



# Student Support Services Showcase

JCU Townsville



*Celebrating*  
**50**  
YEARS  
*1970 - 2020*



# Student Mentor Program

Townsville Campus



Celebrating  
**50**  
YEARS  
1970 - 2020

# 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.



**JAMES COOK UNIVERSITY AUSTRALIA**

## Student Mentor Program

*Supporting student success for 25 years*

Apply now  
[jcu.edu.au/mentor](http://jcu.edu.au/mentor)

Cairns  
Singapore  
Townsville



# JCU Student Mentor Program

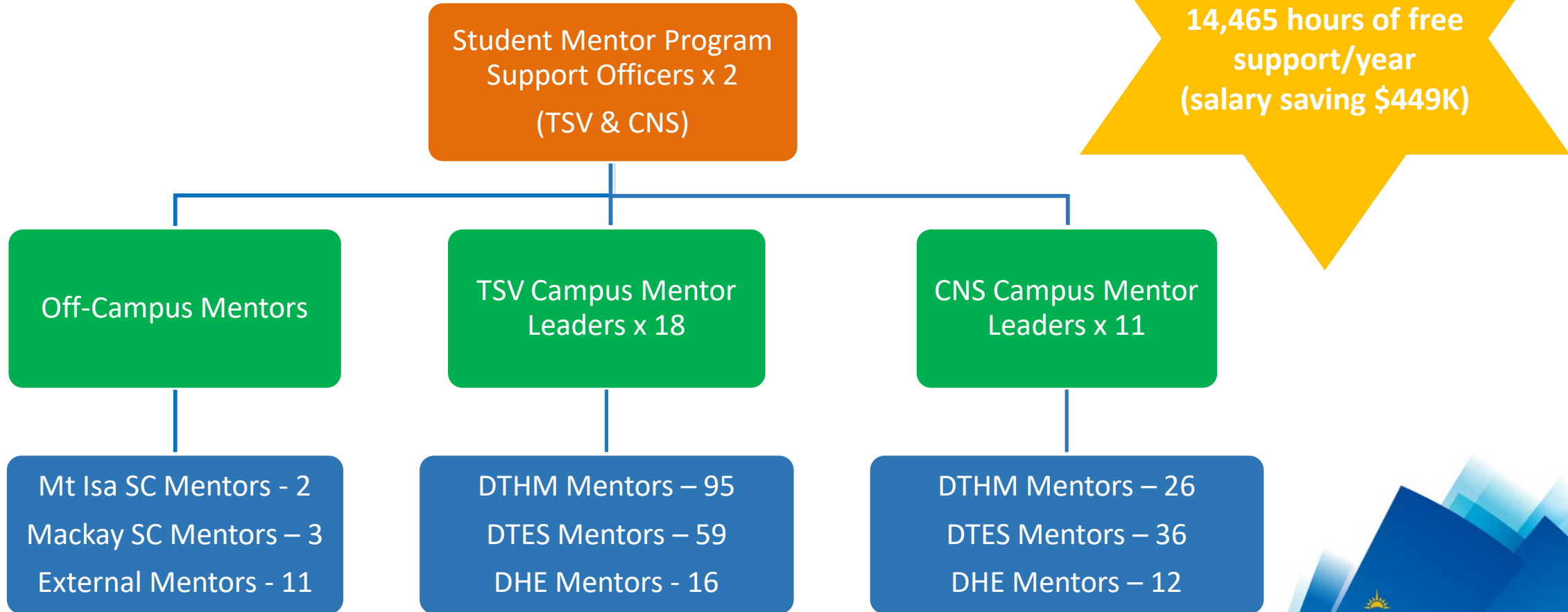


- Student Mentor Program matches experienced, successful student volunteers with commencing undergraduate students from the same course
- Longest running university peer mentoring program in Australia (29 years) with national awards
- Students who attend O Week and have a Student Mentor are more successful 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](http://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

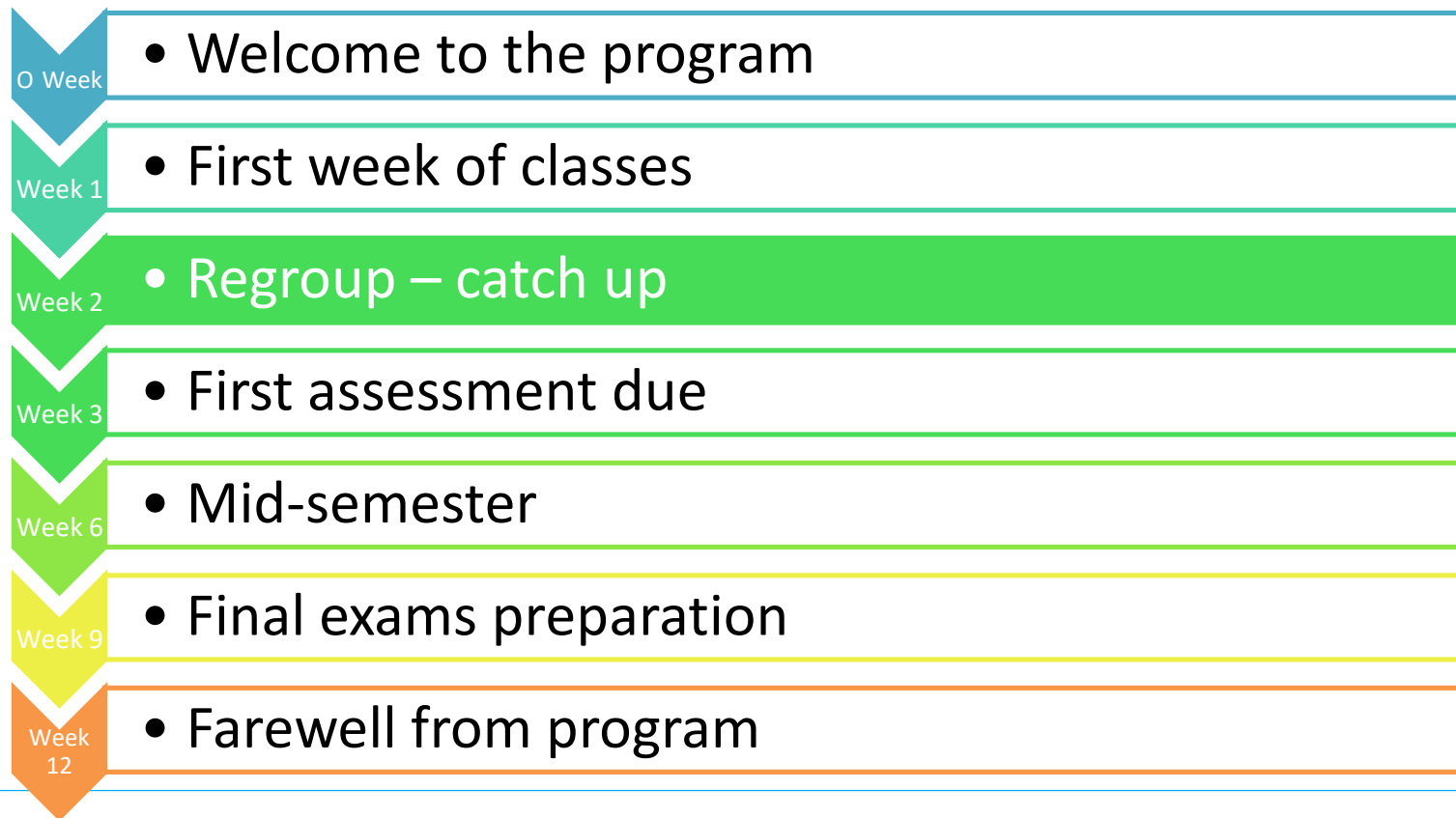
AccessAbility issues

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

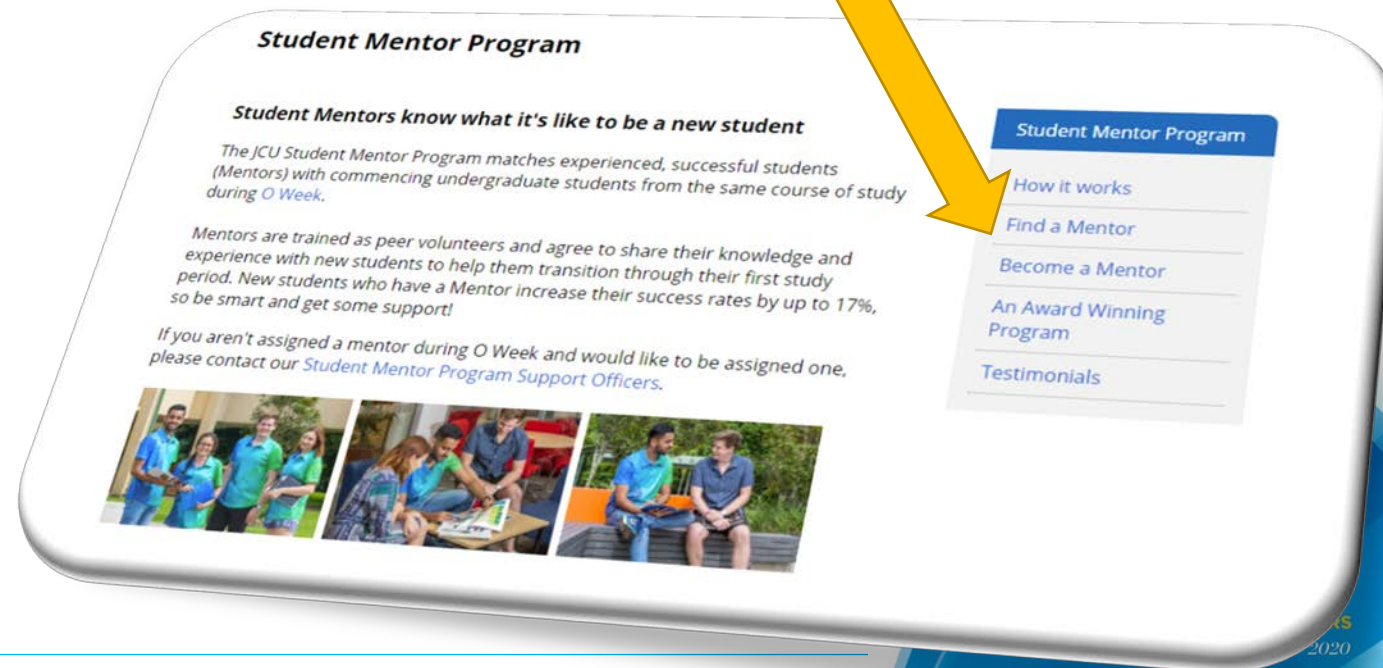
[tsv-studentmentors@jcu.edu.au](mailto:tsv-studentmentors@jcu.edu.au)

