



Kyran Mellor | Vice President

PRESENT:

Kyran Mellor (Vice President), Emily Mulroy (Townsville Campus Officer), Kang Ning Tan (International Student Officer), Rei Asai (Postgraduate Student Officer), Alison Edwards (General Manager), Kimberly Thornley (Staff Representative), Theresa Priddle (Council Secretary)

Zoom Meeting Link: <https://jcu.zoom.us/j/95952475722?pwd=aHNNTaTh6SEJwY1NFTldlejF6WmZudz09>

IN ATTENDANCE:

Maria Edmondstone (Observer)

Meeting opened at 11.08 am Wednesday 30th September 2020 by Kyran Mellor (Vice President, Chair)

Acknowledgment of Country

1. Apologies and Proxies

Tom O’Grady (President), Proxy given to EM
Aaminah Khan (Equity & Diversity Officer) Proxy given to NK
Alexander Nott (Cairns Campus Officer) Proxy given to KM

2. Declaration of Conflicts Of Interest

Nil

3. Approval of Unstarred Items

Nil

4. Confirmation of Minutes & Flying Minutes

- 4.1 Minutes of the 7th Ordinary Meeting of the 50th Student Association Council – 30th September 2020
- 4.2 Flying Minute 26/08/2020 JCU African SA Club Affiliation
- 4.3 Flying Minute 31/08/2020 LASA Club re-affiliation
- 4.4 Flying Minute 03/09/2020 Education Society Club re-affiliation
- 4.5 Flying Minute 17/09/2020 Request & outcome Gym membership price re-JCU Elite Athlete Program

Moved on Block
KM
Seconded EM
All in favour

5. Legal Matters

Nil

6. Reports

- 6.1 Finance Officer Report
No report
- 6.2 President’s report
No report

6.3 Vice President report

Verbal report

Club grants have all been finalised and just waiting for Finance to return from annual leave to process. Did not attend Management meeting due to assignments.

6.4 Cairns Campus Officer report

No report

6.5 Townsville Campus Officer report

Free Breakfast 03/09 Hosted by JCUFSA. Their feedback provided was that they also ran out of food and the received late arrivals, however the constant hours of 8am-10am stay the same each week.

Threatened Species Day 07/09 Event was mainly organised by TropEco, which unfortunately meant some event details were not appropriately discussed with all councilors participating in the event. Attendance was around 20, but dropped down during the progression of the event. Overall feedback would be to host this event with a smaller running timeframe. Central Plaza was only suitable as we used JCUSA chairs, the noise of the water foundation is a constant annoyance however.

Free Breakfast 10/09 Hosted by JCU Zoology Society. This was the first pancakes/ice cream free breakfast this semester. I bought additional fruit (strawberries, blueberries and bananas) for toppings and was very well received. JCU Zoology Society mentioned that some students still felt it was self-served, although the no serving signs were placed. They also recommended more environmentally friendly cutlery.

Tree Planting 15/09 smaller attendance and inadequate planning prior to the event. I also believe this event should have only ran for around 2 hours, as it seems events work best and gain more interest when they require less effort and aren't too long.

Free Breakfast 17/09 Hosted by RHINO (Rural Health in Northern Outback). Changed location to front of Building 045 (medicine campus). The attendance was high given the reduce attendance on campus and the club used all food provided. They suggested for future BBQ's to ask the College/Estates to use the BBQ in the kitchenette area rather than carting the large JCUSA BBQ. There was no other feedback from RHINO.

03/09 – Meeting with Peter from NTEU

04/09 – Clubs and Societies Committee

04/09 – Trimonsters Meeting with a councilor from Curtin Student

MEETINGS ATTENDED:

COMMENTS / PLANNING

Guild

16/09 – BBQ Training for RHINO member prior to Free Breakfast

18/09 – Clubs and Societies Committee

Free Breakfast attendance are improving each week. The same day and time I believe are contributing this constant improvement as students are beginning to support the regular JCUSA events as prior to COVID.

