Congratulations

and welcome to JCU Online!

JAMES COOK
UNIVERSITY
AUSTRALIA

A message from the course coordinator

"

I would like to warmly welcome you to the JCU Online Graduate Certificate of Psychology. This qualification is a brand-new offering for JCU and one which we are tremendously excited about. This course has been designed for students and considers the important role that they may play in the future of this exciting era of psychology.

This course provides students with a wonderful opportunity to learn about emerging trends in psychology. It considers the changes the profession faces as it negotiates a future impacted by technology, globalisation, and increasingly complex and integrated health, environmental, and social challenges.

This document will support you as a useful resource as you commence your studies. It can also be referred back to as you move through 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 tutors. 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 well with your future pursuits.

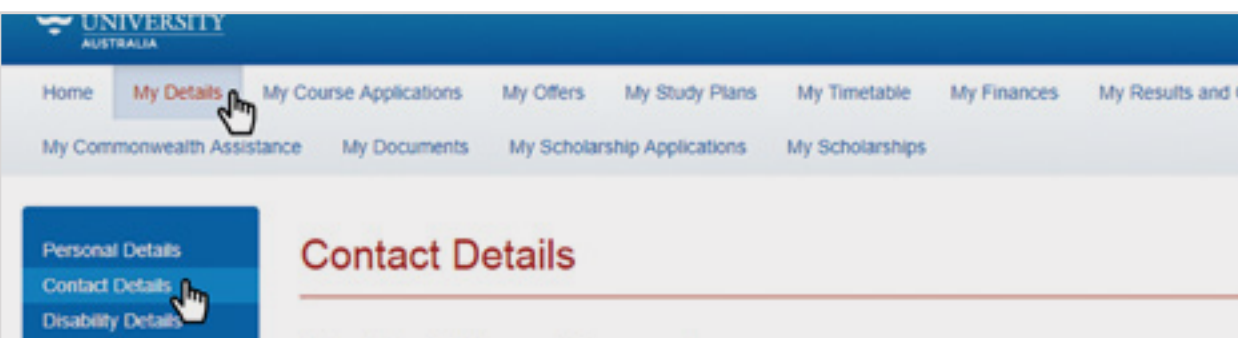**Dr Kerry Anne McBain**
JCU Course Coordinator

Now you're enrolled, what's next?

Set up 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 **eStudent**.

To access your email account, click on **Student Email** from the **Students** drop-down menu on the JCU homepage. Use your email address and your current password to log in.
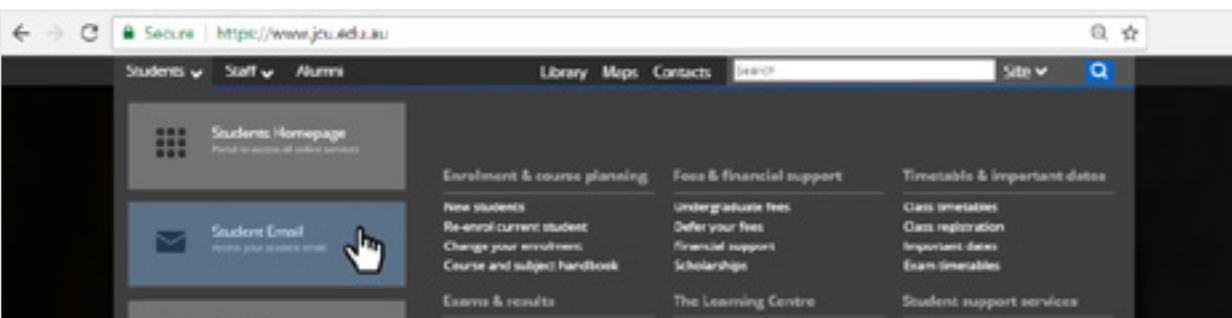
Further information about student email at JCU can be found via ICT Services hub on the JCU website, under **Student Email @ JCU**.
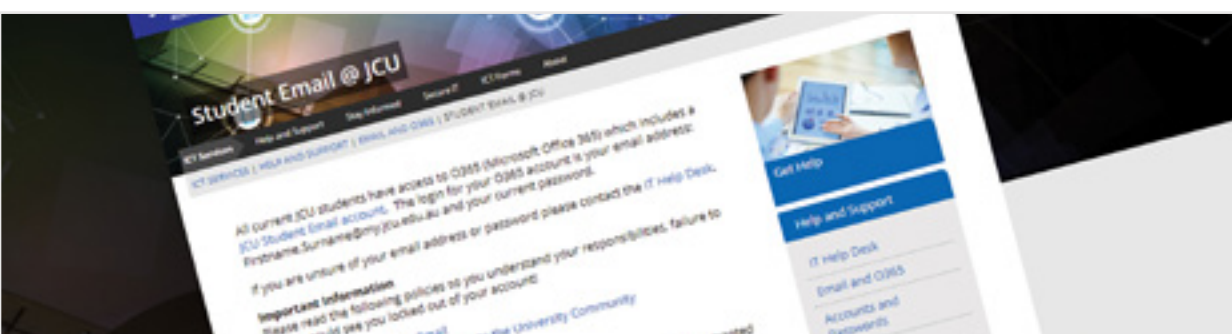