[offcampus-studentmentors@jcu.edu.au](mailto:offcampus-studentmentors@jcu.edu.au)

JCU Student Mentor Program  
website – [jcu.edu.au/mentors](http://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







# International Student Support

Louise Myers  
Manager International Student Support



# International Student Support Team



## Townsville team

Linda Edwards, Katherine Elliott, Louise Myers, Alex Salvador,  
Lyndal Ramm



## Cairns team

Shangyang Guo, Christine Martyn, Melissa Varoy



# International students - who are they?

- Full degree
- Post Grad
- Higher degree research
- Study Abroad
- Exchange
- Intercampus mobility  
(from JCU Singapore)
- JCU College
- JCU Pathways

We have students from over 60 different  
countries studying at JCU





# Top 3 things to know about International Student Support

1. We are in the Student Centre (Education Central, Bldg 134)
2. We are the first point of contact for international student-related issues (crisis, social, wellbeing, visa)
3. We host social events throughout the semester which are advertised on Facebook (Group Name: Townsville JCU Internationals)



# How we help

- Pre-departure Webinar
- Airport arrival and welcome service
- **International Student Orientation**
  - ✓ studying at JCU, support services
  - ✓ Living in Qld, tenancy laws, safety
  - ✓ Visa conditions and health cover
  - ✓ Banking and transport
  - ✓ Settling into life in Townsville
- International Student Guide
- CROCS Mentor Program
- Accommodation support





## How we help cont...

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





# Challenges specific to international students

- Adjusting to a new country
- **Academic:** independent learning, more weight on assignments, understanding what is expected, different plagiarism rules, strict exam rules
- **Social:** Homesickness, English language, making friends with Australians, alcohol
- **Cultural:** culture shock, dress standards, values and beliefs, Australian accent and slang
- Compliance with **visa conditions** (40 hours work/fortnight, full-time study, good academic progress, external study restrictions etc)







## Townsville

[townsvilleinternational@jcu.edu.au](mailto:townsvilleinternational@jcu.edu.au)

## Cairns

[cairnsinternational@jcu.edu.au](mailto:cairnsinternational@jcu.edu.au)



Townsville JCU Internationals  
Cairns JCU Internationals







Student Support Services Showcase  
**Student Equity and Wellbeing**

## 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

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## 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.



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# 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

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# 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

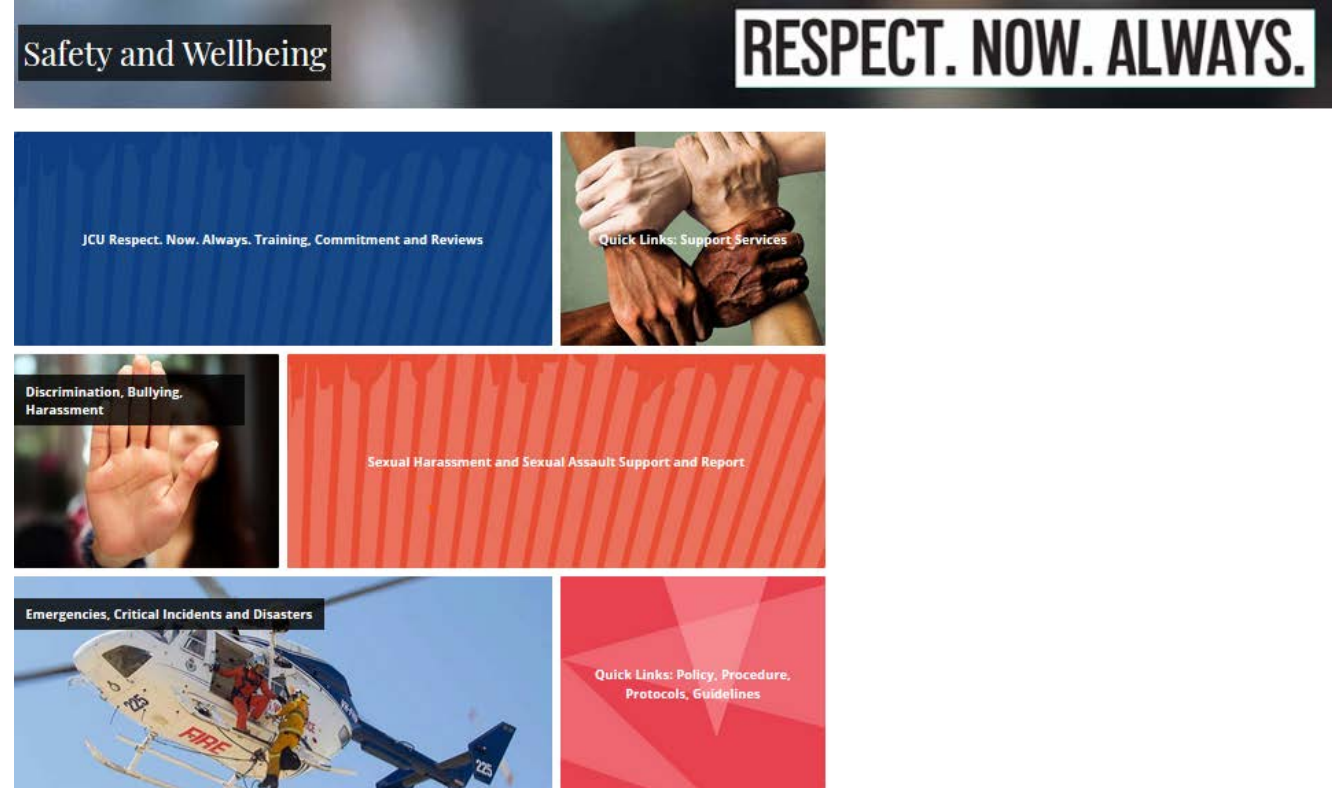
Monday to Friday 9am – 4pm

- in person: 1<sup>st</sup> Floor Library
- phone: x21150 (CNS); x14711 (TSV)
- email: [studentwellbeing@jcu.edu.au](mailto:studentwellbeing@jcu.edu.au)
- online booking: <https://www.jcu.edu.au/student-equity-and-wellbeing/contact-us#contact>
- Website: [www.jcu.edu.au/sew](http://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, AccessAbility Services, Equity and Inclusion, Multifaith Chaplaincy, Resources, and Contact Us. Below the navigation bar, the main content area features a large green banner with the text "An Introduction to Student Equity and Wellbeing" and a play button icon. To the left of the banner, there is a blue box with 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." Below the banner, there are four smaller images with captions: "Wellbeing and Counselling", "AccessAbility Services", "Equity and Inclusion", and "Multifaith Chaplaincy". At the bottom, there are four more images with captions: "Book an Appointment", "Download our Information Sheets", "JCU's Safety and Wellbeing Website", and "Ask us". The "Ask us" image includes 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](http://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



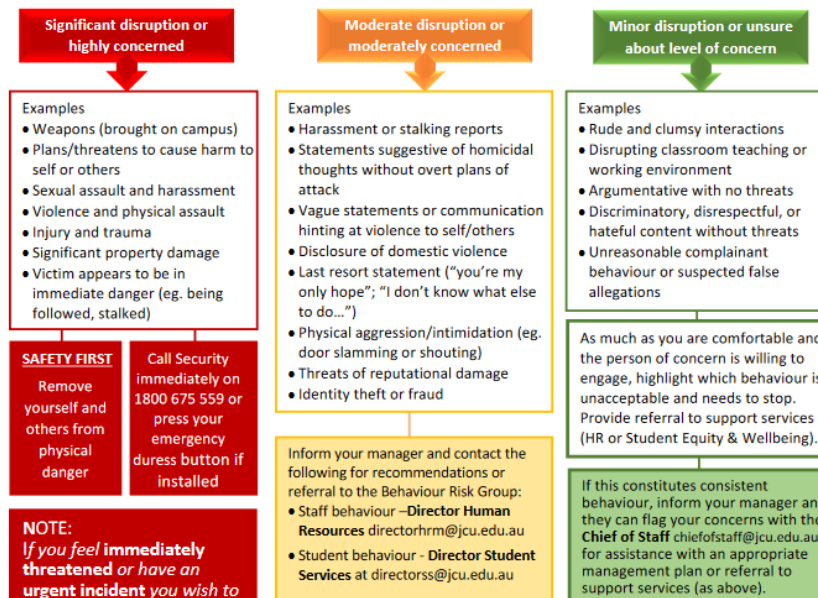
JCU has implemented a Behaviour Risk Group (BRG) chaired by the Chief of Staff to provide early intervention, assessment, management advice to relevant decision makers regarding matters relating to inappropriate, concerning, or threatening behaviours by students and staff at its Australian campuses and 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

Stephen Anderson  
Senior Liaison Librarian DTHM,  
Library & Information Services

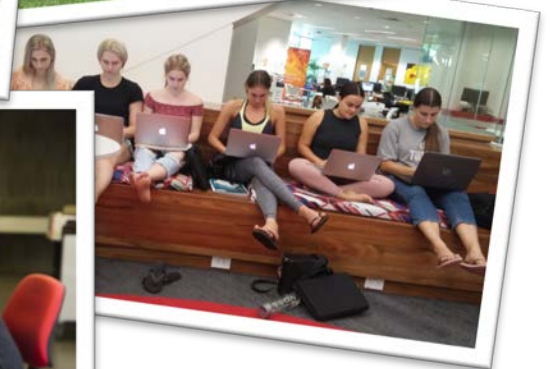
# Find Us

## Cairns Library

Building B1

## Eddie Koiki Mabo Library

Building 18 Townsville



[jcu.edu.au/library](http://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

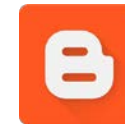
[/JCUlibrary](#)



[@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 (1<sup>st</sup> 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.





