

2019 JCU Student Services Support Show Case



At James Cook University we acknowledge the Australian Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the lands and waters where we operate our business. We pay our respects to ancestors and Elders, past, present and future.

JCU is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to the University and society.



Student Mentor Program

Cairns Campus



Mentor Mission

The mission of the JCU Student Mentor Program is to **encourage, enable and empower** new students by linking them with successful peer role models that foster a welcoming, inclusive, supportive, and cohesive university community.



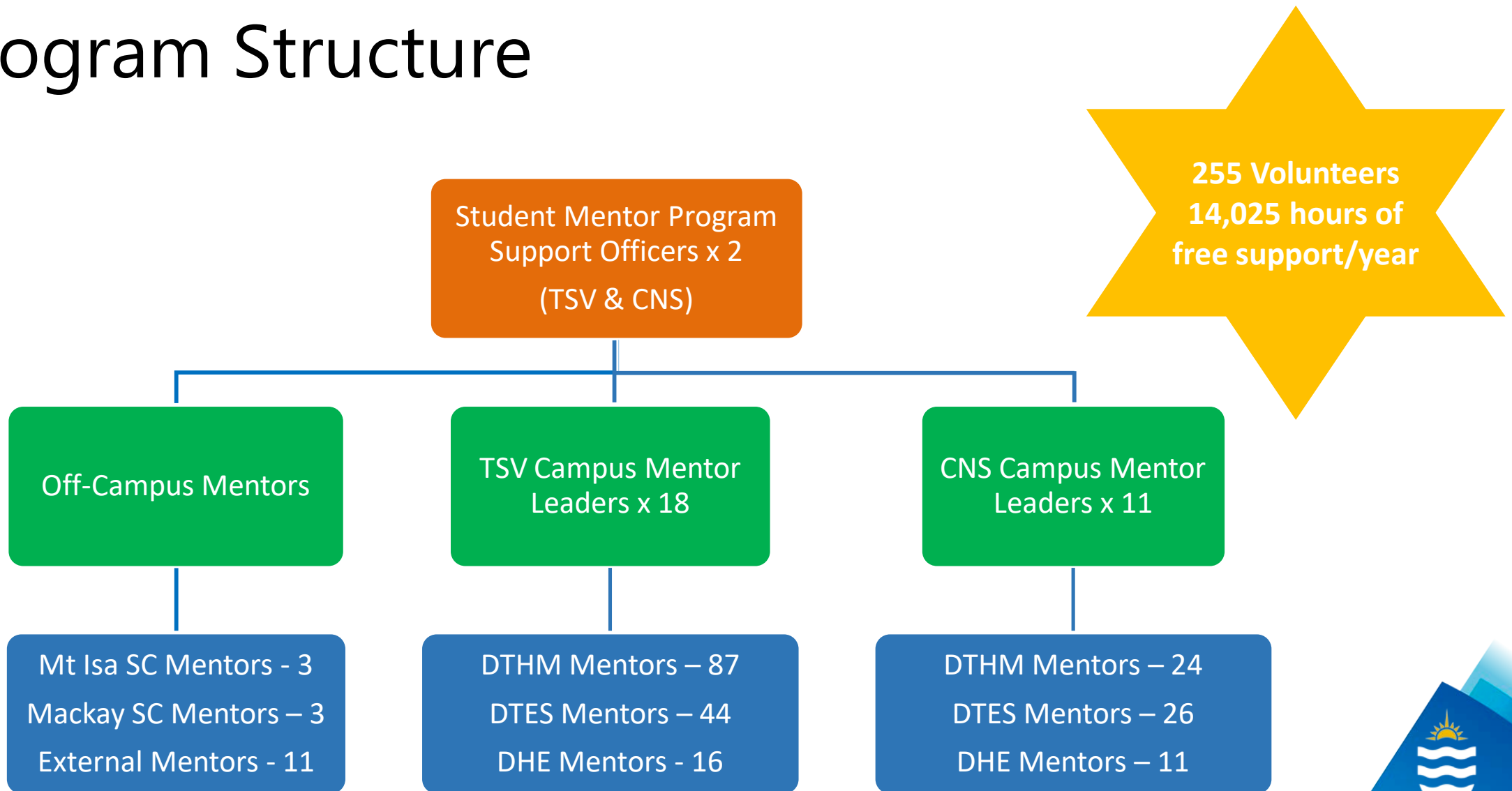
JCU Student Mentor Program



- Student Mentor Program matches experienced, successful student volunteers with commencing undergraduate students from the same course
- Longest running university peer mentoring program in Australia (28 years) with national awards
- Students who attend O Week and have a Student Mentor are more successful than non-participants
 - **26% increase in retention**
 - **1 GPA increase**



Program Structure



Mentor Qualities



- ✓ Listens well to others.
- ✓ Possesses a positive attitude.
- ✓ Is mature, responsible, and trustworthy.
- ✓ Offers support, patience, and enthusiasm.
- ✓ Recognises and encourages excellence in others.
- ✓ Applies social justice principles in all facets of mentoring.
- ✓ Displays a genuine interest in the success of fellow students.
- ✓ Exposes the Mentee to new ideas, perspectives, and expectations.
- ✓ Demonstrates tolerance and an understanding of cultural diversity.
- ✓ Serves as a role model to students by providing support and information.
- ✓ Demonstrates an ability to share knowledge, skills and experience with Mentee.
- ✓ Sensitive to the needs of others while also prioritising their own academic progress.



Recruitment and Training

- The mentor program has a rigorous recruitment program and applicants are required to demonstrate their academic success to date and associated study strategies, and good interpersonal skills
- Written recommendations are required from course academics for all applicants. Shortlisted applicants are then interviewed before an offer is made to join the program
- Volunteers sign a Student Mentor Program Agreement that outlines their roles and responsibilities
- All mentors are required to attend compulsory training and professional development days in SP1 and SP2 before O Week (14 hours/year)

Choosing a Mentor

- New undergraduate students spend their Course Welcome Day in O Week with student mentors from 9am-3pm
- After the official Welcome to JCU, the mentors take students to individual courses break-out rooms for their 'Meet the Mentor' session
- That session involves an ice-breaker, finding out about the program, meeting the course mentors and hearing their tips for success, and choosing one of these mentors to support them over the next six months
- We ask students to choose their mentor, rather than allocate one for them, as it is proven to enhance engagement with this type of support
- Students who do not attend O Week are provided with an opportunity to sign up for the program in Week 1 during visits to core first-year lectures
- New students can also find a mentor through the JCU Student Mentor Program website – jcu.edu.au/mentors

How Mentors Can Help

- ✓ Answering general enquiries
- ✓ Navigating around campus
- ✓ Linking students with free support services
- ✓ Connecting new students with peers
- ✓ Advice about study and time management strategies
- ✓ Share knowledge and experience about how to succeed



We can't help with:

- ✗ Feedback on assessments
- ✗ Subject tutoring
- ✗ Enrolment advice

But, we know who can help and refer mentees to those services



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Student Mentor Support Requests 2018-2019

Financial hardship

Homelessness

Homesickness

Loneliness

Anxiety and depression

Suicide and self harm

Connecting peers

Relationship issues

Academic expectations

Lack of confidence



Study tips

Time management

Lack of motivation

Course and career decisions

Part-time employment

Fees and forms

Exam concerns

Academic progression

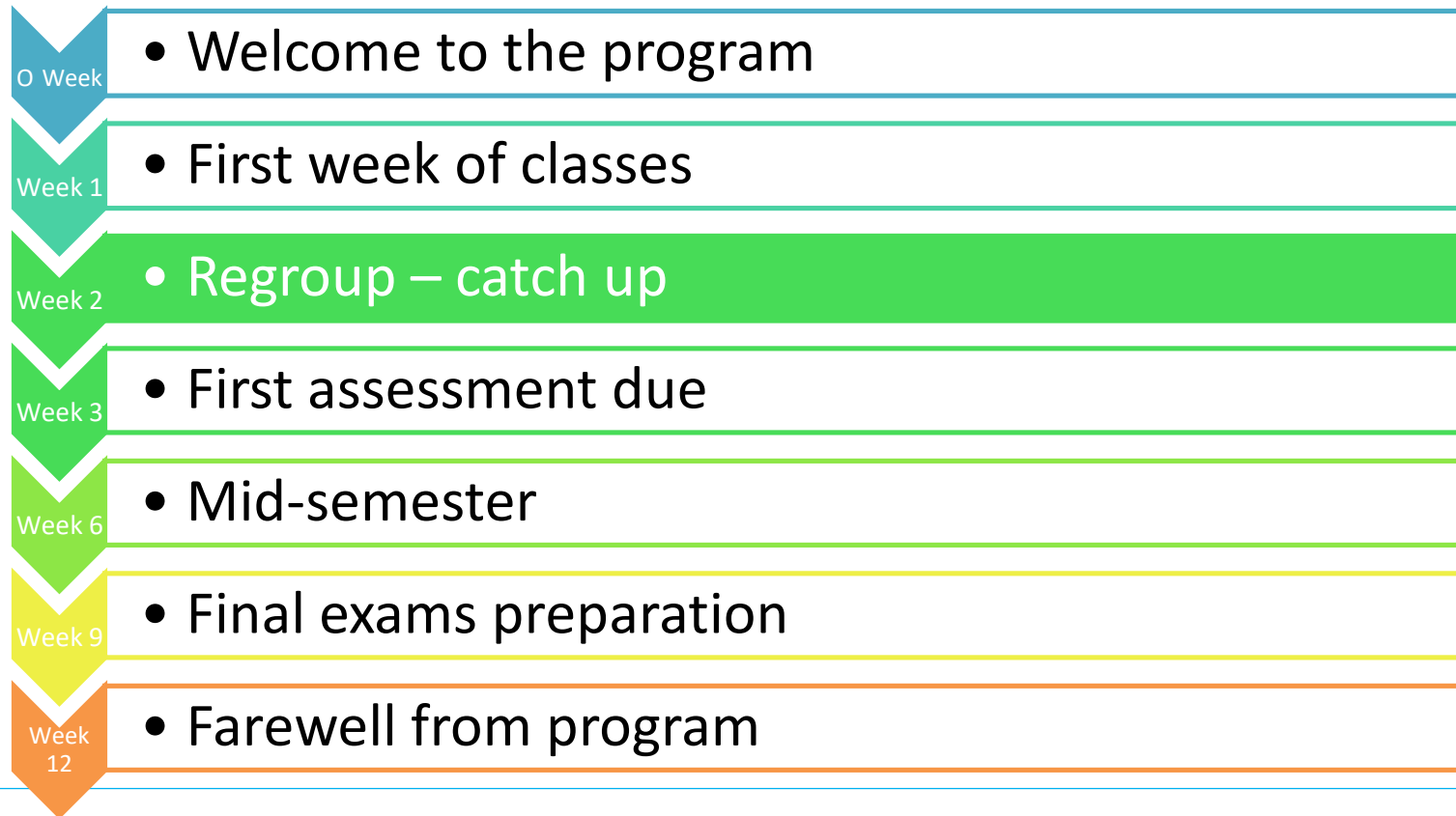
AccessAbility issues

General university queries



Keeping in Touch

We email mentees at the following strategic times to check in and see how they are travelling and give them some **tips for success**, but we keep encouraging mentees to contact their mentor at any time, or arrange for a one-on-one chat on campus.