Note: students need to be admitted to their course before their JCU email will be activated.

Pay tuition fees

You can view your outstanding fees via eStudent by going to **My Finances** tab and selecting **Account Details**. You may generate a Fee Statement/Tax Invoice to be sent to your student email account. The Fee Statement outlines the fees owing and available payment methods.

Preferred Method

> **Log in to eStudent** and click on **My Finances**
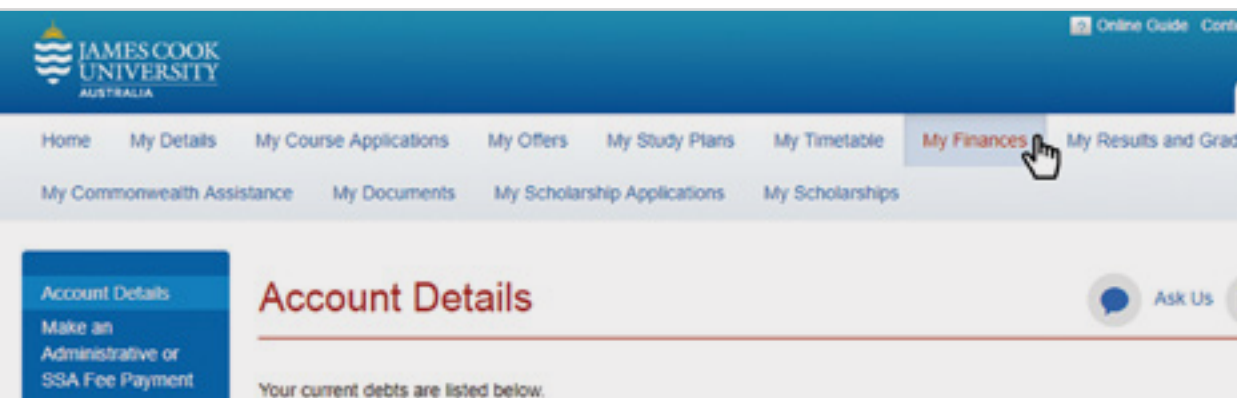
> To pay subject fees, select **Make a Tuition Fee Payment** from the left menu
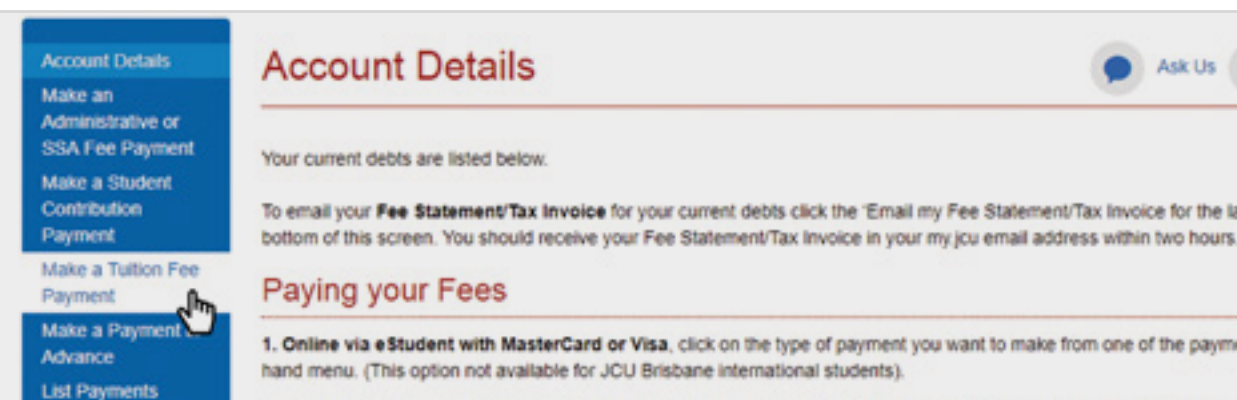
> Pay subject fees by Visa/MasterCard.