Thank you to the Townsville staff and councilors who have been putting their lunch food scraps in the compost bin. I have also continued taking the compost bin to Free Breakfast, mainly for egg shells.

The grant applications have been processed following the final Clubs and Societies Committee meeting discussing this. My feedback for next year would be for the councilors to host 'JCUSA Clubs/Societies Grant Application Workshops' by booking a computer lab and helping through all the clubs and societies executives and starting the workshop with a few slides about what they must complete (risk assessments, training etc). I think this would be much easier than having to type back and forth emails.

Mandatory attendance to apply for grants would ensure the executives come along and gain feedback from C&S councilors during that time.

I would also like to raise that Alison is looking into a system that will make the registering of all clubs and societies event much smoother. I think this will be a massive improvement as I can understand how clubs/societies do miss some required forms and training for their events. So a more streamlined approach to gather all the event documentation be more efficient and not only benefit JCUSA but also the clubs and societies.

I am still in the planning phase of the upcoming worker's rights event and am trying to currently lock in speakers from diverse backgrounds relating to employment and workplace issues.

6.6 International Student Officer report

No report

6.7 Equity & Diversity Officer report

No report

6.8 Postgraduate Student Officer report

Following up on remission forms

Management meeting

Post Grad research meeting have been cancelled and they might be dissolved. May need to take this out of the position description. RA to follow up the status of the meetings

6.9 Sport and Recreation Officer report

No report

2020 Monthly Advocacy Snapshot July 2020

| Number of students accessing service across all campuses | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------------|
| 2017 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| Townsville | 99 | 64 | 62 | 62 | 90 | 116 | 65 | 105 | 84 | 101 | 118 | 109 | 1075 |
| Cairns | 62 | 27 | 32 | 45 | 49 | 56 | 60 | 110 | 89 | 101 | 106 | 110 | 847 |
| Brisbane | 7 | 6 | 9 | 6 | 6 | 16 | 9 | 2 | 1 | 1 | 0 | 2 | 65 |
| Singapore | 5 | 9 | 3 | 2 | 2 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 25 |
| Mackay | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 2 | 1 | 2 | 2 | 2 | 21 |
| | | | | | | | | | | | | | 2033 |

| Number of students accessing service across all campuses | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------------|
| 2018 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| Townsville | 100 | 97 | 79 | 83 | 90 | 103 | 104 | 98 | 79 | 96 | 100 | 99 | 1128 |
| Cairns | 111 | 121 | 64 | 55 | 67 | 70 | 66 | 75 | 63 | 71 | 74 | 59 | 896 |
| Brisbane | 3 | 2 | 5 | 3 | 1 | 1 | 1 | 3 | 1 | 0 | 3 | 2 | 25 |
| Singapore | 0 | 0 | 3 | 2 | 3 | 5 | 14 | 14 | 9 | 21 | 25 | 21 | 117 |
| Mackay | 2 | 2 | 3 | 3 | 2 | 2 | 2 | 1 | 2 | 5 | 2 | 2 | 28 |
| Thursday Island | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | | | | | | | | | | | | 2195 |

| Number of students accessing service across all campuses | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------------|
| 2019 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| Townsville | 84 | 90 | 107 | 102 | 114 | 97 | 112 | 143 | 113 | 128 | 120 | 125 | 1335 |
| Cairns | 64 | 29 | 42 | 43 | 80 | 74 | 63 | 81 | 78 | 96 | 102 | 96 | 848 |
| Brisbane | 1 | 1 | 1 | 2 | 2 | 2 | 3 | 11 | 10 | 9 | 9 | 9 | 60 |
| Singapore | 10 | 5 | 6 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 8 | 8 | 65 |
| Mackay | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 31 |
| Online | | | | | | | | | | 5 | 7 | 5 | 17 |
| "Not Required" | | | | | | | 15 | 11 | 9 | 7 | 6 | 8 | 56 |
| | | | | | | | | | | | | | 2412 |

