

JAMES COOK UNIVERSITY
SINGAPORE

ANNUAL REPORT 2019

This report covers the activities of James Cook University Pte. Ltd.
For the calendar year 1 January 2019 to 31 December 2019.



Message from Deputy Vice Chancellor and Head of Campus, Singapore James Cook University

2019 was a landmark year for the Singapore campus of James Cook University. We finished the year with the biggest recruitment of students ever for the campus, and we are committed to maintaining that momentum.

We also remain resolutely committed to high-quality teaching and research, to help our students grow their talents and to develop new knowledge and applications. Underpinning this is our astonishing ability to achieve the EduTrust Star award for the second time.

The EduTrust Star is awarded to institutions for attaining a commendable level of performance in managing their institutions and providing an outstanding quality of education and welfare for their students. In 2015, James Cook University was the first organisation to attain the EduTrust Star; and the University is once again the first to have its EduTrust Star renewed

in 2019. The EduTrust certification scheme is administered by the Committee for Private Education (CPE), a part of SkillsFuture Singapore (SSG).

Our successes come as the result of the hard work, diligence, and professionalism of our staff, as well as the careful planning and delivery of our programmes, in response to our community's needs.

Amidst all of this, we remain true to our value of creativity and innovation, and our belief that knowledge has the power to change lives. As such, we continue to look at ways we can expand our offerings and develop our infrastructure, to continue to provide world-class education, accommodation and facilities to our growing number of students.

In 2019, 1,645 new students were recruited, which was a 6% increase from the previous year (2018).

Professor Chris Rudd OBE

Deputy Vice Chancellor and Head of Campus, Singapore

Board of Directors



Professor Sandra Harding AO

Vice-Chancellor and President of James Cook University

Professor Sandra Harding, Officer of the Order of Australia, took up her appointment as Vice Chancellor and President of James Cook University Australia in January 2007. In this role, she is responsible for ensuring clear and effective leadership and management of the University across all operating sites, including campuses in Cairns, Singapore and Townsville.



Professor Chris Rudd OBE

Deputy Vice Chancellor and Head of Campus, Singapore

Professor Chris Rudd OBE is the Deputy Vice Chancellor and Head of Campus, Singapore for James Cook University. He is responsible to the JCUS board for the strategic leadership of the Singapore campus of James Cook University and is a member of the JCU Executive Board.



Mr Cam Charlton

Deputy Chancellor - James Cook University

Mr. Cam Charlton current JCU appointments include: Deputy Chancellor; Chairman of Audit Risk and Compliance Committee; Chairman JCU Enterprises Pty Ltd; Member of Chancellors Committee; Member of the Board of Directors of James Cook University Singapore Pte Ltd and Member of JCU Singapore Finance and Risk Management Committee. He has extensive commercial experience throughout Australia, South East Asia, the United Kingdom, Papua New Guinea and Russia.



Professor Stephen Naylor

Chair of Academic Board of James Cook University

Professor Stephen Naylor has been an active participant in education, learning & teaching and the creative arts for 40 years. He has worked in high schools, TAFE and for the last 25 years worked in the University sector. He has assumed roles of leadership in each sector, driving curriculum, quality assurance, policy development, staff management, professional development, assessment strategies and research agendas. Currently he is Chair of the Academic Board of James Cook University (JCU) and serves on the Panel of Experts for TEQSA Australia.



Ms Patricia Brand

Deputy Vice Chancellor, Services and Resources

Ms Tricia Brand is the Deputy Vice Chancellor, Services and Resources Division at James Cook University, the University's Chief Financial Officer and a member of the University Executive and the Vice Chancellor's Advisory Committee. She is a champion of sustainability at JCU and is engaged in actively promoting environmental sustainability and involving staff and students in various programs and initiatives that support the University's tropical sustainability agenda.

Statement of Strategic Intent



Values and Beliefs

Our character and actions are underpinned by our values and beliefs:

Values

- Excellence
- Authenticity
- Integrity
- Sustainability
- Mutual Respect
- Discovery
- Creativity and Innovation

Beliefs

- We recognise that knowledge has the power to change lives
- We ignite and support a passion for learning in our community
- We are enriched by and celebrate our communities' diversity
- We understand that a sustainable environment is central to our lives and our work
- We strive to anticipate and respond to our community's needs delivering education and research in more flexible ways
- We uphold our commitments

About James Cook University

James Cook University (JCU) is Australia's leading university for the Tropics. Offering excellence in teaching and research, JCU is a vibrant university that operates across two countries and three tropical campuses, with locations in the North Queensland cities of Cairns and Townsville and in the city-state of Singapore



A member of
Innovative Research
Universities
Australia (IRUA)



Times Higher Education
World University
Rankings 2019

GLOBAL RANK

201 - 250

In the top 201-250 of
the world universities

The Times Higher Education World
University Rankings 2019



Top
50 | Under
50

In the top 50 universities
around the world under
50 years old

QS World University Rankings
Top 50 Under 50 2019



Five stars for
graduate outcomes

The Good Universities Guide 2019

Top 2%
worldwide

The 2019 Academic Ranking of
World Universities (ARWU)



**No.1 in the world for
Marine and Freshwater
Biology and No. 2 for
Bio-diversity Conservation**

The Centre for World University
Rankings 2017



Singapore

Cairns

Townsville

AUSTRALIA

ACADEMY AND RESEARCH

- TEACHING EXCELLENCE
- RESEARCH



Teaching Excellence

Providing a holistic educational experience



“*The effective deployment of the course review process enabled us to maintain the relevance of our courses, which resulted in 3 out of 4 graduates indicating satisfaction with their experience and high satisfaction ratings with academic learning of between 80% and 87% over the past 5 years. The 2018 targets are rolled over to 2019 for tracking over time.*”

At the EduTrust Star renewal audit in 2019, the assessment panel commended the Singapore campus of James Cook University on the following areas:

Course Design and Development

The Singapore campus of James Cook University implemented practicum placement training for the Doctor of Psychology (Clinical Psychology) and Master of Psychology (Clinical) programmes. The learning outcomes and design of the practicum placement are benchmarked against the standards of Australian Psychology Accreditation Council (APAC). The effective and rigorous implementation of the practicum contributed to the highly-favourable feedback, by students and employers of these graduates, for the two post-graduate degree programmes. There were 25 students placed for Clinical Psychology during

the first six months in 2019.