Alternate Methods

Log into eStudent, click on **My Finances** and select **Email my Fee Statement/ Tax Invoice for the last 30 days**. Save or print this statement, depending on the payment method you choose. This statement should be used to pay:

Online:	> Pay via Australia Post by credit card, PayPal account or BPAY
In person:	> Take your payment slip to any Australia Post agency and pay by EFTPOS, cash, cheque or credit card.
	> Pay by credit/debit card at a **JCU Student Centre**.
Phone:	> Call Australia Post on **13 18 16** and pay by credit card.
Mail:	> Cheques should be made payable to 'James Cook University' accompanied with payment slip or Student ID details to:
	Student Centre 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**.

How to apply for FEE-Help

> Log in to eStudent and click on **My Commonwealth Assistance**

> Click on **Add New Form**.

> Scroll down and click on **Complete Form** for **Request for FEE-HELP Assistance**.

> Fill out the form and submit.

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.

Learn JCU will open during O-week. 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.

Purchase your subject textbooks

Most textbooks can be purchased online at the Co-op, which is the online bookshop for academic textbooks. You can apply for a lifetime Co-op **membership** to receive discounted books. Membership costs $25.
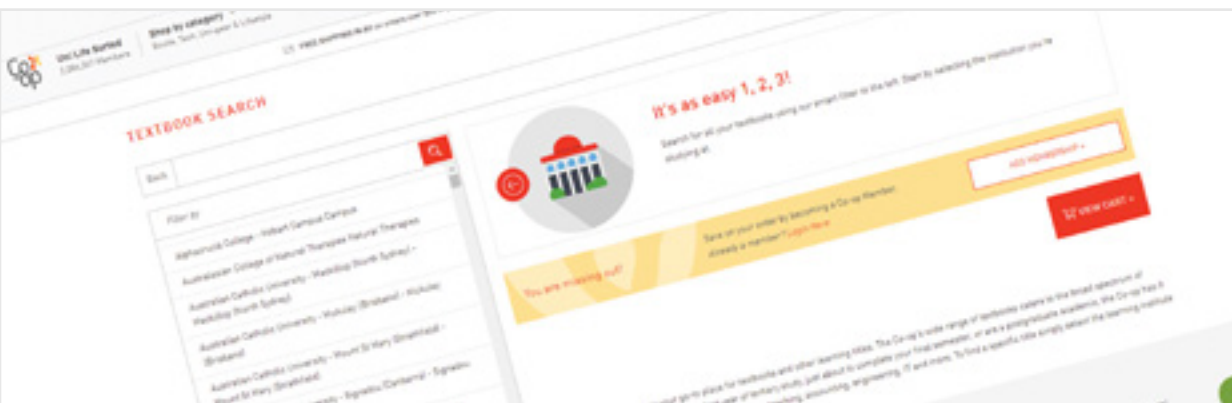
Access to e-books and other online resources are available through the **JCU Library Online**.