Mentor and their mentees regroup in Week 2 for a coffee catch up – recommendation from past mentees

CNS Mentor Leaders SP2, 2019

Course	First Name	Last Name	Email Address
Arts	Samantha	Macqueen	samantha.macqueen@my.jcu.edu.au
Business	Stephanie	Geck	stephanie.geck@my.jcu.edu.au
Diploma of Higher Education	Carolyn	Toohey	carolyn.toohey@my.jcu.edu.au
Education	Nathan	Zahra	nathan.zahra@my.jcu.edu.au
Engineering	Jason	Owens	jason.owens@my.jcu.edu.au
Environmental Practice	Christopher	Thompson	christopher.thompson@my.jcu.edu.au
Geology	Christopher	Thompson	christopher.thompson@my.jcu.edu.au
Information Technology	Brandon	Johns	brandon.johns@my.jcu.edu.au
Law	Casia	Betros	casia.betros@my.jcu.edu.au
Planning	Christopher	Thompson	christopher.thompson@my.jcu.edu.au
Nursing Science	Purdy	Guest	purdy.guest@my.jcu.edu.au
Sciences	Christopher	Thompson	christopher.thompson@my.jcu.edu.au
Social Work	Rachel	Wilson	rachel.wilson@my.jcu.edu.au

Contact Details

Generic Email Aliases – all staff and student enquiries

cns-studentmentors@jcu.edu.au

offcampus-studentmentors@jcu.edu.au

JCU Student Mentor Program
website – jcu.edu.au/mentors

- How Program Works
- Find a Mentor
- Become a Mentor
- Awards and Testimonials

Student Mentor Program

Student Mentors know what it's like to be a new student

The JCU Student Mentor Program matches experienced, successful students (Mentors) with commencing undergraduate students from the same course of study during O Week.

Mentors are trained as peer volunteers and agree to share their knowledge and experience with new students to help them transition through their first study period. New students who have a Mentor increase their success rates by up to 17%, so be smart and get some support!

If you aren't assigned a mentor during O Week and would like to be assigned one, please contact our Student Mentor Program Support Officers.

Student Mentor Program

- How it works
- Find a Mentor
- Become a Mentor
- An Award Winning Program
- Testimonials

The Learning Centre

Dr Kathryn Meldrum
Learning Advisor
learning@jcu.edu.au

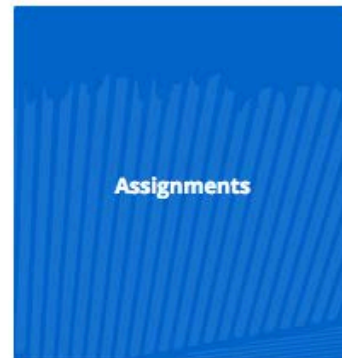


The Learning Centre
UNLOCK YOUR POTENTIAL

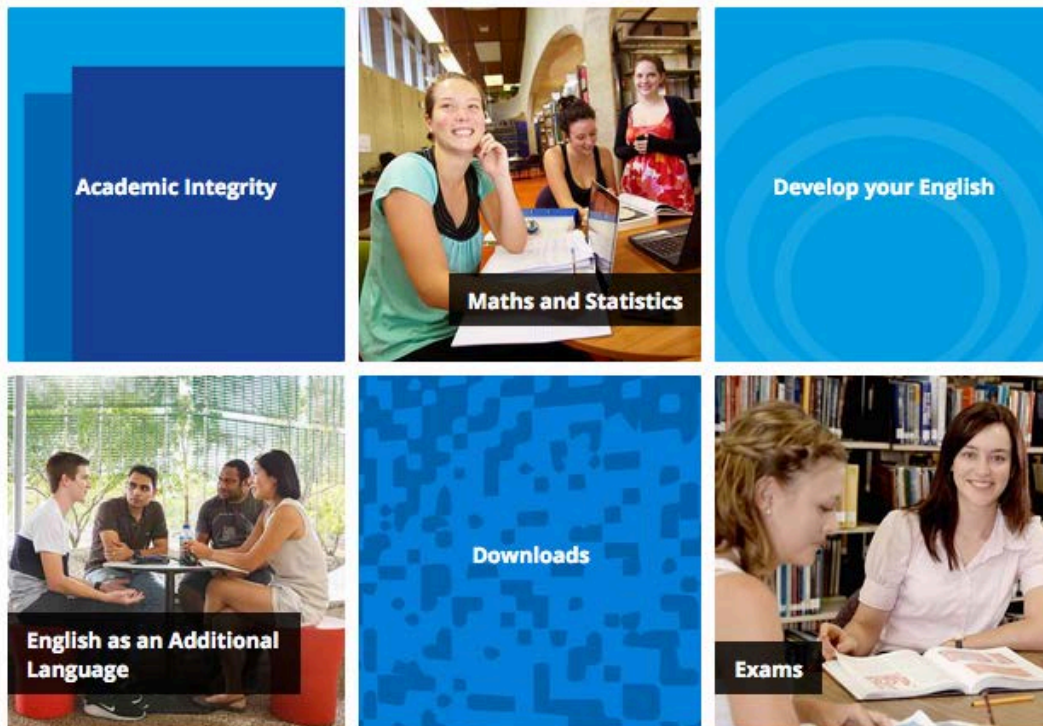
Image by [Tirachard Kumtanom](#) from [Pexels](#) (n.d.) retrieved from <https://www.pexels.com/photo/woman-writing-on-a-notebook-beside-teacup-and-tablet-computer-733856/> Attribution CC 0

Overview of services

Online resources



Face-to-face




Peer Advisors/Peer Advice Desk (Mon- Fri 10 – 12 & 1 – 3pm)

Learning Advisors (by appointment)
Integrated into subjects

Short courses and workshops

How students access The Learning Centre

- Visit website

 through LearnJCU
(24/7 and 8 contacts per semester)

- Attend  in subjects where it is available
- Attend short course/workshop
- Walk in to The Learning Centre (ground floor Library)
- See a Peer Advisor
- Make an appointment with a Learning Advisor

Why access The Learning Centre?

- Successful students seek support
 - Academic skills development
 - Academic writing development
 - Mathematics and statistics
 - English as an additional language testing and support



Top three things

1. Support is available for everyone
(its FREE)
2. Take the opportunity
3. Don't wait





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International Student Support

Shangyang Guo, International Liaison Officer

International Student Support Team



Townsville team



Cairns team

International Students – who are they?

- Full degree
- Higher degree research
- Study Abroad
- Exchange
- Intercampus mobility
- JCU College
- JCU Pathways



Top 3 things to tell students about the International Student Support Team:

1. We are located near the Student Centre
2. We are the first point of contact for Int. student related issues (crisis, social, wellbeing, visa)
3. We host social events throughout the semester which are advertised on Facebook

CairnsJCUInternational



How we help

- Pre-departure Webinar
- International Student Guide
- Airport arrival service
- Accommodation support
- **International Student Orientation**
 - ✓ studying at JCU, support services
 - ✓ Living in Qld, tenancy laws, safety
 - ✓ Visa conditions and health cover
 - ✓ Banking and transport
 - ✓ Green bike fleet
 - ✓ Living in Cairns





- Academic monitoring; referrals to Learning Advisors
- Scholarship monitoring
- Taking leave or extend their study, etc
- Student visa conditions
- Crisis support: after hours assistance line (24/7)
- Social and personal wellbeing: mental health referrals
- Social events & engagement: Café International, Free Lunches, Completion Ceremony

On-going challenges for International Students

- Adjusting to a new environment
- **Academic:** independent learning, more weighting on assignments, different plagiarism rules, strict exam rules
- **Social:** Homesickness, not easy to make friends with Australians, alcohol, English language
- **Cultural:** culture shock, dress standards, values and beliefs, language barriers, Australian accent and slang
- Compliance with visa conditions





Townsville:

Townsvilleinternational@jcu.edu.a

Cairns:

Cairnsinternational@jcu.edu.au



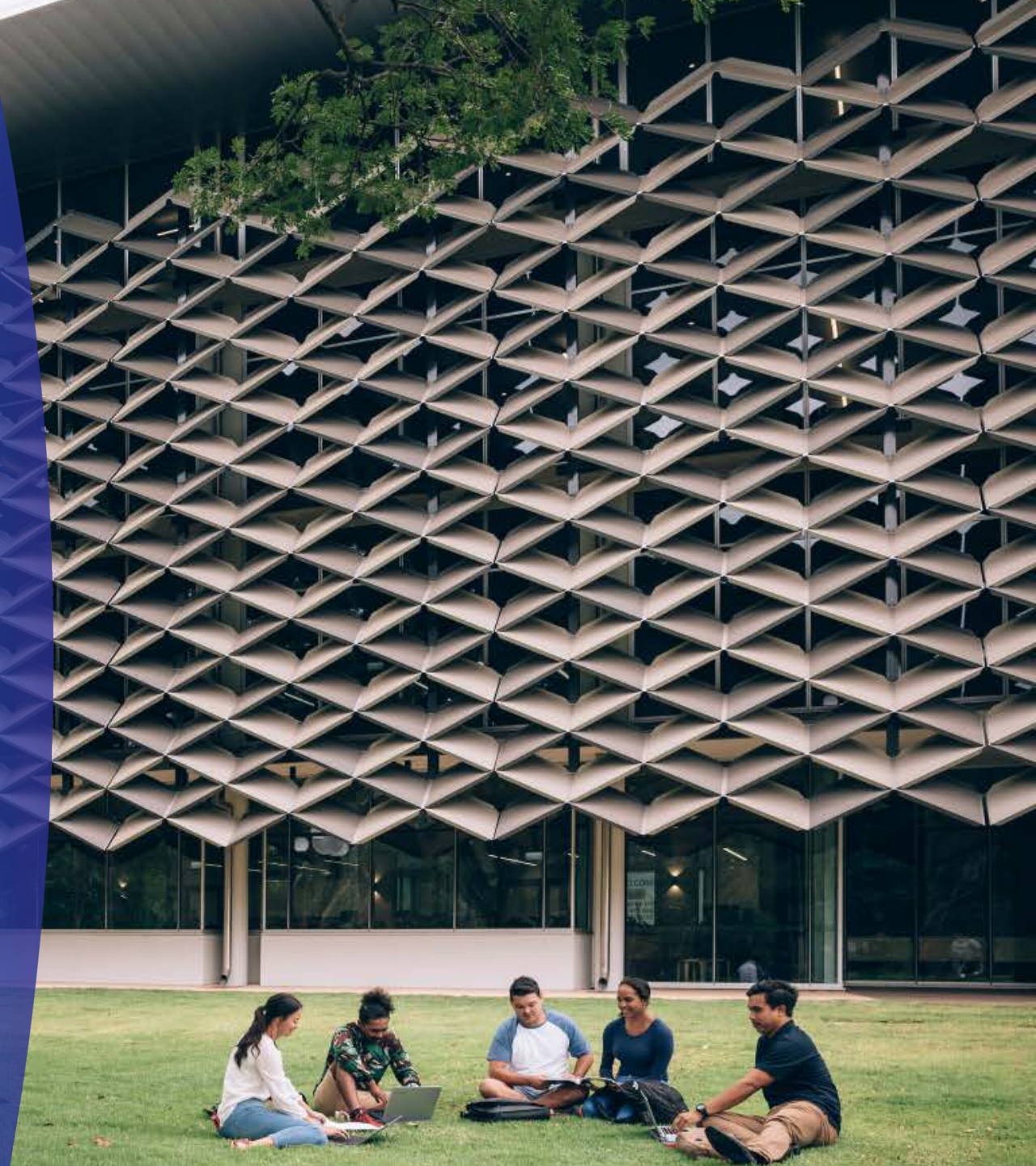
@Townsville JCU International
@Cairns JCU International