We have an established policy to seek accreditations for our programmes from relevant professional bodies in Australia, Singapore and other countries. For example, accreditations were obtained from the Australian Computer Society, Certified Practising Accountant (CPA) of Australia, Chartered Accountants Australia and New Zealand, and Singapore Association for Counselling. We are on the path of obtaining the AACSB (The Association to Advance Collegiate Schools of Business) accreditation which would place us among the top business schools. Such recognitions reflected the quality, and enhanced the academic and professional standing, of its offered courses. Accreditations also brought benefits to its students and graduates in terms of career prospects and opportunities for progression and professional affiliations.



Course Review

James Cook University in Singapore has a comprehensive and rigorous curriculum review process. Besides the scheduled curriculum review cycles for each programme, we submit annual Course Performance Reports (CPR) containing entry standards, assessment and moderation, progress and challenges around blended learning, graduate employability and course accreditation for each course. The annual CPR served as inputs to the consolidated Divisional Academic Programme Report (DAPR) which was then approved by the Academic Board. Follow-up actions were monitored by the Academic Compliance Committee and the implementation status reported in the subsequent year's CPRs.

The effective deployment of the course review process enabled us to maintain the relevance of our courses, which resulted in 3 out of 4 graduates indicating satisfaction with their experience and high satisfaction ratings with academic learning of between 80% and 87% over the past 5 years. The 2018 targets are rolled over to 2019 for tracking over time.



Student Selection and Admission

Our Admissions Office had a rigorous student selection process to ensure candidates who were a good fit were admitted into the programme. This was achieved through the well-documented Assessor Guideline Manual which served as a reference for selection of international students. As part of its added service provided to students with disability, the Access Ability Support was launched in 2018 whereby Students requiring Access Ability Support were tracked through the student management system.

The PEI had also put in place self-checks and cross-checks within the selection and admissions process. As a result of the close monitoring of the student selection and admission process, the process had not only led to an achievement of zero errors detected in the internal audit, it had also resulted in a reduction in the number of days taken to generate the offer of admission to 5 days.



Student Learning

We implement the learning intervention programme through Post-Enrolment Language Assessment (PELA). This intervention is discipline-specific for each cohort of students. The pre- and post-assessment involved assessing the English Language competency of students through short essay writing on themes relevant to their discipline of study, and identifying those who needed support in academic skills. Feedback is obtained from the students who expressed that the learning support programme, through customised workshops, had helped improve their academic performance.



Course Delivery

We use the Blackboard Ultra Learning Management System (LMS) as our online teaching and learning platform. With the help of inbuilt analytics tools in the LMS, we are able to set targets and measure assurance of learning for each Course Learning Outcome (CLO) of our programmes through mapping of CLO to the marking rubric in the Blackboard LMS.

With this technology-enabled system, we know how students performed in each CLO against the set targets of 85% of students achieving Pass level (50- 64% or above) and 20% achieving Distinction Level (75% or above) in 2018 for the Bachelor of Business and MBA Programmes progressively. This aided us in monitoring and identifying areas where attention would be needed in delivery and take timely intervention actions.

In 2019, we have also focused on the following areas:

Curriculum Refresh and Design

Every 2 years, a "Curriculum Refresh" is undertaken to ascertain that the curriculum is still robust and relevant to students' needs. For example in 2019, in order to gauge the above objectives of the Foundation Program, 2 sets of surveys were administered. The findings were most encouraging, 100% of the Degree and Diploma cohort of students were of the opinion that the Foundation Program prepared them for the degree. Students found it useful in terms of gaining skills and knowledge, the program was well structured, gave an insight and overview to the degree, and for matured students helped them to transit to their studies. In 2020, the team will be planning a more ambitious project. It's relooking into and reviewing the subject offerings and, based on the findings, there may be a need to develop new subject curriculum.

In March 2019, a Pre-University Foundation Program Extended was introduced at the Singapore Campus of James Cook University to cater to students who didn't meet the direct entry requirements of the Foundation Program.

In 2018 and 2019, the review and development of refreshing the Bachelor of Business programs led to multiple changes on the concentration of majors. New programs have also been crafted to be offered in 2020 onwards, include the Bachelor of Tourism, Hospitality and Events. The MBA program has undergone major changes based on shifts and economic transformations.

The above measures are in line with JCU's policy of continual renewal of entry requirements and need for suitable programs to cater to market needs and demands.

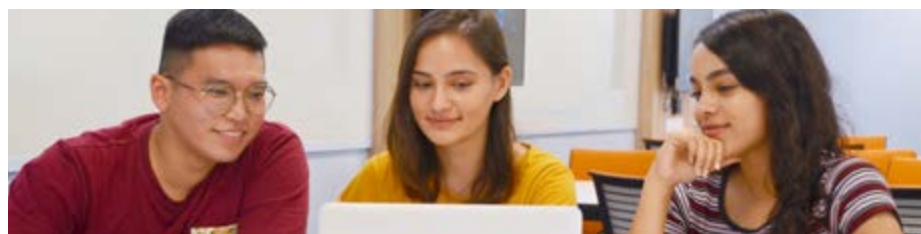


Learning & Teaching (PRoT and SELT)

At the Singapore Campus of James Cook University, the Head of Department will observe a Peer Review of Teaching (PRoT) for all the faculty members to ensure that the subject taught aligns with the Course and Subject Learning outcomes. Following this, a review is conducted to analyse the teaching, the methodology and ways to enhance student learning and engagement. At each PRoT session, some of the "Core Principles" in the Learning, Teaching and Assessment Policy are observed and discussed.

