

Congratulations

and welcome to JCU Online!



A message from the course coordinator



Welcome to JCU Online Graduate Diploma of Psychology (Bridging). This course has been designed for students and considers the important role that you may play in different careers.

You will learn about current and emerging trends in psychology. This includes consideration for changes that the profession faces as it negotiates technological advancements, social and environmental challenges. In line with this, you will find that subject content and assessments are very much application focussed. Giving you the opportunity to use your new knowledge and build skills right from the get-go.

This document will serve as a useful resource throughout your course. It contains important information and links to help you prepare and negotiate through your online studies. I like to think of it as a 'travelers tips to the online space' – it is the ultimate student companion.

I invite you to explore this exciting online community and encourage you to participate in the activities we have planned. You will find that engaging with the discussion forums is a great way to get to know your classmates and staff. Sharing thoughts and experiences really does help with the process of learning and exploring other avenues of thought.

I hope you enjoy your studies and wish you success with this course!

Brian Law

*Course Coordinator,
Graduate Diploma of
Psychology (Bridging)*





Now you're enrolled, what's next?

Welcome to MyStudent	4
Pay tuition fees	5
JCU online learning tools	6
Apply for your student card	8
Technology requirements	9
Login details and IT services	10
Preparing for Study	11
Key contacts	12

Welcome to MyStudent

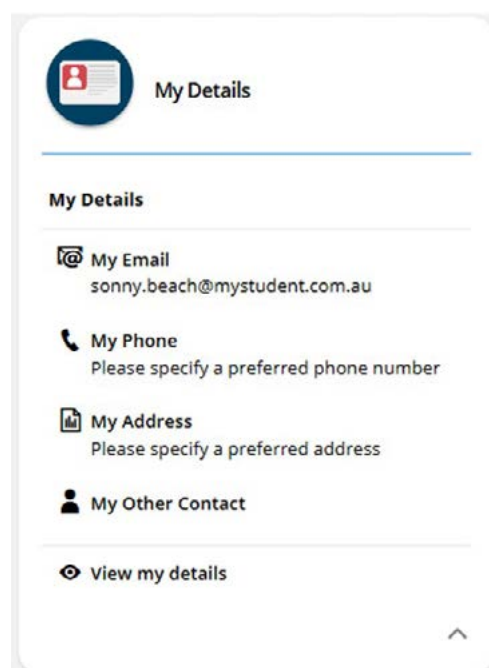
MyStudent is your easy-to-use student portal for managing your studies. From planning your course and enrolling in subjects to updating your personal details and checking your timetable, everything you need is in one place. The comprehensive [video tutorials](#) and [MyStudent Portal guide](#) will help you navigate the dashboard and understand the key tiles like My Study, My Class Registrations, My Details, and My Tasks. Complete mandatory steps before enrolment, submit required forms and stay on track with [MyStudent](#).

Your JCU email account

Now that you are a part of the JCU Online community, all future correspondence from the university will be sent to your student email address.

Your email address can be found under the **Contact Details** section of the **My Details** tab in [MyStudent](#).

Further information about student email at JCU can be found via ICT Services hub on the JCU website, under [Student Email @ JCU](#). Download the student app or access your email account from my.jcu.edu.au - use your email address and your current password to log in.



Pay tuition fees

You can view your outstanding fees via MyStudent by going to **My Finances** tab. Selecting View my Finances opens the My Finances Summary window, showing:

- Overdue fees
- Deferrable fees – eligible students can submit Commonwealth Assistance forms to defer tuition and SSA Fees
- Your approved Commonwealth Assistance forms

Online:

- Pay via BPAY

In person:

- Pay by credit/debit card at a [JCU Student Centre](#).

Phone:

- Call the JCU Student Centre **1800 246 446** and pay over the phone.

Mail:

- Cheques should be made payable to 'James Cook University' accompanied with payment slip or Student ID details to:
[James Cook University](#)
[Townsville QLD 4811](#).