| Number of students accessing service across all campuses | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------------|
| 2020 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| Townsville | 117 | 104 | 96 | 96 | 92 | 97 | 118 | | | | | | 720 |
| Cairns | 98 | 117 | 141 | 142 | 154 | 123 | 87 | | | | | | 862 |
| Brisbane | 9 | 9 | 11 | 11 | 12 | 9 | 10 | | | | | | 71 |
| Singapore | 8 | 7 | 3 | 5 | 4 | 3 | 9 | | | | | | 39 |
| Mackay | 4 | 4 | 5 | 5 | 5 | 4 | 4 | | | | | | 31 |
| Online | 7 | 7 | 10 | 12 | 11 | 13 | 15 | | | | | | 75 |
| "Not Required" | 13 | 12 | 13 | 14 | 16 | 21 | 34 | | | | | | 123 |
| | | | | | | | | | | | | | 1921 |

2020 Monthly Advocacy Snapshot August 2020

| Number of students accessing service across all campuses | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| 2017 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| Townsville | 99 | 64 | 62 | 62 | 90 | 116 | 65 | 105 | 84 | 101 | 118 | 109 | 1075 |
| Cairns | 62 | 27 | 32 | 45 | 49 | 56 | 60 | 110 | 89 | 101 | 106 | 110 | 847 |
| Brisbane | 7 | 6 | 9 | 6 | 6 | 16 | 9 | 2 | 1 | 1 | 0 | 2 | 65 |
| Singapore | 5 | 9 | 3 | 2 | 2 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 25 |
| Mackay | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 2 | 1 | 2 | 2 | 2 | 21 |
| | | | | | | | | | | | | | 2033 |

| Number of students accessing service across all campuses | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| 2018 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| Townsville | 100 | 97 | 79 | 83 | 90 | 103 | ## | 98 | 79 | 96 | 100 | 99 | 1128 |
| Cairns | 111 | 121 | 64 | 55 | 67 | 70 | 66 | 75 | 63 | 71 | 74 | 59 | 896 |
| Brisbane | 3 | 2 | 5 | 3 | 1 | 1 | 1 | 3 | 1 | 0 | 3 | 2 | 25 |
| Singapore | 0 | 0 | 3 | 2 | 3 | 5 | 14 | 14 | 9 | 21 | 25 | 21 | 117 |
| Mackay | 2 | 2 | 3 | 3 | 2 | 2 | 2 | 1 | 2 | 5 | 2 | 2 | 28 |
| Thursday Island | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | | | | | | | | | | | | 2195 |

| Number of students accessing service across all campuses | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| 2019 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| Townsville | 84 | 90 | 107 | 102 | 114 | 97 | ## | 143 | 113 | 128 | 120 | 125 | 1335 |
| Cairns | 64 | 29 | 42 | 43 | 80 | 74 | 63 | 81 | 78 | 96 | 102 | 96 | 848 |
| Brisbane | 1 | 1 | 1 | 2 | 2 | 2 | 3 | 11 | 10 | 9 | 9 | 9 | 60 |
| Singapore | 10 | 5 | 6 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 8 | 8 | 65 |
| Mackay | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 31 |
| Online | | | | | | | | | | 5 | 7 | 5 | 17 |
| "Not Required" | | | | | | | 15 | 11 | 9 | 7 | 6 | 8 | 56 |
| | | | | | | | | | | | | | 2412 |

| Number of students accessing service across all campuses | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| 2020 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| Townsville | 117 | 104 | 96 | 96 | 92 | 97 | ## | 126 | | | | | 846 |
| Cairns | 98 | 117 | 141 | 142 | 154 | 123 | 87 | 46 | | | | | 908 |
| Brisbane | 9 | 9 | 11 | 11 | 12 | 9 | 10 | 10 | | | | | 81 |
| Singapore | 8 | 7 | 3 | 5 | 4 | 3 | 9 | 8 | | | | | 47 |
| Mackay | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 2 | | | | | 33 |
| Online | 7 | 7 | 10 | 12 | 11 | 13 | 15 | 17 | | | | | 92 |
| "Not Required" | 13 | 12 | 13 | 14 | 16 | 21 | 34 | 34 | | | | | 157 |
| | | | | | | | | | | | | | 2164 |