At the end of each term, the students are also encouraged to participate in a SELT (Student Evaluation of Learning & Teaching) exercise. These findings are again shared with the teaching staff concerned and, where necessary, adjustments are made to teaching and engagement to cater to students' needs to enhance their learning outcomes.

Peer Review of Teaching (PRoT) in 2019 underlines our commitment to improvement and innovation.



Blackboard Ultra & Collaborate

James Cook University Australia is always making improvements and innovating their software on the LearnJCU platform so that students have a more meaningful and insightful experience to learning and engagement. Hence, at the Singapore campus of James Cook University, the academics regularly upgrade their skills and continuously learn these methods of delivery so that all the students in the various programs have a seamless and enjoyable experience.



Teaching Pedagogy

In psychology, almost half of the current faculty strength continued their journey towards obtaining a postgraduate teaching qualification: James Cook University's Graduate Certificate of Education (Academic Practice). This is one of many initiatives that has strengthened our pedagogy and approach, as all faculty have successfully transitioned their subject sites to Blackboard Ultra and have started making use of the platform's advanced online and blended functionalities.

Students in psychology programs have also benefitted from a series of extra-curricular workshops and seminars to boost their skills and prospects, ranging from academic writing and literature review to guidance on postgraduate study.

In guidance and counselling, the Singapore Course is sketching out a blueprint for the redevelopment of the Master of Guidance and Counselling (MGC) program, which is due to commence in 2020. In education, we are improving our subject delivery while building relationships with our community partners.



The Learning Centre team in front of the new Learning Centre Office

In 2019, the emphasis on industry engagement continues in all our business degree programs. This engagement includes professional internship, recognition by professional bodies, industry-linked projects, invited thought leadership talks, site or trade exhibition visits and joint field trips with partner universities. There were 21 students who took up the Professional Internship in 2019. Since 2016, the start of this professional internship initiative as part of the Business Degree capstone subject, 75 students have gone on industry attachment. There have also been 9 different industry visits, and more than 5 guest speakers invited to deliver in-class industry insights presentations.

In 2019, the Master of Business Administration and Master of Tourism, Hospitality and Management program had a year full of industry engagement experiences. Students had opportunities to network with more than 8 industry speakers throughout the year, plus more networking opportunities at the Convergence Conference – a regular semester-end celebration of student projects through poster and seminar-style presentations to industry professionals and academics. Students also had the opportunity to visit over 10 businesses in Malacca and Singapore to record service excellence in the tourism and hospitality sector. These field trips were jointly conducted with Baden-Württemberg Cooperative State University (DHBW).

Accreditation

With respect to accreditation, our Master of Psychology (Clinical) program was reaccredited by the Australian Psychology Accreditation Council (APAC) in 2019, with the Bachelor of Psychological Science program due for reaccreditation in 2020. The Queensland College of Teachers (QCT) reaccredited our Bachelor of Education (Early Childhood Education) program in early 2019, with reaccreditation by the Australian Children's Education & Care Quality Authority (ACECQA) to be pursued in 2020. Both the Australian Counselling Association (ACA) and the Singapore Association for Counselling (SAC) will be evaluating our MGC program in 2020 with a view for reaccreditation.

Learning Centre

Learning Centre, the rebranded persona of the Learning Support rebranding exercise, had an eventful 2019. It started with the rebranding exercise and the move to a new, more accessible and more strategic location on campus.

Simultaneously, the introduction of LearnJCU Ultra progressed steadily, as our Learning Technologies Specialist conducted training workshops for Academic and Student Services staff and EMAS peer tutors. This enabled the smooth implementation of the new interface among staff and students.

The EMAS Peer Tutoring Programme

embarked on a new initiative, conducting revision workshops for selected subjects. The respective Academic staff wholeheartedly supported this initiative by providing the revision materials and encouraging students in need of additional revision to attend the workshops.

Learning Centre also organised the symposium on "The Challenges of Learning Support in Higher Education Institutions in Singapore" on 1 November 2019, with our DVC as the keynote speaker. This was highly attended by academic and learning support staff from many private educational institutions in Singapore, who all gave very positive feedback on the importance and value of the discourse on providing learning support to students in higher education institutions worldwide.



Dr Zilmiyah Kamble

Lecturer, Business
(Hospitality & Tourism)

"I believe in creating a positive environment in my class — of fair play, empowerment, and respect — as well as make myself available to them to support, guide, and enhance the learning process. I facilitate students to seek or co-create the knowledge, and have often seen their joy and achievement in discovering the knowledge on their own."

Research

University exists to pass on knowledge (to teach)
and to generate new knowledge (to research).



“
In total there currently are 12 active MOUs fostering close working relationships between James Cook University in Singapore and various institutional partners, to develop research opportunities in aquaculture, psychology and business.

James Cook University in Singapore continues to strengthen its research culture by providing clear expectations around research performance, leverage research benefits from institutional partnership and visiting scholars, as well as improving volume and quality of research outputs. It also is furthering its capacity to have impact in research through growth of its Tropical Futures Institute.

In 2019, the University signed Memorandums of Understanding (MOUs) or research collaborative agreements with the National University of Singapore, University of Reading Malaysia, University of East Anglia, Aquaculture Innovation Centre, and Addiseseo and Hatch. In total there currently are 12 active MOUs fostering

close working relationships between James Cook University in Singapore and various institutional partners, to develop research opportunities in aquaculture, psychology and business.

As part of improving volume and quality of research outputs, in 2019, \$392,000 from external grants were awarded to James Cook University in Singapore. In addition, academics published 84 Scopus-recognised research articles.

With the launch of the Higher Degrees by Research in Singapore, we saw 10 students enrolled in James Cook University for the Doctor of Philosophy/ Doctor of Psychology program in 2019.



