



Student Support Services Showcase

JCU Cairns



Celebrating
50
YEARS
1970 - 2020



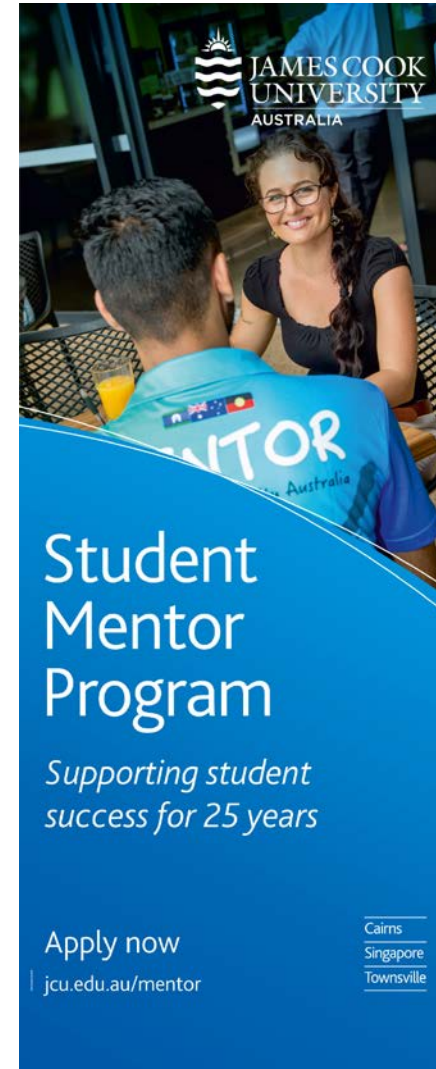
Student Mentor Program

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.



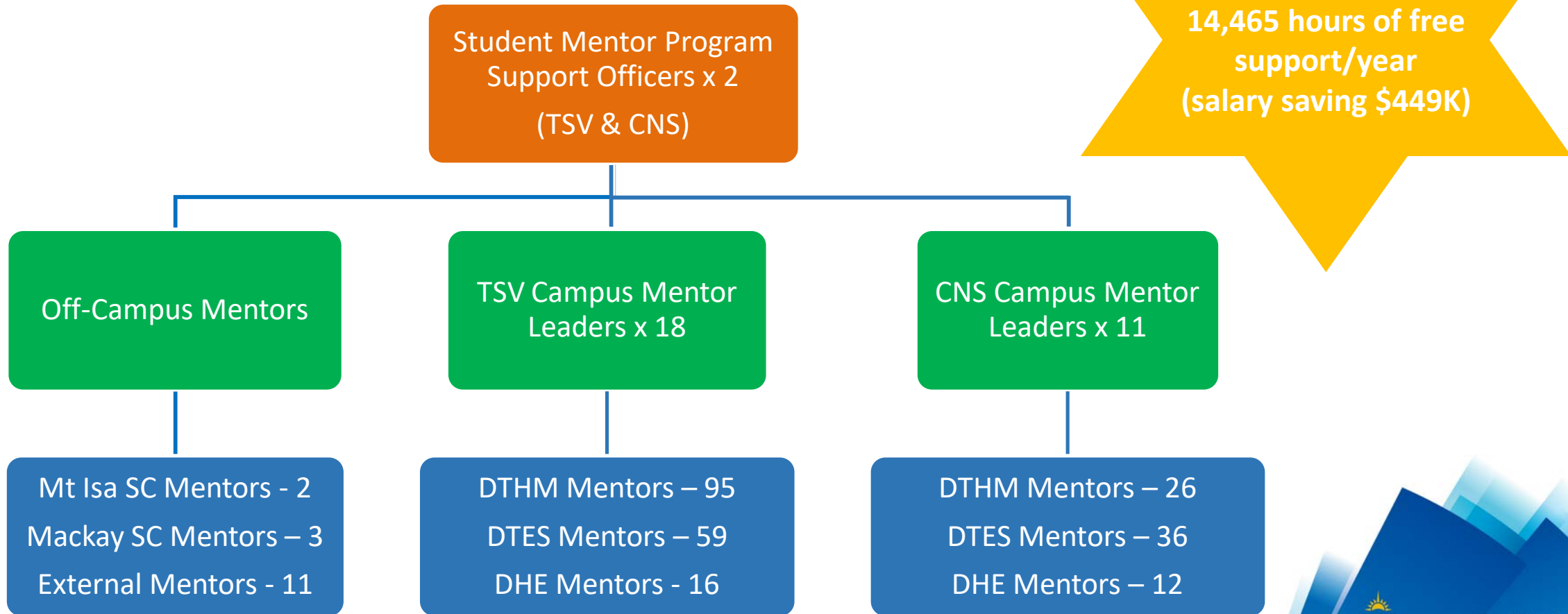
JCU Student Mentor Program



- Student Mentor Program matches experienced, successful student volunteers with commencing undergraduate students from the same course
- Longest running university peer mentoring program in Australia (29 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



Who we help

- Mentor over 3000 new undergraduate students each year
- Mentor the majority of non-traditional student cohorts at JCU

Percentage of mentees

- 53%** - first in family students
- 25%** - low socio economic students
- 11%** - non English speaking background
- 6%** - students with disabilities
- 5%** - Indigenous Australian students

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
- Applications are called for in August for the following year (overall GPA 5.0 and completed all first year subjects). Shortlisted applicants are then interviewed to demonstrate their suitability and interpersonal skills 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 (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
- If students didn't attend O Week, they have an opportunity to sign up for the program in Week 1 during visits to core first-year lectures in each course
- New students can also find a mentor through the JCU Student Mentor Program website – jcu.edu.au/mentors

How Mentors Can Help

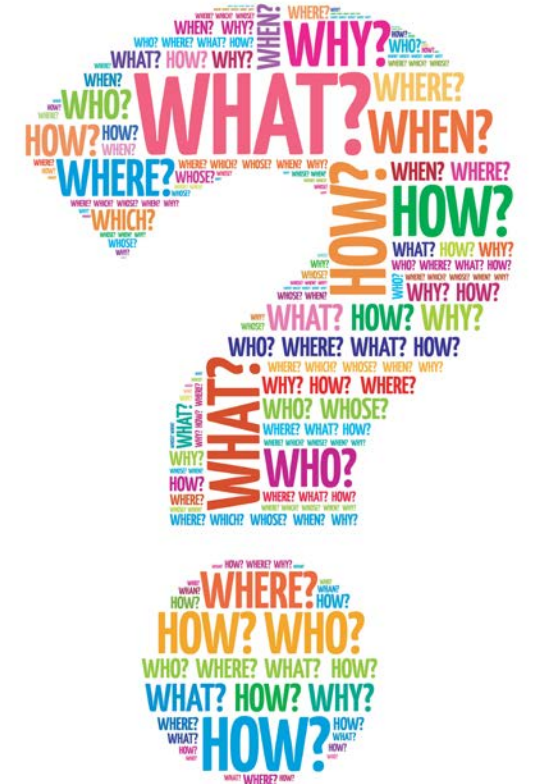
- ✓ Answering general enquiries
- ✓ Navigating around campus
- ✓ Linking students with free support services
- ✓ Connecting new students with peers
- ✓ Advice about study and time management strategies
- ✓ Share knowledge and experience about how to succeed



We can't help with:

- ✗ Assessments
- ✗ Subject tutoring
- ✗ Enrolment advice

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



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

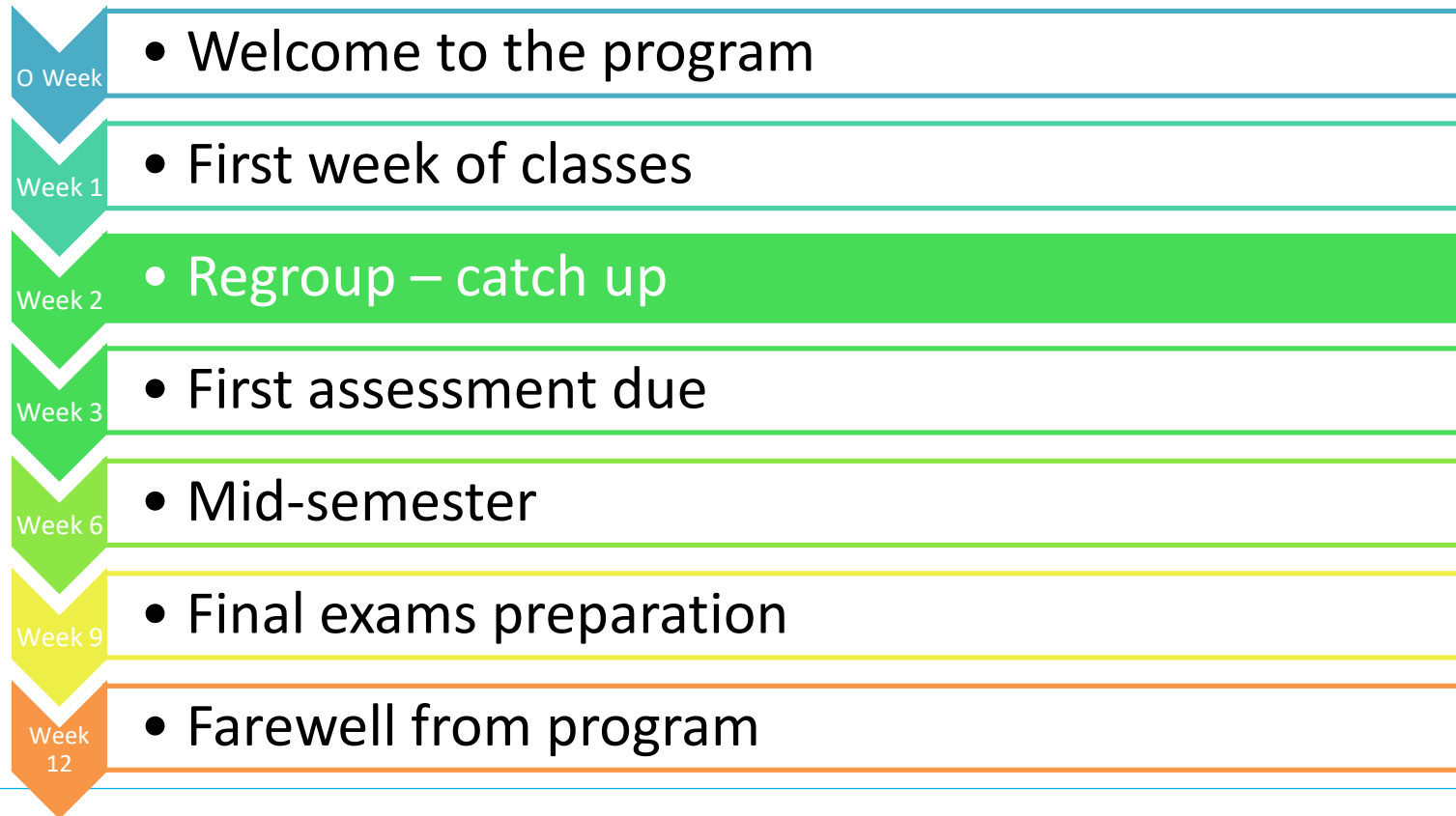


Study tips
Time management
Lack of motivation
Course and career decisions
Part-time employment
Fees and forms
Exam concerns
Academic progression
AccessAbility issues
General university queries



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

2019 Mentor Program Satisfaction Survey

94%

agreed their Student Mentor was a welcoming first point of contact at JCU

94%

agreed their Student Mentor provided a positive role model with helpful advice for commencing students

89%

confirmed they received and read regular email communications from their Student Mentor

Contact Details

Generic Email Aliases – all staff and student enquiries

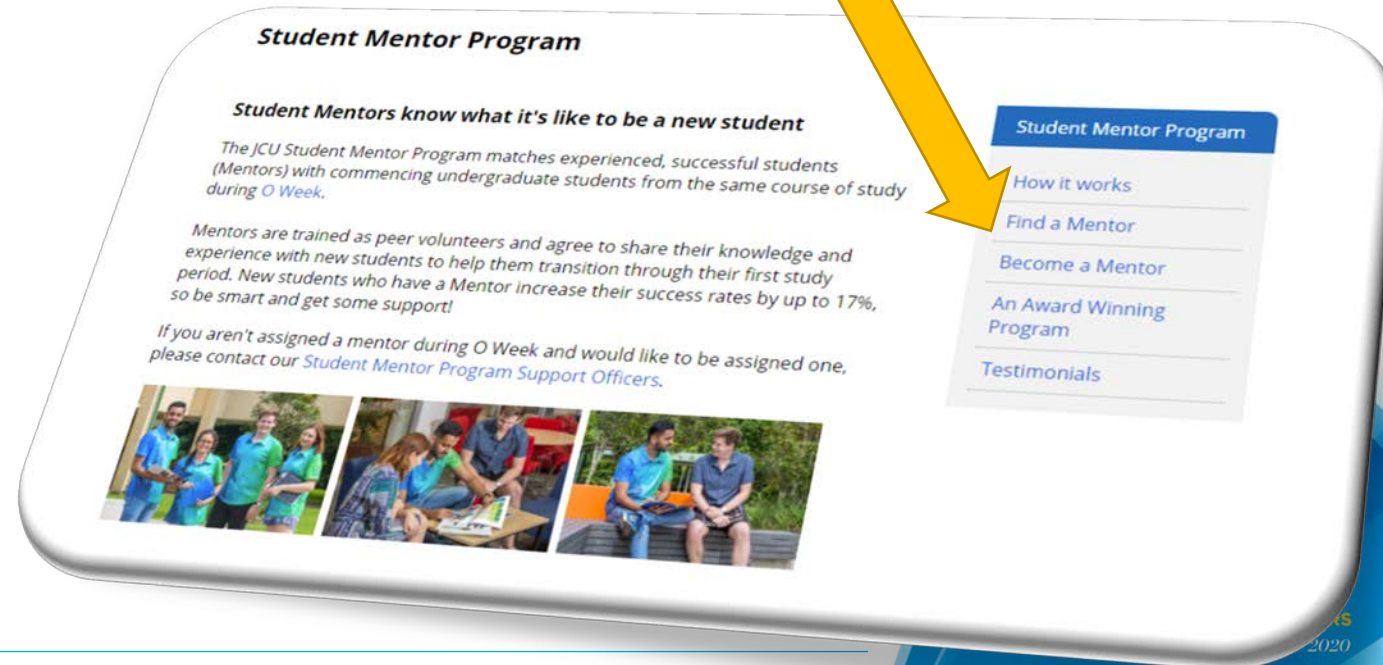
cns-studentmentors@jcu.edu.au

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

Easy way to locate a Mentor
Leader in a discipline



The Learning Centre

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

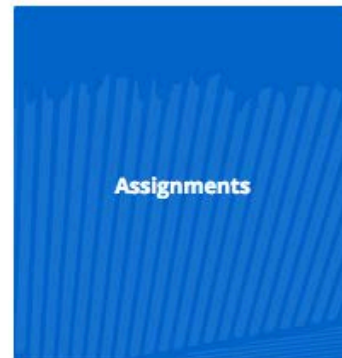


The Learning Centre
UNLOCK YOUR POTENTIAL

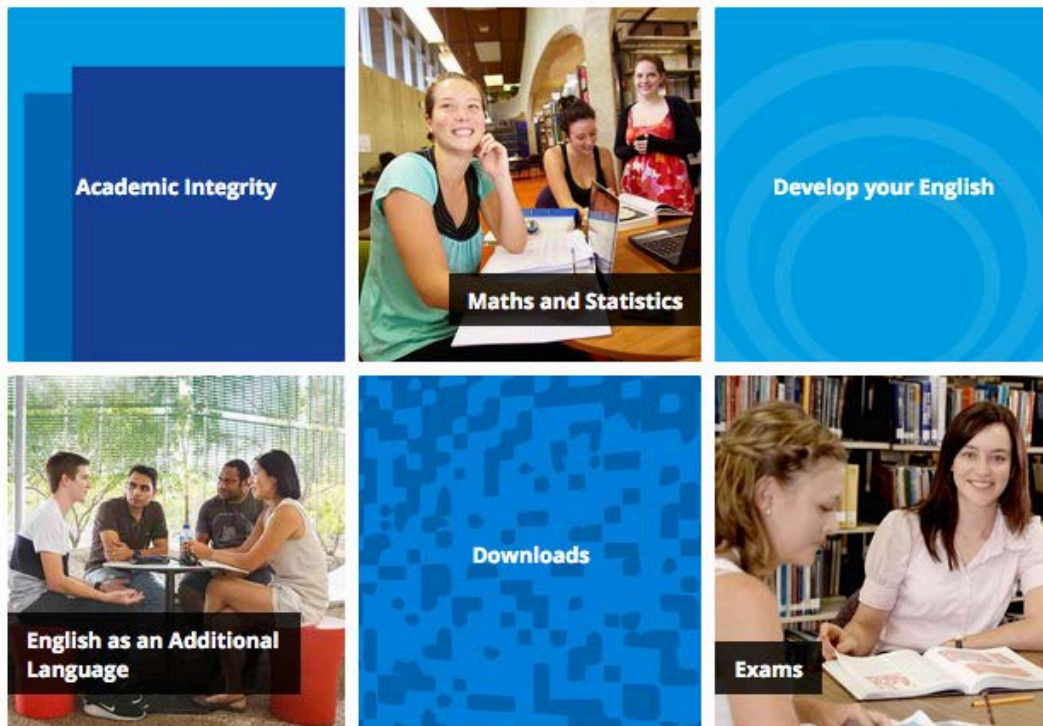
Image by [Tirachard Kumtanom](#) from [Pexels](#) (n.d.) retrieved from <https://www.pexels.com/photo/woman-writing-on-a-notebook-beside-teacup-and-tablet-computer-733856/> Attribution CC 0

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





JAMES COOK
UNIVERSITY

AUSTRALIA

International Student Support

Christine Martyn, International Support 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
 - ✓ Things to do in and around 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.au

Cairns:

Cairnsinternational@jcu.edu.au



@Townsville JCU International
@Cairns JCU International





Student Support Services Showcase
Student Equity and Wellbeing



Celebrating
50
YEARS
1970 - 2020

Who we are

- Multidisciplinary service who works proactively to support students to help them build on their capacity to manage life situations that could impact on their engagement and success with their studies.
- Free and confidential service for all enrolled students.
- Appointment based service with appointments Monday to Friday.
- Referrals (within JCU and external to community services).
- Please note: Counselling and wellbeing support for staff available through EAP (information on HR website).