Student Services Showcase

- Student Equity and Wellbeing
- JCU Respect

Tanya Rodney – Senior Counsellor



Who we are

- Multidisciplinary service who works proactively to support students and help them their capacity to manage life situations that could impact on their engagement and success with their studies.
- Free and confidential service for all students.
- Appointment based service, Monday to Friday. Not an emergency or crisis response service.
- Referrals (within JCU and external to community services)
- Services include: AccessAbility Services, Counselling & Wellbeing, Multifaith Chaplaincy and Equity programs (ALLY Network)
- Can develop and deliver group work and workshops in collaboration with academics. Topics include:
 - Accredited Mental Health First Aid training – next one August!

AccessAbility Services

- Support students with a documented disability, injury, illness or health condition to build on and develop strategies to manage their health while at University
- Develop and implement reasonable adjustments for students registered with the service (in compliance with the Disability Standards for Education 2005 and other disability legislation)
- Adjustments may include: access to assistive technology/equipment, in-class adjustments (ie alternative formatting), examination adjustments, etc
- Registration process – students must present supporting documentation for their disability/health condition/injury to obtain reasonable adjustments
- Work with academics for the development and implementation of adjustments and also to support them with their engagement with students registered with the service
- Appointments also available for prospective students
 - **Early registration = better outcomes for students. Please promote service and encourage students to access!!!**

Counselling & Wellbeing

- Student Wellbeing Counsellors and Senior Counsellors
- One-off sessions, ongoing appointments (10) and referral to JCU and/or community services
 - Emotional, wellbeing and mental health support
 - Stress management, motivation, and learning skills
 - Adjustment, transition, and loneliness
 - Relationship issues, family concerns and conflict
 - Substance and gambling concerns
 - Financial and accommodation concerns
 - Sexual assault, harassment, bullying
 - Grief and loss
- Work with academics to support students as well as develop and deliver workshops
- Support letters for Special Consideration applications (ie extensions to assessment, deferred exams, etc) may be provided at the Counsellor's discretion, only if the student has received substantial counselling as a client of the service or is able to demonstrate extenuating circumstances during their first appointment.

Multifaith Chaplaincy

- Pastoral care, spiritual and religious support for students and staff of any religious/spiritual backgrounds
- Advice on local places of worship
- Transition and adjustment support
- Interfaith Project
- Other groups and activities
- Chaplain located in Townsville
- Dedicated Multifaith prayer rooms in Cairns and Townsville

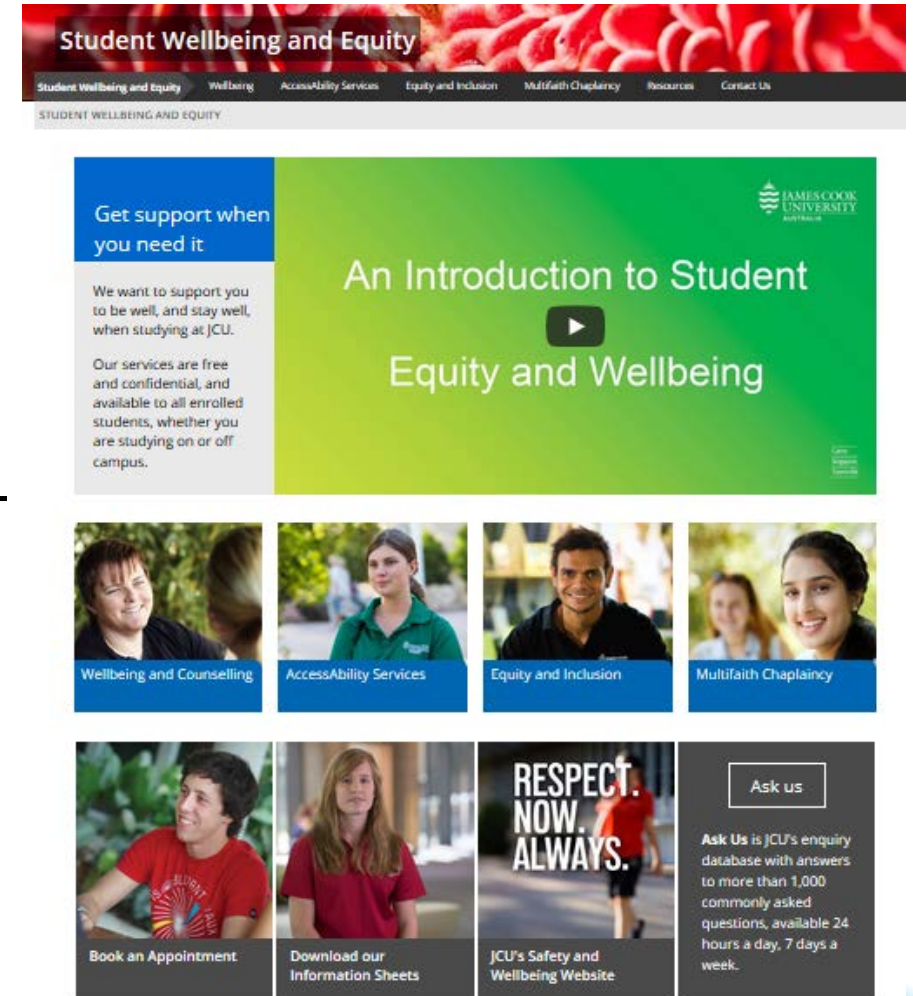
Contacting Student Equity and Wellbeing

Monday to Friday 9am – 4pm

- in person: 1st Floor Library
- phone: x21150 (CNS); x14711 (TSV)
- email: studentwellbeing@jcu.edu.au
- Website: www.jcu.edu.au/sew information, resources and self-help tools, online bookings (non-urgent).

Making and appointment / referral

- Student Support Officer will triage request and book student with appropriate service and next available appointment.
- Students may see a Student Wellbeing Counsellor for their first appointment
- Student Support Officer may refer student to other JCU service or community if appropriate



JCU Respect - Policies & Procedures

- JCU Policy
 - Code of Conduct – staff and students
 - Bullying, Discrimination, Harassment and Sexual Misconduct Policy (BDHSM)
 - Sexual Harassment Procedure
 - Sexual Assault Procedure
- Sexual Misconduct Officers – key roles established in University.
- Key features of BDHSM Policy
 - The wellbeing of survivors at the centre of our response
 - Applies to staff and students regardless of where an incident happens (field trips, placements, social events linked to JCU)
 - A person can make a Report, and receive support without having to name offenders, or having to make a Complaint to the University.
 - JCU works closely with Sexual Assault specialist services.
 - A victim of harassment is not expected to take action to resolve problems independently.

RESPECT. NOW. ALWAYS.

Safety and Wellbeing

JCU Respect. Now. Always. Training, Commitment and Reviews

Quick Links: Support Services

www.jcu.edu.au/safety-and-wellbeing

Discrimination,
Bullying, Harassment

Sexual Assault Support and Report

Sexual Harassment Support and Report

Guidelines for responding to disclosures

Guidelines for responding to disclosures of sexual assault

A resource for staff and students in responding to a person who discloses they have been sexually assaulted.

Responding to and supporting someone who has been sexually assaulted can be complex. It is important to remain compassionate, respectful, and supportive, and ensure they are able to access relevant resources.



01

Attend to Safety

Determine whether there are any immediate risks to the person's wellbeing and safety.
For immediate assistance of police or ambulance call 000 For on-campus security call 1800 675 559

02

Listen and be supportive

Whilst a person may disclose a sexual assault, it should not be assumed this means they wish to make a formal report to anyone. Listen without interrupting. Do not ask for additional details. Do not ask 'why' questions - these questions carry blame. Do not get angry on their behalf - they have enough to deal with without worrying about you. Do not assume you know how they feel - everyone experiences assault differently.

Validate the person's experience by acknowledging their distress. Saying 'I am sorry for what has happened' is heard as 'I believe you'; saying 'What happened is a crime' is heard as 'This is not your fault'; saying 'I will do what I can to find help' is heard as 'You are not alone'.
Treat what is shared with you confidentially, do not share with others without permission. Assist the person to access the specialist Sexual Assault Services. Allow them to make their own decisions.

03

Connect in with the specialist Sexual Assault Service - free and confidential

Help Lines: 1800 RESPECT (1800 737 732 National line 24 hours) Sexual Assault (Queensland 7.30am - 11.30pm) 1800 010 120

Specialist Services:

Townsville Sexual Assault Support Service (07) 47757555 (connect with service after hours via 4226 0000 Sexual Crimes Unit)
Cairns Sexual Assault Service (07) 4031 3590 (connect with the service after hours via 4759 9743 Cairns Hospital)
Tablelands Sexual Assault Service (7) 4091 4036 (9am - 5pm only)

Queensland Health services:

Mt Isa Sexual Assault (Mt Isa Hospital) (07) 4744 4447
Mackay Sexual Health and Assault Services (07) 4968 3919
Royal Brisbane & Women's Hospital Sexual Assault Response Team (07) 3646 5207

The specialist Sexual Assault Services will meet the person in a safe and private place, and offer ways to help manage the physical and emotional effects of sexual assault. They will explain and assist with legal and medical options - including any emergency health care or forensic examinations, and any decisions about reporting to Police. They can advise and assist with access to the support JCU can provide to continue with studies or work. They will ensure the person's decisions are communicated and respected.

04

Assistance to continue with study and work

JCU has dedicated Sexual Misconduct Officers who provide a single point of contact. The Sexual Misconduct Officers can assist with working out what support a person needs to continue with studying or working, regardless of who perpetrated the assault. Support includes, for example, safety plans, short term emergency housing, or changes to class scheduling, assessment, or work reporting lines. Support can be provided without identifying the other person/people involved.

Sexual Misconduct Officers are Chief of Staff - Vanessa Cannon (07) 47814078 | Manager Student Equity and Wellbeing - Larissa Siliezar (07) 47814538 or e: smo@jcu.edu.au

05

Reporting Options

To report a sexual assault to Queensland Police contact <https://www.police.qld.gov.au/programs/adultassault/report/> You can make an anonymous report to Police.