1



2



3

1, 2 and 3. Soft Launch event of Aquaculture Research and Teaching Facilities

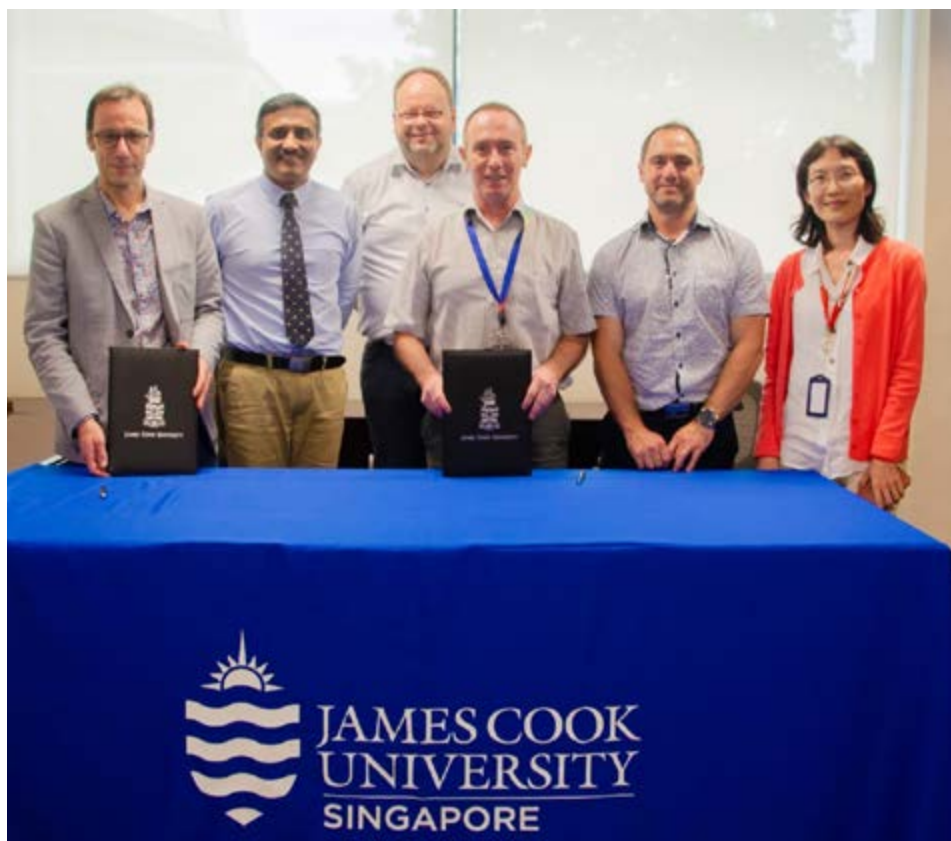
Launch of Aquaculture Research and Teaching Facilities

In 2019, the Singapore campus of James Cook University launched its brand-new Aquaculture Research and Teaching Facility. The facility is used for both teaching and research purposes, and allows JCU to more effectively deliver its world-class expertise in tropical aquaculture directly into Singapore and the immediate region.

The facility includes a quarantine room where fish and crustaceans will initially be brought to and have their health status monitored, before they are moved to the main Experimental System, where research and student training activities will be conducted.

Outside the facility, a state-of-the-art Life Support System helps to establish a comfortable environment for the aquatic life that are being kept, and to ensure that water quality is maintained at an optimum.

With the launch of this facility, the Singapore campus of James Cook University reinforces its status as a research-intensive university, and a critical part of the broader R&D ecosystem in Singapore.



Tropical Futures Institute

JCU established a research institute in Singapore (the Tropical Futures Institute) in 2018. This research institute will leverage the University's world-renowned research capability and strengths in certain fields and create substantive value-add to the research ecosystem of Singapore and the ASEAN region.

In 2019, TFI signed a research collaborative agreement with Adisseo, a world leader in nutritional solutions and additives for animal feed. The agreement expands collaboration between the two organisations, and builds upon JCU's and Adisseo's leadership in aquaculture and nutritional solutions in animal feed respectively.

*MOU Signing session
with Adisseo*

Centre for International Trade and Business in Asia (CITBA)

The Centre for International Trade and Business in Asia (CITBA) at James Cook University in Singapore brings together expertise in international trade, business, economic development, banking and finance, and sustainable urban planning, to successfully carry out research and consultancy projects throughout Asia that helps our stakeholders harness the opportunities that exist in the region.

In 2019, the Centre of International Trade and Business in Asia at James Cook University in Singapore and the Center for Entrepreneurship at Vrije Universiteit Amsterdam (CFE@VU) signed an MOU to bolster collaboration efforts on shared interests and objectives between the two universities. This includes working together on teaching, research, and consultancy projects in the areas of entrepreneurship, management and international trade.

*MOU Signing session with the Center
for Entrepreneurship at Vrije Universiteit
Amsterdam (CFE@VU)*



STUDENTS, ALUMNI AND CAREER

- CAMPUS LIFE AT JCU
- GRADUATIONS AND ALUMNI
- CAREER ADVISORY CENTRE
- FACILITIES MANAGEMENT



Campus Life at JCU



Developing a diverse community

At the Singapore campus of James Cook University, we aim to provide students with the full university experience. This includes a vibrant campus life with many clubs and activities that students can join. This paves the way for students to meet people, make new friends, and improve their organisational and communication skills. What's more, in 2019, we had students from around 58 countries, a testament to the diversity of the Singapore campus of James Cook University.

In addition, there was a total of 30 clubs and societies on campus that year, and 76 activities were organised by those clubs and societies. Some of the major events are highlighted below:

“*At the Singapore campus of James Cook University, we aim to provide students with the full university experience.*”



▲ In July 2019, a **Cultural Festival** was held in conjunction with the trimester Club Drive. The purpose of this event was to share the traditional culture, foods and dance of various cultural clubs on campus.

◀ In August 2019, the campus organised an **Inter-Club Sports Competition**. This event marked our first internal sports competition. A total of 132 students participated across 4 different sports.



◀ Lastly, 45 students had the opportunity to attend a **Basic First Aid with CPR+AED Course** conducted by the Singapore Emergency Responder Academy (SERA). Our students learned how to perform Adult Cardio-Pulmonary Resuscitation (CPR) as well as how to use the Automated External Defibrillator (AED). We are pleased that more students are now able to provide help when needed, as any action big or small can make a real difference.