# JCU Global Experience

**Allyson Butler**  
**Global Experience Coordinator**  
**[allyson.butler@jcu.edu.au](mailto:allyson.butler@jcu.edu.au)**



JAMES COOK  
UNIVERSITY  
AUSTRALIA

# 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](http://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





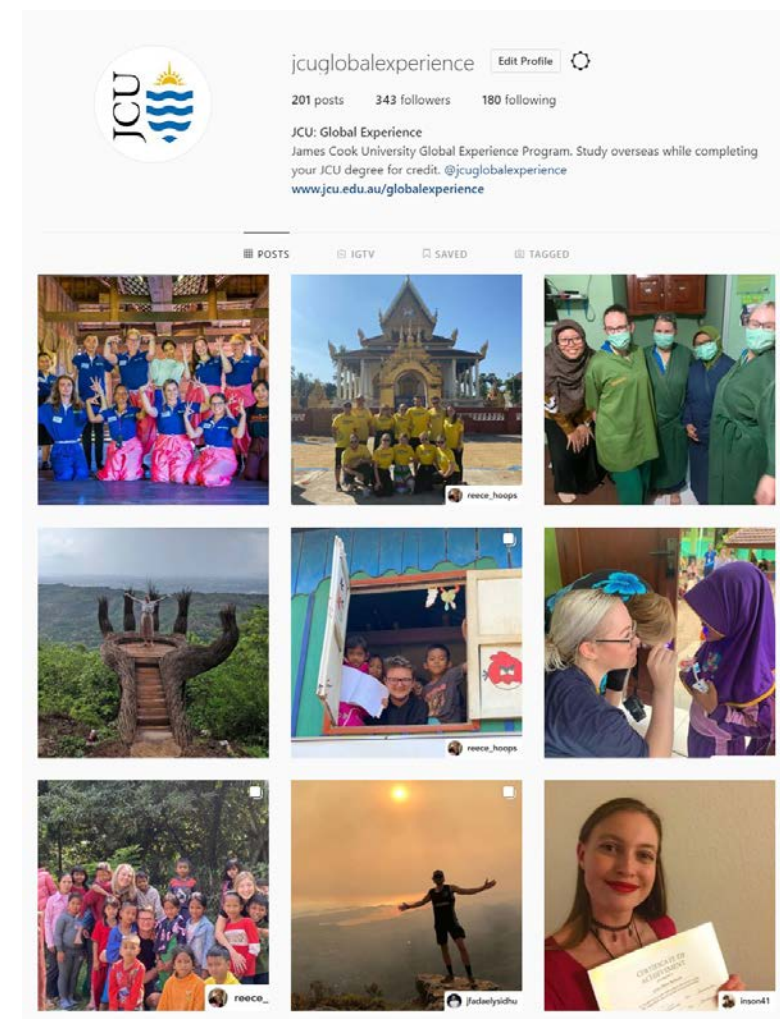
# Where can students find us?

Email: [globalexperience@jcu.edu.au](mailto:globalexperience@jcu.edu.au)

Web: [www.jcu.edu.au/globalexperience](http://www.jcu.edu.au/globalexperience)

Facebook: JCU Global Experience

Instagram: jcuglobalexperience



# 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](mailto:globalexperience@jcu.edu.au)



# IT Help Desk

Anthony Warrell  
IT Services and Support



*Celebrating*  
**50**  
YEARS  
1970 - 2020

## 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
- Student Email and O365
- Online security and awareness
- Referrals to other support services



## Presentations and Events ...

### Presentations to students

- O Week presentations
- Study Centre Orientation

### Representation at events

- O Week Market Day



+61 7 4781 5500



[ithelpdesk@jcu.edu.au](mailto:ithelpdesk@jcu.edu.au)

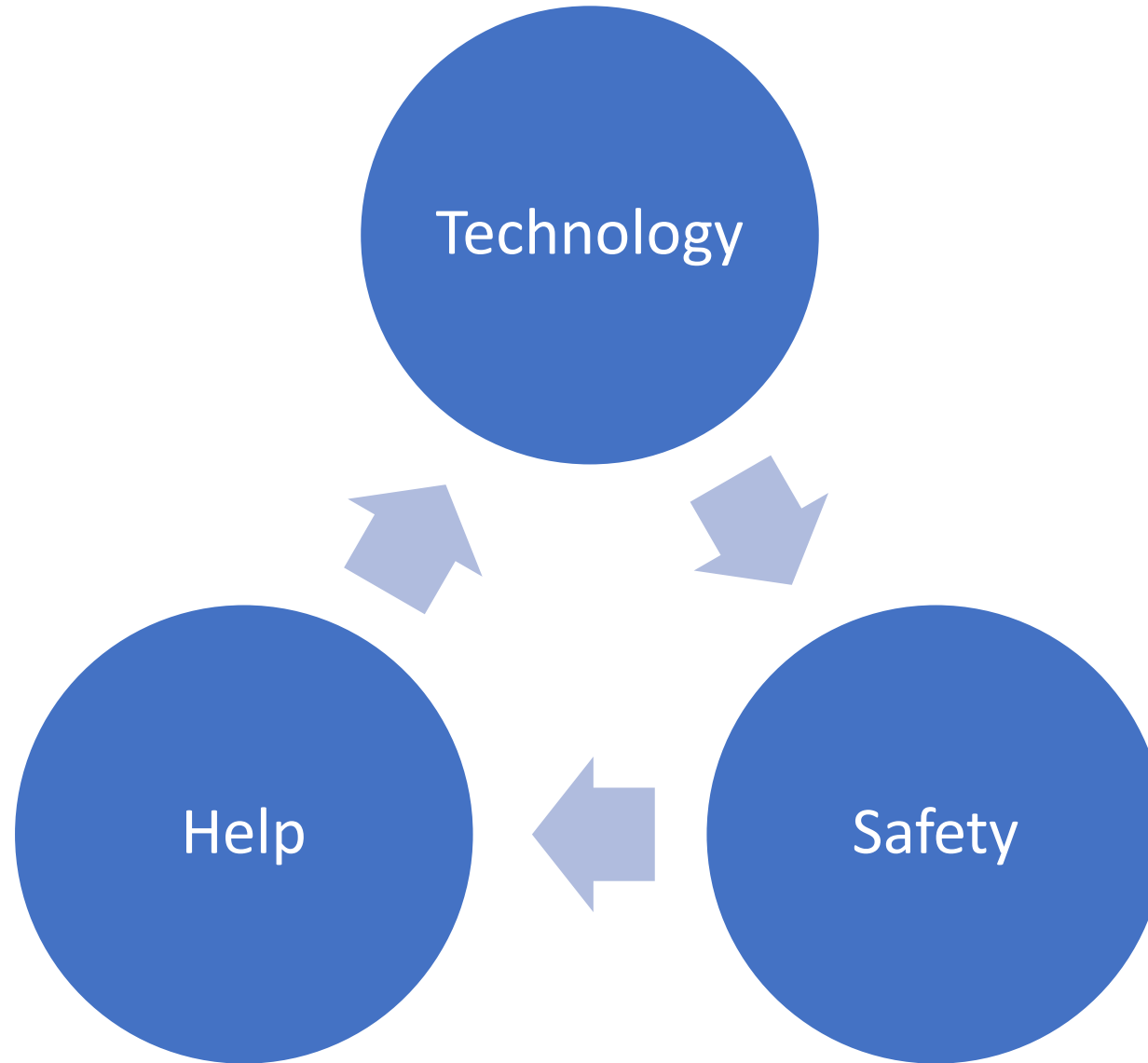


In Person



Service Portal

Top 3 things ...





# Student Centre

Annette Higginson



*Celebrating*  
**50**  
YEARS  
1970 - 2020



## Townsville:

Manager – Kerri Conway

Team Leader – Sharon Schultz

Supervisor – Claire Pilcher

## Team:

Ashton Blacklock

Jocelyn Follent-Nepia

Tess Fouracre

Maddison Lassig

Annette Higginson

Lauren Stathooles

Shauna Lennan

**City campus:** Alison Barker, Lee Gallegos

Casuals: Matt Beesley, Tim Beckenham, Chloe Conway-Barbagallo, Romany Montgomery, Dana Steger, John Crowther, Terhi Reid, Monique Horne, Neha Shah, Rebecca Diggins, Jess Harris.