To make a Report or Complaint to JCU contact the Sexual Misconduct Officers or visit www.jcu.edu.au/safety-and-wellbeing/report-an-incident.

It is possible to make an anonymous Report to JCU, and it is possible to make a Report to JCU without identifying any other person/people involved.

06

Take Care of Yourself

It can be difficult and confronting to support someone impacted by sexual violence. You can call the Helplines or Specialist Services listed above to confidentially debrief.

Students can also speak to a counsellor at Student Equity and Wellbeing (Townsville 4781 4711 or Cairns 4232 1150), and staff can call Benestar 1300 360 364.

Reporting Sexual Misconduct

Who can make a Report

Report an incident that you have been subjected to. You are able to, but do not have to, identify yourself or the other people involved in the incident. You are able to provide as much or as little information as you feel comfortable to share.

Report an incident that you have been subjected to

Report an incident that someone has disclosed to you, (that is, you are a first responder). You should advise the person who has disclosed to you that you are providing a report. You must NOT provide details that could identify the person unless you have their consent to do so.

Report an incident that someone has disclosed to you

Report an incident that you are aware of through other means, for example, you were a bystander, or have been made aware of indirectly, (such as sexual harassment that happened to someone else in a lecture that you attended, or a sexual assault being shared on social media) you can provide any details without approaching or contacting the people who are directly impacted or involved.

Report an incident that you are aware of through other means



Library and
Information
Services



Library

Kate Wanchap
Manager, Cairns Campus Library



JAMES COOK
UNIVERSITY
AUSTRALIA

Find Us

Cairns Library

Building B1

Eddie Koiki Mabo Library

Building 18 Townsville



jcu.edu.au/library

Contact Us

You can get real-time online help via our Chat service 7 days a week

If Chat is offline you can leave us a question, or find your answer in our FAQs

Come us and see us face to face 7 days a week during staffed library hours



connect with us

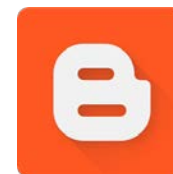
/JCUlibrary



@JCUlibrary



@jcu_libraryinthetropics



News blog

Top three things

People

Face to face training

In your classroom on request
In the library see our calendar

Online training

Via Collaborate, Zoom
In your classroom on request
In the library see our calendar

Service points

InfoHelp desk
Rovers (1st tier ICT support)

Resources

Library collections

Physical and online collections

Tailored subject resources

Subject specific reading lists
Your Library tool in LearnJCU

Self serve

Targeted open educational resources
including:
Library Channel
Library Guides

Facilities

Comfortable spaces

Comfortable study spaces, zoned
for student requirements

Convenient hours

Opening hours, include evenings,
weekends, extended hours during
study periods

Computing

Wifi
PCs/Macs
Printing, scanning, 3D printing



IT Support

Clint Pettersen
IT Services and Support



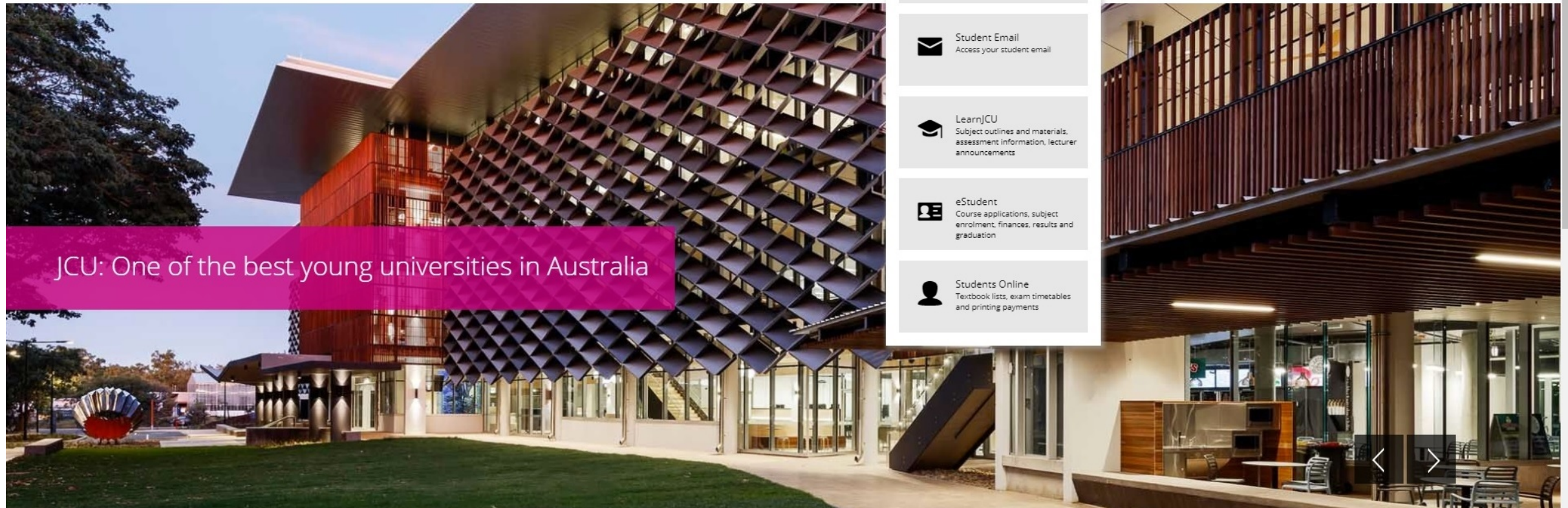
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AUSTRALIA

What we do ...

We provide students with advice and assistance for all IT Services delivered by the Technology Solutions Directorate.

- Account and access issues with JCU Online Services
- Connecting personal devices to WiFi and Printers
- Computer Labs
- Software support and troubleshooting
- Online security and awareness
- Referrals to other support services

- Student Email and O365.... (free)



JCU: One of the best young universities in Australia

- Students Homepage
Portal to access all online services
- Student Email
Access your student email
- LearnJCU
Subject outlines and materials, assessment information, lecturer announcements
- eStudent
Course applications, subject enrolment, finances, results and graduation
- Students Online
Textbook lists, exam timetables and printing payments

Find a course **Browse courses by**

Course name or keyword

Study Area ▾ **Campus/Delivery** ▾

Get started

- [Talk to an advisor](#)
- [Application deadlines](#)
- [How to apply](#)
- [Accept your offer](#)

What's on

- Now** Great Barrier Reef Restoration Symposium
- Now** Year 12 University Experience to 20 Jul
- Now** WHOCC2018: 12th Biennial Conference and Meetings to 19 Jul

FAQs

- [How do I apply for a Higher Degree by Research program?](#)
- [If I am an international student how do I apply to JCU?](#)
- [How do I apply for an undergraduate course?](#)



Sign in

[Can't access your account?](#)

Next

Search Mail and People

Home | Calendar | Mail | Deleted | Junk | Settings | Move to | Categories

- Folders
- Recent
- Inbox 500
- Clutter 50
- Junk Items
- Deleted Items 27000
- References, Clutter
- Inbox 500**
- Clutter 50
- Spam 2
- Junk Items
- Deleted Items 27000
- Archive
- Calendar
- Conversation History
- IT
- ITG Safety Monitor
- HR
- Academic Services team
- Enterprise Agreement 2015
- Go Certificate
- Higher Duties
- ICT job
- LIAD
- MCI requests
- OT
- HR
- Supernumeration
- Travel
- 2011
- 2015

Inbox Filter

Microsoft Outlook
Clutter moved new and different messages
See how messages important to you? For more info, click...

Subagio, Ternas
See complete
Good morning Sir, I have just booked my return flight...

Wednesday

UM, Services and Resources
See complete
Hi all Please find attached my latest CVI update. Cheers, P...

Murray, Richard
Reply of Associate Professor Suzanne Williams on...
Dear colleagues, On behalf of the University and the Centre...

Russ Reid, Army
See complete
Hello - Hello Clutter! Cheers, Russ From References, Clutter...

ITG Training
Safety Training Training in Cairns Campus - Revised
Health Safety & Environment and Training in Cairns Campus...

Wahaly, ECU
Presentation for IT Week Cairns
Hi Clutter, As discussed, I am sending the presentation to you...

quartrine@messaging.microsoft...
Spam Notification: 1 New Message
See what spam filters you have on. Offer 30 free presentations...

Roody Gregory
Re: Imaging team
Hi Roody, The rest of our team are busy with the Imaging...

Roody Gregory
Hi
Hi Team, Attached is the documentation for the new FunD...

Clutter moved new and different messages

Microsoft Outlook
Today 1:48 PM
References, Clutter

This message is from a trusted sender.

Are these messages important to you?

For some time, Clutter has been moving messages to the Clutter folder. Recently, some new and different messages were moved. Now you can quickly scan the folder and move any messages that shouldn't be there back to the inbox. Clutter will learn from this and do better next time.

New messages are moved

Answer again
View your folders

Clutter summary

From	Message count
James Cook University via Thimble	3
Campus Services	2
UMU	1
Clair Patterson	1
IT Help, Programming Newsletter	1
E-MAIL FROM: MCI Magazines	1
ENTIRE! Miscellaneous Magazine	1
LinkedIn	1
ITG Theatre Company	1
LinkedIn Update	1

Get a few more seconds? We'd love to know what you think about Clutter.

Give feedback | Learn more

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Good morning

Search apps, documents, people, and sites

Apps

Install Office apps



Outlook



OneDrive



Word



Excel



PowerPoint



OneNote



SharePoint



Teams

Office 2016
Includes Outlook, OneDrive for Business, Word, Excel, PowerPoint, OneNote, and more.

Other install options
Install a different language, the 64-bit version, or other apps available with your subscription.