| Numbers of Cases by Month (across all campuses) | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|-----------|------------|-----|-----|-----|-----|-------------|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| 2017 | 184 | 112 | 116 | 126 | 159 | 209 | ## | 252 | 194 | 223 | 255 | 248 | 2225 |
| 2018 | 230 | 235 | 165 | 157 | 178 | 193 | ## | 204 | 167 | 208 | 218 | 200 | 2355 |
| 2019 | 179 | 146 | 194 | 185 | 243 | 206 | ## | 257 | 219 | 252 | 255 | 255 | 2592 |
| 2020 | 256 | 261 | 280 | 286 | 295 | 270 | ## | 243 | | | | | 2168 |
| | | | | | | | | | | | | | 9340 |

| Interactions by Time (across all methods and campuses) | | | | | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|-----------|------------|-----|-----|-----|-----|-------------|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| 2017 | 75 | 78 | 145 | 112 | 261 | 231 | ## | 239 | 263 | 327 | 562 | 266 | 2696 |
| 2018 | 115 | 138 | 127 | 154 | 151 | 135 | ## | 74.3 | 114 | 270 | 329 | 185 | 1967 |
| 2019 | 178 | 267 | 324 | 211 | 388 | 268 | ## | 535 | 288 | 270 | 172 | 164 | 3485 |
| 2020 | 202 | 193 | 144 | 102 | 146 | 246 | ## | 216 | | | | | 1568 |
| | | | | | | | | | | | | | 9716 |

| Interactions by Count (across all methods and campuses) | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|-----------|------------|-----|-----|-----|-----|-------------|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| 2017 | 111 | 125 | 243 | 157 | 429 | 456 | ## | 309 | 355 | 543 | 802 | 331 | 4066 |
| 2018 | 177 | 180 | 201 | 84 | 189 | 231 | ## | 123 | 191 | 433 | 546 | 352 | 3024 |
| 2019 | 333 | 428 | 496 | 384 | 653 | 472 | ## | 1035 | 649 | 671 | 579 | 617 | 7120 |
| 2020 | 764 | 734 | 580 | 423 | 584 | ### | ## | 889 | | | | | 6709 |
| | | | | | | | | | | | | | #### |

| Key Issues Students presented with across all campuses for August 2020 | |
|--|--|
| 1. Academic Advocacy 2. Academic Misconduct 3. Withdraw without Financial/Academic Penalty 4. Request for Review of Final Subject Grade 5. Request for Review/ Remark of Individual Assessment | 6. Plagiarism 7. Enrolment 8. Formal Complaint 9. Special Consideration 10. Academic Progression |

| Students Presenting with Welfare Concerns (across all methods and campuses) | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|------------|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| 2017 | 3 | 12 | 7 | 10 | 8 | 11 | 14 | 11 | 16 | 21 | 11 | 18 | 142 |
| 2018 | 21 | 29 | 14 | 10 | 17 | 20 | 10 | 13 | 23 | 20 | 14 | 17 | 208 |
| 2019 | 13 | 17 | 32 | 26 | 23 | 14 | 15 | 12 | 20 | 14 | 19 | 15 | 220 |
| 2020 | 16 | 20 | 34 | 32 | 37 | 18 | 16 | 12 | | | | | 185 |
| | | | | | | | | | | | | | 755 |

6.10.1 Advocacy feedback Survey Results

Attached at the end of minutes.

7. General Business

7.1 KT Motion to Council re; changes to regulations regarding Proxies 18/09/2020

Motion to the James Cook University Student Council

DATE: 18 September 2020

FROM: Kimberly Thornley – Staff Representative

Motion to Council:

That clause 4.3.1 of the Regulations be amended.

The clause 4.3.1 which currently reads:

4.3.1 A voting Meeting Member of the Association Council who is unable to attend a meeting of the Association Council may delegate their voting rights to any voting Meeting Member(s) of the Association Council by proxy in writing.