Using Foreign Currency:

- To avoid bank fees and exchange rate fluctuations, you should pay in currency using the [JCU Payment Portal](#).



Fees and financial support

- Consult [Fees and financial support](#) for details on:

- Financial support
- Eligibility conditions for Commonwealth Assistance
- Student Services fees
- Deferring your fees

JCU Online Learning Tools

Learn JCU is the learning management system where you will access all your course material, including your weekly modules, classroom discussion boards and announcements from your academic learning tutors. Learn JCU also allows you to participate in course activities, complete assessments tasks, view and submit assignments as well as receive your grades and feedback.

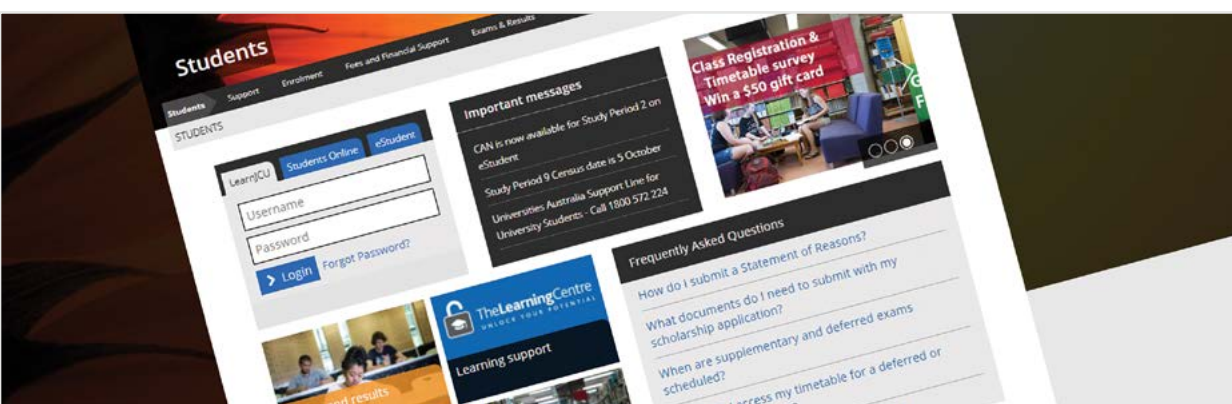


LearnJCU will be available two weeks before the start of Week 1. If you have any issues with accessing the learning environment or if you can access it but feel confused about how to navigate it, please contact your Student Success Advisor to arrange a time to walk you through it.

[The Learning Centre](#) is the place to go to for academic skill development before and during your studies, including assignment help, information about referencing and plagiarism, English language refreshers, maths and stats modules and more!



The [JCU Students page](#) is also a great resource to access information about enrolment, fees and financial support, results, and more! You can also find student forms, access to your eStudent account and Ask Us which provides answers to commonly asked questions at any time of the day or night.



Apply for your student card

As an online student at JCU, you are eligible to receive a student ID card.

Benefits for off-campus students include:

- Discounted rates for public transport (Sunbus, ferries)
- Cheap entry into some clubs, events and venues
- Discounted rates for movies
- Deals for computers at some electronic stores (e.g. Apple and Dell)

To request an ID card, you will need to complete the online [**Request for Student Identification Card**](#) form by using your JCU log-in details. A photograph will need to be uploaded that complies with JCU requirements as well as a copy of other photo identification (e.g. driver's license or passport).