Who we are

- Services include: AccessAbility Services, Counselling & Wellbeing, Multifaith Chaplaincy and Equity programs (ALLY Network)
- Deliver Mental Health First Aid standard (MHFA) accredited training to staff and students:
 - Standard
 - MHFA for the Suicidal Person
 - Refresher
- Resources available on the website that can be used by staff and students.
- Can develop and deliver group work and workshops in collaboration with academics. Topics can include:
 - Managing stress and anxiety
 - Suicide awareness
 - Bullying and harassment
 - Working with students with a disability or health condition
 - Successful transition

AccessAbility Services

- AccessAbility Advisors and Support Officers, support students with a documented disability, injury, illness or health condition to build on and develop strategies to manage their health while at University.
- Advisors work within legislative requirements to recommend reasonable adjustments for students. 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.

Counselling & Wellbeing

- Student Wellbeing Counsellors and Senior Counsellors.
- Triage used to ensure students booked according to needs.
- First appointment usually with a Student Wellbeing Counsellor.
- One-off sessions, appointments (up to 10 per year) and referral to JCU and/or community services.
- Some common presentations:
 - Emotional, wellbeing and mental health support
 - Stress management, motivation, and learning skills
 - Depression and anxiety
 - 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
 - Domestic and Family Violence

Counselling & Wellbeing

- Please note: Support letters for Special Consideration applications (ie extensions to assessment) 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.
- Urgent and emergency appointments available for students that meet required threshold. Students are assessed by a Student Support Officer.

Multifaith Chaplaincy

- Pastoral care, spiritual and religious support any religious/spiritual backgrounds.
- Chaplain provides support to students and staff.
- Advice and linking with local places of worship
- Transition and adjustment support – including homesickness and loneliness.
- Interfaith Project
- Music program – alcohol free events held on-campus
- Dedicated Multifaith prayer rooms in Cairns and Townsville

Supporting a Referral/Making an Appointment

- Student Support Officer will triage request and book student with appropriate service and next available appointment.
- Students seeking Counselling and Wellbeing Services, will most likely see a Student Wellbeing Counsellor for their first appointment.
- Student Support Officer may refer student to other JCU service or community if appropriate.
- If making an appointment on behalf of a student, ensure student is aware of referral and consent is provided to facilitate engagement and access to services.

Contacting Student Equity and Wellbeing

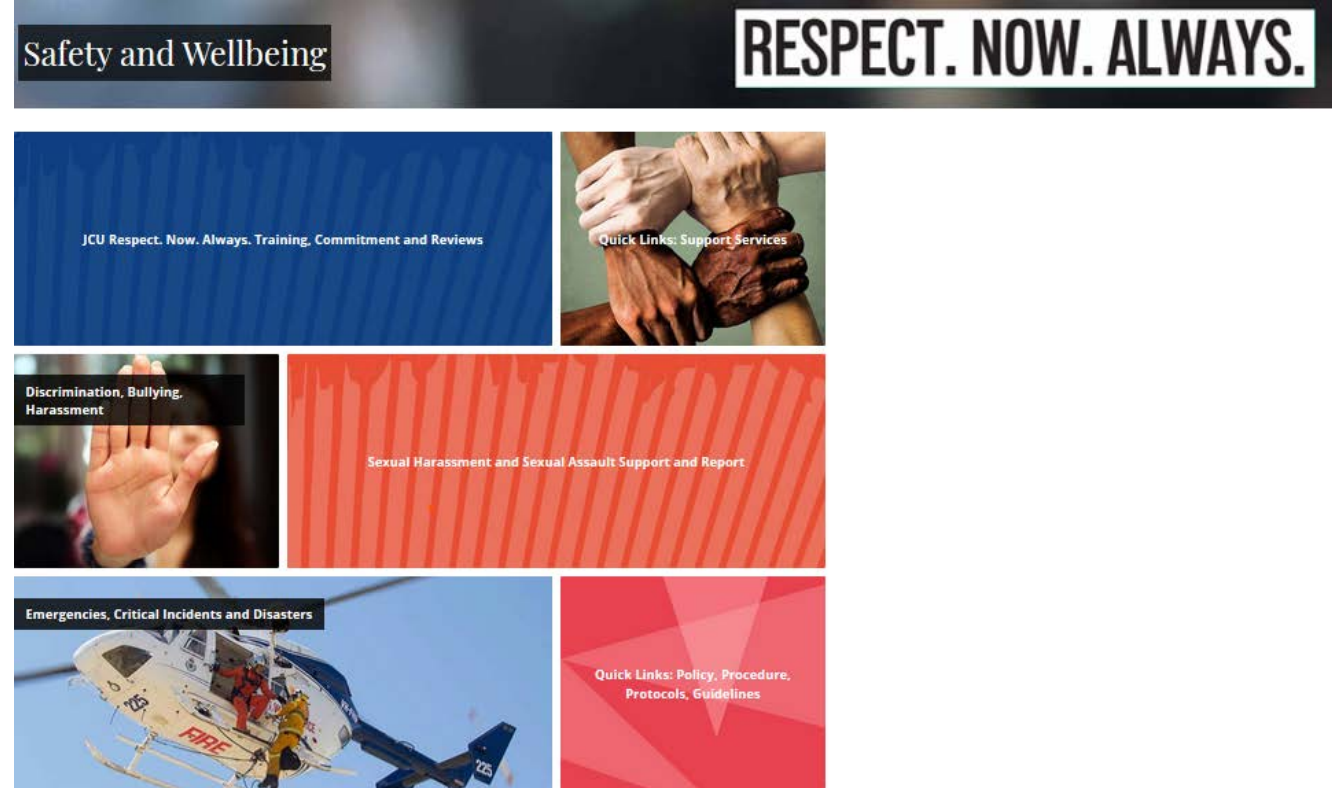
Monday to Friday 9am – 4pm

- in person: 1st Floor Library
- phone: x21150 (CNS); x14711 (TSV)
- email: studentwellbeing@jcu.edu.au
- online booking: <https://www.jcu.edu.au/student-equity-and-wellbeing/contact-us#contact>
- Website: www.jcu.edu.au/sew information, resources for students and staff (Information Sheets) and self-help tools.

The screenshot shows the homepage of the Student Wellbeing and Equity website. At the top, there is a navigation bar with the following links: Student Wellbeing and Equity, Wellbeing, Accessibility Services, Equity and Inclusion, Multifaith Chaplaincy, Resources, and Contact Us. Below the navigation bar is a main banner area. On the left, a blue box contains the text "Get support when you need it" and a paragraph: "We want to support you to be well, and stay well, when studying at JCU. Our services are free and confidential, and available to all enrolled students, whether you are studying on or off campus." To the right of this text is a large green box with the text "An Introduction to Student Equity and Wellbeing" and a play button icon. Below the banner are several service tiles: "Wellbeing and Counselling", "AccessAbility Services", "Equity and Inclusion", and "Multifaith Chaplaincy". At the bottom, there are four more tiles: "Book an Appointment", "Download our Information Sheets", "JCU's Safety and Wellbeing Website" (with the text "RESPECT. NOW. ALWAYS."), and "Ask us" (with the text "Ask Us is JCU's enquiry database with answers to more than 1,000 commonly asked questions, available 24 hours a day, 7 days a week.").

JCU Respect

- JCU Respect online modules
 - Have you completed?
 - Available to all students from this teaching period
 - Communication plan in place
- Sexual Misconduct Officers
 - Support for students
 - Support for staff
 - Confidential
- JCU Safety and Wellbeing website
 - Key resource for staff and students
 - Sexual Harassment and Sexual Assault section
 - How to support someone following a disclosure
 - How to (and where to) submit an online report
 - Sexual Misconduct Officers contact details



Other resources for staff - www.jcu.edu.au/safety-and-wellbeing

Responding to Suicide Risk - Flowchart



Talking to someone about suicidal thoughts and feelings can be extremely difficult. If you are unsure whether someone is suicidal, the best way to find out is to ask them if they are thinking about suicide. This shows you care and they are not alone. It allows the other person to talk about their feelings and plans – the first step to getting help.

The following flowchart provides JCU staff with a guide to support someone who may be at risk of suicide. If you are not with the person, obtain details about their current situation and whereabouts (including phone number).