Should be amended to:

4.3.1 An **elected** voting Meeting Member **as specified under 6.2.1 of the Constitution** of the Association Council who is unable to attend a meeting of the Association Council may delegate their voting rights to any voting Meeting Member(s) of the Association Council by proxy in writing.

4.3.2 An **appointed voting Meeting Member as specified under 6.2.2 of the Constitution of the Association Council who is unable to attend a meeting of the Association Council may delegate their voting rights to any voting Meeting Member(s) of the Association Council or an alternative individual within their organisation by proxy in writing.**

To clarify: the Vice Chancellor's nominee may appoint an employee of JCU as their proxy, the JCUSA Staff Representative may appoint a staff member of JCUSA as their proxy, and a community specialist may appoint another individual within their organisation as their proxy.

Issue:

The appointed office bearers are appointed as representatives; the DVC's as a representative of JCU and the Staff Rep as representative of JCUSA employees. The current wording of our regulations does not allow the appointed office bearers the opportunity to delegate their proxy to an alternative person in a similar position to them that will ensure that representation is maintained. This means that if an appointed office bearer is unable to attend they must either forfeit their voice or delegate their proxy to one of the elected student councillors.

Background Information:

The appointed office bearers provide an important function on the JCUSA Council, they insure that JCU and the JCUSA Staff are given a voice which promotes collaboration and transparency.

It would be inappropriate for me as a staff representative to delegate my proxy to someone who is not a JCUSA employee and therefore would not be representative of the staff's voice. This makes it difficult to exercise my duties as the staff representative if I am unable to attend due to illness, leave, or work requirements. It is important to ensure that the staff at JCUSA continue to be heard despite temporary absences of the staff representative.

I do not wish to comment on the DVC position or perspective as it is not my place but it is unlikely that the DVC Represented would be permitted to delegate their proxy to a student. Since Maree has become the DVC nominee she has had limited availability to attend council meetings but has always ensured that Maria is present so that Maree can remain up to date on what the JCUSA Council is doing.

As I am proposing a change to how I can delegate my proxy, it only seems fair that the proposed change apply to all appointed office bearers under 6.2.2 not just the staff representative to ensure equity and consistency.

Moved KM
Seconded RA
All in favour
Motion Passed

7.2 POL011 Discrimination Harassment & Workplace Bullying Policy 18/09/2020

Moved KM
Seconded EM
All in favour

7.3 POL043 Social Media Policy 18/09/2020

Moved KM
Seconded RA
All in favour

7.4 POL048 Clubs & Societies Policy 18/09/2020

Moved KM
Seconded RA
All in favour

7.5 WHS report from 23/07/2020 to 22/09/2020

7.6 Discuss working Group to review Flexible working arrangements (Maria Edmondstone & Alison Scott)

Jodie Midson joined meeting 11.51 am

Alison Scott joined meeting 12.01 pm

Alison Scott & Jodie Midson joined the meeting to discuss and review Flexible working arrangements that have been ongoing on campus. What effects it has had on students and staff and any feedback from council regarding this. Looking at how staff can work from home without having a detrimental effect on the students. The decisions should be centered around the face to face structure with the students.

EM More presence on campus is much better the vibe is better and strongly urge the working group to keep this in mind. Need more on campus lectures & tutorials.

JM Will be mindful of this recommendation, feedback on face to face is very important.

EM It is more difficult to engage with the academics online, would like to be able to discuss tutorials & lectures face to face.

KT stated that the student feedback to her was that the students feel less comfortable regarding asking questions online as they feel they may be recorded or that they may look stupid, also regarding delays in getting responses to their questions by emails, they find it much better to ask questions in a face to face session.

AS do students like online lectures?

KT Some like it as they can watch it when they have the time. Some prefer face to face especially when doing group work.

RA A lot of Post Grad students doing course work prefer online but only if they are not pre-recorded, they prefer to watch them when the lecture is on and would like more time after the recording to confer with others and the lecturer.

AS When on campus which areas would you like to see open

Library

Food outlets

Ed Central

Amphitheatre

Building 4 – Big tables

Building 28 – Big tables

Library Lawns

KT Cairns refectory area is dead at the moment but the new Half Basketball court is well used.