[jcu.edu.au](http://jcu.edu.au)



## Cairns – Smithfield & City Campus

Supervisor: Vanessa Boys

### Team:

Amanda Waters

Sarah Cook

Mary Burg

Sandie Pryor

Jacqui Tomkinson

Lyn Gates

### Enrolment Help Casuals:

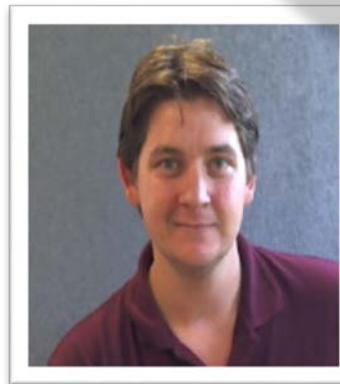
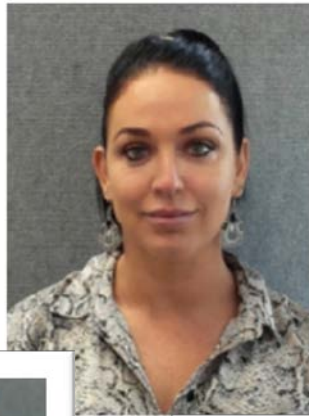
Matthew Small

Shrooq Lasheen

Tenille Denman

Jason Owens

Mike Tomkinson



## 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 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

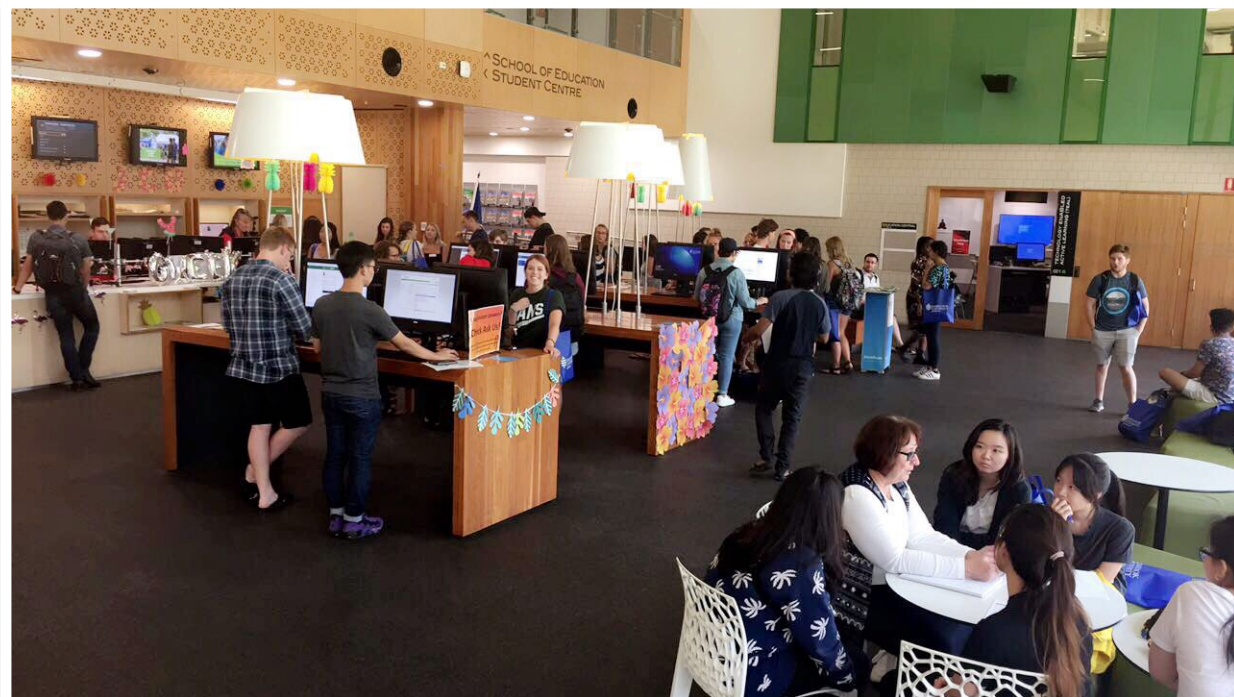
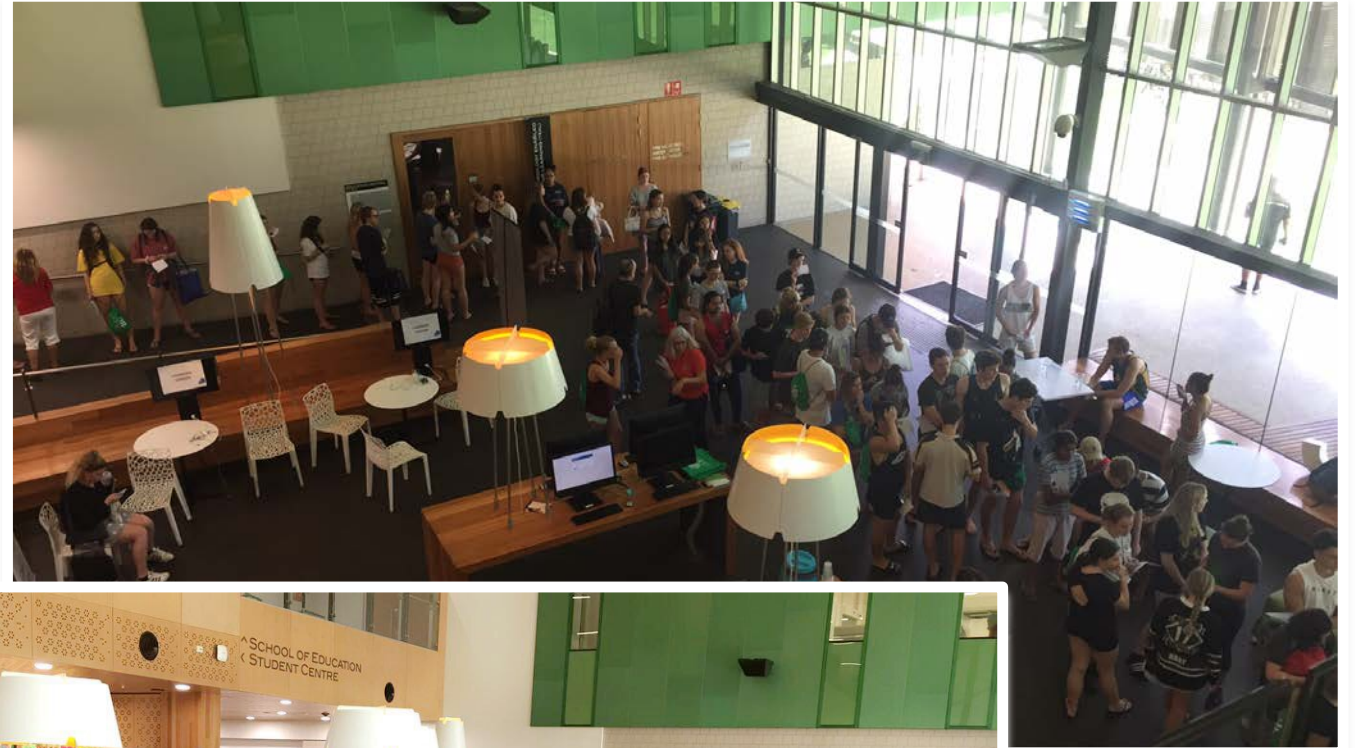
- O Week presentations
- Postgraduate Students
- Parents & Partners
- Years 10 & 12 Uni Experience