In case of an emergency, call 000. For more assistance at any point in this process call the QLD Health Acute Care Team on 1300 642 255 or Suicide Call Back 1300 659 467.

Step 1 – Start a Conversation

A helpful way to start the conversation is by checking in on them:

- "I'm really worried about you and what you said/wrote in your email/the message that you left"
- "I wanted to check in with you because you haven't seemed yourself lately"
- "I am really worried about you and need to ask if you have been thinking about suicide"

Step 2 – Enquire about active suicidal thoughts

Check on the presence of active suicidal thoughts to assess risk, as a YES answer to any of these questions below may indicate immediate action is required

Sometimes people can say things like:
 "I've had enough"
 "I can't take this anymore" or
 "I wish I didn't feel like this any longer"

This can be an expression of despair without intending or thinking about self-harm or suicide. If someone does not have any active suicidal thoughts, it is still important to offer support and referral services.

Questions to assist assessing presence of active suicidal thoughts:

- Are you thinking about attempting suicide?
- Do you have a suicide plan?
- Have you identified a method?
- Have you identified when you may act on a suicide plan?

If the person answers YES to any of the above, take action.

Step 3 – Assess Risk

LOW RISK

Active suicidal thoughts not present
 Risk factors may be present

Let the person know that there are a number of services that can provide support and if appropriate, assist them contact one of the services

HIGH RISK

Active suicidal thoughts present
 Risk factors may/may not be present

Let the person know that you need to get help, stay with them until support arrives - if the person leaves or hangs up, call 000 and request Police do a welfare check

Step 4 – Referral Options

Students only: JCU Counselling Service
 4781 4711 (Tsv) or 4232 1150
 (Cns) Staff only: LifeWorks 1800 604 640
 Alternatively:
 GP
 Lifeline (13 11 14)
 Beyond Blue (1300 22 4636)
 Suicide Call Back Service (1300 659 467)

Emergency Services (000)
 Acute Care Team (1300 642 255)
 JCU Security +15555 (if ambulance called to campus please let JCU Security know)

When making a referral, state the following:
 "Hello, I'm _____ from _____, I have a person with me who is at HIGH RISK OF SUICIDE"

Disruptive and Dangerous Behaviours Response Flowchart



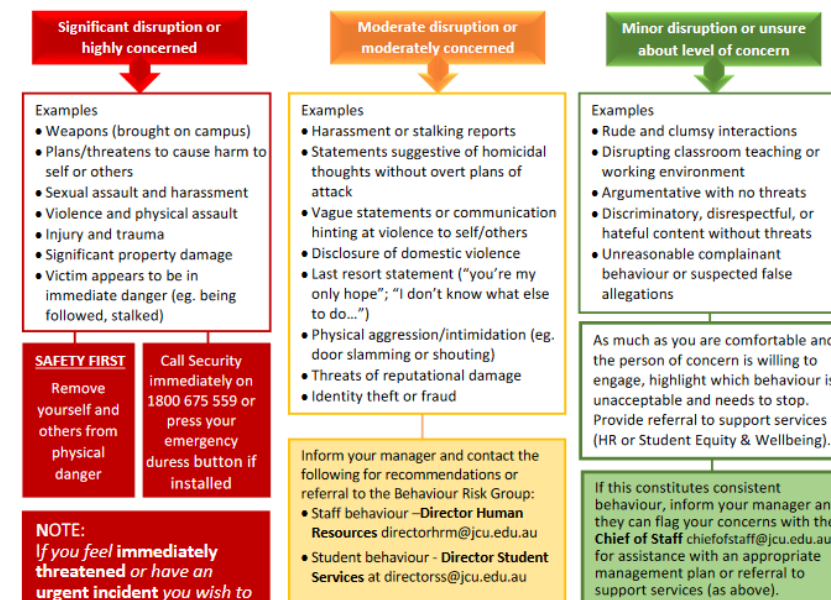
JCU has implemented a Behaviour Risk Group (BRG) chaired by the Chief of Staff to provide early intervention, assessment, management advice to relevant decision makers regarding matters relating to inappropriate, concerning, or threatening behaviours by students and staff at its Australian campuses and sites. The following flowchart provides advice on actions and notifications depending on the behaviour demonstrated.

Behaviours that can reasonably cause fear, offence, or trauma

- Disrespectful or hateful content (e.g., sexist, racist, homophobic, objectifying)
- Harassment or bullying (repeated unwanted contact, unreasonable complaining)
- Property damage (e.g., fire-setting, door slamming)
- Misuse of technology (viewing pornography, victimising others via social media, hacking, fraud)
- Sexual misconduct
- Fixation or possession of weapons or illicit drugs on campus
- Psychotic, delusional, or rambling speech
- Physical violence (including self-injurious behaviours)
- Non-physical violence (threatening to harm self or others, yelling, swearing, issuing demands, exposing others to content that would reasonably cause fear)

JCU Staff experiencing a physical or psychological impact following an incident/behaviour are encouraged to notify the WHS Injury Prevention and Management Advisor by lodging a notification through RiskWare. These notifications can be marked as confidential.

Level of Disruption and Concern





Library

Kate Wanchap
Manager, Cairns Campus Library

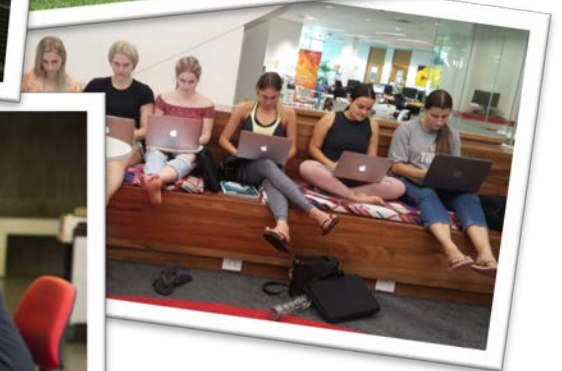
Find Us

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

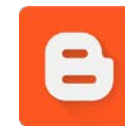
[/JCUlibrary](#)



[@JCUlibrary](#)



[News blog](#)



[@jcu_libraryinthetropics](#)



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

Books and Tools in Learn JCU

- Readings
- Your Library

Self serve

Targeted open educational resources

- 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

50 Treasures

Celebrating 50 years of James Cook University

<https://nqheritage.jcu.edu.au/>

The Library will be releasing new treasures over the course of the year, until all 50 Treasures have been revealed. This will culminate in a physical display with our partners, Perc Tucker Regional Gallery, in late October 2020. Come back regularly to see what new gems have been added.



IT Support

Clint Pettersen
IT Services and Support

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)