Explore all your apps

Documents

Upload and Open... New

Recent Pinned Shared with me Discover

Name	Last opened by you	Sharing	Activity
IT Services @ ICS 2018 Shared with OneDrive	Yesterday at 11:00 am	Shared	
IT Services @ ICS 2018 Documents - My Recent Files	Yesterday at 10:00 am	Only you	
IT Services personal - ita.performance.you.etc.etc - Documents	Yesterday at 10:00 am	Shared	
HECS HEC - 2018 11	0:00	Only you	
WorldHealthForum2017 18 General - WorldHealthForum2017 18	0:00	Only you	
Whe Imaging Issue Shared with OneDrive	0:00	Shared	

Show more

More in OneDrive

OneDrive

Recent folders

Name	Last opened by you
------	--------------------

SharePoint

Frequent sites Following

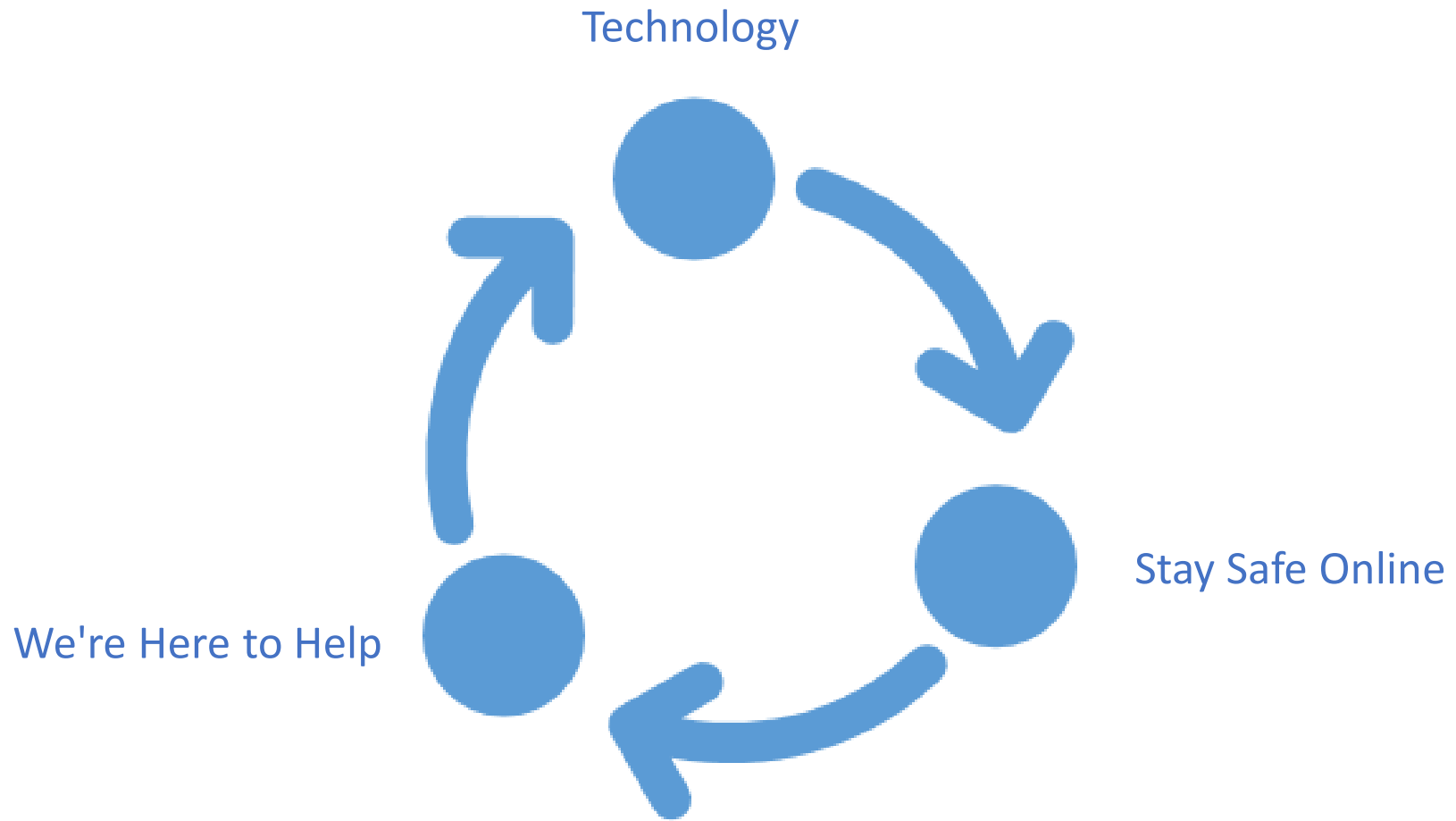
Name

Feedback

PRO TIPS:

- OneDrive for Business (5TB of storage as long as you're enrolled)
- Avoid external hard drives and USBs as your only backup
- Save your work in multiple locations

Top 3 things ...



Presentations and Events ...

Presentations to students

- O Week presentations

Representation at events

- O Week Market Day



+61 7 4232 1777



ithelpdesk@jcu.edu.au
4781 5500



In Person



Service Portal



Student Centre

Townsville:

Manager – Kerri Conway

Team Leader – Sharon Schultz

Team:

Ashton Blacklock

Helen Rosner

Jocelyn Follent-Nepia

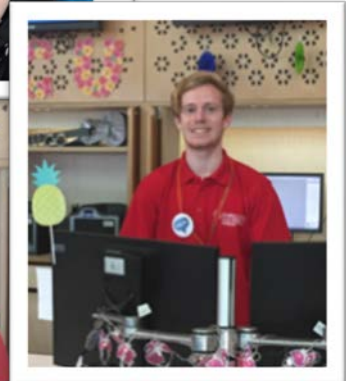
Katrina Wust

Chelsea Ward

Tess Fouracre

Jordynn Ward

Marie-Louise Coco



City campus: Alison Barker, Lee Gallegos

Casuals: Matt Beesley, Maddy Lassig, Tim Beckenham, Tom Gallegos, Chloe Conway-Barbagallo, Jasleen Chhabra, Michelle Badke, Nicole Kasper, Jess Harris, Romany Montgomery.



Cairns

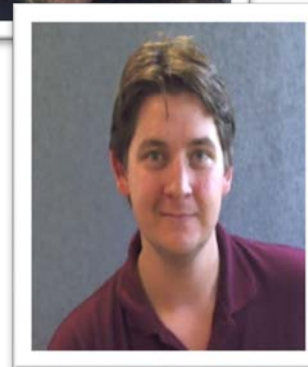
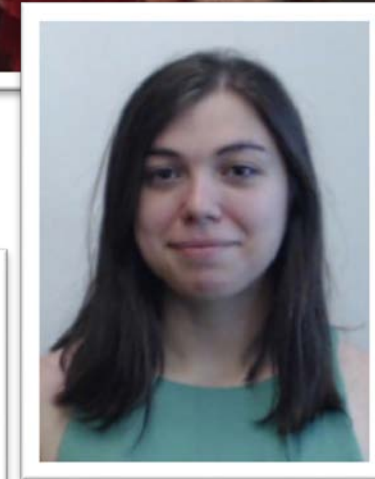
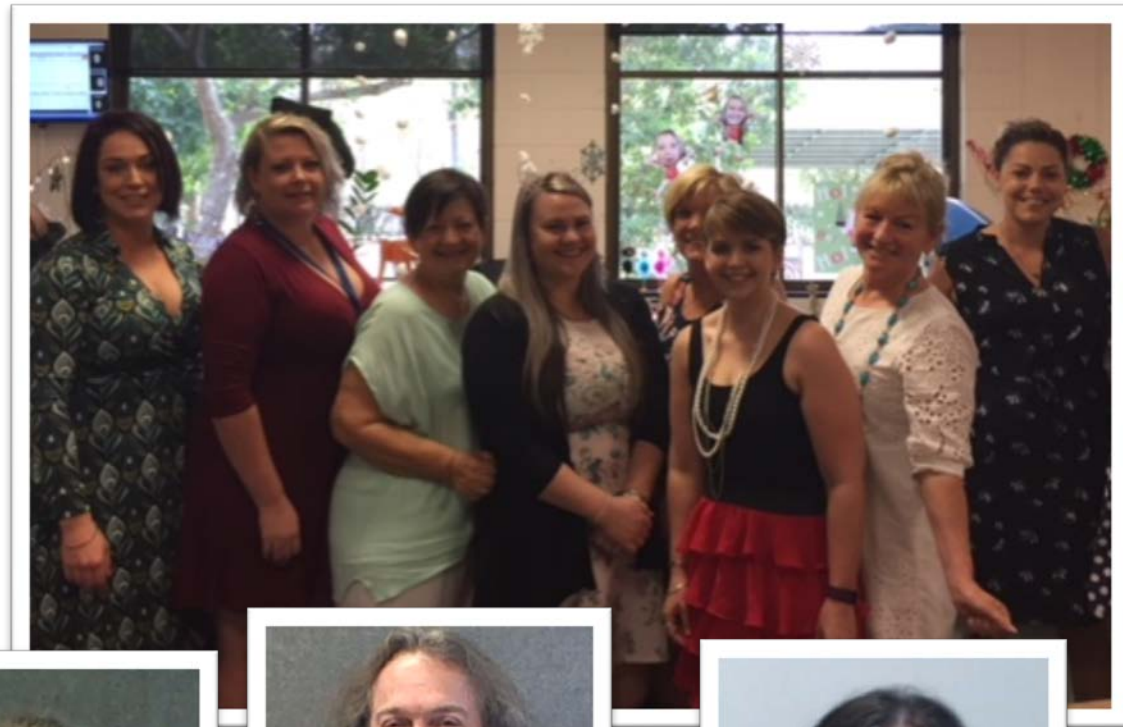
Supervisor: Vanessa Boys

Team:

Amanda Waters
Bronwyn O'Brien
Eda Wetherall
Sarah Cook
Mary Burg
Sandie Pryor
Megan Denning
Jacqui Tomkinson

Casuals:

Matthew Small
Shrooq Lasheen
Tennille Denman
Jason Owens



What we do ...

We provide advice and information to students on a whole range of topics:

- Course and admission information to prospective students (domestic and international)
- Conduct outbound calls – enquiry to enrolment as part of the conversion strategy
- Print student ID cards and issue tertiary transport concession stickers
- Enrolment help to new and current students
- Fees and scholarship information, including important dates, HELP forms
- Exams
- Timetables and class registration help
- Processing payments: field trips, tuition fees
- Fulfil requests for academic records
- Referrals to other support services
- Graduation

What we do continued ...

