

**From Wednesday 1<sup>st</sup> April, all subjects will be offered online via learnjcu collaborate. There will not be any face-to-face classes on Campus after that date.**

However, the Campus remains open as usual unless Government restrictions are enacted that force us to close our doors. Staff and students may access the building during normal hours. Skeleton staff will be available on Ground floor, Level 2 and Level 6. The student lounge on Level 1 will also be open during normal hours.

JCU Brisbane has made this decision to offer all subjects online so that students can continue with their studies with as little disruption as possible in the light of the difficult prevailing circumstances. Some essential knowledge and skills cannot be delivered online, but programs will be adjusted to ensure students meet all subject and course requirements prior to graduation.

Students are encouraged to regularly check [LearnJCU](#) for details specifically related to their course and subjects. If a subject or course has a practical component, the Subject or Placement Coordinator will be able to discuss alternative arrangements with students.

Academic staff are developing materials including written material, online lectures and collaborate sessions to ensure students can continue their studies with confidence. If the teaching cannot be delivered online, arrangements will be made to complete the requirement in a way which complies with spacing and hygiene requirements.

Blackboard Collaborate is an excellent tool for immersive and interactive learning experience; students will be able to talk, chat, see and hear lecturers and other students in real time.

Blackboard Collaborate will only work on a computer, when Java is downloaded. Click on the link to ensure students' systems have what it takes to use and participate in online tutorials – [Instructions for setting up Collaborate](#)

\*If any difficulties in setting up, contact [businessonline@jcu.edu.au](mailto:businessonline@jcu.edu.au)

Click here for a [video overview](#) of Blackboard Collaborate

### **Equipment recommended:**

PC headsets or echo cancellation microphone/speakers for the highest quality experience  
Laptop, desktop computer  
Pen, paper for taking notes  
Webcam, though not obligatory, there is something about seeing someone's face when they are speaking that is helpful.  
Reliable internet connection.

### **Technical Support**

Students are not alone - if any questions or concerns, students can obtain technical support from [businessonline@jcu.edu.au](mailto:businessonline@jcu.edu.au)

Queries should be addressed within a couple of hours from receiving it, between the hours of 8am - 7pm Monday to Friday and 10am – 3pm Saturday and Sunday

Any email received after 7pm will be actioned the following day.

### **What about assessments?**

Course and Subject Coordinators are currently reviewing assessments. Changes made to assessment or other aspects will be reflected in revised Subject Outlines which will be posted to [LearnJCU](#) as soon as possible. We understand that this is the first time many students have studied in this format and we are seeking to make the materials as accessible and engaging as possible.

Please be assured that JCU Brisbane is doing everything possible to support our valuable students, to enable them to have a quality online learning experience. Our staff are committed to providing students with any assistance they require, whether it be physical, emotional or in relation to finances. For academic assistance, always connect with the subject lecturer in the first instance. For other matters, please email student services [enrolments@jcub.edu.au](mailto:enrolments@jcub.edu.au) to let us know how we can further assist students in their studies with us.

**Kevin Anderson**  
**Campus Director**  
**Chief Operations Officer**  
**James Cook University Brisbane**