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:

> 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.

You are also able to borrow books from your local university campus via a ULANZ (University Libraries of Australia and New Zealand) membership. You need to **register** at the host University and there is no need to contact JCU. To register, you will need to present your student ID card and proof enrolment.

Rules of local university apply and fees may also apply, so check with the host University. The following link lists participating universities: http://www.caul.edu.au/caul-programs/ulanz/ulanz-participants.

Students located in **Victoria** are able to apply for a CAVAL card instead of a ULANZ membership. The CAVAL card is only applicable for Victoria academic libraries.

Login details and IT Services

JCU's IT Help Desk team 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. Alternatively, an email can be sent to ithelpdesk@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:

> **Townsville:**
> +61 7 4781 5500 or ext 15500 (option 1)

> **Cairns:**
> +61 7 4232 1777 or ext 21777 (option 1)

If you have accepted your offer, but forgotten or don't know your password, please email ithelpdesk@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 click Password problem? on the application portal or 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 JCU and refreshing your academic skills

Navigating the learning environment

Orientation week (O-week) will commence one week before the study period start date, accessible through Learn JCU. This is a great opportunity to get comfortable with the online learning environment. We will also run an introductory webinar session to run through navigation and functionality.

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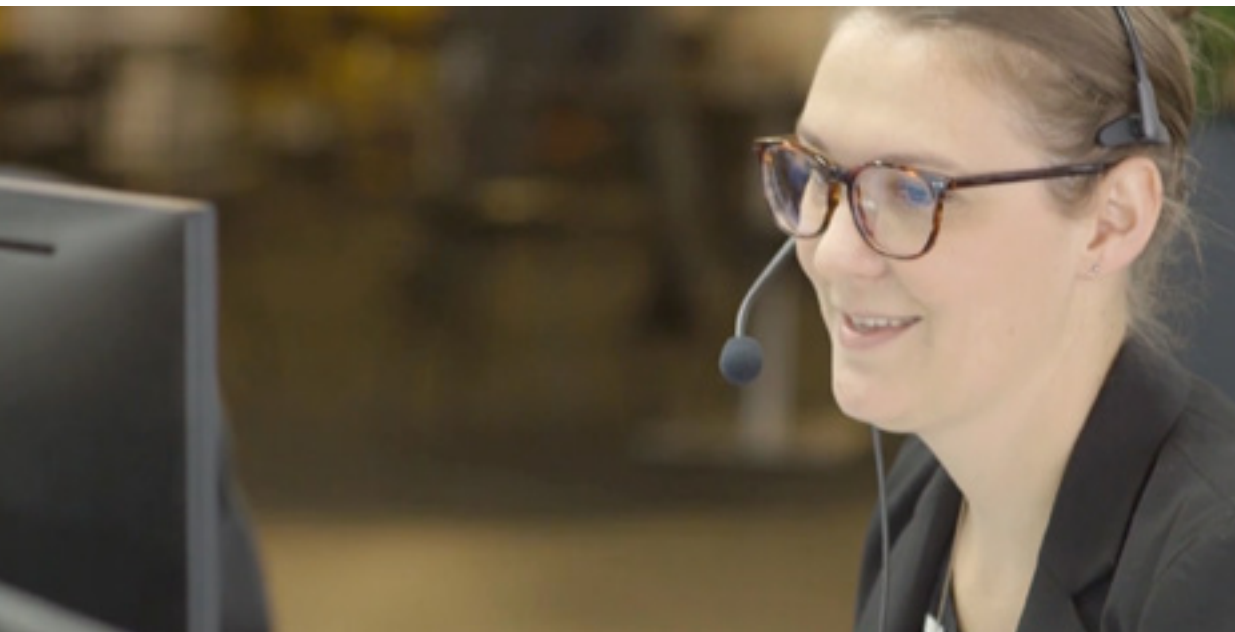
If you have any questions or feedback regarding the above information, please get in contact with your Advisor.
They are available Monday to Friday, 9am to 5pm (AEST).