Graduation and Alumni

In 2019, three Graduation Ceremonies were held.



The first ceremony took place on 13 April 2019. 285 awards were conferred. Ms Leonie Muldoon, Senior Trade and Investment Commissioner of the Australian Trade and Investment Commission, Australian High Commission, was the occasional speaker.

The second ceremony took place on 3 August 2019. 346 awards were conferred. Ms Andrea Della Mattea, President of Asia Pacific Microsoft and

an alumni of James Cook University, gave an inspiring address as the occasional speaker.

The last ceremony of the year was held on 1 December 2019. 343 awards were conferred. Mr Andrew Brown, President of AustCham Singapore, provided the occasional address.



1. Ms Andrea Della Mattea gave the occasional address at the August ceremony

2. Graduates of August 2019 Ceremony

3. Graduates at the November 2019 Ceremony



Khairunnisah Binti Abdul Rahman

Graduate of Bachelor of Business (Majoring in International Business and Hospitality Management)

"I chose to study at JCU as it offered me the choice to take up double majors that interest me the most. The University provides collaborative learning and study techniques. With a trimester program, you can complete your Bachelor's degree in 2 years and Master's degree in 1 year (depending on the course taken). Double majors in Business? You can complete the double major at no extra cost or time commitment (depending on the major) so why not?"

On top of that, the teaching staff are approachable and they supported me in terms of providing me suggestions and feedback on my assignments. Besides that, JCU opens its doors for students to go on overseas internships, and I was lucky to be awarded a Professional Internship in a leading 5-star hotel in Tokyo, Japan for 6 months."



Joel Lim

Graduate of Bachelor of Information Technology

"IT has always been my strength, and what attracted me to join JCU was that I could complete the degree in 2 years due to JCU's Trimester program.

My best experience here has been all the extra-curricular activities that I have been a part of. As vice-president of JCUS Mateship, I was involved in the Kansai exchange program in September 2018, which allowed me to organise and plan some of the activities for students. It was an extremely fruitful experience and it exposed me to other cultures.

University is about connections — the people you meet, the friends you make and the relationships you maintain. To all students who are considering JCU, take part in student activities as it helps you look forward to coming to university every day, and it is a great way to make new friends from other courses."



Jesslyn

Graduate of Bachelor of Psychological Science

"Studying Bachelor of Psychological Science at the Singapore campus of James Cook University takes only 2 years full time as a result of the Trimester System. The program is also accredited by the Australian Psychology Accreditation Council (APAC). This is very helpful for my future career.

Studying psychology has given me an understanding of the science behind actions and behaviours, thus giving me the ability to help others solve their problems by putting me in their shoes.

Tutorial classes are very interactive as they helped me understand the subject better. And with the exercises provided during the classes, it pushed me to learn faster.

Being a part of the IndoJCUS Club made me less homesick because the club introduced me to a bunch of friends that feels like a family now. It was also a nice feeling to be able to socialise with people from different parts of the world, and be able to understand them through their views and beliefs."

Career Advisory Centre



The Career Advisory Centre at James Cook University in Singapore seeks to complement the academic mission of the University. This is accomplished by educating and empowering students to take ownership of their professional development, as lifelong learners and to function successfully in a global society. Our focus is to help students develop their self-concept and deepen their understanding and commitment towards the sectors they are likely to enter after graduation, and to transition successfully to the workplace.

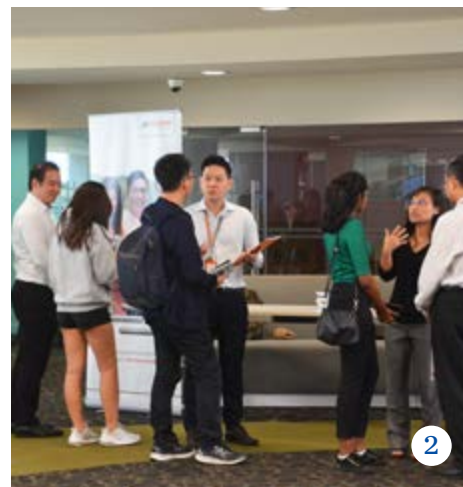
Our Careers Fairs Continue to Grow

Career Fairs are an excellent way for students and employers to network face to face. During the 2019 academic year, the Career Advisory Centre hosted a total of three Career Fairs. These Career Fairs attracted a total of 44 employers, across different fields and industries, in 2019. They offered both internship placements and employment opportunities for our students. Out of the 44 employers, two were overseas

organisations from the Hospitality Sector and 17 organisations had positions available for international students.

The Career Advisory Centre also embarked on new initiatives for the Career Fair in November 2019 i.e. extending the invitation to Workforce Singapore (WSG) and the Central Narcotics Bureau (CNB), to create awareness of substance abuse and WSG programmes for Singaporeans. We also opened up the Career Fair to the public as part of James Cook University, Singapore's effort to reach out to the community.

2019 saw a surge in students applying for internships both locally and internationally. A total of 47 students were placed on internship/employment, a 30% increase compared to the 36 placements in the previous year. The internship program exposes students to work experiences in diverse sectors. Notably, we have four students employed permanently in full-time positions and two students employed in contract positions.



1. Students hearing from an employer during Career Fair Nov 2019

2. Employers participated in the Career Fair August 2019

Comments from the employers on our students on internship:

“

“The student is a team player and always willing to learn and assist others. He is not afraid of trying what he had learnt. Additionally, he is capable of performing basic operations with minimal supervision, is well versed in his tasks and has received good feedback from colleagues and guests.”

Jonathan Ng

Cluster Director of Human Resources,
Hotel Jen Tanglin Singapore

“JCU students generally have good communication skills; they were articulate and well presented. They can be creative when it comes to problem solving, and they offer new insights. In addition, JCU students are well organised, and good team players who are able to think on their feet and provide intuitive service to our guests. Out of the four interns we had, three students were converted to full-time staff and one contract staff.”