### 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





# JCU Website

**New Students** – checklists, Get Ready 4 Uni, Ask Us

**Important dates** – payment due date, census date, last date withdraw subjects, etc

**Fees and financial information** – pay or defer your fees, financial support options, scholarships

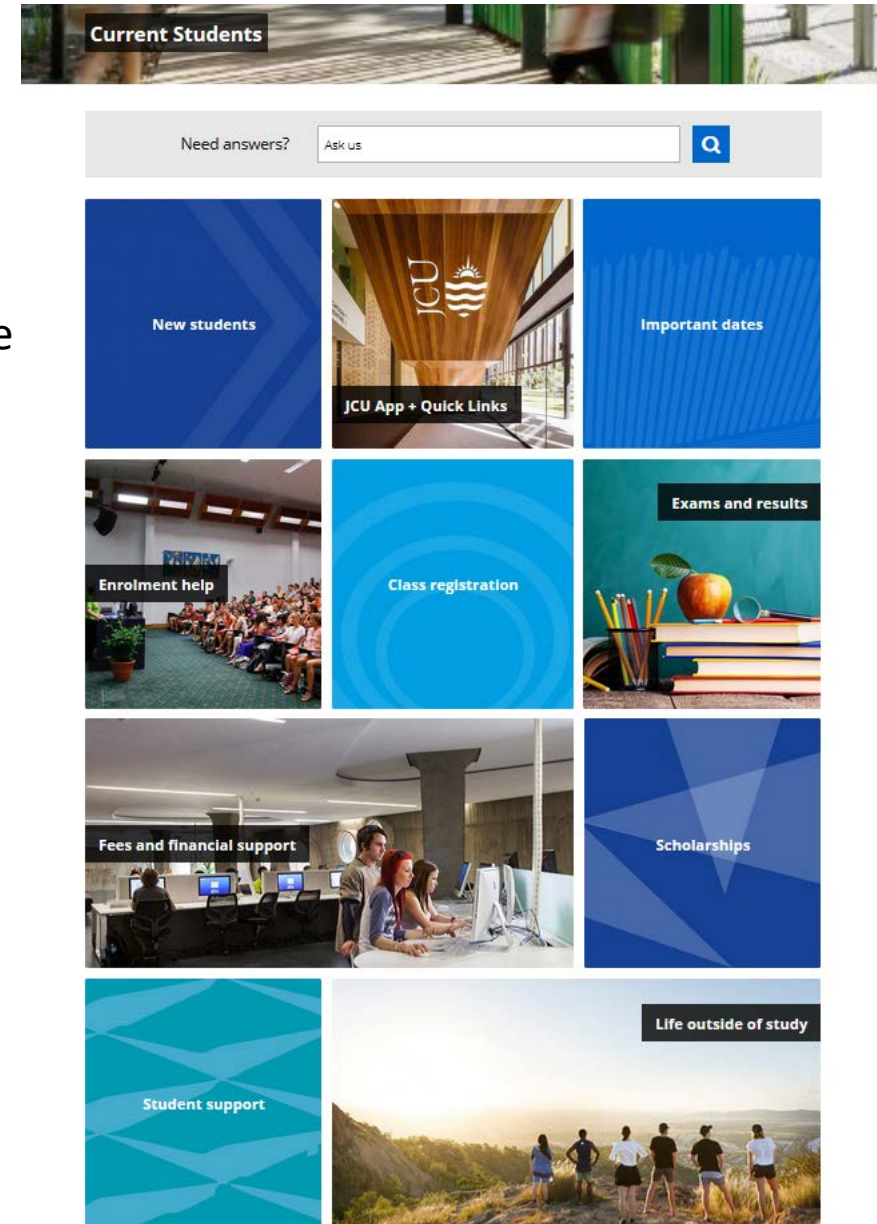
**LearnJCU**

**JCU email account**

**Handbook and study plans**

**Subject Search**

**Subject timetables**



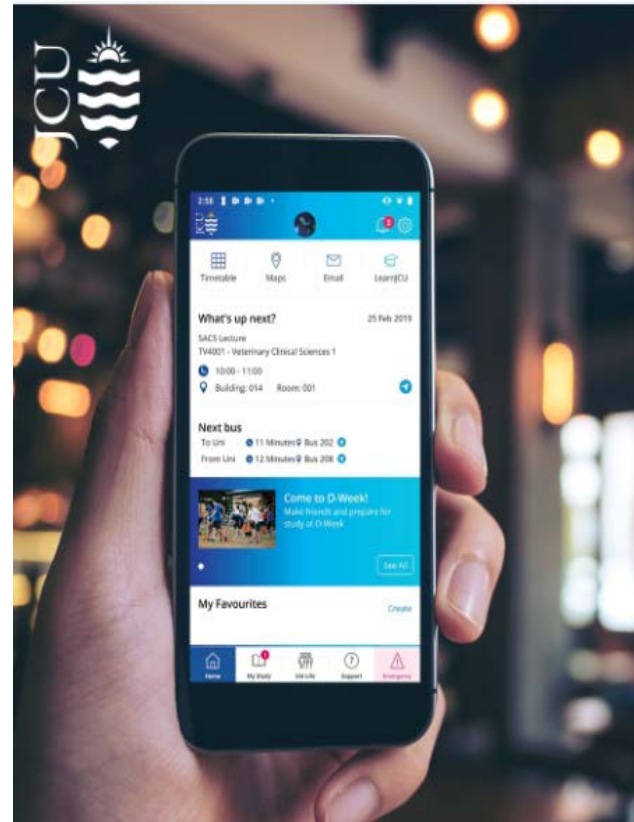
# Student App

You can download the app at Apple Store or Google Play Store.

It's also available from a web browser if you are using your laptop or desktop computer. (use Firefox or Chrome).

You can:

- Enrol in subjects and register for classes
- Access LearnJCU, eStudent and the Library search
- Open your JCU email
- Find out about study and personal support services available
- See events, sports and other activities on campus
- Find your way around campus including parking information
- Contact campus security



Have you downloaded the JCU App yet?

- Easy to read personal class & exam timetable
- Interactive campus maps
- Manage your enrolment and access LearnJCU

iOS Devices

Android Devices



Web Version at [jcu.edu.au/app](http://jcu.edu.au/app)

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.



### 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](mailto:enquiries@jcu.edu.au)



1800 246 446



Live chat



Book a call



Ask Us

# Questions/Compliments?



# JCU Careers and Employability

*Mission: To embed career development and employability throughout the student experience to optimize graduate success in a complex and 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



# Key Services: Summary

## Self Help

- Website & hard copy resources

## Direct Support

- Appointments - in person, phone, skype
- Drop In, Email response [careers@jcu.edu.au](mailto:careers@jcu.edu.au)
- Workshops – customized in class and extra-curricular
- Events - Careers Fair (March)

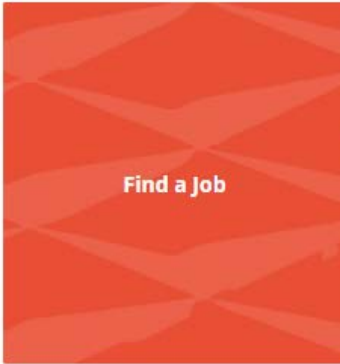
900+

## Communication

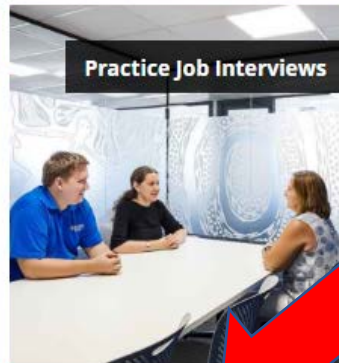
- JCU Careers Facebook
- CareerHub newsletter
- Campus noticeboards / screens

## Academic Curriculum Support

- Career Development, Employability, Entrepreneurship
- Ready to use resources – Career Action Plan, generic assessment tasks, good practice exemplars



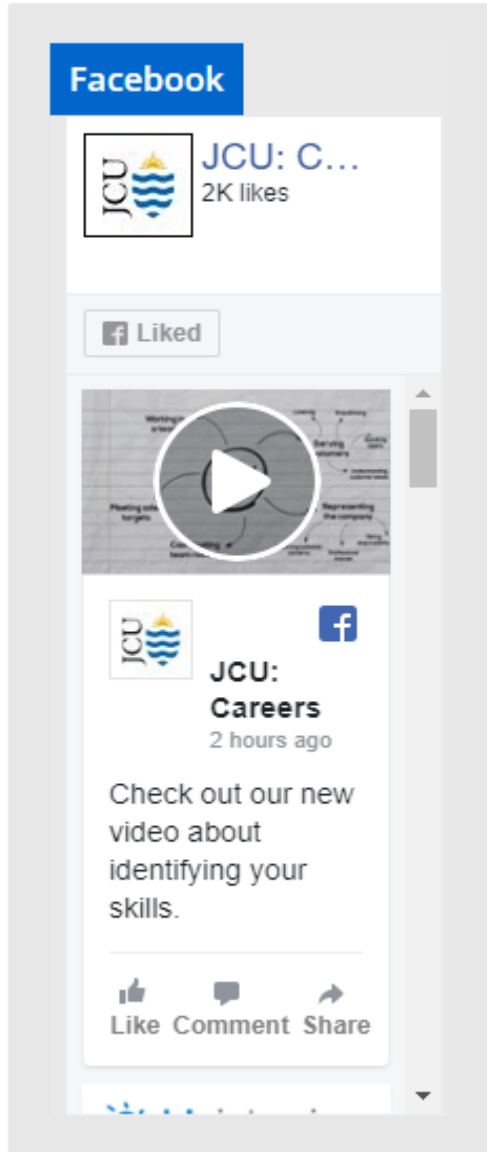
[www.jcu.edu.au/careers](http://www.jcu.edu.au/careers)



**Employers - connect with students**

**Staff - curriculum support**

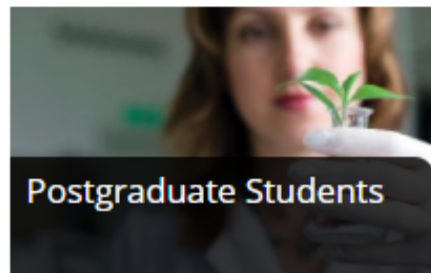
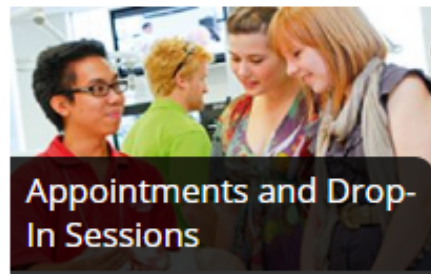
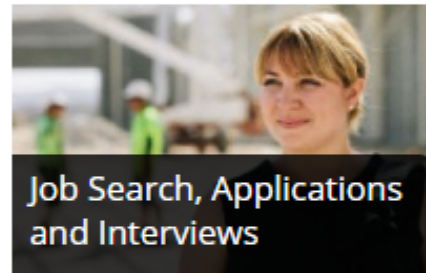
# Careers and Employability for Students



We recommend you start planning for your career from day one at JCU:

- **First year** – Discover more about yourself and explore your options
- **Middle years** – Review your career plan
- **Final year** – It's time to implement your plans and prepare for employment

Our short [video presentation](#) can help you to get started.





# 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.

**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 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.

**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](http://jcu.edu.au/careers)) and like 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.

**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.

**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.

**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.

**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.

• Job Ready –  
Replacing Career



# Career Action Plan for Curriculum

## 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

# Volunteering, competitions and challenges

## Job Search, Applications and Interviews

Job Search Tips

Networking

» Volunteering

Using Social Media

Written Applications

Interviews

On-Campus Opportunities

Appointments and Drop-In Service

Career Development Program

Big Interview

A great way to network and develop employability skills is volunteering and participating in student competitions and challenges. Graduate employers look for community involvement, initiative and innovation when recruiting new employees.