Presentations to students

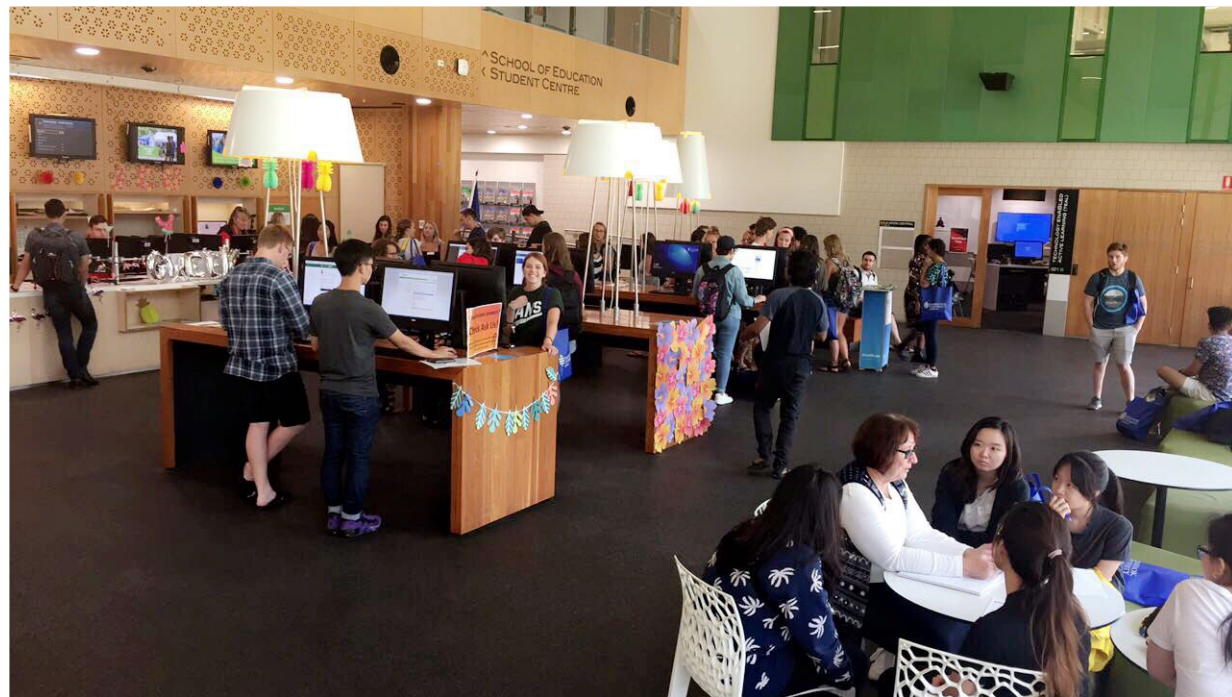
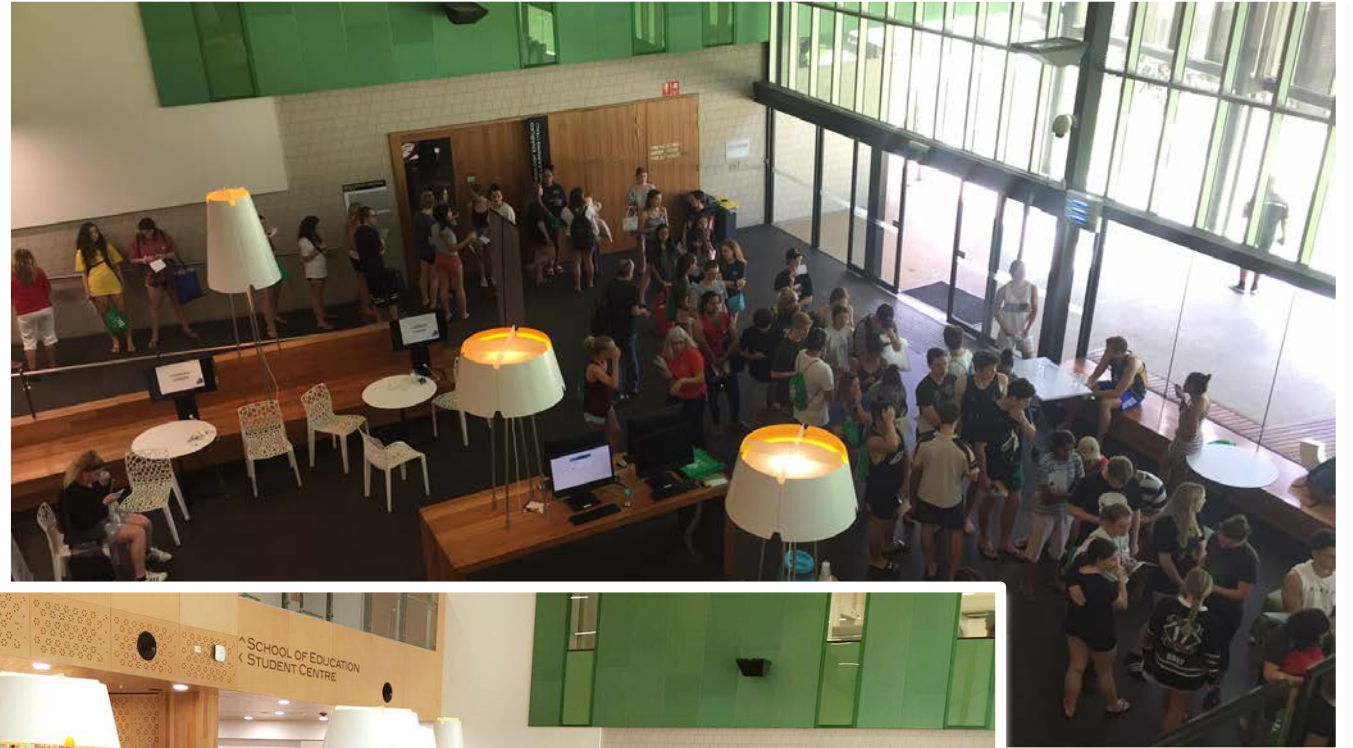
- O Week presentations
- Uniprep (CNS)

Representation at events

- Open Day
- Exam Plan
- Careers Expo

Provide support in response to urgent situations

- Uni Hall fire
- Email security breach/change password
- Floods



How do students contact us?

- Phone, email, online chat, book a call, in person

Common enquiries and high volume periods:

- Orientation periods – February and July
- QTAC/JCU Offer rounds
- Quota courses – Medicine, Dentistry, Physiotherapy, Veterinary Science
- Prospective students – all courses

Most common enquiries

- Enrolment and class registration
- Student ID cards
- Academic records



enquiries@jcu.edu.au



1800 246 446



Live chat



Book a call



Ask Us

Top three things you should tell students about us

1. **Ask the question!** If we don't know the answer, we'll point you in the right direction.
2. You can contact us by phone, email, chat or come into the Student Centre.
3. We're open all year apart from Christmas to New Year's, public holidays and weekends. If you can't reach us, try Ask Us 24/7.

JCU Careers and Employability

Mission: To embed career development and employability throughout the student experience to optimize graduate success in a complex, competitive, employment market.

Team

Trudy Quantrill, Manager

Tara Harrold, Career Development Learning Officer

Joanne Webster and Jack Sage, Career Counsellors

Rosie Cummins and Suzanne McIntyre, Career Information Officers

How We Support Students

Developing employability is a shared responsibility across the university.

Careers and Employability help through:

1. Appointment service
2. Workshops
3. Events
4. Resources
5. Staff development



1. Student Appointments

Face-to-face, phone, skype, drop-in

Prospective, current and recent graduates

- Career planning and decision making
- Employability strategies
- Job search and application support

Email response careers@jcu.edu.au



2. Workshops

- Optimising Your Capstone Experience
- Graduate Applications
- Resumes and Interviews
- Steps to Career Success
- Alternative Career Paths
- LinkedIn
- Networking
- Introduction to Careers
- Mastering Job Search Strategies.
- Preparing for Your WIL Project

Employable Me

JCU Employability Workshop Series Study Period 2

Week 2: **Design the Life You Wish to Live**

Week 3: **The Employability Edge**

Week 4: **21st Century Job Skills**

Week 5: **Graduate Job Applications, Pitches and Interviews**

November: **Steps to Graduate Success**



3. Events

JCU Careers Fair

Signature employability event for JCU

Held annually in March

CNS and TSV campuses

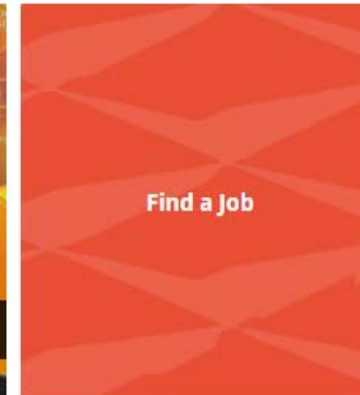
40 exhibitors on each campus

2670 students attended the 2019 event



4. Resources

- Website jcu.edu.au/careers
- JCU CareerHub – online job portal
- Generic employability topics - PDFs
- Discipline-specific career snapshots and example resumes
- Online modules
 - Career Development Program
 - Big Interview
 - Developing an Enterprising Mindset



CareerHub

Casual, part-time, vacation, volunteer, course relevant, and graduate job vacancy listings

The screenshot displays the CareerHub interface for James Cook University. At the top left is the university logo, and at the top right is the 'CareerHub' title. A navigation bar includes links for Home, Jobs, Organisations, Events, Appointments, Resources, Ask a Question, and My Groups. A user profile for 'Joanne' is visible with a notification badge showing '2'.

The main search area is titled 'Search Jobs' and includes a search input field containing 'Graduate, Analyst, Intern...', a 'Type Of Work' dropdown menu set to 'Post Graduate Employment', and a 'Location' input field set to 'Brisbane, QLD, Australia'. A green 'Find Jobs' button is positioned to the right of the filters. Below the search bar, there are links for 'Bookmarked Jobs', 'Graduate Employment', 'Industry/Course Related Experience', 'Scholarships/Cadetships/Internships', and 'Graduate Recruitment Programme', along with a 'More Search Options' dropdown.

The results section is titled 'Found 46 Jobs' and features a 'Most Recent' dropdown. Three job listings are visible:

- Australian National Audit Office 2019 Graduate Program** (new)
Australian National Audit Office (ANAO)
The ANAO 2019 Graduate Program – contribute to work with a real impact on government administration, get the big picture of how government works and have the opportunity to reach your potential in a small, dedicated organisation.
Location: Canberra
Closes - 1 Apr, 2018
- Intelligence Professionals** (new)
Australian Security Intelligence Organisation (ASIO)
The Australian Security Intelligence Organisation (ASIO) is seeking applications from talented Australians to help collect information, connect the dots and play a crucial role in providing advice to government on matters of national security.
Location: Canberra
Closes - 30 Mar, 2018
- Future Technologist Graduate Program** (new)
Australian Security Intelligence Organisation (ASIO)
Location: Canberra
Closes - 30 Mar, 2018

On the right side, there is a 'Search Employers' section with a 'Quick Search' input field and a search icon. Below this, three employer listings are shown:

- SMEC Australia Pty Ltd**
1 current job
- JCU Careers and Employment**
2 current jobs
- Protocol Education**
A UK Education Recruitment agency which offers daily, contract and permanent work all over England
2 current jobs

A 'Search Employers' button is located below the employer listings, and a 'National Australia Bank' button is at the bottom of the right-hand column.