Future Students

Current Students

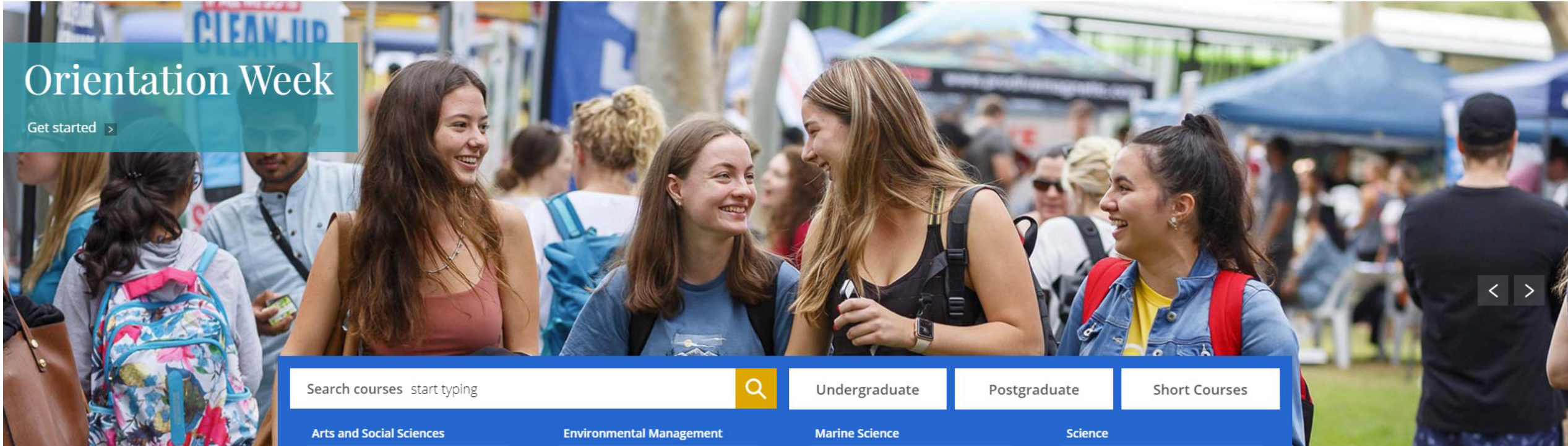
Research and Teaching

Partners and Community



Orientation Week

Get started >



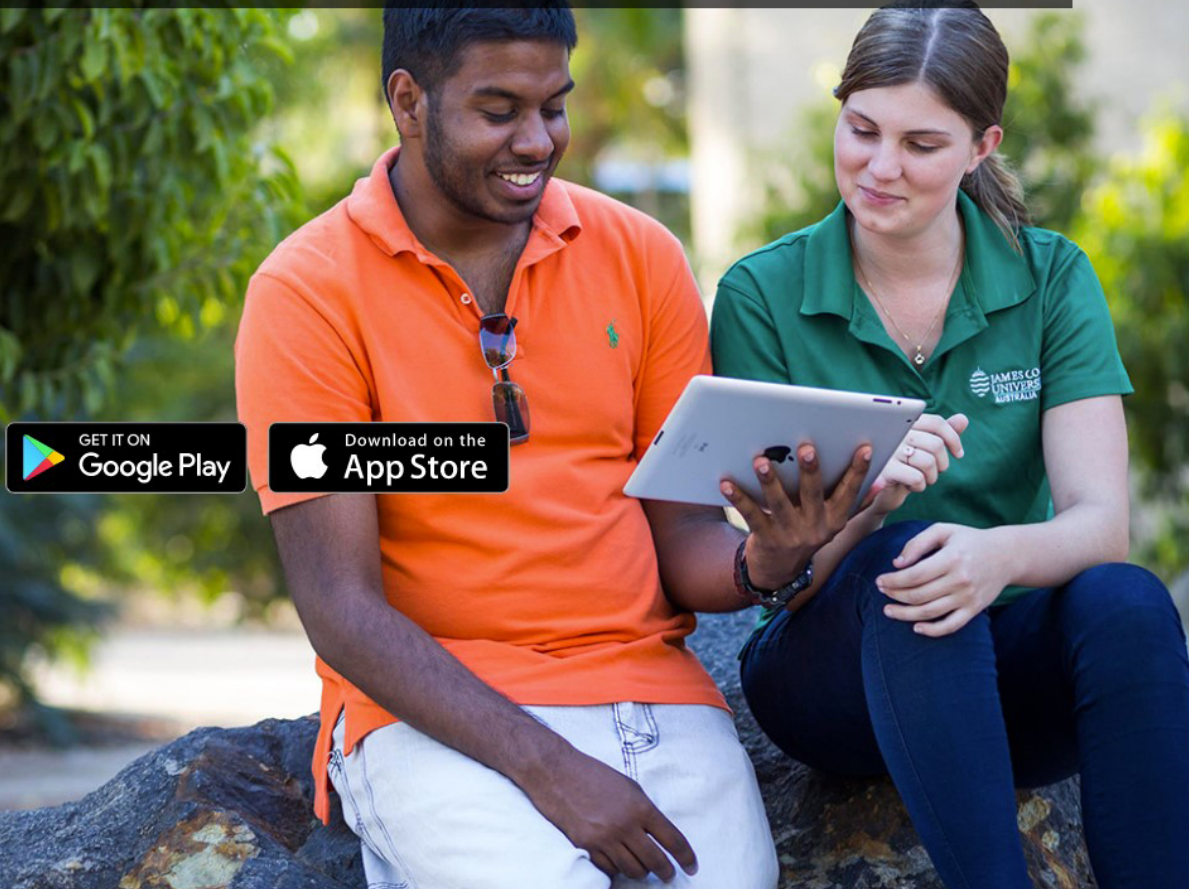
Search courses start typing

Undergraduate	Postgraduate	Short Courses
Arts and Social Sciences	Environmental Management	Marine Science
Business	Geoscience	Medicine
Education	Information Technology	Nursing and Midwifery
Engineering	Law	Psychology
		Science
		Social Work
		Tourism, Hospitality and Events
		Browse all courses >

Your world-class education begins here

Student app

Access the student app online, or download it for your mobile device below.



Student mail

Access your student email, calendar and more.





Sign in

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

Next

New message

Mark all as read Undo

Favorites

Inbox 629

Clutter 748

Sent Items

Deleted Items 33127

Add favorite

Folders

Inbox 629

Drafts 2

Sent Items

Deleted Items 33127

Junk Email 179

Archive

Notes 35

Clutter 748

CALENDAR of events

Conversation History

FG

HR

ICT

IT Helpdesk 12386

Medtech Days

Inbox

Filter

Miller, Kate > Laptop under - on it's way Thanks Clint, I'll be very happy when it gets here 🍀 Dr Kate Miller School of ... Mon 15:54

Heath, Tony > ICU 101 (Part One) Wed 16:02 (GMT - 10:30) No conflicts RSVP

Ross, David > Away sick Mon 08:14 Morning ill, I'm unwell and unfortunately won't be in today. Hopefully I'll be ...

Microsoft > Microsoft / Working Edition Mon 08:16 Microsoft Discover your habits. Work smarter. For your eyes only learn mo...

Microsoft > Clutter behind the scenes Mon 08:32 Clutter behind the scenes For some time, Clutter has been moving messages ...

Last week

Vice-Chancellor, JCU > URGENT: URG: Communication from the Vice-Chancellor - C... Fri 21:01 Message info amended here and below, apologies. From: alioff@australia.c...

JCU > Info 8170 - Update From PHG Ministry and Border Security Fri 21:01 Subject: Travel to PHG - Update From PHG Ministry and Border Security Act... PHG Public Net...

Kealy, Gregory > RE: ACD being ordered by Chris Brown Fri 21:01 Hi team, Note Chris will be ordering a 1470 ACD to replace the one borrowed ...

Vice-Chancellor, JCU > Communication from the Vice-Chancellor - Coronavirus respo... Fri 21:01 Dear members of the JCU Community The University continues to closely mo...

Petersen, Clint > URLs Fri 21:01 https://apple.stackexchange.com/questions/57465/how-to-add-outlook-to-s...



Select an item to read

My LastPass Vault | My ITIL Homepage | ServiceNow | Study at James Cook University | Mail - Pettersen, Clint - Outlook

outlook.office.com/mail/inbox

Outlook Search

New message Mark all as read Undo

Favorites

- Inbox 629
- Clutter 748
- Sent Items
- Deleted Items 33127
- Add favorite
- Folders

Inbox Filter

- White Swan** Mon 15:54
1 Update order - on it's way
Thanks!!!!!! It's so very happy when it gets here 🍌 Dr Kate Miller School of ...
- Health Team** Mon 09:00
1 All 1011 (Plan One)
Mon 10:00 (Mon) - 10:30
No conflict
- Peter David** Mon 08:14
1 Reply
Morning All, I'm unwell and unfortunately won't be in today. Hopefully I'll be ...

My account

Pettersen, Clint
clint.pettersen@jcu.edu.au
Available
[My Office profile](#)
[My account](#)
[Open another mailbox](#)
[Sign out](#)





My account



Personal info



Subscriptions



Security & privacy



App permissions



Apps & devices



Tools & add-ins



Office apps & devices

You can install Office on up to 5 PCs or Macs, 5 tablets, and 5 smartphones.

Install Office

View apps & devices



Subscriptions

Verify what products and licenses you have.

View subscriptions



Security & privacy

Protect your account and adjust important privacy settings to your preference.