Benefits of competitions and challenges



Benefits of volunteering



What to consider when choosing volunteer activities



Volunteer at JCU



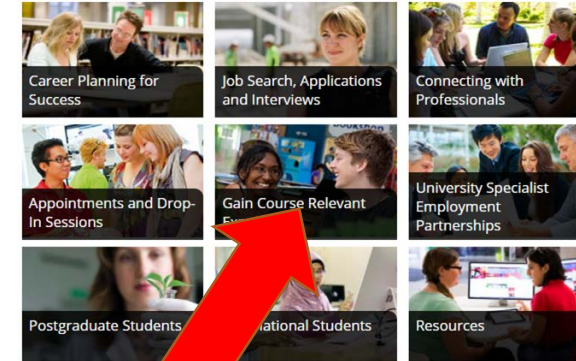
Volunteer in your community



Volunteer overseas



Our short video presentation can help you to get started.



Stay Social #jculife





# 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](#)

## 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](#)

## Career information for your area of study

- Accounting (PDF, 204 KB)
- Aquaculture Science and Technology (PDF, 141 KB)
- Arts (PDF, 158 KB)
- Biomedical, Clinical & Medical Laboratory Science, Molecular and Cell Biology (PDF, 143 KB)
- Business - General (PDF, 218 KB)
- Business Management (PDF, 129 KB)
- Dental Surgery (PDF, 266 KB)
- Earth Science (PDF, 126 KB)
- Education (PDF, 180 KB)
- Engineering (PDF, 135 KB)
- Environmental Practice (PDF, 179 KB)
- Geology (PDF, 167 KB)
- Information Technology (PDF, 135 KB)
- Law (PDF, 149 KB)
- Marine Science (PDF, 172 KB)
- Medicine and Surgery (PDF, 143 KB)
- Nursing/Midwifery (PDF, 172 KB)
- Occupational Therapy (PDF, 157 KB)
- Pharmacy (PDF, 169 KB)
- Physiotherapy (PDF, 152 KB)
- Planning (PDF, 153 KB)
- Psychology (PDF, 234 KB)
- Science - General (PDF, 232 KB)
- Social Work (PDF, 233 KB)
- Speech Pathology (PDF, 154 KB)
- Sport and Exercise Science and Exercise Physiology (PDF, 172 KB)
- Veterinary (PDF, 143 KB)
- Zoology and Ecology (PDF, 198 KB)

## 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

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



# 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)

## Jane Smith

*Tip – ensure your email address reflects a professional image. Personalise your LinkedIn URL.*

21 Calbar Place, Smithfield, QLD 4870  
 Phone: 0413579821  
 Email: [jane.smith@my.jcu.edu.au](mailto:jane.smith@my.jcu.edu.au)  
 LinkedIn: <https://au/linkedin.com/in/janesmith>

### CAREER OBJECTIVE OR PROFESSIONAL SUMMARY *(Optional)*

*Tip – If you decide to add a Career Objective or Professional Summary, keep it brief. Indicate what personal / professional attributes you can bring to the position and ensure it matches the role you are applying for.*

### EDUCATION

2014 - present

#### Bachelor of Dental Surgery

James Cook University, Cairns, QLD  
 Expected completion date: November 2018

#### Achievements

- Grade Point Average 6.3 (scale 1-7, 7 being highest)
- Golden Key Recipient (awarded to the top 15% of the class)
- Awarded the Pierre Fauchard Academy Foundation Scholarship for Excellence, 2016
- Home Group Leader for 2<sup>nd</sup> year Dental students
- Completion of a 12 month research project - *(Title of project)*
- Presented research project findings at the 2018 Australian Dental Students Convention

*Tip – Include other degrees/qualifications completed prior to Dentistry in this section.*

*Tip - Only include relevant information. Think about highlights from your course, awards, prizes, projects which make you stand out.*

#### Year 12 Senior Certificate

Smithfield State High School, QLD

#### Achievements

- Social Justice Captain, active member of the Student Representative Council
- Recipient of the Citizenship Award

*Tip - Include if recent school leaver, list major school awards, prizes, leadership position, extra-curricular activities.*

### REGISTRATIONS / CERTIFICATES

- AHPRA Registration expected January 2019
- Current Radiography licence
- Current Working With Children Blue Card, First Aid and CPR
- Current Professional Indemnity Insurance – student membership with MIPS

*Tip – Include if you have received your registration number and list associated organisation – if not yet registered include date you expect confirmation of registration.*

### PROFESSIONAL MEMBERSHIPS / AFFILIATIONS

2014 - present

Australian Dental Association – Student Membership Number xxx

2014 - present

JCU Dental Student Association – Member, President (2018)

### PROFESSIONAL DEVELOPMENT

2017 - 2018

JCU Continuing Professional Development program

- Minimally Invasive Management of Cracked, Fractured, and Fragile Teeth - *Prof Ian Meyers, ADAQ*
- Dispute Resolution - *Dr Mike Rutherford, DPL*
- Risk Management in Dental Practice – *Professor xxx*
- Dental Radiology 'Demystifying the OPG' – *Dr xxx.....*
- .....

*Tip - List relevant conferences, courses, workshops attended. List course provider, title, date attended.*

# JCU Career Development Program

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

\*Under refresh process

# Skills and Attributes for Career

The screenshot shows the Epigeum course interface. At the top left is the Epigeum logo. Below it are navigation links: 'Text/print version' and '? Help and support'. A '2mins' timer is visible in the top right. A horizontal menu contains four red buttons: 'Authors', 'Course structure', 'Course highlights', and 'Supporting institutions'. The main content area features a background image of a person jumping over a mountain peak at sunset. A red text box in the foreground contains the course title and the selected module: '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



# • Big

**JAMES COOK UNIVERSITY AUSTRALIA**

Learn Practice Resume My Videos Assignments

Back to Admin Joanne

Welcome back, Joanne. Continue learning!

Start Here

**Fast Track**  
16 VIDEO LESSONS  
Continue  
69%

**Mastery Track**  
50 VIDEO LESSONS  
Start now

**Interview Playbooks**  
143 VIDEO LESSONS

**Resume Curriculum**  
8 VIDEO LESSONS

**Written Curriculum**  
9 WRITTEN MODULES

**Negotiation Curriculum**  
11 VIDEO LESSONS

**90 days** **First 90 Days Curriculum**  
21 VIDEO LESSONS

- Interview practice
- Response suggestions
- Video tutorials



# CareerHub

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

The screenshot displays the CareerHub interface for James Cook University Australia. The top 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 items.

The main search area is titled "Search Jobs" and includes the following filters:

- Search Term:** Graduate, Analyst, Intern...
- Type Of Work:** Post Graduate Employment
- Location:** Brisbane, QLD, Australia
- Find Jobs:** A green button to execute the search.

Below the search filters, there are tabs for "Bookmarked Jobs" and "Graduate Employment", along with a "More Search Options" dropdown.

The search results section is titled "Found 46 Jobs" and includes a "Most Recent" dropdown menu. Three job listings are visible:

- Australian National Audit Office 2019 Graduate Program (new)**: Located in Canberra, closes on 1 Apr, 2018. Description: "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."
- Intelligence Professionals (new)**: Located in Canberra, closes on 30 Mar, 2018. Description: "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."
- Future Technologist Graduate Program (new)**: Located in Canberra, closes on 30 Mar, 2018. Description: "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."

On the right side of the page, there is a "Search Employers" section with a "Quick Search" input field and a search icon. Below this, three employers are listed:

- 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.

At the bottom of the search results, there is a "Search Employers" button and a "National Australia Bank" button.

# Key Industry Engagement Event

## JCU Careers Fair

Held annually in March

JCU Science Place - Townsville

JCU Library – Cairns

Opportunity for students from all disciplines to meet employers on campus





# Employable Me

## JCU Employability Workshop Series

**Design the Life You Wish to Live**

**The Employability Edge**

**Job Skills for Now and the Future**

**Graduate Job Applications, Pitches and Interviews**

**Steps to Graduate Success**



# Top Three Messages for Students

## TANTAlise...

1. **Map out** opportunities and **Take Actions** every semester to **prepare for your career!**
2. **Network** throughout the degree – 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 the **resources and support** including the **Employable Me** workshops.

# Questions?

## Careers and Employability

Level 1, Library

Ph: 4781 4711 TSV

[careers@jcu.edu.au](mailto:careers@jcu.edu.au)

[www.jcu.edu.au/careers](http://www.jcu.edu.au/careers)



JCU: Careers





Indigenous Education  
and Research Centre

JCU Support Services Show Case

2020

# Who are we?



- ▶ Research
- ▶ Teaching and Learning
- ▶ Student Support
  - Manager – Helen Jusseaume
  - 4 x Academic Support Advisors
  - 4 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

# Summer PreProgram



- ▶ On campus 3 week residential university pre-program - November/December
- ▶ 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 301 – 008
- ❖ Phone: (07) 4781 4676
  - ❖ email: [ierc@jcu.edu.au](mailto:ierc@jcu.edu.au)
  - ❖ Student support: [ierc.studentsupport@jcu.edu.au](mailto: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](mailto:studentassociation@jcu.edu.au)

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





# Student Transitions and Engagement

Townsville 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](http://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 – 9<sup>th</sup>-14<sup>th</sup> 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 – 25<sup>th</sup> February
  - Week 3 - 12<sup>th</sup> March
  - Week 5 – 25<sup>th</sup> March
  - Week 9 – 30<sup>th</sup> April



# Harmony Day – 19<sup>th</sup> 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- 12<sup>th</sup>-13<sup>th</sup> 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
  - 28<sup>th</sup> July
  - 12<sup>th</sup> August
  - 26<sup>th</sup> August
  - 8<sup>th</sup> September
  - 24<sup>th</sup> September
- JCU Eco Fair – 18<sup>th</sup> August
- RUOK? Day - 10<sup>th</sup> September
- Power Up Day – 20<sup>th</sup> October



# Contact Details

For more information about orientation, please go to GetReady4Uni website – [www.jcu.edu.au/getready4uni](http://www.jcu.edu.au/getready4uni)