Technology requirements

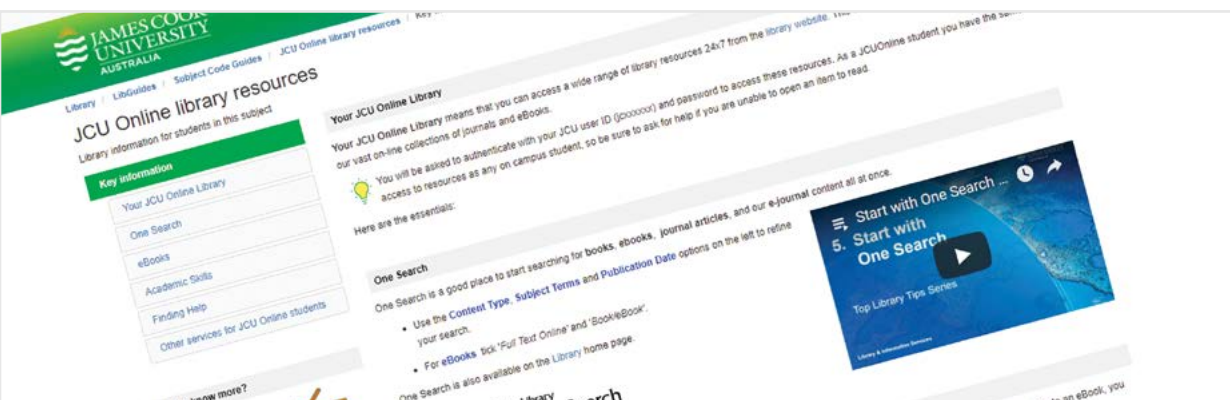
As your course is 100% online, you'll need the technology to ensure you have a seamless study experience.

You'll need:

- a fast, reliable computer - either a PC or Mac with the latest operating system
- a fast, reliable internet connection
- the latest version of Internet Explorer, Firefox or Google Chrome

If you are located near a university campus, you are able to access their Wi-Fi network via [Eduroam](#), a worldwide education roaming service available to students. It allows a student to visit a participating institution and connect to the internet the same way they do on campus without having to request a guest account.

Access to e-books and other online resources are available through the [JCU Library Online](#).



Login details and IT Services

JCU's [Central Service Desk](#) is available to assist with IT questions and support needs, and can be contacted Monday to Friday from 8am to 6pm AEST (closed weekends and public holidays).

You can request support through the [JCU ServiceNow Portal](#) portal. Alternatively, an email can be sent to centralservices@jcu.edu.au and a job request will be automatically created for the student in ServiceNow.

Or, you can call the JCU IT Help Desk Team on:

➤ **All Campuses:**

+61 7 4781 5500 or ext 15500 (option 1)

If you have accepted your offer, but forgotten or don't know your password, please email centralservices@jcu.edu.au. You will need to include your full name, student ID number, date of birth and the course you are studying for identification purposes.

Applicants who seek assistance with their application username and/or password should email enquiries@jcu.edu.au.

Preparing for Study

Many students may be returning to study after a long period and others may not have experienced online learning, so it's essential that you use the time before the study period commences to familiarise yourself with the online learning tools. The study period is seven weeks long and you cannot afford to spend the entire first week learning how to navigate Learn Ultra and refreshing your academic skills

Navigating the learning environment

Your subject will be available via LearnJCU two weeks before the commencement of Week 1. Make the most of this early access to get comfortable with the online learning environment. An introductory video for your subject will explain what to expect during the study block, show you where to find support, and introduce your subject coordinator. Take time to explore the subject site early. There are plenty of resources available to help you prepare for a successful study block.

Tips for study success

It's important that you start your first study period well and not fall behind. This is key to becoming the most successful online student you can possibly be. [Read this blog to uncover some of our secrets to success.](#)

Key Contact

Once you commence your course, you will be introduced to your Student Success Advisor.

What is a Student Success Advisor?

In addition to the academic and student networks you'll develop, each online student will have access to their very own Student Success Advisor who provides access to useful resources, dedicated guidance and motivation throughout your study journey.

Book an appointment with one of our [Success Advisors](#).



If you have any questions or feedback regarding the above information, please get in contact with your Advisor. They are available Monday to Friday, 9am to 5pm (AEST).