Rona Thang

Learning & Development Manager,
The St. Regis Singapore

”

Alumni



We are committed to connecting with our alumni.

In 2019, six JCU Connects activities were organised in India (Bangalore and Mumbai), Indonesia, Vietnam, Myanmar and Singapore, together with the JCU Singapore alumni association.

You can read other alumni stories in the following link:

<https://www.jcu.edu.sg/alumni/stories>



1. JCU Moments @ Indonesia 2019

2. JCU Moments @ Myanmar 2019

3. JCU Moments @ Singapore 2019

4. JCU Moments @ Mumbai 2019

5. JCU Moments @ Vietnam 2019

6. JCU Moments @ Bangalore 2019

Facilities Management

From January to December 2019, there were significant improvement works at the Singapore campus of James Cook University to ensure a good and safe working environment. These include but are not limited to applying anti-skid coating to tile floorings, replacement of tiles, repainting of planter stands, resurfacing of basketball courts flooring, and external façade painting.

To cater to the growth of staff of campus, corporate office renovation took place.

A new side gate with CCTV camera was installed and the aquaculture research and teaching facility project was also completed in 2019.

Echo-panels on walls were installed in selected classrooms, and high bay lights were replaced with energy-saving LED in the multipurpose hall.

We have also installed a new bicycle repair station at the bicycle parking lot.



www.jcu.edu.sg

- University Contact -

To report building fault or any environmental, health and safety issues.

Fault Reporting
+65 6700 2600

University Hotline
+65 6700 2888

Snap a PICTURE and WhatsApp us
+65 9477 8268

Student Services
+65 6700 2588

Scan this QR code to give your feedback

Security Hotline
+65 6700 2892

IT Hotline
for: engineering@jcu.edu.sg
+65 6700 3099

Canteen Matters
Facilities-enquiries@jcu.edu.sg

We are working together to make our University a better place

EVENTS, EXTERNAL ENGAGEMENTS AND AWARDS

- AWARDS
- ADVISORY BOARD
- EXTERNAL RELATIONS
- ENGAGEMENT AND EVENTS
- COMMUNITY ENGAGEMENT ACTIVITIES



Awards

Awards received in 2019

Awards received in 2019:

- Workplace Safety and Health Council – bizSAFE Star (2019)
- Yellow Flame Award – SEC Starhub School Green Award 2019
- Kolam Ayer Appreciation Award for support towards Kolam Ayer Division Activities 2019

The Singapore Campus of James Cook University also receive a plaque of appreciation from Moral Welfare Home for supporting Big Day Out 5 (2019) with the residents. Professor Chris Rudd OBE – Deputy Vice Chancellor and Head of Campus, Singapore – received the appreciation plaque, along with art done by one of the residents of Moral Welfare Home, to thank the Singapore campus of James Cook University for the continued support of the 5th Big Day Out held in October 2019.

In addition, the Singapore campus of James Cook University also accomplished the following:

- Retained ISO 14001 & OHSAS 18001 certifications
- Obtained Eco-F&B certification in Aug 2019

More importantly in 2019, we received the EduTrust Star – the highest level of quality assurance in Singapore for Private Education Institutions – for the second time. EduTrust Star is awarded to institutions for attaining a commendable level of performance in managing their institutions, and providing an outstanding quality of education and welfare for their students.

James Cook University is the first organisation to achieve the EduTrust Star. By obtaining this award for the second time in 2019, James Cook University has displayed its commitment and focus as a student-centric educational institution.



Cert No. : EDU-1-1001
Validity : 10/04/2019 - 09/04/2023

1. Kolam Ayer Appreciation Award for support towards Kolam Ayer Division Activities 2019
2. Yellow Flame Award – SEC Starhub School Green Award 2019
3. Plaque of appreciation from Moral Welfare Home for supporting Big Day Out 5 (2019)
4. EduTrust Star

The Singapore Campus of James Cook University

Advisory Board



▲
*Inaugural Advisory
Board Meeting*

In 2019, the Singapore campus of James Cook University established an Advisory Board. The Advisory board is established to:

- a. Strengthen the relationship between the Singapore campus of James Cook University and other organisations,
- b. Facilitate the recruitment of varied talent,
- c. Continuously promote quality of education,
- d. Improve the core competitiveness of the campus, and
- e. Provide support to students in need.

Members of the advisory board are industry leaders who support the

cause of higher education and the development of the Singapore campus of James Cook University.

Professor Sandra Harding AO, Vice Chancellor and President of James Cook University is the Chair of the Advisory Board. The Co-Chair is Dr Bill Foo, Special Advisor to the Chancellor and a professional Director and Advisor to various organisations. While Professor Chris Rudd OBE, Deputy Vice Chancellor and Head of Campus, Singapore is the executive chair.

The list of the advisory board members is available in our website

<https://www.jcu.edu.sg/about-us/advisory-board-members>

External Relations



An important focus for James Cook University in Singapore is to continue to build strategic and strong external relations that benefit our students, staff and the wider community. The depth and extent of our external relations can be seen in the spectrum of impactful activities with business, industry and other institutions.

James Cook University in Singapore's ongoing focus on external relations are aimed at benefitting both students and staff. To illustrate, we actively participate in research projects in marine aquaculture with Singapore Food Agency. Two notable initiatives are our efforts to strengthen our relations with Embassies representing countries where our students come from, and our action plans to enhance the students'

learning experience with internships and mentoring programmes.

Diversity and harmony are also observed on our campus. Regardless of nationality and cultural background, our students and staff members demonstrated values like mutual respect, integrity and authenticity as they cared for one another during the recent disease outbreak of the novel coronavirus that has taken much of the world by surprise.

Our External Relations strategy will continue to leverage our key strengths in our staff, our students and our research so that together, we shall continue to make a difference through our graduates and discoveries – for a brighter future.



