

At the University of Pretoria, you will be starting an exciting new phase in your life – one that is aimed at preparing you to create a better future not only for yourself, but for all mankind. You will also be faced with problems and situations that might leave you feeling anxious. Don't despair! Whether it is academic or emotional support that you need, the University's student support services are just a phone call away.

Do you need a senior student to help you cope with the changes?

Mentors are senior students who help students adjust to their new environment. A mentorship programme is available in the Faculties of Natural and Agricultural Sciences, Engineering, Built Environment and Information Technology, Law, Theology, Education, Economics and Management Sciences and Humanities. This programme is aimed at providing new students with assistance in order to make a success of their University careers.

Student Affairs: 012 420 2371

Do you need medical services?

The Student Health Clinic provides services related to general medicine, gender health, voluntary counselling and testing (VCT) and substance abuse treatment. A medical doctor and professional nurses are available in the Student Health Services Building throughout the day, five days a week, while a full-time staff complement is dedicated to the VCT clinic.

Student Health Services: 012 4220 2500

Student Health Services Building, 25 Roper Street (opposite Roosmaryn residence)

Do you experience the desire for spiritual enrichment?

The University provides facilities for religious communities to provide services for their members on the campus. Both resident and non-resident students have spiritual services at their disposal. Some are affiliated to formal structures, while others operate individually.

Spiritual Ministries Forum: Tel: 012 362 1363 Email: PHILLIP@SHOFARONLINE.org

Do you have a need for therapy or counselling?

Qualified counselling psychologists, social workers and clinical psychologists are available to support students. Services include:

- Academic support (career testing and planning, study techniques and time management),
- Therapeutic support,
- Personal empowerment, and
- Life skills (self-esteem, temperament, communication skills, relationship skills).

A 24-hour Crisis Line service is available @ 080 000 64 28(toll-free) and 012 4202310.

Student Support: 012 420 2333(office hours)

Do you need support related to HIV and AIDS?

The Centre for the Study of AIDS provides a wide range of HIV-related services. This is an independent centre housed in the Huis en Haard Building on the main campus. It also operates from the Hammanskraal Campus, where a paralegal advisory centre has been established. It handles a wide range of community projects and has developed strong regional and international links.

Centre for the Study of AIDS: 012 420 4391;

E-mail: csa@up.ac.za **VCT Clinic:** Student Health Services Building

Do you need to feel safe at all times?

The green foot routes are clearly visible on campus. Security Services staff are available to accompany students to their residences and cars every half hour from 18h00 to 06:00 on weeknights. Security Services staff are on duty 24 hours a day, and will respond to any crisis or to a request for a security escort.

24-hour Operational Manager: 083 654 0476;

E-mail: security@up.ac.za

24-hour Operational Centre: 012 4202310; 012 420 2760

The Green foot safety route starting point is:

Hatfield: Merensky Library

Medical Campus(Kalafong): in front of the entrance to the Klinikala Building

Groenkloof: between the Auditorium and the Administration Building

Onderstepoort: in front of the entrance to the Animal Hospital

Do your physical or learning disabilities require special support?

The Unit for students with special needs provides infrastructure, software programs, academic and emotional support. Facilities and equipment are provided and the Unit includes a computer laboratory.

Contact: Juan Erwee : 012 420 4281 or Simon Mahlangu: 012 420 2582.

Student Support: 012 420 2333

Do you need help to find academic resources required for your studies?

The University library provides support to enable students to achieve academic success. The resources that are available include equipment, as well as electronic and printed resources. In addition there are also study centres that students can use on a 24-hour basis.

The library

- is the gateway for access to globally available academic information;
- provides access to all recommended text books if commercially available and with cooperation from the lecturers; and
- provides group training sessions in the information literacy skills required to use services correctly and to assess your information needs

Department of Library Services: 012 420 2235/6

<http://www.library.up.ac.za/index.htm>

Ask a librarian <http://www.library.up.ac.za/askalibrarian/index.htm>

See the web page for library hours: <http://www.library.up.ac.za/aboutus/hours.htm>

Do you need help to gain a better understanding of your study material?