AS Are looking into operators for the Refectory but at this time it is probably not viable.

JM counselling, careers, accessibility - do you value these at face to face

KT & EM definitely need to have access to be face to face

RA Library front desk needs to be monitored face to face

AS & JM left at 12.40 pm

7.7 Motion to extend Cairns Campus Officer Duties until casual nominations

Motion moved to next meeting

Moved KM
Seconded EM
All in favour

8th Ordinary Council meeting scheduled 19/10/2020 12pm- 1.00pm

All council members are to submit their Yearly report to be submitted in the Annual Report at this meeting

8. Question Time

Members of the Student Association may direct questions in writing to officers of the Student Association through the Secretary. Questions may be put on notice.

Meeting Closed at 12.49 pm

**Minutes confirmed by Kyran Mellor
Vice President, Chair**

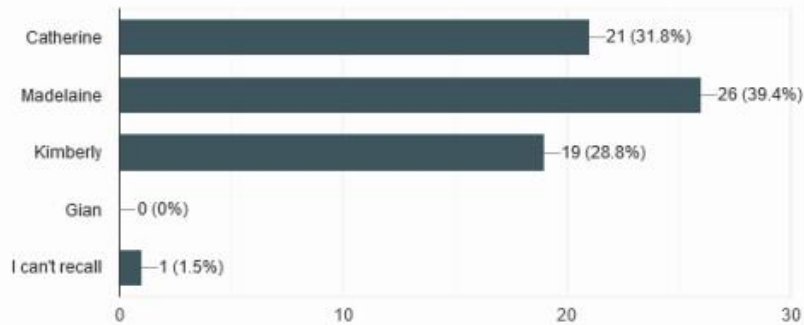
**Minutes Prepared by Theresa Priddle
Secretary to JCUSA Council**

Theresa Priddle
Secretary to JCUSA Council

Response Summary

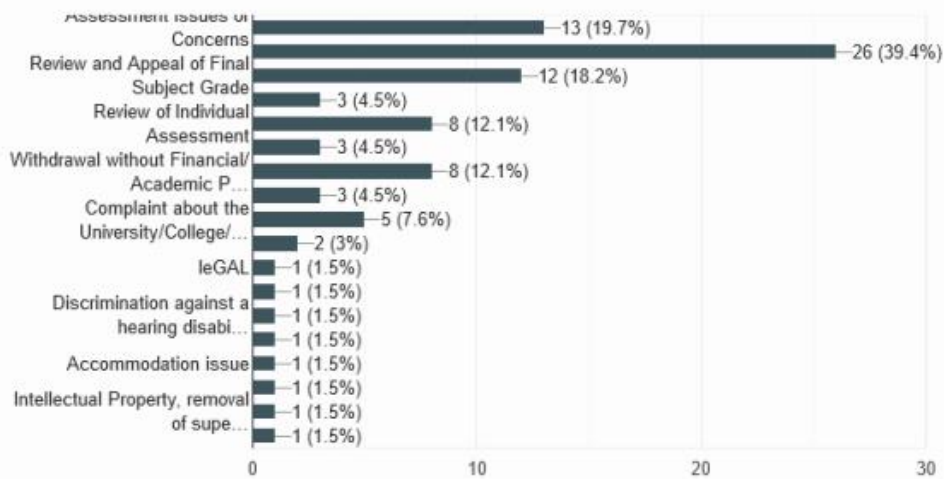
Which Advocate did you seek support from?

66 responses



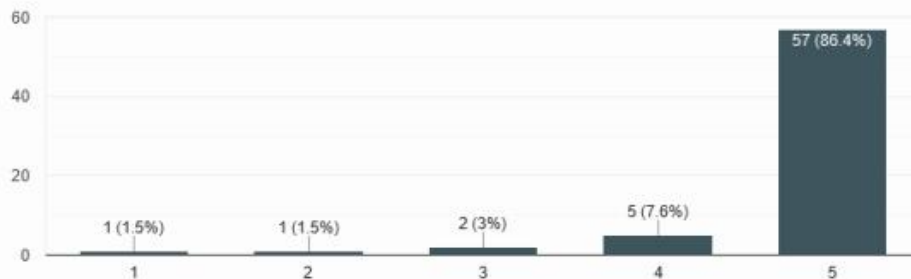
What assistance did you seek from the Student Advocate?