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

Student Transitions and Engagement Officer

Meghan Boland – [meghan.boland@jcu.edu.au](mailto:meghan.boland@jcu.edu.au)



# Learning & Teaching Development

Kylie Bartlett , Manager (Acting)  
Learning & Teaching Development



# The Learning Centre

UNLOCK YOUR POTENTIAL

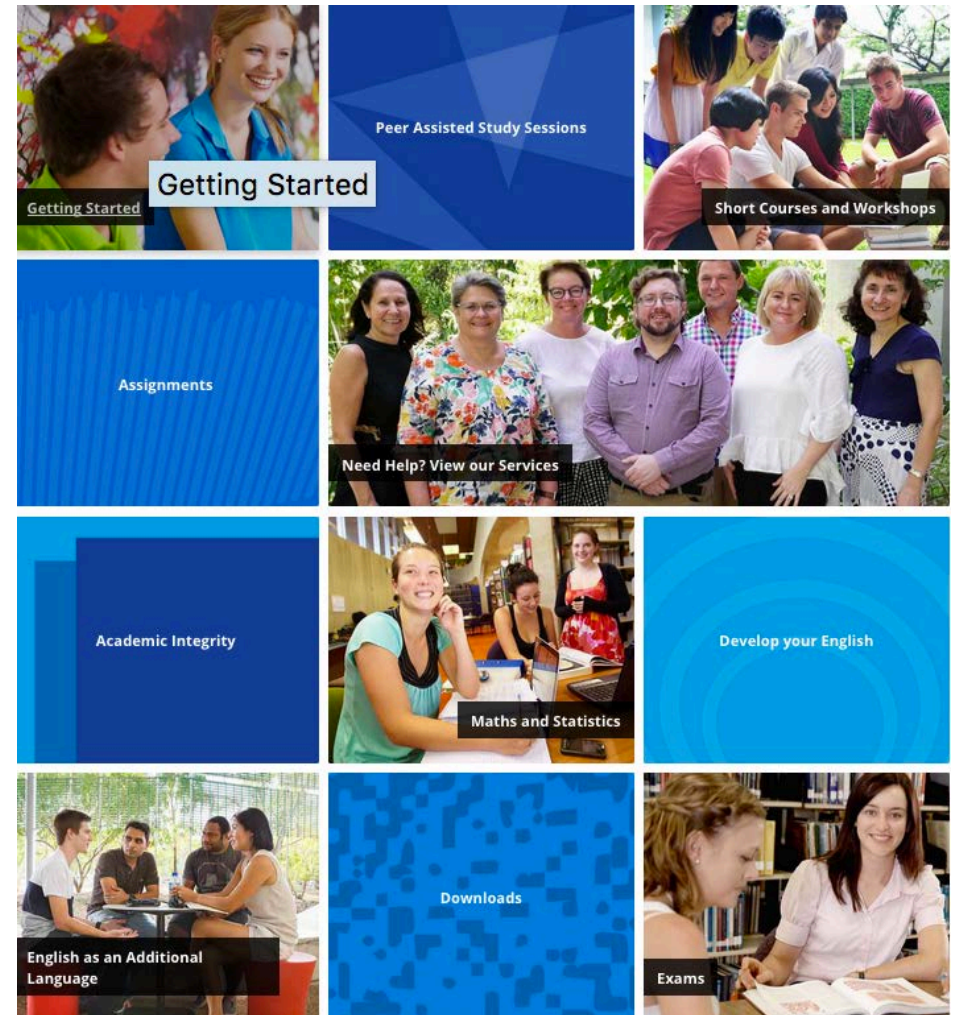
Academic advice; support and development

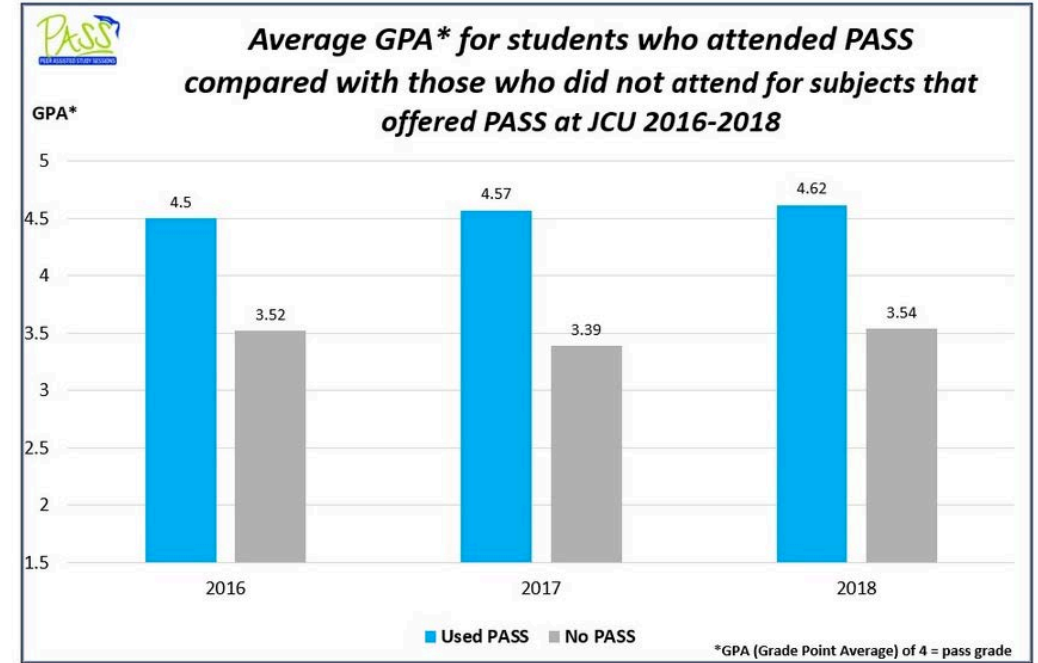
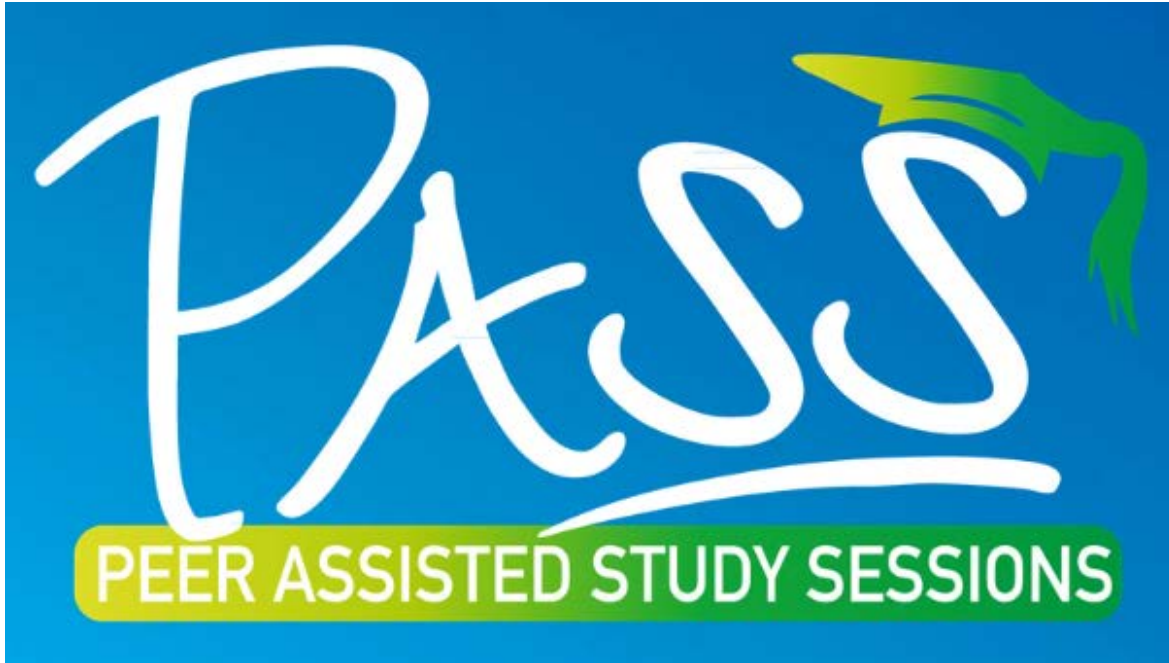
Successful, confident, **independent** learners



# Overview of services

## Online resources





PASS provides a casual, friendly and active learning environment where students can work together to better understand the content and learning objectives for a subject. The study sessions focus on **integrating course content** (what to learn) with **academic reasoning and study skills** (how to learn).

SP1 & SP2, [2020 Pass Subjects List](#)

# PASS Student Feedback

83% - Helped me understand how to succeed academically

88% - Improved my understanding of the subject content

82% - Encouraged me to take responsibility for my own learning

80% - Given me a better understanding of the demands of learning at JCU

87% - Been an enjoyable learning experience

79% - Increased my motivation to complete my course

- *“A greater understanding of what is expected in the subject”*
- *“Going into the exam knowing what to expect because of PASS”*
- *“An hour of study that is enjoyable”*
- *“Revise mathematical concepts through discussions and fun activities”*
- *“Peer learning”*
- *“Able to ask questions from an experienced UNI student”*
- *“Better understanding for subject, transferable skills between subjects and the gain of friendships.”*

202 Responses (CNS &TVL, 2019)



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# Studiosity

## **Connect Live (24 hrs, 7 days a week)**

Connect to a live tutor for help with a question right away, in English, Maths, Science, Business, and other core skills areas.

## **Writing Feedback (Submit your work anytime)**

Constructive English writing feedback in less than 24 hours: Any course, any assignment.