The change to higher education can be a challenging experience for all students. Contact your **Faculty Student Advisor (FSA)** or the specific academic department responsible for the module in which you require assistance in the form of additional contact. Some modules have tutors in place and the FSA has a list of the tutors available. The FSA works in close collaboration with the Department of Student Affairs where both the residences personnel and student counsellors reside, as well as with the specially identified and

trained mentors. Students requiring study, test-taking and time-management skills will be channelled to student counsellors who provide group sessions.

Do you need to improve your computer literacy

Training in computer and information literacy skills is provided to all first year students in the following modules: AIM 101, AIM 111 and AIM 121. These computer and information literacy skills are necessary for doing research and presenting assignments. They enable students to keep in touch with the latest developments in their areas of study. Computer laboratories are available on all the University's campuses, as well as in the residences.

Main facilities and available times:

Hatfield Campus: Open Lab, IT building, 07:30 - 22:00

Medical Campus: HW Snyman Building, 07:30 - 18:00

Mamelodi Campus: Education Building, 07:30 - 17:00

Groenkloof Campus: Aldoel Building, 07:30 - 21:00

Onderstepoort Campus: Arnold Theiler Building, 07:30 - 16:00

Do you wish to join the University's student leadership structures?

The University provides opportunities for student development, either in the student governance structures or in the structures of organised student life. Formal leadership development takes place through participation in the various student structures, while informal training takes place within the societies and organisations that linked to the Students Representative Council (SRC).

Student Affairs: 012 420 6600

Would you like to join an official student society?

There are various types of societies including religious, political, social, cultural and academic. Students are encouraged to become involved in the activities of the society of their choice to gain the full benefits of a balanced student life. By joining a society, students can expand their personal and professional networks and acquire valuable leadership skills.

Student Affairs: 012 420 6600

Would you like to join a Day House or a Faculty House?

If you are not living in a residence but you would like to have a great student life, then join one of the **day houses** on campus. This will give you the opportunity to take part in organised student life activities such as Rag and sport as well as cultural and social events. You can join one of the official houses: **Vividus Men, Vividus Ladies, Zeus or Luminous**. An annual membership fee is payable. Be sure to sign up with the day house of your choice in the Piazza on the Hatfield campus during the orientation programme.

A **Faculty House** is a student structure that **links the students with the faculty**. If you are registered as a student at UP, you are already a member of your Faculty House. Faculty

House membership is free of charge. All students – day and residence students included - belong to their respective Faculty Houses. A **Faculty House** offers academic support, personal and professional development opportunities as well as social and networking events in the faculty. Each Faculty House has its own community service initiatives. **The class representative system** also forms part of the Faculty House structure. Just sign up with your Faculty House during the orientation programme to ensure that they have your contact details for regular updates.

Student Development: 012 420 6600

Do you have a general inquiry?

The **Client Service Centre (CSC)** at the University of Pretoria provides a quick and efficient service so that you will have enough time to enjoy being a student!

The **CSC** provides services with respect to all general enquiries including:

- **Residences**
- Applications
- Payments
- **Study financing**
- Student accounts
- Student and personnel cards
- Parking discs
- International student support
- **Career placement**
- Course consultations

General Enquiries : +27 (0)12 420 3111

Fax: +27 (0)12 420 4555

- E-mail: csc@up.ac.za
- Website: www.csc.up.ac.za
- Website: www.up.ac.za/fao (Financial Support)

Safety Tips

- **Avoid isolated areas if you are alone.**
- **Be vigilant of suspicious persons loitering in the immediate vicinity.**
- **Report all crime, no matter how insignificant, to the nearest police station or security services.**
- **Pay attention to your surroundings.**
- **Take responsibility for your own safety.**