Prime Minister of Australia Scott Morrison together with Prof Chris Rudd OBE at AustCham Singapore's business lunch in June 2019

Engagement and Events

Building connections in unique ways



At the Singapore campus of James Cook University we understand that building brand value around an event involves the development of three things: creativity, messaging and the creation of one-of-a-kind experience. It is important for these three components to interact well together and attract internal and external key audiences.

Public Lecture, Symposium and Panel Discussion Series

In 2019, 8 public lecture series, symposiums and panel discussions were organised at the Singapore campus of James Cook University. Discover a breakdown of the events below.



What are we WASTING for? A Dialogue

A dialogue took place between Associate Professor Wang Pengji from James Cook University and a speaker from the Community Relations Department of the National Environment Agency. They identified various costs attributed to food waste, related tips and business opportunities, as well as ways to help achieve Singapore's zero waste target. What's more, the speakers also discussed the current waste management situation in Singapore, and what stakeholders can do to minimise waste and increase environmental stewardship.



Resilience through Understanding: Scientific Literacy in a Post-Truth World

A panel of experts from the industry shared their insights into the importance of scientific literacy. They shared different ways of improving scientific literacy and methods to distinguish scientific facts and opinions masquerading as facts. The panel discussion emphasised how an understanding of science and technology affects the public across different walks of life on a global scale, the need for people to be able to discern trustworthy experts, and how scientific papers can be made more accessible.

1st Sustainable Tropical Urbanism

Symposium: Tropical Cities in a Warming World. This symposium aimed to share and discuss insights into tropical cities, urban planning, and sustainable design. Several people from the industry attended the event.

Some of the topics discussed included:

- How tropical cities respond to climate in an era of climate change
- Creation/curation of tropical space and place
- Methods for tropical urban research
- Planning for the tropical city: New regulations and policies





CITBA Panel Discussion Series: Future in Focus: The Relevance of Chambers in the 21st Century

CITBA held a panel discussion on The Relevance of Chambers in the 21st Century. Mr Bill Tweddell, JCU Chancellor moderated the discussion with speakers from various chambers, including the Singapore International Chamber of Commerce, the Singapore Indian Chamber of Commerce and Industry, the Singapore Malay Chambers of Commerce and Industry, the Singapore Manufacturing Federation, and The Australian Chamber of Commerce in Singapore.

Symposium: Challenges in Providing Learning Support to Students in Higher Education Institutions (HEIs) in Singapore

In order to further the discussion about learning support as an integral part of higher education institutions, the Learning Centre of James Cook University in Singapore hosted a symposium in November 2019.

The symposium gathered professionals in the field of learning support (or its related fields) to engage them in understanding their roles in higher education institutions. Attendees included representatives from various private education institutions in Singapore.

The overarching theme of the symposium was "Challenges in providing learning support to students in higher education institutions in Singapore". Three sub-themes covered:

- The theoretical and practical underpinnings of learning support
- The thin line between providing generic and specialist support to students
- The role of educational technology in learning support





Smart Synergies: Business, Technology and Education Symposium

The symposium explored the increasing harmony between technological developments in an educational environment and in business activities, as well as the importance of diplomacy in today's extremely interconnected world. It was kicked off with an interesting panel discussion featuring esteemed panellists from the industry.

This was followed by a pitch presentation in a competition featuring students from James Cook University and University of Genoa. A total of 3 teams participated. The symposium ended with a presentation from Professor Agostino Bruzzone from University of Genoa, and an MOU signing between JCU and University of Genoa.

Watch video <https://www.youtube.com/watch?v=UdwUYdYhfPs>



Creativity at Play in Singapore and Australia: A Panel Discussion

This panel discussion focused on the different approaches to creativity and how we can nurture it in Singapore and Australian contexts. Research on creative pedagogies, practices and ecologies in Singapore and Australia by arts education researchers was shared during the discussion. Students, staff and also educators from other institutions attended and interacted through some craft activities that were led by Dr Louise Gwenneth Phillips SFHEA, Associate Professor in Education at James Cook University in Singapore.



5th Retro Inspired Public Lecture Transitions: Adapting Intellectual Properties Through Multiple Types of Media

The guest judge of the 5th Retro Inspired, Mr Mike Pondsmith, CEO and Lead Designer of R. Talsorian Games, shared with the audience and game jam participants his insights on licensed properties, as well as issues that intellectual properties face in adapting to different types of media, such as books, comics, novelisations, tabletop games, video games.

We focused on our engagement with partners, industry and wider community. Check out some of the highlights.

SICC – JCU Circular Economy + Sustainability Competition

Together with the Singapore International Chamber of Commerce, JCU held a video competition in search of the best videos within 3 categories of environmental issues – E-Waste Management, Correct use of Recycle Bins, and Food Waste Reduction. A total of 8 teams participated in the live pitch.



International Day of the Tropics (Plant-A-Tree program)

Coming together to celebrate International Day of the Tropics on campus, student volunteers, staff and Professor Chris Rudd OBE planted 5 Banyan Trees at the Butterfly Garden and the Courtyard garden.

In line with International Day of The Tropics 2019, staff, family and student volunteers participated in the Plant-A-Tree Programme organised by Garden City Fund. Five young native trees were planted at Woodlands Waterfront.



Innovfest Unbound - Booth Exhibit

JCU was involved in the Australian Pavilion at the Innovfest Unbound 2019.

Innovfest Unbound is the anchor event of the Singapore Government's Smart Nation Innovations, a week-long series of events that showcase Asia's most innovative developments.

Dr Insu Song and Dr Shailey Chawla, along with one of our PhD students in IT, were present at our booth to showcase and share their research projects to the delegates. Dr Insu Song also had an opportunity to speak briefly at the Pitching stage of the exhibition.



Picture: Australian Minister for Industry, Science and Technology Karen Andrews together with participants of the Australian Pavilion



Report Launch - The Effects of Overseas Business Expansion on Firm Performance: Evidence from Australia

The report summary was presented by Associate Professor Sizhong Sun, Associate Dean, Research Education, College of Business, Law, and Governance, James Cook University (Australia).