Generic Self-Help Employability Resources

Information Sheets

Resources

[Example Resumes](#)

» [Information Sheets](#)

[Career Snapshots](#)

[Career Action Plans](#)

[Skills and Attributes for Career Success](#)

[Career Development Program](#)

[Big Interview](#)

[CareerHub](#)

During your study

- [Stand out from the crowd](#)
- [Volunteer to get experience](#)

LinkedIn and Social Media

- [Professional social media \(PDF, 77 KB\)](#)
- [LinkedIn Profile Checklist \(PDF, 322 KB\)](#)
- [LinkedIn Tip Sheet - Tailoring your profile \(PDF, 242 KB\)](#)

Transition to Employment

- [Action Words for your application \(PDF, 38 KB\)](#)
- [Aptitude Tests and Assessment Centres \(PDF, 218 KB\)](#)
- [Can a robot read your resume_\(PDF, 35 KB\)](#)
- [Cover letters \(PDF, 130 KB\)](#)
- [Employment contracts \(PDF, 75 KB\)](#)
- [Job search checklist \(PDF, 41 KB\)](#)
- [Interviews - by phone \(PDF, 42 KB\)](#)
- [Interviews - in person \(PDF, 52 KB\)](#)
- [Resume FAQs \(PDF, 39 KB\)](#)
- [Selection criteria \(PDF, 136 KB\)](#)
- [Skills employers want \(PDF, 43 KB\)](#)
- [Starting a Business \(PDF, 77 KB\)](#)
- [Tips for finding part-time and casual work \(PDF, 48 KB\)](#)



Degree Relevant Resumes

- Arts and Social Sciences (PDF, 123 KB)
- Business - Accounting (PDF, 122 KB)
- Creative Media (PDF, 132 KB)
- Dentistry (PDF, 209 KB)
- Education (PDF, 123 KB)
- Engineering (PDF, 87 KB)
- Information Technology (PDF, 209 KB)
- Law (PDF, 206 KB)
- Medical Laboratory Science (PDF, 193 KB)
- Nursing (PDF, 126 KB)
- Occupational Therapy (PDF, 154 KB)
- Physiotherapy (PDF, 154 KB)
- Pharmacy (PDF, 130 KB)
- Psychology (PDF, 297 KB)
- Science (PDF, 241 KB)
- Social Work (PDF, 209 KB)
- Speech Pathology (PDF, 153 KB)
- Sport and Exercise Science (PDF, 85 KB)
- Veterinary Science (PDF, 291 KB)

Career Snapshots

DENTAL SURGERY – CAREER SNAPSHOT



- BOOST YOUR PROSPECTS**
 - Explore your options, clarify your career goals
 - Build your networks
 - Gain course relevant experience
 - Fine tune your job application skills
 - Show initiative, engage in extra-curricular activities and stand out

For further ideas access the [JCU Career Action Plan](#)

Bachelor of Dental Surgery

The **JCU Bachelor of Dental Surgery** is a five-year undergraduate degree that provides students with the knowledge and skills required to become competent practitioners of dentistry.

Dental Practitioners diagnose and treat oral diseases, injuries and abnormalities of jaws, teeth and gums, undertake preventive procedures, conduct surgery and perform other specialist techniques and advise on oral health.

With further study Dental Practitioners may specialize in Paediatrics, Oral / Maxillofacial Surgery, Orthodontistry, Periodontistry, Prosthodontistry, Public Health and Special Needs.

The Federal Government's website [Job Outlook](#) provides information on the profession including job prospects, weekly earnings, occupation size and vacancies. Statistics are updated annually.

Graduates are eligible for professional registration with all dental boards in Australia and New Zealand and are able to enter dental practice.

Students enrolled in the degree are registered with the [Dental Board of Australia](#) through the Australian Health Practitioner Regulation Agency (AHPRA) for the duration of their study or until they are no longer enrolled. (Source: [JCU Bachelor of Dental Surgery](#) retrieved 25 July 2018)

Dental Surgery students are strongly recommended to be knowledgeable of the requirements for registration with the [Dental Board of Australia](#).

Graduate Outcomes

JCU Bachelor of Dental Surgery graduates are working in private practice, state-operated dental health services, and in teaching and research. Employers include:

- Queensland Health
- Tasmanian Oral Health Service
- ACT Dental Health

Fast Facts

Avg. Weekly Pay 📉
Unavailable

Future Growth 📈
very strong

Skill Level 📊
Bachelor Degree or higher

Employment Size 👤
12,700

Unemployment 📉
below average

Source: [Job Outlook 2018](#)

Graduate outcome information for the JCU Bachelor of Dental Surgery and all other Australian dental degrees is available on the [Quality Indicators for Learning and Teaching \(QILT\)](#) site.

Following are key facts retrieved from the [QILT website](#). (Retrieved 25 July 2018)

Graduate Employment Dentistry

	James Cook University	National Average
Full-time employment	94.6% 74 responses	85.3%
Overall employment	100% 80 responses	95.1%
Full-time study	1.3% 80 responses	16.1%
Median	\$95,200	\$80,000

JCU Career Development Program

Curriculum
Friendly

1

University Preparation

Self-Understanding 1
Self-Understanding 2
Self-Understanding 3
Course Exploration and Decision Making
Thriving at University
Managing Your Finances

2

Career Preparation

Self-Understanding 2
Self-Understanding 3
Teamwork
Effective Workplace Communication
Networking

3

Work Placement Preparation

Seeking Placement Opportunities
Applications for Placements
Interviews
Thriving in a Workplace
Maximising an ePortfolio
Networking

4

Career Management

Career Decision Making
Seeking Graduate Opportunities
Networking
Marketing Myself
Thriving in a Workplace
Maximising an ePortfolio

5

Graduate Careers

Resumes and Cover Letters
Selection Criteria
Interviews
Seeking Graduate Opportunities
Marketing Myself
Life Balance
Maximising an ePortfolio

6

Workplace Resilience

Managing Stress and Pressures
Life Balance
Managing Your Finances
Thriving in a Workplace
Teamwork
Effective Workplace Communication
Self-Understanding 3

Big Interview

Curriculum
Friendly

The screenshot shows the user interface of the 'Big Interview' platform. At the top left is the James Cook University Australia logo. The navigation bar includes 'Learn', 'Practice', 'Resume', 'My Videos', and 'Assignments'. On the right, there is a 'Back to Admin' link and a user profile for 'Joanne'. The main content area features a welcome message: 'Welcome back, Joanne. Continue learning!' with a prominent green 'Start Here' button. Below this are several learning modules:

- Fast Track**: 16 VIDEO LESSONS, 69% progress, 'Continue' button, lightning bolt icon.
- Mastery Track**: 50 VIDEO LESSONS, 'Start now' button, star icon.
- Interview Playbooks**: 143 VIDEO LESSONS, lightbulb icon.
- Resume Curriculum**: 8 VIDEO LESSONS, document icon.
- Written Curriculum**: 9 WRITTEN MODULES, book icon.
- Negotiation Curriculum**: 11 VIDEO LESSONS, handshake icon.
- First 90 Days Curriculum**: 21 VIDEO LESSONS, '90 days' badge.

- Interview practice
- Response suggestions
- Video tutorials



Skills and Attributes for Career Success



Text/print version ? Help and support

2mins

Authors

Course structure

Course highlights

Supporting institutions

Skills and Attributes for Career Success:
Developing an enterprising mindset

Introduction to key skills and attributes

Course title

Introduction to key skills and attributes (38 mins)

Course details

Creative and innovative thinking (67 mins)

Course details

Leadership skills (69 mins)

Course details

Commercial awareness (68 mins)

Course details

Problem solving and decision making (69 mins)

Course details

Communication and networking (73 mins)

Course details

Negotiation skills (65 mins)

Course details

Effective planning (69 mins)

Course details

5. Staff Development

Career Action Plan for Curriculum

This action plan is a developmental, whole of degree approach to equip graduates with career management skills for a competitive, rapidly changing and unpredictable world. Choose your year level below to build your course's action plan, then receive it by email once complete.

FIRST YEAR

Develop vocational identity and sense of purpose

Raise awareness of career opportunities and pathways

Foster self-motivated, continuous learning

Make transferrable and entrepreneurial skills visible

Encourage extra-curricular engagement

GO

MIDDLE YEARS

Engage with industry and employers and develop skills and knowledge

Teach students how to develop their professional identity

Embed career development learning within Work Integrated Learning (WIL) experiences and assessments

Engage students in recruitment and networking opportunities

Check students can identify, articulate and develop their skills, knowledge and experiences

GO

FINAL YEAR

Support student to plan and prepare for professional transitions

Promote active career planning, exploration and exposure for graduation and beyond

Assist students to apply discipline specific and transferrable knowledge, skills and experience

Embed the development of skills required for transition into graduate employment

GO

Embedding Career Development, Employability and Entrepreneurship within curriculum

Resource development

- CAP-C
- Exemplars
- Generic assessment tasks

Top Three Messages for Students

TANTAlise...

1. **Map out** opportunities and **Take Actions** every semester to **prepare for your career!** In particular, prioritise **gaining course-relevant experience** to apply and develop your skills and knowledge.
2. **Network**— you never know where your next skill development opportunity or job will come from. Attend the **JCU Careers Fair** every year!
3. **Take Advantage** of JCU Careers and Employability **resources and support**, attend the **Employable Me** workshops.

Questions?

Careers and Employability

Level 1, Library

Ph: 4781 4711 TSV 4232 1150 CNS

careers@jcu.edu.au

www.jcu.edu.au/careers



JCU: Careers



Indigenous Education
and Research Centre

JCU Support Services Show Case

2019

Who are we?



- ▶ Research
- ▶ Teaching and Learning
- ▶ Student Support
 - Manager – Leah Hammett
 - 2 x Academic Support Advisors
 - 2 x Student Support Advisors

What do we do?

We empower students to be independent, critical and analytical thinkers, and assist them to plan, set and achieve their goals.

We deliver a learning support agenda that progresses Indigenous students through to completion of degree and beyond.



Winter School



- ▶ On campus 1 week residential university experience - July
- ▶ No cost to students
- ▶ Open to all Indigenous students in years 10, 11 and 12 across Australia
- ▶ Simulation of university life
- ▶ Meet lecturers - engage in class activities and assessment
- ▶ Become familiar with the campus when students transition to university

Pre Program (Summer School)



- ▶ On campus 3 week residential university pre-program
- ▶ No cost to students
- ▶ Open to all Indigenous students across Australia who have completed year 12 and seeking entry to JCU

Student Support Team provide the following services:

Academic Support Advisors

- ▶ Conversion calls
- ▶ Work with the Student Support Advisors to case manage student cohorts
- ▶ Early intervention – academically under prepared
- ▶ Develop effective learning support strategies
- ▶ Contact every student every 3 weeks
- ▶ IPAL – tutoring program
- ▶ Liaise with Colleges and Academic staff

Student Support Advisors

- ▶ Conversion calls
- ▶ Work with Academic Support Advisor to case manage students cohorts
- ▶ Strategies pertaining to student experience
- ▶ Contact every student every 3 weeks
- ▶ Provide pastoral and personal support – Health and Wellbeing
- ▶ Financial support information – Centrelink / Scholarships
- ▶ Accommodation

The Centre - Services

- ▶ Study rooms and collaborative learning spaces
- ▶ Computers
- ▶ Kitchen space
- ▶ Video conferencing and meeting rooms
- ▶ General hang out space
- ▶ 24 hour access
- ▶ Social: BBQs – Lunches



Top things to note

- ▶ Centre is available to all Indigenous Students as a primary contact for all queries including prospective enquiries
- ▶ The Student Support Teams are available to assist or refer as required
 - Academic support
 - Pastoral support
- ▶ Provide an environment that supports and inspires students to grow personally, culturally and academically.