Manage security & privacy



App permissions

Apps with access to your data: 25

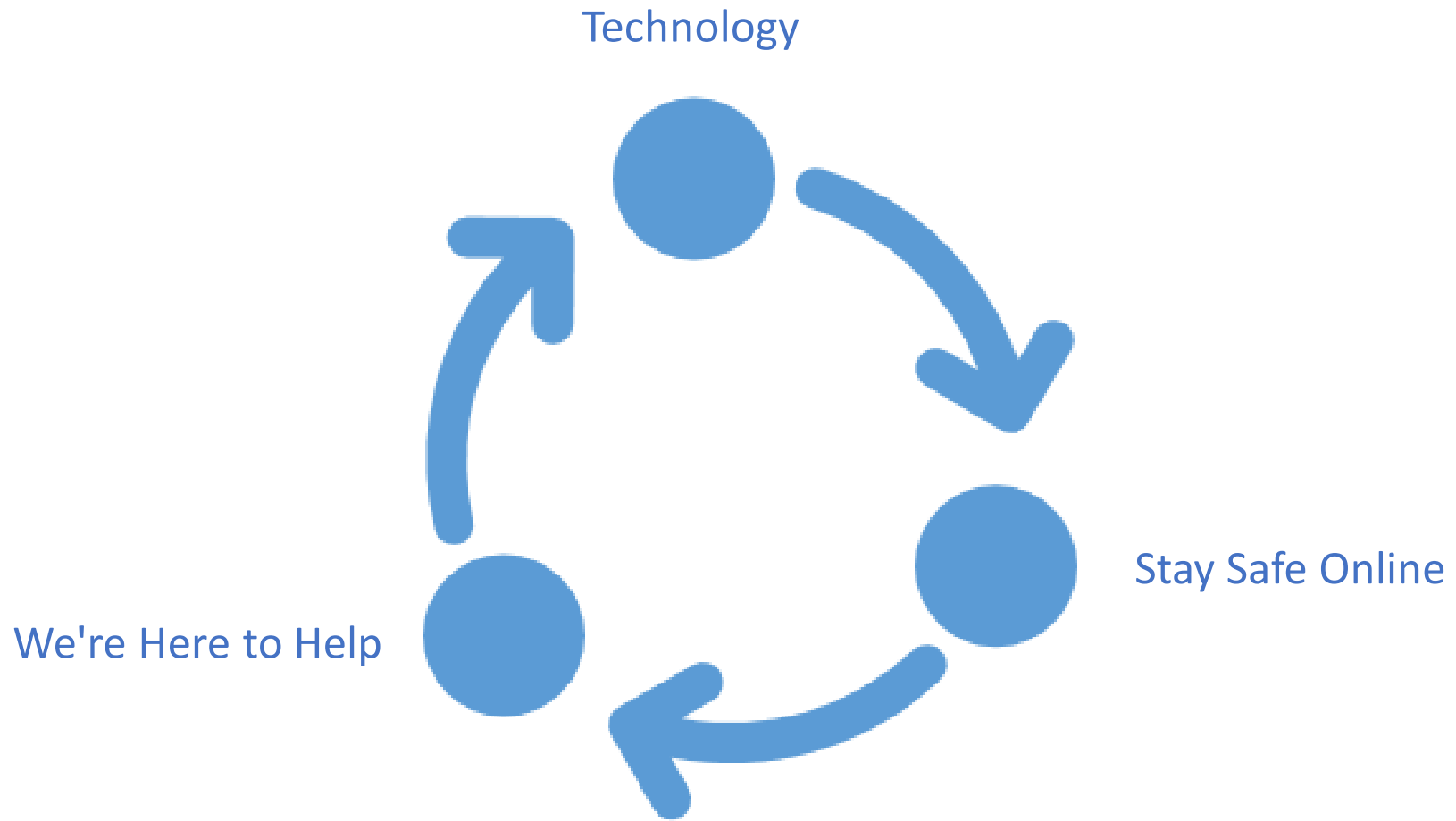
Manage which apps have access to your data. You can revoke permission whenever you want.

Change app permissions

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

Jacqui Tomkinson



Celebrating
50
YEARS
1970 - 2020

Townsville:

Supervisor – Claire Pilcher

Team:

Ashton Blacklock
 Jocelyn Follent-Nepia
 Annette Higginson
 Maddison Lassig
 Tess Fouracre
 Lauren Stathooles

City campus: Alison Barker, Lee Gallegos

Casuals: Matt Beesley, Tim Beckenham, Chloe Conway-Barbagallo, Romany Montgomery, Dana Steger



Cairns – Smithfield & City Campus

Supervisor: Vanessa Boys

Team:

Amanda Waters

Sarah Cook

Mary Burg

Sandie Pryor

Jacqui Tomkinson

Tennille Denman

Lyn Gates

Enrolment Help Casuals:

Matthew Small

Shrooq Lasheen

Jason Owens

Mike Tomkinson



What we do ...

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

- Assist with enquiries over the phone, in person, via live chat, via email
- 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 and results
- Timetables and class registration help
- Processing payments: field trips, tuition fees
- Fulfil requests for academic records
- Graduation
- Referrals to other support services



What we do continued ...

Presentations to students

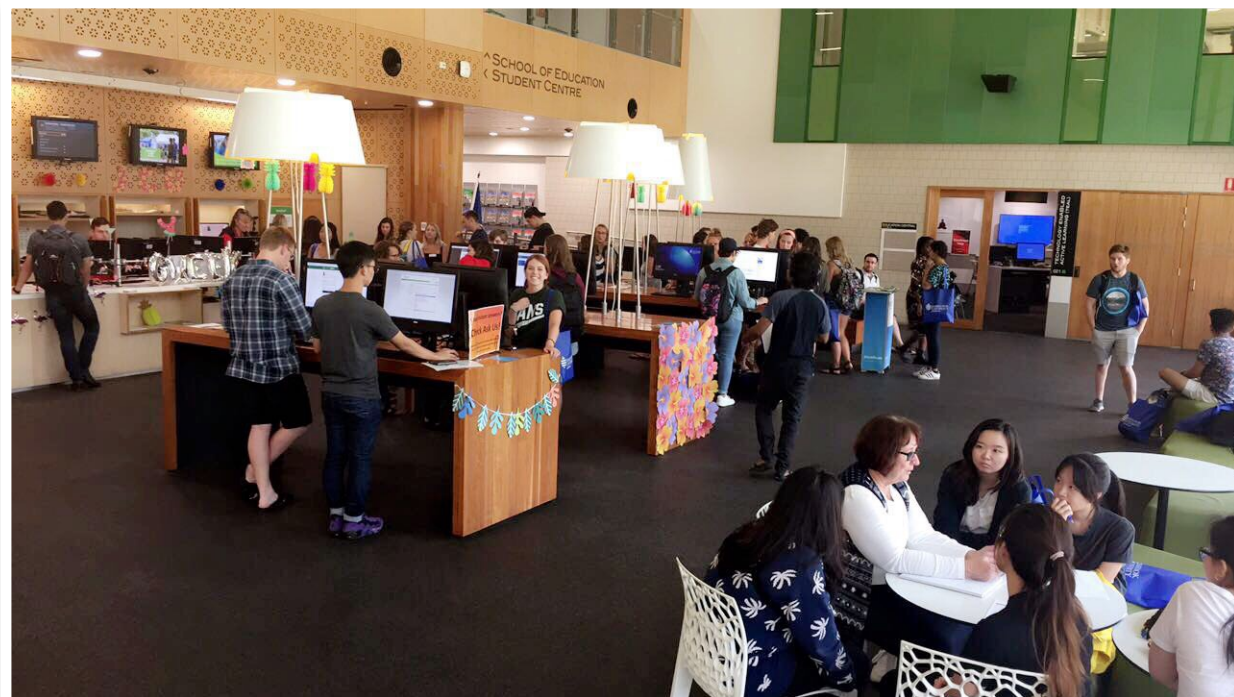
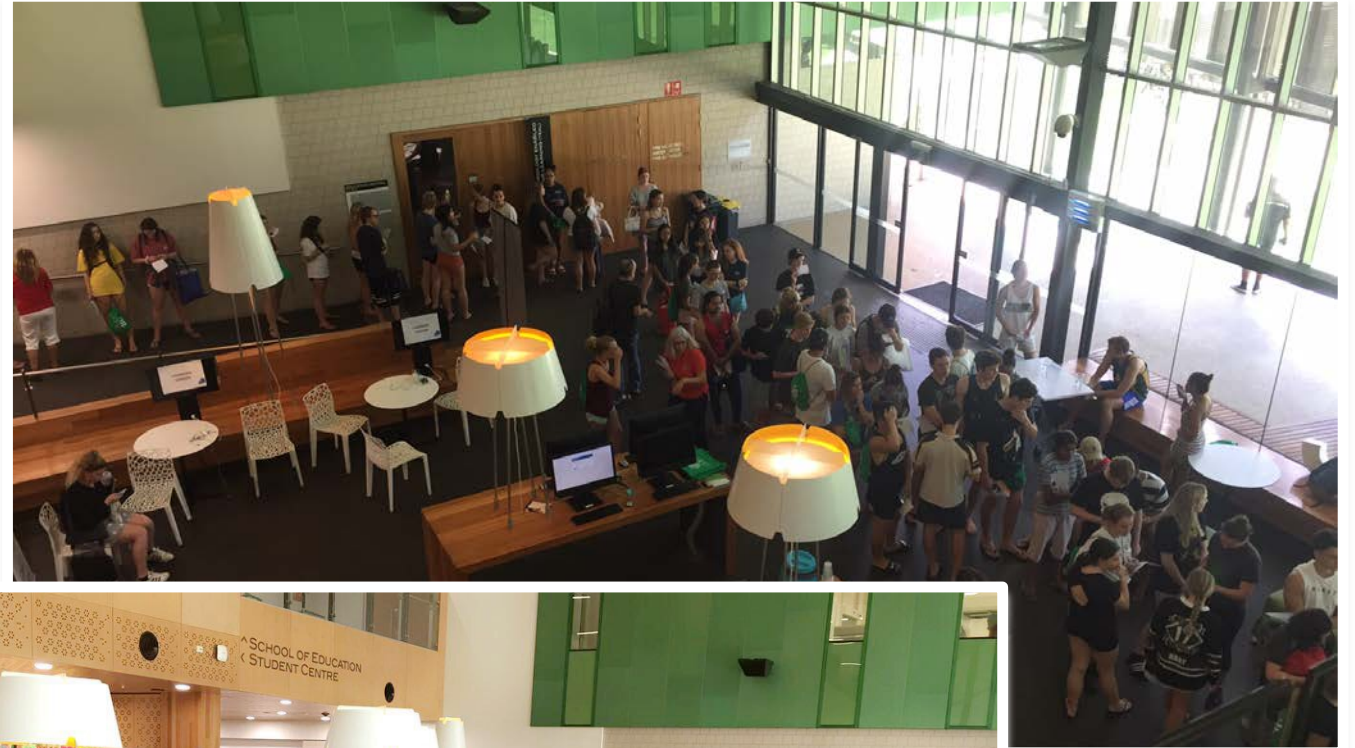
- O Week presentations
- Uniprep (CNS)
- Postgraduate Students
- Parents & Partners
- Years 10 & 12 Uni Experience

Representation at events

- Open Day
- Academic Health Check Up
- Careers Expo

Provide support in response to urgent situations

- Uni Hall fire
- Email security breach/change password
- Townsville floods
- Corona Virus



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
- Competitive courses – Medicine, Dentistry, Physiotherapy, Veterinary Science
- Prospective students – all courses

Most common enquiries

- Enrolment and class registration
- Student ID cards
- Academic records and Completion Letters
- Domestic and International Prospective Student Enquiries.



