



JAMES COOK
UNIVERSITY
AUSTRALIA

Ask Us

OFF CAMPUS

HELP
AHEAD

jcu.custhelp.com

Cairns

Singapore

Townsville

Getting Started at JCU

APPLY AND ENROL

- How to Apply
- How to Enrol
- Accept / Defer your offer
- Course Information

FEEES

- Scholarships
- Payments
- HELP loans

ORIENTATION

- GetReady4Uni Online
- Off-Campus Students
- Student ID Cards
- Important dates/calendars

Activate

1 START HERE! You're not a JCU student until you complete these 5 steps.

GetReady4Uni


2 Orientation • Student life
Preparatory courses
Online resources • Support

Checklist


3 Our checklist tells you everything you need to do before uni starts.


 jcu.edu.au/new-students

For all IT Support contact InfoHelp

 InfoHelp@jcu.edu.au
 Townsville (07) 4781 5500
 Cairns (07) 4232 1777



Townsville Student Centre
 (07) 4781 5255

Cairns Student Centre
 (07) 4232 1000

Office hours

Monday to Friday 9am – 5:00pm
Wednesdays 10:30am – 5:00pm

 enquiries@jcu.edu.au

 FREECALL 1800 246 446

Course Planning & Enrolment

IMPORTANT SYSTEMS

eStudent provides access to your personal and enrolment information.

- Study Plans and Timetable
- Finances and Payments
- Results and Graduation
- Scholarship Applications
- Commonwealth Assistance Notices
- Contact details

StudentsOnline provides access to:

- Your Copyprint account
- Exam timetables

FOR ENROLMENT INFORMATION

 jcu.edu.au/students/enrolment

Change your Course

- Change course or major
- Take a break from study

Select your Subjects

- Choose your study mode (Eg: internal, external)
- Choose your subjects
- Create your timetable
- Register for your classes

Townsville Student Centre
 (07) 4781 5255

Cairns Student Centre
 (07) 4232 1000

Office hours

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 enquiries@jcu.edu.au

 FREECALL 1800 246 446

Student Learning & Success

LIBRARY

- Get assignment research & referencing help
- Access print & online information resources
- Off-campus students library services
- InfoHelp and Chat services



- ☎ (07) 4781 4380
- ✉ InfoHelp@jcu.edu.au
- ✉ offcampus@jcu.edu.au
- 🌐 jcu.edu.au/library

ACADEMIC PROGRESSION

- Results and 'Grade Point Average' (GPA)
 - For results and unofficial academic record – go to eStudent
- ✉ enquiries@jcu.edu.au
 - 🌐 jcu.edu.au/students/exams-and-results

LEARNING CENTRE

- Get advice and improve your academic and organisation skills
- English language development
- Access online assignment resources
- Exam preparation strategies

- ✉ learning@jcu.edu.au
- 🌐 jcu.edu.au/learning-centre

LearnJCU

Your online learning system and access to:

- Subject Outlines
- Lectures and learning resources
- Submit assignments
- Feedback on submitted assessment
- Staff contact details and more!

- ✉ learnjcu@jcu.edu.au
- 🌐 jcu.edu.au/students



Student Life & Community

STUDENT MENTORS

JCU Student Mentor Program matches new undergraduate students with a mentor. Mentors are experienced students from your course who can help you succeed.

 jcu.edu.au/mentors




ONLINE COMMUNITIES @JCU

 [jamescookuniversity](https://www.facebook.com/jamescookuniversity)

 [@jcu](https://twitter.com/jcu)

 [@jamescookuniversity](https://www.instagram.com/jamescookuniversity)

 [youtube.com/jamescookuniversity](https://www.youtube.com/jamescookuniversity)

 [company/james-cook-university](https://www.linkedin.com/company/james-cook-university)

 [@jculife](https://www.snapchat.com/add/jculife)

MULTIFAITH CHAPLAINCY CENTRE

Provides pastoral and religious support for students.

 jcu.edu.au/multifaithchaplaincy

STUDY ABROAD & EXCHANGE PROGRAMS

Explore the World! The JCU Global Mobility program offers opportunities to study overseas:

- Choose from 60 partner universities
- Study in North or South America, Asia, Europe, Africa or the Pacific

 globalmobility@jcu.edu.au

 jcu.edu.au/globalmobility

STUDENT ASSOCIATION

For academic advocacy and support

 **FREECALL 1800 330 021**

 jcusa.edu.au



Personal Support

COUNSELLING & WELLBEING

We can support you with:

- Adjusting to change
- Balancing your studies, work and life
- Social, emotional and personal issues
- Free and confidential

✉ studentwellbeing@jcu.edu.au

🌐 jcu.edu.au/counselling

HEALTH & DISABILITY

Get support for your temporary or permanent injury, illness or health condition by contacting:

- AccessAbility Services

✉ Townsville: accessability.tsv@jcu.edu.au

✉ Cairns: accessability.cns@jcu.edu.au

🌐 jcu.edu.au/accessability

TEXT BOOKS

The **Co-op** is your go-to place for textbooks, e-textbooks and other learning essentials. **Co-op** will post items directly to you.