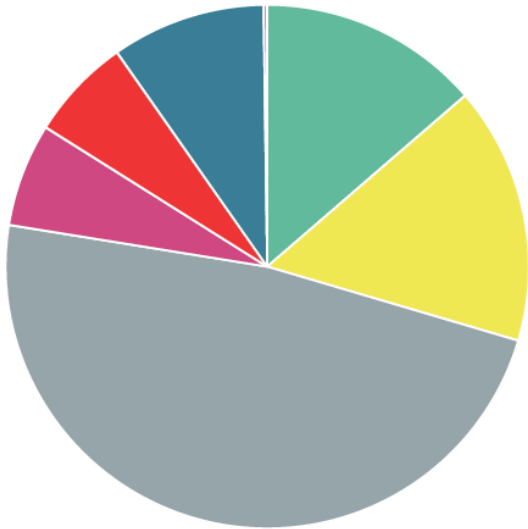
Access Studiosity through your subject sites on LearnJCU.

Access via  
Learnjcu  
subject  
sites



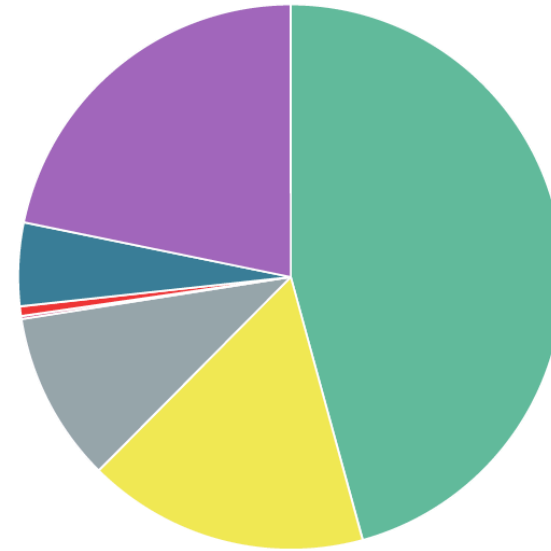
# Studiosity

## Writing Feedback usage by faculty



- College of Arts, Society and Education 13.7%
- College of Business, Law and Governance 15.9%
- College of Healthcare Sciences 48%
- College of Medicine and Dentistry 6.4%
- College of Public Health, Medical & Veterinary Sciences 6.3%
- College of Science and Engineering 9.5%
- 0.2%

## Writing Feedback usage by year level



- 1st Year Undergraduate 45.8%
- 2nd Year Undergraduate 16.7%
- 3rd Year + Undergraduate 10.1%
- Higher Degree Research 0.2%
- Honors Year 0.6%
- Post Graduate 21.8%
- Pathway Program / Certificate / Diploma 4.9%

# Studiosity

From 13<sup>TH</sup> FEB to 30<sup>th</sup> Sept, 2019

## Writing Feedback Engagement



Submissions: 2,415  
Minutes: 64,155

## Connect Live Engagement



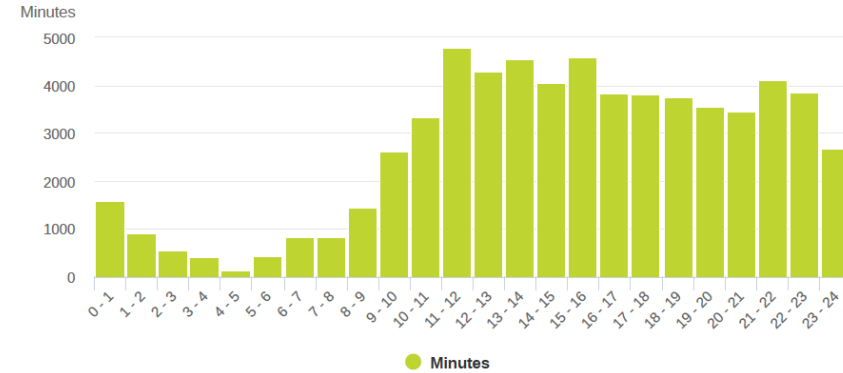
Sessions: 169  
Minutes: 3,976

**total minutes**  
**68,131**

### Writing Feedback document type breakdown

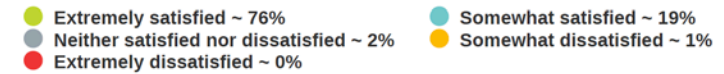
	Business letter	Case study	CV, Resume or Cover Letter	Essay	Scientific report	Short story	Speech	Text analysis	Other	Total
1st Year Undergraduate	7	184	2	557	44	-	15	20	276	1105
2nd Year Undergraduate	1	93	7	155	27	2	3	12	103	403
3rd Year + Undergraduate	1	62	10	66	32	-	1	8	64	244
Higher Degree Research	-	-	-	4	-	-	-	-	-	4
Honors Year	-	4	-	5	2	-	-	2	1	14
Pathway Program / Certificate / Diploma	-	13	-	60	27	2	-	3	14	119
Post Graduate	2	109	4	172	44	7	2	11	175	526
<b>Total</b>	<b>11</b>	<b>465</b>	<b>23</b>	<b>1019</b>	<b>176</b>	<b>11</b>	<b>21</b>	<b>56</b>	<b>633</b>	<b>2415</b>

### Writing Feedback engagement by time of day



### Student experience

Writing Feedback - user satisfaction rating



- Percentages may not equal 100% due to rounding.
- Average return time: 9 hours

# Face-to-face

## Short courses and workshops

### Peer Advice Desk

- 15 min drop in session with Peer Advisor
- Library ground floor
- Mon- Fri; 10 am – 4pm

### Learning Advisors

- Consultations (by appointment)
- Integrated into subjects (ILA)

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### Academic Writing Workshop

This informative and hands-on course is designed to address the skills needed to research and write your academic texts such as essays, reports and assignments. Bring along your subject outline and bibliographies. Bring along your assignments with help from our facilitators.

Register: <https://tinyurl.com/jcuregistration>

VENUE:  
CAIRNS: A3.3  
TOWNSVILLE: 26-002

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## BASIC STATISTICS

WORKSHOP  
29/2  
9 AM - 2 PM

Revise basic statistic concepts to support your learning throughout your degree. Refresh the basics of descriptive statistics and the research process including types of data analysis, and interpretation. Understand the basic concepts of inferential statistics, including formulating hypotheses and approaching statistical testing. Discover how and where to get statistic help.

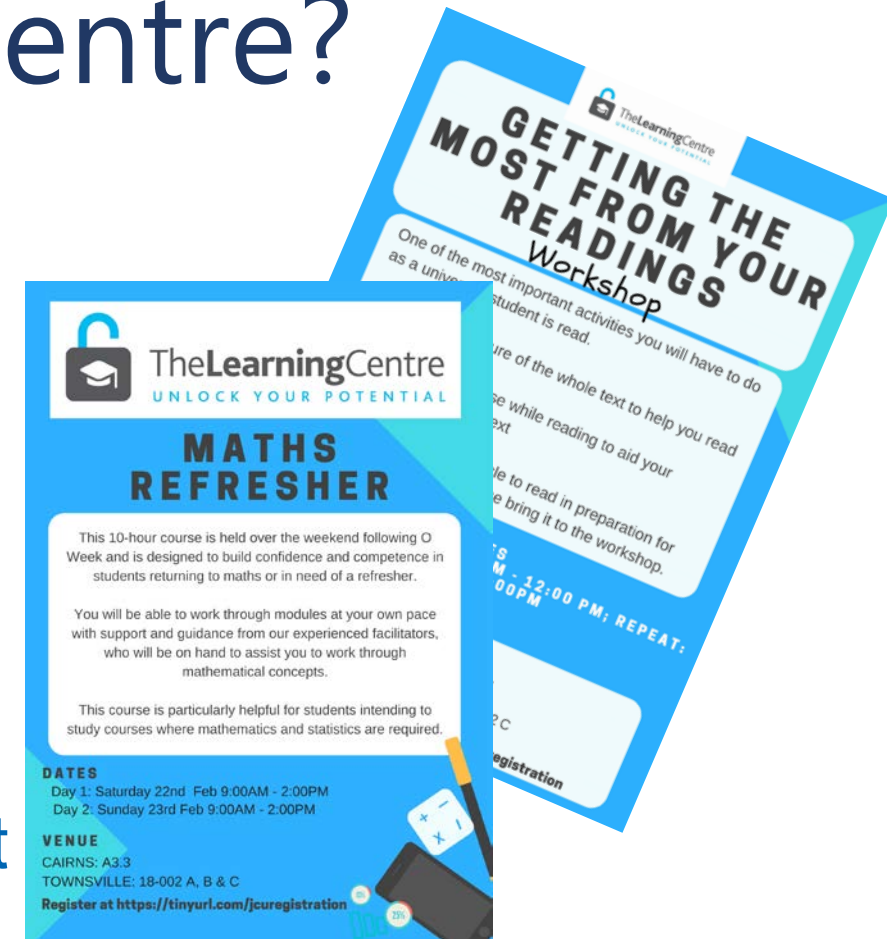
Register: <https://tinyurl.com/jcuregistration>

Location:  
CAIRNS: B1.020  
TOWNSVILLE: 134.021  
Contact Us:  
[learning@jcu.edu.au](mailto:learning@jcu.edu.au)



# Why access The Learning Centre?

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



*Quick quiz: Name 6 ways students access academic support?*

# How students access academic support

1. Self help online resources: [The Learning Centre](#)
2. After hours advice: Studiosity access through LearnJCU (24/7 and 8 contacts per semester)
3. Attend [short courses/workshops](#)
4. Attend [PASS](#) in subjects where it is available
5. Drop in to the Library to see a Peer Advisor
6. Make an appointment with a Learning Advisor  
[learning@jcu.edu.au](mailto:learning@jcu.edu.au)



# Top three things

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

