

Contact List

Academic Planning

Should you encounter issues regarding clashes of subjects and tutorials, please contact the Academic Planning team.

- ❖ Operating Hours: Monday to Friday (9 AM to 6 PM)
- ❖ Location: Singpost Office
- ❖ Email Address: pd-singapore@jcu.edu.au
- ❖ Phone Support:
 - For Business (Undergraduate), IT, and Science, please contact Ms Aisyah Yussof (Ms Aisyah): +65 6709 3667
 - For Business (Post Graduate), Psychology, and Education, please contact Ms Suriyati Johari (Ms Yati): +65 6709 3665

Accommodation

JCU Singapore accommodation service is a resource available to all JCU Singapore students seeking assistance with an accommodation. Whether it is for the short or long term, we can guide you in the right direction.

- ❖ Contact No.: +65 9655 9960
- ❖ Location: Block C, C1-09
- ❖ Operating Hours: Monday to Friday (9 AM to 6 PM)
- ❖ Email Address: accommodation-singapore@jcu.edu.au
- ❖ Click [here](#) for the website

Attendance Monitoring Office

For Attendance, Insurance, Deferment, Withdrawal, Leave of Absence (LOA) issues, please contact us.

- ❖ Contact No.: +65 6709 3662 or +65 8139 7157
- ❖ Location: Block C, C1-12A
- ❖ Operating Hours: Monday to Friday (9 AM to 6 PM)
- ❖ Email Address: attendance-singapore@jcu.edu.au
- ❖ Click [here](#) for the website

Clubs

There are many Clubs that you can join as a student at JCU Singapore. It is a great way to connect with people, have fun and can be a much-needed break from academic pressure. Club Activities can also assist in developing skills useful for your career in future.

- ❖ Contact No.: +65 6709 3676
- ❖ Location: Block C, C1-09
- ❖ Operating Hours: Monday to Friday (9 AM to 6 PM)
- ❖ Email Address: campusactivities-singapore@jcu.edu.au
- ❖ Click [here](#) for the website

Counselling & Wellbeing Office

The counselling and progressions office is committed to promoting and supporting student's mental wellbeing. We offer confidential individual counselling services and organise workshops covering topics commonly faced by students. These counselling services are free and confidential to all enrolled students, providing you a safe and supportive environment to share any difficulties and challenges you may be facing.

If you need a listening ear, please don't hesitate to reach out to us! 😊

- ❖ Contact No.: +65 6709 3671
- ❖ Location: Block D, D1-14
- ❖ Operating Hours: Monday to Friday (9 AM to 6 PM)
- ❖ Email Address: studentcounselling-singapore@jcu.edu.au
- ❖ Click [here](#) for the website

Enrolments Office

As a student, if you have any enquiries about subject enrolments, course transfer, change of major/minor, please contact them through email.

- ❖ Location: Block A, Corporate Reception
- ❖ Operating Hours: Monday to Friday (9 AM to 6 PM)
- ❖ Email Address: enrolments-singapore@jcu.edu.au

Examinations & Graduation Office

Should you have queries or issues on examinations or graduation, please email the following respectively.

- ❖ Location: Block C, C4-16A
- ❖ Operating Hours: Monday to Friday (9 AM to 6 PM)
- ❖ Email Address for exams: exams-singapore@jcu.edu.au
- ❖ Email Address for graduations: graduation-singapore@jcu.edu.au

Finance Department

When making payments, please use the bank details and various payment modes provided in the Student Handbook (published on the James Cook University, Singapore website). Also, please indicate student ID for reference in the payment transaction. The finance team will issue invoices and payment advice through email.

- ❖ Operating Hours: Monday to Friday (9 AM to 6 PM)
- ❖ Email Address: finance-singapore@jcu.edu.au

IT on Campus

IT Help Desk provides students with the first point of contact for all ICT Services offered at JCU, including IT enquiries, account access issues and fault reporting. Certain software is available free for students, including Microsoft Office.

- ❖ Location: Block B, B2-03
- ❖ Operating Hours: Monday to Friday (8:30 AM to 6 PM)
- ❖ Email Address: itr-singapore@jcu.edu.au
- ❖ Click [here](#) for the website

Learning Centre

Your one-stop shop for academic assistance. Log in to LearnJCU > Organisations > Learning Centre JCU Singapore > BlackBoard Collaborate > Join Session for online workshops.

- ❖ Location: Block C, Ground Floor of the Library
- ❖ To book for online appointments with a Learning Advisor, email learningcentre-singapore@jcu.edu.au
- ❖ Click [here](#) for the website

Library Services

JCU Singapore Library provides professional and engaging library service to all students in their pursuit of lifelong learning and discovery. We have a wide range of library resources, services and facilities that cater to various user needs and preferences. Our friendly librarians are always available at the library during operating hours to assist you with your requests. You can also use the libchat option when JCU Australia is open.

- ❖ Contact No: +65 6709 3799
- ❖ Location: Block C, C1-08
- ❖ Operating Hours: Monday to Friday (9 AM to 6 PM) Saturday (9 AM to 1 PM)
- ❖ Email Address: library-singapore@jcu.edu.au
- ❖ Click [here](#) for the website

Psychology Clinic

JCUS Psychology Clinic offers confidential clinical psychology services to JCUS students, as well as the public. Children, adolescents, adults and families are assisted at the JCU Singapore Psychology Clinic. The hourly rate for therapy is \$25. The standard rate for assessment is \$300 (all inclusive). The clinic offers a discount or fee waiver for clients who meet the household income eligibility.

- ❖ Contact No: +65 6709 3762
- ❖ Location: Block B, B1-03
- ❖ Operating Hours: Monday to Friday (9 AM to 5:30 PM)
- ❖ Email Address: psyclinic-singapore@jcu.edu.au
- ❖ Click [here](#) for the website

Student Affairs

Your first point of contact for general enquiries such as Enrolment, Course Fees, Scholarship, Timetable, Attendance, etc.

- ❖ Location: Block C, Student Hub
- ❖ Operating Hours: Monday to Friday (9 AM to 6 PM) Saturday (9 AM to 1 PM)
- ❖ Email Address: studentaffairs-singapore@jcu.edu.au
- ❖ Click [here](#) for the website

Student Careers Office

The Student Careers Office works with students to map out their career preparation and increase employability. Through internships and a series of comprehensive workshops, we help equip students with useful skills to increase their chances of landing their dream job. Students may also approach the career office for career advice and counselling, job search strategies, and resume critique.

- ❖ Email Address: careers-singapore@jcu.edu.au
- ❖ Contact No: +65 6709 3853 or +65 6709 3855
- ❖ Location: Block C, Student Hub
- ❖ Operating Hours: Monday to Friday (9 AM to 6 PM)
- ❖ Click [here](#) for the website

Student Feedback

A centralized portal is available for all students to provide suggestions/compliments, informal feedback, and formal feedback to strengthen our student-centric culture and deliver effective non-academic support.

- ❖ Contact No: +65 6709 3824
- ❖ Location: Block A, A3-02
- ❖ Operating Hours: Monday to Friday (8:30 AM to 6 PM)
- ❖ Click [here](#) for the website