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! We are here to help, if we don't know we'll direct you to who does.
2. You can contact us by phone, email, chat or face to face at the Student Centres as well as booking a call back.
3. Just because you're on break, doesn't mean we are. We are open business hours except for weekends, public holidays and between Christmas & New Years



Questions/Compliments?



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.

- Career planning and decision making
- Strategies to maximize employability and graduate outcomes
- Job search and job application information and support
- Career information

Team

Trudy Quantrill, Manager

Tara Harrold, Career Development Learning Officer

Joanne Webster and Jack Sage, Career Counsellors

Suzanne McIntyre, Rosie Cummins and Diane McMahon, Career Information Officers

Location

Level 1, Library

www.jcu.edu.au/careers

careers@jcu.edu.au

Individual Support

Prospective, current and recent graduates (12 months)

- Appointments - in person, phone, zoom
- Email response careers@jcu.edu.au
- Drop-in Tuesday 10.00am-12.00pm (SP1 and 2)



Employability Workshop Series

Employable Me

Week 2: **The Employability Edge**

Week 3: **Job Skills for Now and the Future**

Week 4: **Careers Fair**

Week 5: **Writing Winning Graduate Job Applications**

Week 6: **Mastering Interviews and the Pitch**

23 June: **Get the Job** (half day)

Tuesday 10.00am – 11.00am Wednesday 12.00pm – 1.00pm

In Class 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

Events

JCU Careers Fair

- **Tuesday 17 March Townsville Campus**
- **Wednesday 18 March Cairns Campus**

Signature employability event for JCU

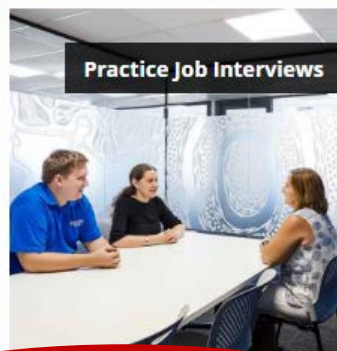
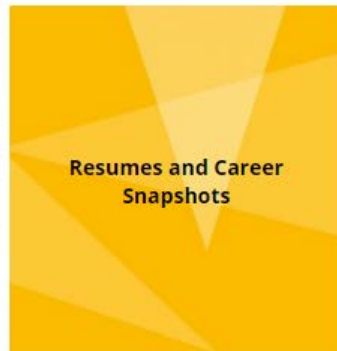
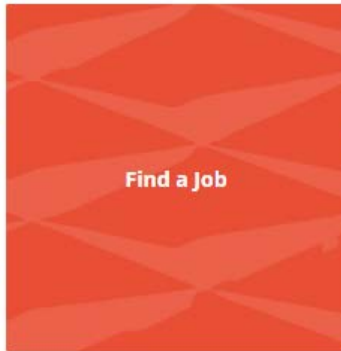
35 exhibitors on each campus

Annual event – 19th year



Resources

www.jcu.edu.au/careers



Employers - connect with students

Staff - curriculum support



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YEARS
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JCU Job Ready

JCU Job Ready Steps to employment success



jcu.edu.au/careers

Steps to Employment Success

Explore career options

Research future career opportunities and graduate job vacancies to broaden your horizons and develop your career goals. Review and fine-tune your goals as you progress through your studies.

Get Involved

Get to know your lecturers, tutors and fellow students as they are valuable contacts now and in the future. Participate in extra-curricular activities and events as employers look for well-rounded applicants.

Identify employer expectations

Talk to employers and scan relevant job vacancies to identify the skills, knowledge, and experience required. Fill any gaps you identify and further expand your strengths.

Get LinkedIn

Establish a professional online presence and connect with industry professionals. Regularly update your LinkedIn profile with the knowledge, skills, and experiences you are gaining.

Prepare early in final year

Develop a job search plan and devote time to it. Identify employers, positions of interest and their recruitment practices and deadlines. Reconnect with your networks and seek their professional advice.

Apply for graduate programs

Check graduate employment programs offered by the government and large employers. Students are recruited as early as March in their final year of study for employment the following year.

Attend the JCU Careers Fair

Learn about job opportunities, organisations of interest, and future career paths. Network to develop industry contacts and find out what employers are looking for. Attend every year.

Gain leadership experience

Explore volunteer and paid leadership opportunities within and outside university. Leadership experience can set you apart from other job applicants.

Gain career-relevant experience

Apply for placements, internships, cadetships, vacation programs, or other career relevant work. Gain career experience and skills and demonstrate your talent and potential.

Join relevant professional associations

Investigate student membership options. Many associations offer networking, professional development, mentoring, and useful career resources.

Follow employers' social media

Grow your understanding of their company culture and priorities. Employers use social media to promote job opportunities and connect with future staff.

Explore innovative graduate opportunities

Investigate startups and network with the entrepreneurial community – attend meetups, startup weekends and hackathons. Many employers seek innovative, forward thinkers.

Gain workplace experience

Undertake work – it provides evidence of your ability to follow workplace policies and procedures, and will develop transferrable skills, such as communication and teamwork.

Aim for good results

To succeed, devote time to your studies and make the most of resources and support available. Good results demonstrate competency, commitment and a strong work ethic.

Build your networks

Seize all opportunities to meet employers on or off campus, in person, or online. Employers get to know you and you get to hear of opportunities – it's a win-win situation.

Study overseas

Gain international experience, knowledge, skills, and the disposition to succeed in a global workforce. Build your cross-cultural communication skills and cultural sensitivity.

Undertake professional development

Attend industry events and complete online courses to gain extra skills and knowledge to increase your competitiveness and address any gaps identified through your job search.

Know your value to potential employers

Develop a short pitch summarising your relevant strengths. Reflect on your skills, experiences, values, and preferences. Be ready to talk confidently about them.

Connect with JCU Careers and Employability

Discover how we can support you with your career planning and job search. Check our website (jcu.edu.au/careers) and our JCU Careers Facebook page.

Volunteer in a career-relevant field

Develop work skills, gain experience, and create networks and referees for future job applications. Demonstrate your values and the causes you care about.

Take up the challenge

Develop teamwork, problem solving, and project management skills through student competitions and challenges. Demonstrate initiative and creativity that will impress employers.

Fine-tune your application skills

Check out our degree-relevant resume templates. Access our drop-in and appointment services for one-to-one coaching and feedback.

Polish your interview skills

Shine in your interviews. Use JCU's Big Interview program for online training and practice. Review interview questions for your industry and how to best answer them.

Pull it all together

Have your LinkedIn, resume and cover letter checked to ensure they effectively market you. Check your referees are current and prepared to receive enquiries. Ensure your digital footprint is professional.

For more ideas visit www.jcucareers.info/jobready

First Year

Middle Years

Final Year

Online Job Portal

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

The screenshot shows the CareerHub interface with a search bar containing 'Graduate, Analyst, Intern...', a dropdown for 'Type Of Work' set to 'Post Graduate Employment', and a location field for 'Brisbane, QLD, Australia'. A 'Find Jobs' button is visible. Below the search bar, there are links for 'Bookmarked Jobs', 'Graduate Employment', 'Industry/Course Related Experience', 'Scholarships/Cadetships/Internships', and 'Graduate Recruitment Programme'. The main content area displays 'Found 46 Jobs' with a 'Most Recent' sort option. Three job listings are shown: 'Australian National Audit Office 2019 Graduate Program' (closing 1 Apr 2018), 'Intelligence Professionals' (closing 30 Mar 2018), and 'Future Technologist Graduate Program' (closing 30 Mar 2018). A 'Search Employers' sidebar on the right lists 'SMEC Australia Pty Ltd' (1 current job), 'JCU Careers and Employment' (2 current jobs), and 'Protocol Education' (2 current jobs). A 'National Australia Bank' button is also present.

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

Big Interview

Curriculum
Friendly

The dashboard features a blue header with navigation links: Learn, Practice, Resume, My Videos, and Assignments. On the right, it says 'Back to Admin' and shows the user's name 'Joanne' with a profile picture. A central message reads 'Welcome back, Joanne. Continue learning!' with a green 'Start Here' button. Below this are several course cards:

- 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' icon.