66 responses



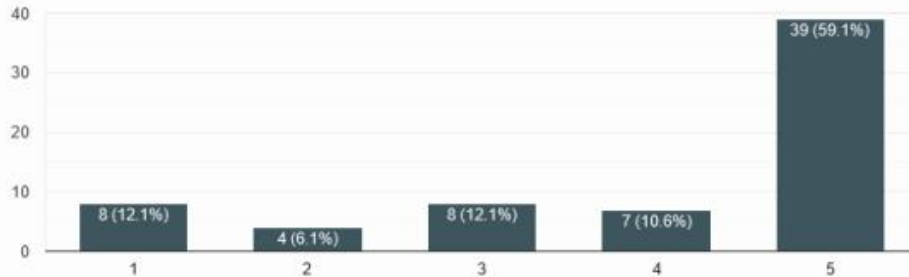
How Satisfied were you with the level of support and assistance you received from your Advocate. PLEASE NOTE: This questions is not asking if you were satisfied with the outcome or decision made by JCU

66 responses

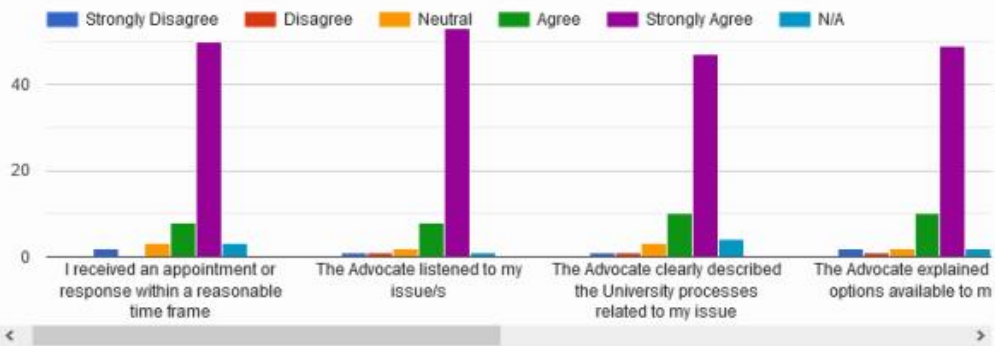


How satisfied were you with the outcome/decision from JCU

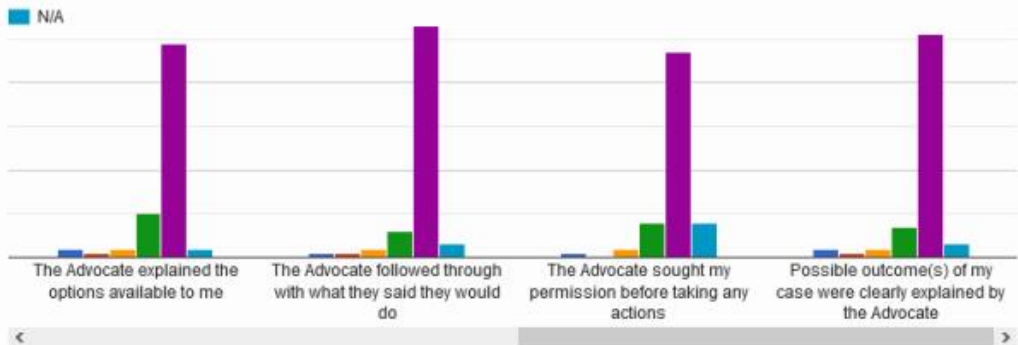
66 responses



Based on your experience dealing with our Advocate(s), please tell us your agreement with the statements below



Based on your experience dealing with our Advocate(s), please tell us your agreement with the statements below



Would you like to leave any further comments?