Contact us:

- ❖ Building A21
- ❖ Phone: (07) 4232 1046
 - ❖ email: ierc@jcu.edu.au
 - ❖ Student support: ierc.studentsupport@jcu.edu.au



JCU STUDENT ASSOCIATION

Student Advocacy and Welfare Service



JCU STUDENT ASSOCIATION



JCU STUDENT
ASSOCIATION

STUDENT ADVOCACY AND WELFARE OFFICERS

- Provide an independent, free, confidential and non-judgement service to all JCU students across all campuses.
- Are not employees of JCU.
- Role is funded through the Student Services and Amenities Fee.
- Students do not have to be a member of JCUSA to access the service.
- JCU Student Association has 4 Student Welfare and Advocacy Officers:
 - 2 in Townsville (Catherine Fraser and Tichava Batiya)
 - 1 in Cairns (Kimberly Thornley)
 - 1 in Brisbane (Gian Corpuz)



ACADEMIC ADVOCACY

- Students should be referred to an Advocate whenever they have an issue with the University.
- We provide support, assistance or representation as needed.
- We do not provide “legal advice” (but we do refer to Legal Services)
- Our main focus is on assisting students to understand their rights and responsibilities under JCU Policy and Procedures.
- We cannot contact a student in the first instance, they must approach us.

AN INDEPENDENT SERVICE FOR ACADEMIC ADVOCACY

- Student Rights and Responsibilities
- Academic Misconduct Hearings
- Student Code of Conduct
- Special Consideration and Deferred Exams
- Review of Assessment
- Appeal of Final Subject Grade
- Statement of Reason
- Appealing University Decisions
- Complaints and Feedback Advice
- Academic Progression
- Withdrawal / Deferral and Leave of Absence
- Problems with Placement and Suitability to Continue

AN INDEPENDENT SERVICE FOR
WELFARE ASSISTANCE

- Study Issues
- Time Management
- Equity and Assistance
- Personal Issues / Adjustments
- Emergency Food and Transport Assistance
- Centrelink Advice
- Referral to JCU Support Services
- Referral to External Support Providers
- Discrimination and Harassment Assistance

WELFARE SUPPORT

- Our main focus is on assisting students to understand their rights and responsibilities.
- We cannot contact a student in the first instance, they must approach us.
- We refer to internal and external services.
- We are NOT Counsellors.
- We can help with Special Consideration, Deferred Examinations and Extensions.
- We no longer provide Student Loans.

CONTACT US

JCU STUDENT ASSOCIATION

Townsville Campus

☎ 07 4781 4400

James Cook University
Building 133 - Ground Floor
Townsville QLD 4811

Cairns Campus

☎ 07 4232 1160

James Cook University
Building A24
Cairns QLD 4870

✉ studentassociation@jcu.edu.au

Free call 1800 330 021 www.jcusa.edu.au   [jcustudentassociation](https://www.instagram.com/jcustudentassociation)



Student Transitions and Engagement



JAMES COOK
UNIVERSITY
AUSTRALIA

What we do

- facilitate a suite of strategically designed partnership programs for commencing and continuing students.
- Intended outcomes include an improved transition and student experience, as well as retention, success and completion rates.

2018

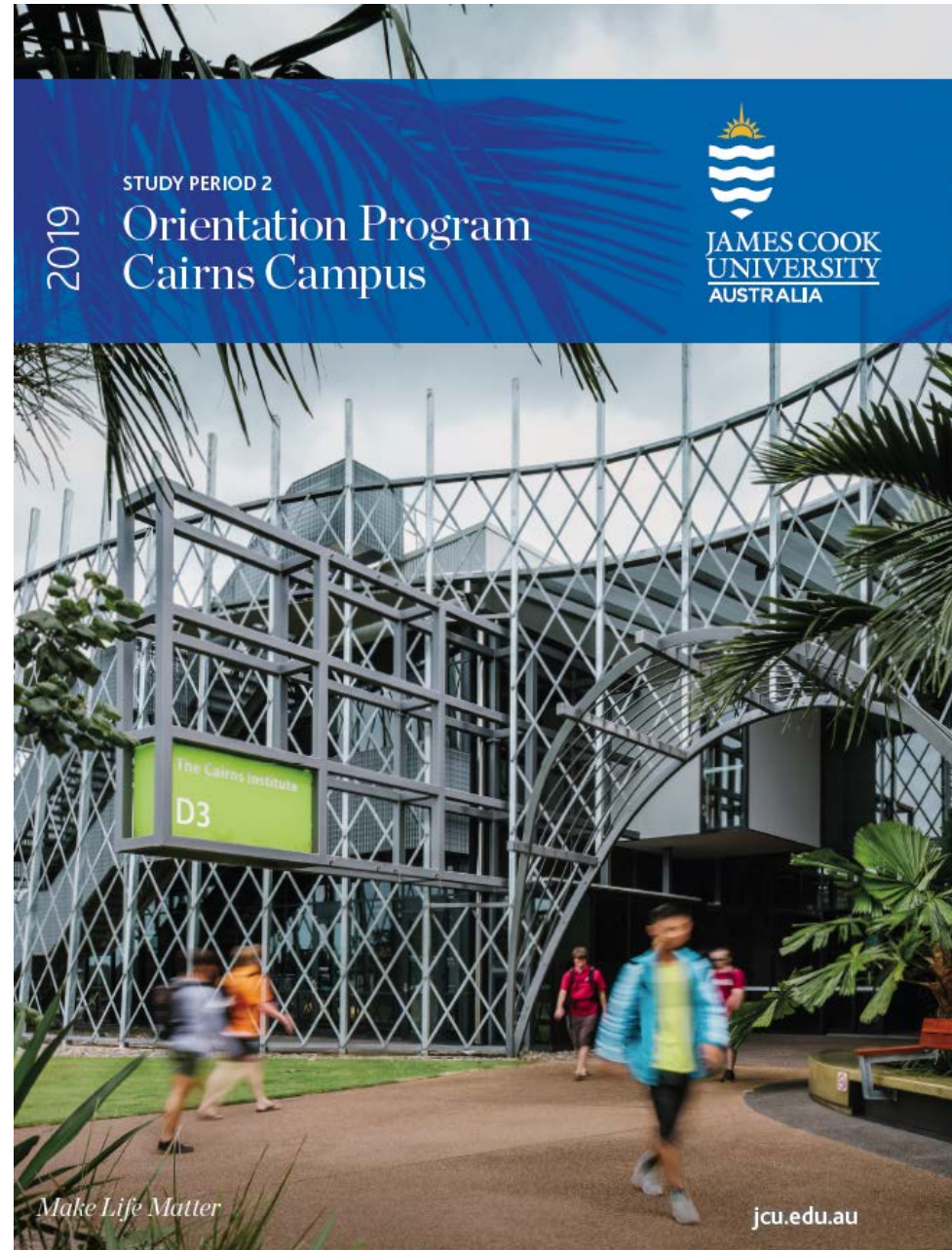
- 24 extra-curricular events
- approximately 5,800 students

Orientation

- Whole of University program
- 6 week program



**Attending O Week and
having a Student
Mentor increases your
success rates by up to
26%!**



Student Events

Coordinate and facilitate the development, promotion, delivery and review of a coordinated program of extra-curricular events over the course of the JCU student life-cycle.



STUDENT SUCCESS WEEK

SET YOURSELF UP FOR SUCCESS

A week of free activities and events to support your academic success and wellbeing whilst at university.

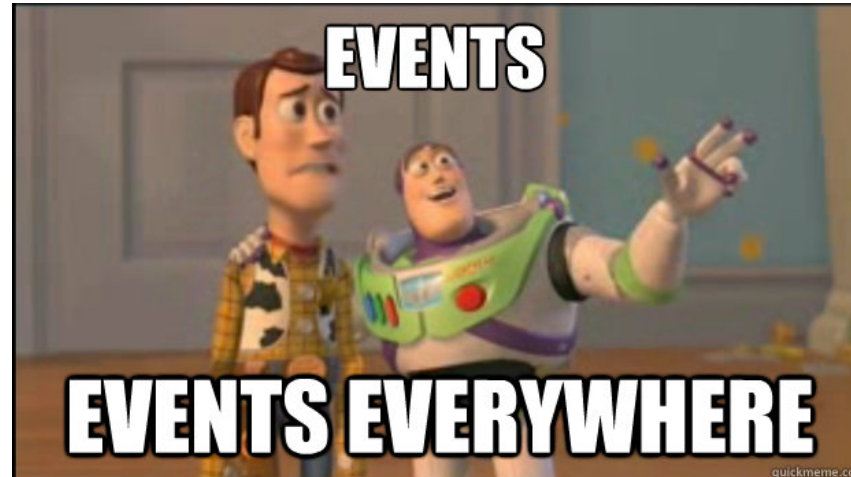
Week 3 | 12 - 17 August | Library Lawns

Supported by your
SSA Fee
Building a better student experience

Top three things



Attending O Week and
having a Student Mentor
increases your success rates
by up to 26%!



jcustudentlife

Supported by your
SSA Fee
Building a better *student experience*



JAMES COOK
UNIVERSITY
AUSTRALIA



JCU Global Mobility



JAMES COOK
UNIVERSITY
AUSTRALIA

Tailored international study experiences

- Short Study Programs
 - Aim Overseas and CIS Australia
 - Cross Institutional Study
 - Delivered during semester breaks
 - Funding available to eligible students
- NCP funded programs
 - Funding application and reporting support
 - Project management
 - Marketing assistance
 - Devolving grants to students

Tailored international experiences

- Intercampus Mobility
 - 1-2 Trimesters at JCUS
 - Enrolled at JCUA
 - Tuition to JCUA
 - Credit towards degree
 - Funding available to eligible Australian citizens
 - Scholarship of \$5000 for SP1 2020
 - OS-Help loan

Tailored international experiences

- Exchange Program
 - 1-2 semesters abroad
 - Students enroll in full study load at JCU
 - Tuition fees paid to JCU
 - Credit against JCU degree
 - 55 exchange partners across 22 countries
 - Funding available to eligible Australian citizens
 - OS-Help Loan 6900-8900
 - Centrelink
 - Scholarships

Where can students find us?

- Email: globalmobility@jcu.edu.au
- Web: www.jcu.edu.au/globalmobility
- Facebook JCU: Global Mobility

- Cairns
 - Reception Building 001
 - Mon-Thu 10.00am -1.00pm

- Townsville
 - Global Lounge Building 8
 - Daily 9.00am - 4.00pm

When can students go?

- Exchange
 - Minimum 24 credit points
 - Minimum 4.5 GPA
- Intercampus mobility
 - Minimum 12 credit points
 - Good standing
- Short Study
 - Minimum 12 credit points



Best of luck and safe travels to all the JCU students heading out on exchange over the next few weeks.

Twenty-eight JCU: James Cook University, Australia students are heading to Japan 🇯🇵, USA 🇺🇸, England, Canada 🇨🇦, Italy 🇮🇹, Sweden 🇸🇪, Ecuador 🇪🇨, Denmark 🇩🇰, Norway 🇳🇴 and South Korea 🇰🇷.

JCU: College of Arts, Society and Education JCU: College of Science and Engineering JCU: College of Business, Law and Governance JCU: College of Healthcare Sciences



Student support

- Distribute course specific exchange flyer to first year students (email, e-student)
- Let students know about this opportunity and send them our way
- Provide course coordinator support with student study plan where appropriate
- Let us know which first year lectures are best for brief 5 minute presentation on overseas opportunities
- Request a flyer globalmobility@jcu.edu.au