Following the launch, there was a panel discussion where industry experts were invited to discuss and share their insights on the subject.



5th Retro Inspired Game Jam

The annual Game Jam has seen more participants than the previous year. There were a total of 29 teams across 9 different Institutes of Higher Learning in Singapore, with more than 100 students having participated. Our Guest Judge for 2019 was Mr Mike Pondsmith, CEO & Lead Designer of R.Talsorian Games, and creator of Cyberpunk 2020. Cyberpunk 2020 is being adapted into the widely-anticipated console game – Cyberpunk 2077 – scheduled for launch in September 2020. Several fans visited our campus to meet Mr Pondsmith during the Game Jam Showcase and Public Lecture.

Classic Tetris World Championship Singapore 2019

CTWC Singapore in July 2019 had approximately 60 contestants, including our students and the local retro gaming community. It was a successful event and the winner walked away with a round-trip ticket to Portland, USA for the finals which took place on 20 October 2019.





10th Annual Partners Conference

This two-and-a-half-day conference was attended by more than 130 of our recruitment partners across all our different markets. With the theme of "Celebrating 10 years of Partnering for Success", the conference had sessions on University updates, work group with Regional Managers and team-building activities.



JCU Environment Week (including Tree Top Walk and Upcycling Workshop)

JCU Environment Week was brought back to educate students and staff on the importance of reducing waste, how that leads to conserving energy, and the positive impacts on our environment through different activities like the Guided Treetop Walk at MacRitchie Reservoir, the Upcycling Workshop and a Recycling Drive with the Kolam Ayer Residents' Committee



Regional Built Environment Forum - Panel Discussion

JCU took part in the Regional Built Environment Forum organized by the Australian High Commission in Singapore and Associate Professor Lisa Law from James Cook University was a panelist for one of the panel discussions held at the forum.



Regional Built Environment Forum - Panel Discussion and Booth Exhibit

We also participated at the marketplace for the event where we had the opportunity to showcase our academic works through videos and slide presentations.

Community Engagement Activities

We empower students to do their part for the community through a variety of events and activities.



Recycling Drive @ Sims Drive

Students volunteered at the Sims Vista Residents' Committee Recycling Drive as part of the JCU Environment Week activity to educate residents about upcycling and also to learn the importance of recycling.



Kolam Ayer National Day Celebrations

Staff, students and alumni attended the Kolam Ayer National Day celebration dinner. JCUS Music Club also performed at the event.

We were honoured to receive an appreciation award by Guest-of-Honour Prof Yaacob Ibrahim, Member of Parliament for Jalan Besar GRC and Grassroots Adviser to Kolam Ayer Grassroots Organisation.



PAssionArts Garden of HeARTS

6 students attended the workshop at Geylang West Community Centre. During the workshop, they teamed up with the residents of the Kolam Ayer community and painted heart-shaped standees which will be displayed at the Kolam Ayer vicinity for a period of 5 months. Professor Yaacob Ibrahim also took a picture with the students and mingled with everyone during his time at the workshop.



KidsRead Weekly Programme

KidsRead is a weekly programme where our student volunteers head down to Blk 45 Sims Drive RC to read books to children aged 4-12 years old to help them improve their English. A total of 7 sessions were completed in 2019 by our student volunteers and they were glad to have had the opportunity to interact with and inspire these children.

KidsRead Christmas Party

A joint effort by the KidsRead volunteers, Indo JCUS Club and Sims Vista RC, to celebrate Christmas with the children from the programme. The volunteers organised interactive games and a sing-along Christmas carol session. Everyone enjoyed the food and programmes planned.

KidsRead Programme

Our first KidsRead session with the Sims Vista RC, saw about 4 students from JCU Volunteer Club. The volunteers are split into 2 groups, the junior and the senior group respectively. In the junior group, children range from 5 to 10 years old and in the senior group they range from 11 to 14 years old.



ANZAC Day

The ANZAC Day Dawn Service commemorating the 104th Anniversary of the landing at Gallipoli was held at The Kranji War Memorial Cemetery. Staff and students were at the dawn service together with our Deputy Vice Chancellor and Head of Campus, Professor Chris Rudd OBE to commemorate this day in history.



Purple Parade

Our students from JCUS Music Club performed at the annual Purple Parade held at Suntec City. They had a set for about 20 minutes, in which they sang 4 songs in total.



Teck Ghee - National Day Celebrations

The Campus Dean, staff, student volunteer leaders and alumni attended the dinner. JCUS Music Club performed again, with their first-ever acapella performance. The dinner was graced by Prime Minister Lee Hsien Loong. Student leaders also had a chance to take a photo with PM Lee.



Big Day Out

25 students volunteered for our annual Big Day Out event. 150 residents of Moral Welfare Home, together with our student volunteers, had a great time visiting the RWS S.E.A. Aquarium. It was a humbling and rewarding experience for the student volunteers.

ANZA Ball volunteering

James Cook University was proud to be a Silver Sponsor for 2019's ANZA Ball, an annual fundraising event organised by the Australian and New Zealand Association. Our students from JCU Volunteer Club helped out in the preparation of the event. The theme was "SUPERBALL" and the students had a wonderful time setting up the superhero-themed event.



JCU Volunteers @ IMH

A total of 9 sessions of fun games and art and craft activities were held throughout the course of 2019. The student volunteers regularly visit the Institute of Mental Health, and they planned and celebrated festive occasions such as Chinese New Year, Hari Raya Puasa, Deepavali and Christmas to brighten up the days of the patients.



World Down Syndrome Day

James Cook University endorsed the event by sponsoring 5 iPad Minis for the Lucky Draw items. 4 students from the Volunteer Club participated in the walkathon with the organisers, beneficiaries and participants of the event. The JCU Dance Club also volunteered 4 of their dancers to perform at the event.



Kolam Ayer Lunar New Year Celebrations

James Cook University supported the Kolam Ayer Lunar New Year Celebration Dinner 2019. Students from the Music Club performed 2 songs at this community event. Staff, students and alumni were also in attendance to support this activity.

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