🌐 coop.com.au

FEEDBACK ON SUBJECTS & TEACHING

Give us feedback on your learning experiences.

Look out for emails and the big blue button!

🌐 jcu.edu.au/yourjcusurvey

FEEDBACK & COMPLAINTS

Feedback helps us to improve our services and facilities.

✉ studentcomplaints@jcu.edu.au

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

COLLEGE SUPPORT OFFICERS

Offer support to help manage your study load and access services

🌐 jcu.edu.au/students/support

FINANCIAL SUPPORT

For information on tuition fees, government assistance, loans & scholarships:

✉ enquiries@jcu.edu.au

🌐 jcu.edu.au/fees

✉ scholarships@jcu.edu.au

Careers & Employment

Careers and Employment offer a wide range of career services and resources designed to assist you with your career planning, decision making and successful transition into graduate employment.

SERVICES

- Career planning and counselling
- Job search and application support
- Resume, cover letter and LinkedIn assistance
- Part time, casual, volunteer, vacation and graduate job listings on JCU CareerHub
- Industry and employer events on campus

KEY ONLINE RESOURCES

- JCU Career Development Program – self-help career management modules
- JCU CareerHub – job listings, appointments and events
- JCU Career Action Plan
- Big Interview – interview tips and video practice
- GoinGlobal – working overseas
- Career tips / information sheets

Careers Fair

Annual employer event on campus for all students
CNS – **14 March 2017** TSV – **15 March 2017**

Townsville

 07 4781 4711

Cairns

 07 4232 1150

 careers@jcu.edu.au

 jcu.edu.au/careers

 JCU Careers

Graduation & Beyond

GRADUATION

Applying for Graduation

 jcu.edu.au/graduation

PURCHASE YOUR ACADEMIC RECORD

Organise a copy of your original transcript online:

 jcu.edu.au/graduation/academic-records



HIGHER DEGREE STUDIES

The Graduate Research School (GRS):

- Offers Higher Degree by Research (HDR) programs
- HDR Scholarships
- HDR Advisor information

 GRS@jcu.edu.au

 jcu.edu.au/graduate-research-school

JCU ALUMNI

Once you graduate from JCU you will join our global alumni community.

- Connect with Alumni networks all over the world
- Find out about Alumni events and benefits

 alumni.jcu.edu.au

Off-Campus Students

JCU students receive the same access to academic and professional support and resources, regardless of whether they are an studying internally, externally or at a study centre. We have several websites and publications that have been designed to assist off-campus students with how to succeed at university

Off-Campus Student Information Guide

This guide contains all the essential information you need to get started as a new student studying off-campus. It includes information about Student Essentials, Academic Success, Exams and Assessments, Student Support, Strategies for Success, Student Portals and Computers, Checklists and a Glossary of Terms. Download the guide at jcu.edu.au/off-campus-students

GetReady4Uni

This online orientation website is designed to be user-friendly for new students and contains helpful modules about commencing university study and tips on how to succeed if you are an off-campus student. Kickstart your studies and prepare for success at jcu.edu.au/new-students

Off-Campus Students Website

This website contains helpful information for continuing off-campus students about all elements of their academic journey at jcu.edu.au/off-campus-students

Australian Aboriginal and Torres Strait Islander Students



In addition to the other services provided at JCU, contact the Australian Aboriginal and Torres Strait Islander Centre with any enquiries about:

PROGRAMS & SERVICES

- Indigenous Students' Induction
- Academic Support
- Tutorial Support
- Pastoral Care Support
- IYMP – Indigenous Youth Mobility Program
- Graduation Sashing Ceremony

FINANCIAL & EMPLOYMENT ADVICE

- Indigenous Commonwealth Scholarships
- Internships & Cadetships
- Professional employment opportunities

JCU COMMUNITY NETWORKS

- JCU Indigenous Alumni
- Cultural Events
- National Indigenous Tertiary Education Games

Townsville

Australian Aboriginal and Torres Strait Islander Centre

Cairns

Australian Aboriginal and Torres Strait Islander Centre

✉ ATSIcentre@jcu.edu.au
🌐 jcu.edu.au/australian-aboriginal-and-torres-strait-islander-information

My Course & College Contacts

NAME

ROLE

EMAIL/PHONE



SAFETY & WELLBEING

Report an incident or contact security:

 Townsville **4781 5555**, internal phone **15555**

 Cairns **4232 1293**, internal phone **21293**

 security@jcu.edu.au

 jcu.edu.au/safety-and-wellbeing

CRICOS PROVIDER CODE 00117J

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