

Administrative Service Provision to Students

COVID-19 has an immense impact on the world, the country and Stellenbosch University. It is up to every one of us to play our part to ensure that the spread of the virus is limited as much as possible. As this unprecedented situation continues to develop, the safety of staff and students remains our top concern.

Guided by the World Health Organisation (WHO), international best practice, and directives by the South African Department of Health and National Institute of Communicable Diseases, we are implementing further precautionary measures across the institution. To further mitigate the risk of virus transmission, most student-facing administrative services will be conducted remotely. Where operationally possible and to support social distancing we are increasingly advising staff to work from home to help mitigate the risk of spreading the virus and ensure a safer working environment for all.

We advise students to utilise our 24/7 digital solutions via the student portal and to make use of the following communication and service channels to limit human interaction:

	EMAIL
General Information	info@sun.ac.za
Admissions (Applications)	info@sun.ac.za
Residence Placements (Accommodation)	info@sun.ac.za
Academic Records and Certificate Reprints	sdb@sun.ac.za
Examinations and Graduations	garyk@sun.ac.za ndlebe@sun.ac.za
Examinations Tygerberg Campus	tygexams@sun.ac.za
Bursaries and Loans	biancal@sun.ac.za tamsonl@sun.ac.za ahmeda@sun.ac.za
Undergraduate Bursaries and Loans Tygerberg Campus	tygbursaries@sun.ac.za
STUDENT FEES	
General enquiries - English	studentaccounts@sun.ac.za
General enquiries - Afrikaans	studentegelde@sun.ac.za
Bursary & Intellimali allowances	jbs@sun.ac.za
Quotas (Meals & printing)	seand@sun.ac.za
Quotas (Laundry):	servicedesk.sun.ac.za
Online payments	Snapscan/ www.maties.com/fees
FACULTY OR PROGRAMME-SPECIFIC INFORMATION	
Arts & Social Sciences	cherylr@sun.ac.za
	wf1@sun.ac.za
	ppetrus@sun.ac.za
	jabs@sun.ac.za

Science	bpa@sun.ac.za
	arleenl@sun.ac.za
Education	eel@sun.ac.za
	erik@sun.ac.za
AgriSciences	ghgamiet@sun.ac.za
	cn2@sun.ac.za
Law	shirle@sun.ac.za
	shivvon@sun.ac.za
Theology	shirle@sun.ac.za
	shivvon@sun.ac.za
Economic & Management Sciences	ndaniels@sun.ac.za
	jacquin@sun.ac.za
	majiedt@sun.ac.za
SU Business School - Centre for Student Administration	csa@usb.ac.za
Engineering	nicolepa@sun.ac.za
	wilnaw@sun.ac.za
Medicine and Health Sciences	www.sun.ac.za/tygststudentadmin
Telematic Programmes	adklerk@sun.ac.za
	cdj@sun.ac.za

On the rare occasion where specific face-to-face consultation does occur (by prior arrangement only), our staff members have been instructed not to make physical contact with any client and to maintain a safe distance. We are further in the process of implementing a sanitiser protocol to safeguard students and staff that might enter the building.

We are continually monitoring what is happening locally and around the world and will release any updates as the situation develops.

23 March 2020