38 responses

I LOVE KIMBERLY SHE IS A LIFE SAVER ♥

Kimberly was an absolute gem. Very professional and extremely patient with my issues. This woman needs to be paid more!!!!

Thank you!

Great Work

Catherine was fantastic in her support throughout this issue. she was quick to respond to emails and made it very clear on how to approach my situation. So very grateful for her help.

Kimberly was absolutely amazing given the circumstances. A disappointing result from JCU but it was good to get closure and an outcome from them.

Madelaine was extremely helpful and encouraging in my circumstances in providing all the details. I also appreciated her quick email responses.

She is great

I'm highly satisfied with the advocate

It has been a great pleasure working with Madelaine and she helped me a lot throughout the process. As that allegation was so unexpected and disappointing to me, however, she has given me proper direction and mental support as well. She is very well behaved, empathetic, and friendly too.

I really appreciated how quickly my response was dealt with and the accuracy of the information I was given. It made a stressful situation better, so thank you so much!

nil

Catherine was an amazing help and was very helpful and reassuring.

Kimberly helped me defend myself so much and supported me through the whole process. Couldn't have done it without her. 10/10

Catherine is outstanding, professional and legitimately understands negotiation processes and her role as an advocate. I had some dealings with Tichava, but she was overall unconstructive and took actions that did not make sense (e.g. alienating me from a supportive supervisor, by advising that she was conflicted as a staff person and should not be supporting me)

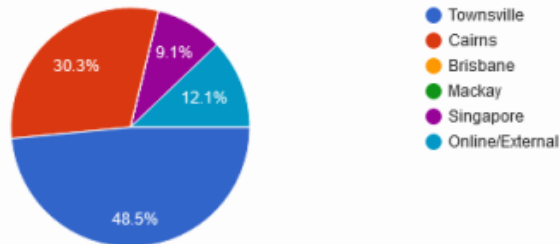
Thank you

*NB There is no outcome/decision yet. I must submit to College Dean. So I've put in a "3".

I felt secure and fairly treated throughout. I appreciated Madelaine's attention to detail and her experience. Due process was followed to the 't' enabling me to provide a professional application. I learned a new skill. I am in awe of the process and the system - transparency the hallmark of justice. Thank you.

Which campus were you mostly studying on when you sought support from the Advocate(s)

66 responses



Would you like to leave any further comments?

38 responses

- Thanks
- Thank you so much Catherine, I was so stressed about my notice and you were such a great help.
- I truly appreciate how much effort and help I was given throughout this process!
- I was grateful for the professional guidance and support. Thank you
- I really thankful that this service from Kimberly was available for me, if not I would be failed. I would like more information about this service spread to the student as many might not know. Thanks JCU Student Association and special thanks to Kimberly. Cheers
- Mady was extremely helpful. I have no words to thank her for her support!
- &*()&^%\$\$\$&*(
- It was during Covid but no answer on the phone for 5 days. Left multiple messages and no alternative number to contact. No response to my first email.
- Mady was incredibly helpful, supportive and personable. Such a gem and made me feel confident to approach this service again if I need it.
- It was a great experience working with maddy, i can't thank her enough for her commitment towards my case
- Thank you for a professional and friendly service at an important time
- Kimberly was integral in resolving this issue and took so much care and time regarding our case. She is invaluable and can't thank her enough
- Thank you so much!
- Students should be informed of their options as I only knew my "rights" through this incident

Maddy was super helpful and very prompt

Catherine was able to remain present, professional and compassionate throughout a very difficult situation. She handled herself and the situation extremely well. She explained the process very well - adhered to her guidelines - and also explored the situation fully to decide her actions. I appreciate her contact very much. Thank you.

I had to seek information from 4 other avenues within uni only to be told to go back to Student Association. Not once was I advised other options to take, only the option that had already been offered by the person I was complaining about. AccessAbility advised there were numerous other avenues and possibilities that I was not made aware of by Student Association. I feel like my circumstances went unheard.