- Interview practice
- Response suggestions
- Video tutorials



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

JCU Employability Edge

Curriculum
Friendly



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You and Your Career

Boost Your Skills

Master Written
Applications

Contemporary
Interview Processes


JAMES COOK
UNIVERSITY
AUSTRALIA

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Staff Support

JAMES COOK UNIVERSITY AUSTRALIA

Home Action Plan FAQ / Feedback **My Plans** Log out

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.

START CAREER PLANNER

www.jcu.edu.au/careers

Embedding Career Development, Employability and Entrepreneurship within curriculum

Resource development

- Exemplars
- Generic assessment tasks

Top Three Messages for Students

- 1. Take action** every semester to **prepare for their career!** In particular prioritise **gaining course-relevant experience** to apply and develop their skills and knowledge.
- 2. Network** – students never know where their 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.**



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



Student Advocacy & Welfare Service



JCU STUDENT
ASSOCIATION

Student Advocacy and Welfare Officers

- Provide an independent, free, confidential and non-judgemental service to all JCU students across all campuses, including remote study centres.
- 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 Madelaine Keogh)
 - 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 / Deferment and Leave of Absence
- Problems with Placement and Suitability to Continue

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.

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

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

Cairns Campus



Celebrating
50
YEARS
1970 - 2020

- We facilitate a suite of strategically designed (and timed) **partnership** events for commencing and continuing students
- The activities aim to build social, academic and cultural capital within students in order to help them achieve their academic and personal potential, as per the triennial JCU University Plan
- Intended outcomes include an improved transition and student experience, as well as retention, success and completion rates
- We are resourced by Student Services and Amenities Fee (SSAF) funds



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

Undergraduate Orientation

- Delivered twice a year in Cairns and Townsville campuses, as well as Mt Isa and Mackay study centres (2960 participants in 2019). Comparable orientation materials sent out to external students.
- Orientation is a six-week program in line with the ‘longer and thinner’ best practice for transition experience. This provides ‘just-in-time and just-for-me’ information at the appropriate point in the student lifecycle.
- Students who attend O Week have a 26% increase in retention and 1 Grade Point Average compared to non-participants.
- www.jcu.edu.au/getready4uni

Other Orientations

- **Post Graduate Orientation Night** is provided on the Tuesday of O Week to welcome these advanced students and orient them to specific resources, services and programs for their study level. The session includes peer networking, but does not provide a course orientation – this is done by individual discipline areas.
- Half-day middle-year orientation program on the Friday of O Week called the **Second Year Success Seminar**, which is designed to help continuing student with their academic skill and career development.
- **Parents and Partners Info Session** on the Saturday before O Week to provide practical advice on how to support new students.



Second Year Success Seminar

Extra-Curricular Events

- Student Transitions and Engagement (STE) team coordinate 24 extra-curricular events across the year for students, which are designed to engage a diverse range of students
- The STE team identifies objectives within key university documents and co-designs partnership events with relevant stakeholders to actualise these strategic intents.
- In 2019 approximately 7,550 students attended these events

Student Success Week – 9th-14th March

- Week of staged activities focused on preparing students for success through engagement with key services, resources and activities that support known JCU attrition issues (data driven).
- Week 3 pre-Census retention initiative. Hands-on activities include Student Success Checklists, JCU Employability Workshop Series, Top 10 Assignment Tips, and an Academic Writing Workshop to name a few.
- Participants have 19% improved retention and 1 GPA versus non-participants



Live@Lunch

- These events incorporate live entertainment and free food to give students a chance to relax, recharge and connect with their peers.
- SP1 Live@Lunch events:
 - Week 1 – 25th February
 - Week 3 - 12th March
 - Week 5 – 25th March
 - Week 9 – 30th April



Harmony Day – 19th March (Week 4)

- The JCU University Plan recognises its commitment to principles of respect, inclusivity, building social and cultural capital, and supporting the cultural wellbeing of its students.
- Harmony Day celebrates cultural diversity with the message of “***everyone belongs***”
- Activities include Welcome to Country, international cuisines and performers, and international traditional games.

HaRMONY DAY

@JCU...EVERYONE BELONGS

Exam Plan- 12th-13th May (Week 11)



- This event provides 'just-in-time and just-for-me' examination preparation support for undergraduate students to reduce anxiety levels, and improve their academic success and retention into the following study period.
- Hands-on activities focus on learning strategies for exams, and wellbeing stations (nutrition, relaxation, mindfulness).

SP2 events

- Live@Lunch
 - 28th July
 - 12th August
 - 26th August
 - 8th September
 - 24th September
- JCU Eco Fair – 18th August
- RUOK? Day - 10th September
- Power Up Day – 20th October



Contact Details

For more information about orientation, please go to GetReady4Uni website – www.jcu.edu.au/getready4uni

For more information about events, please search the JCU Events website – www.jcu.edu.au/events or go to the JCU Current Students Facebook page

Student Transitions and Engagement Coordinator

Tony Hewitt - tony.hewitt@jcu.edu.au



JCU Global Experience

Mel Varoy
Mobility and Cairns Support
Administration Officer
globalexperience@jcu.edu.au



New Name



Benefits of a Global Experience

What core skills
did they develop?



95%

**Ability to interact
with others**



94%

Communication



90%

**Capacity to adapt
and learn quickly**



88%

Teamwork



86%

Critical thinking



85%

Problem solving



84%

Creativity



83%

**Judgement &
decision-making**



54%

Entrepreneurship

Potts, D. (2019), 'Career outcomes of learning abroad: short-term programs', International Education Association of Australia (IEAA). Retrieved from www.ieaa.org.au.

Tailored International Study Experiences

Short Study Programs

- AIM Overseas, 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
- Deliver grants to students



Tailored International Study 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 SP2 2020
 - OS-Help loan



Tailored International Study 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-\$8300
 - Centrelink
 - Scholarships



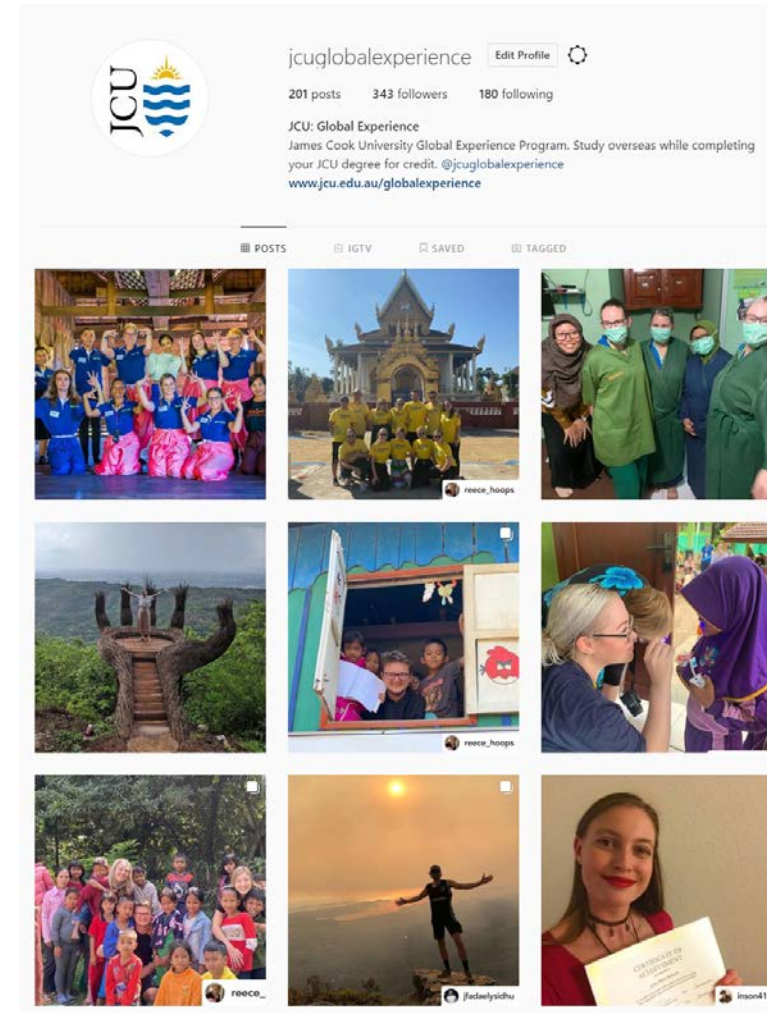
Where can students find us?

Email: globalexperience@jcu.edu.au

Web: www.jcu.edu.au/globalexperience

Facebook: JCU Global Experience

Instagram: jcu_globalexperience



Where can students find us?

Cairns

- Mel Varoy
- Reception Building 001
- Mon-Thu 9.00am -1.00pm

Townsville

- Allyson Butler & Colleen 'CJ' James
- Global Lounge Building 8 – **moving to Building 28 in late Feb 2020**
- 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



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 globalexperience@jcu.edu.au