a range of student support issues. JCUSA also helps with academic support issues including exams and assessment, appeals, interpreting University policies and procedures, and academic misconduct. Appointments can be booked online.

Membership with JCUSA is optional, however members can receive extra benefits and discounts, as well as the right to vote in council elections.

Support Services:

- Academic Advocacy
- Welfare Assistance
- Clubs and Societies
- Sport and Recreation

Contact Us:

1800 330 021

studentassociation@jcu.edu.au

jcusa.edu.au



Student Services

The Student Services team is your number one point of contact and if we can't answer your question, we will point you in the right direction. Our services include:

- Applying to JCU
- Entry requirements
- Subject and course advice
- Enrolment help
- Subject timetables
- Credit for previous study
- Fee and financial support
- Assessment, grades, results
- Academic progression
- Student ID cards
- Academic records
- Graduations

JCU App

The JCU App is your mobile study assistant. Use it to:

- Accept an offer to study at JCU and complete the enrolment process
- Enrol in subjects and register for classes
- View your personalised timetable including class times and locations
- Access study tools like LearnJCU, eStudent and the Library search without having to log in again
- Open your JCU Email from within the app
- Find your way around campus, including parking information



Ask Us:

If you have a question, check AskUs – it's a 24/7 online enquiry database with answers to more than 1,000 commonly asked questions.

jcu.custhelp.com

Contact Us:

1800 246 446 (select 'option 1')

enquiries@jcu.edu.au

jcu.edu.au/contacts

Academic Calendars

Find key dates including O Week, study periods, payment due dates, census dates, and exam periods. You can also print out teaching period calendars at:

jcu.edu.au/students/academic-calendars



“My advice to new students would be to use all the free resources and services that are made available to you. Sometimes things can get overwhelming, but JCU has the support programs in place to help you succeed.”

Phoebe Ryder

BACHELOR OF NURSING SCIENCE

Student Mentor Program

Student Mentors are experienced, successful students in your course who volunteer their time to help new students through their first study period at JCU. They can provide valuable tips and advice about:

- Support services
- Finding your way around campus
- General queries about university life
- Effective strategies to approach your subjects
- Getting organised for your study, assessments and exams
- Connecting with other new students and forming study groups

You will connect with your mentor during O Week.

Contact Us:

tsv-studentmentors@jcu.edu.au
cns-studentmentors@jcu.edu.au
offcampus-studentmentors@jcu.edu.au
jcu.edu.au/mentors



“I had completely forgotten how to study. However, I got through because the people and resources at JCU are so good. I had a wonderful mentor who inspired me to become a mentor as it helped me adjust so well. I always thought that JCU believed in my capabilities before I knew what I was capable of achieving.”

Laura Fewtrell

BACHELOR OF SPORT AND EXERCISE SCIENCE

Student Wellbeing

Wellbeing is a combination of your physical, mental, emotional, spiritual and social health, and is strongly linked to happiness and life satisfaction.

Student Wellbeing services provide professional, free and confidential support, information, and referrals to assist you in developing the capacity and resources to manage personal circumstances that could impact on your studies.

AccessAbility Services

If you are studying with a documented disability, injury, illness, short or long-term health condition, including learning disabilities and mental health conditions, you can register with AccessAbility Services.

AccessAbility Services staff can assist registered students to:

- Develop, document and implement reasonable adjustments
- Access assistive equipment, technology and software, adjusted exam conditions, mobility aids and other potential solutions that suit your needs
- Develop strategies to assist with your studies and prepare you for employment
- Build on your own resilience and resourcefulness

Counselling and Wellbeing

Counsellors can assist you to clarify issues and explore alternatives or solutions to issues that could be impacting on your academic progress and university experience. Counsellors can also provide helpful tools, strategies, and perspectives on personal, relationship, study or work-related difficulties.

Our Counsellors have Psychology, Social Work, Occupational Therapy and/or Counselling qualifications and can facilitate referrals to other services available on and off campus.

Multifaith Chaplaincy

The Multifaith Chaplaincy provides pastoral care, spiritual and religious support to students of any religious or spiritual background. The Multifaith Chaplaincy also facilitates a number of programs for students.

Contact Us:

1800 246 446 (select 'option 2')
studentwellbeing@jcu.edu.au
jcu.edu.au/sew

The Learning Centre

The Learning Centre has a range of services to help you get the most from your study. From our webpage you can:

- Access all self help resources for learning including: reading, writing, maths and statistics, study and assessment planning strategies
- Access Short Courses and Workshops
- Chat with an experienced senior student at the Peer Advice Desk
- Access Peer Assisted Study Sessions, proven to help improve your GPA
- Make an appointment with a qualified Learning Advisor for a 30-minute consultation to help you achieve your study goals

Peer Advice Desk

Peer Advisors are trained students who can help with general academic short consultations on the following topics:

- Managing your time
- Study strategies
- Understanding and planning your assignment
- Editing strategies
- Basic mathematics and statistics

Peer Assisted Study Sessions (PASS)

PASS is an academic support program for selected subjects, facilitated by experienced student leaders and focuses on integrating course content (what to learn) with academic reasoning and study skills (how to learn).

Studiosity

Available to all JCU students, Studiosity provides free after-hours support from a trained network of advisors. JCU Australian tropical campus students have access to six personalised online interactions with Studiosity each semester (6 month period).

- Connect Live (3pm-midnight) - Connect to a live tutor for help with a question right away about English, Maths, Science, Business, and other core skills areas
- Writing Feedback (any time) - Review of submitted assessment drafts for academic literacy, including structure, spelling, grammar, punctuation, and referencing. No review of content, no editing or proofreading

Studiosity can be accessed through the Books & Tools menu within your LearnJCU subject site.

Learning Advisors

Our expert Learning Advisors support the development of students' academic language, numeracy and learning strategies in specific subjects across the University through 30-minute consultations.

Contact Us:

learning@jcu.edu.au
peeradvice@jcu.edu.au
jcu.edu.au/learning-centre



“Studying externally can feel a little isolating, so it is reassuring to have access to the same support as students studying on-campus. I would highly recommend attending the online Orientation sessions as they helped me overcome my nerves and I picked up some handy study tips.”

My advice to new students is to plan and manage your time well, don't be afraid to ask lots of questions and do your best to make friends.”

Greg Scurfield

BACHELOR OF EDUCATION (PRIMARY)

Find out more about how your Student Services and Amenities Fee contributions are improving support services and facilities at JCU - Search 'SSA Fee'.



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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.

