



*Student Affairs:
Centre for Student Counselling
& Development (CSCD)*

*Annual Report
2019*



UNIVERSITEIT
STELLENBOSCH
UNIVERSITY







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Message from Dr Choice Makhetha

Senior Director: Student Affairs



The year 2019 was an extremely busy period for the Centre for Student Counselling and Development. All five Units within the Centre worked at an optimum level throughout the year, and our gratitude goes out to Dr Munita Dunn-Coetzee's passion and leadership.

The work done in task teams, among others the focus on food security and mental health and the review of the substance-use policy, all began while Dr Birgit Schreiber was still the Senior Director: Student Affairs. We thank her for her leadership and support to colleagues, and for giving structure to a lot of work done throughout the year.

Student life brings challenges that require us as leaders to rethink how we approach services and support. Together with the students, Student Affairs and, in particular, the Centre for Student Counselling and Development have come up with better, innovative solutions to old challenges.

Students experienced a lot of trauma in 2019, from the deaths of some students and the Huis ten Bosch fire, which left students having to move to alternative places arranged by the University, to incidents of gender-based violence. Although many students were not directly affected, the emotional impact was severe and the need for therapy increased tremendously, putting extreme pressure on the number of psychologists available, as well as on emergency services.

Even these crises were handled with exceptional professionalism. Colleagues at the Centre for Student Counselling and Development showed strength to cope with the unexpected, and supported one another. Team spirit delivered great results throughout the year.

The work done by the Equality Unit is commendable. The appointment of the Extraordinary Sexual Harassment Panel brought relief and greater insight into complex issues, and clarified the resolution.



The Career Expo of the Graduand Career Services yielded great results. The workshops held to prepare students for the world of work are valuable. One event, which exceeded all expectations, was the LinkedIn workshop in the fourth term. The great attendance and participation provided feedback that the Office is on the right track.

To everyone at the Centre for Student Counselling Development – know that you are valuable to the Division for Student Affairs (DSAf) and the University as a whole. You did great work under tough circumstances at times, yet remained committed and passionate.

Thank you!

Choice Makhetha



Message from Dr Munita Dunn-Coetzee

Director: Centre for Student Counselling & Development



No one can whistle a symphony. It takes a whole orchestra to play it.

– H.E. Luccock

In reflecting on 2019 it became clear that there were quite a few pivotal moments. The number of serious incidents involving students on our campuses this year; food security matters among our students; the Anti-Gender-based Violence Movement and conversations; conversations on access to buildings and transport for differently abled students; and an increase in substance-related incidents among our students. These pivotal moments challenged the Centre in a variety of ways throughout 2019.

As the Centre aims to provide a holistic service to the Stellenbosch University (SU) community, it has a developmental, preventative and curative role to play. We are only as strong as our partnerships and collaborative networks. When you page through the annual report, you will be able to read the excellent and pioneering work being done by each Unit – I shall merely touch upon a few highlights. In order to create a stronger, midlevel intervention, we piloted a model of employing registered counsellors (instead of clinical psychologists) at the Unit for Psychotherapeutic and Social Services (UPSS). Two registered counsellors were appointed in July 2019, and the feedback received is overwhelmingly positive.

The Unit for Academic Counselling and Development (UACD) uses the Neuro-Agility Profile, which is a multi-dimensional brain-profile assessment that we conduct with students on a regular basis. This helps students understand themselves better, and assists them to prepare better for their studies and truly flourish in what they do. At the recent Neuro-Link Conference in Krugersdorp, the Centre for Student Counselling and Development was awarded the Best Performing Partner of the Year Award. The Unit for



Graduand Career Services (UGCS) is responsible for the annual career fairs on Stellenbosch campus. In spite of the cold and rainy weather over the three days of 6 to 8 August, the career fairs were well attended by our students. Approximately 2 784 students attended the General Career Fair. The Accounting Career Fair was attended by 3 534 students, while 858 students attended the Engineering Career Fair. The SU Museum, along with the Simon Nkoli Collective (SNC) and the Equality Unit, hosted a five-month exhibition in honour of the late apartheid struggle icon Simon Nkoli. The exhibition, called *Black Queer Visibility: Finding Simon*, emerged from continuous conversations on the celebration of Nkoli's political life and aimed to compel people to reflect on the questions of solidarity in deepening inequalities towards social justice. The Disability Unit (DU) introduced the first *Lead with Disability*-accredited co-curricular workshop, developed by Lizelle Apollis. This was well received, with good reports on it. The four-week session will be extended to five weeks in 2020. Extra funding was given to the Disability Unit by FNB/FirstRand for assistive technology and human support. Support could hereby be extended to the existing 19 students on our bursary programme, ensuring a better wrap-around service.

The Centre for Student Counselling and Development (CSCD) is an integral role player in optimising success, and we attach value to collaborative relationships with colleagues – at SU, nationally and internationally. Winnie the Pooh wisely said, *Be bold enough ... to use your voice, brave enough to listen to your heart and strong enough to live the life you have always imagined*.

As a Mandela Day activity in July, some of the CSCD team travelled to Canal Walk to assist with packing boxes of goodies for children as part of the Santa Shoebox project. This was experienced very positively and helped us as staff to use our voices in a different way. Some feedback was as follows:

The experience was rewarding enough, but when they played a message from Madiba on the big screen I teared up for a moment. The gravity of the need became much more real for me.

We normally think the receiver gets the blessing, but surprisingly the giver's blessing is knocking at her/his door at the end of an activity like this. What a privilege it was to bring a smile to so many children!

My sincere thanks to everybody who contributed to the success and growth of the CSCD during the past year, to everyone who was bold enough to use their voices – especially



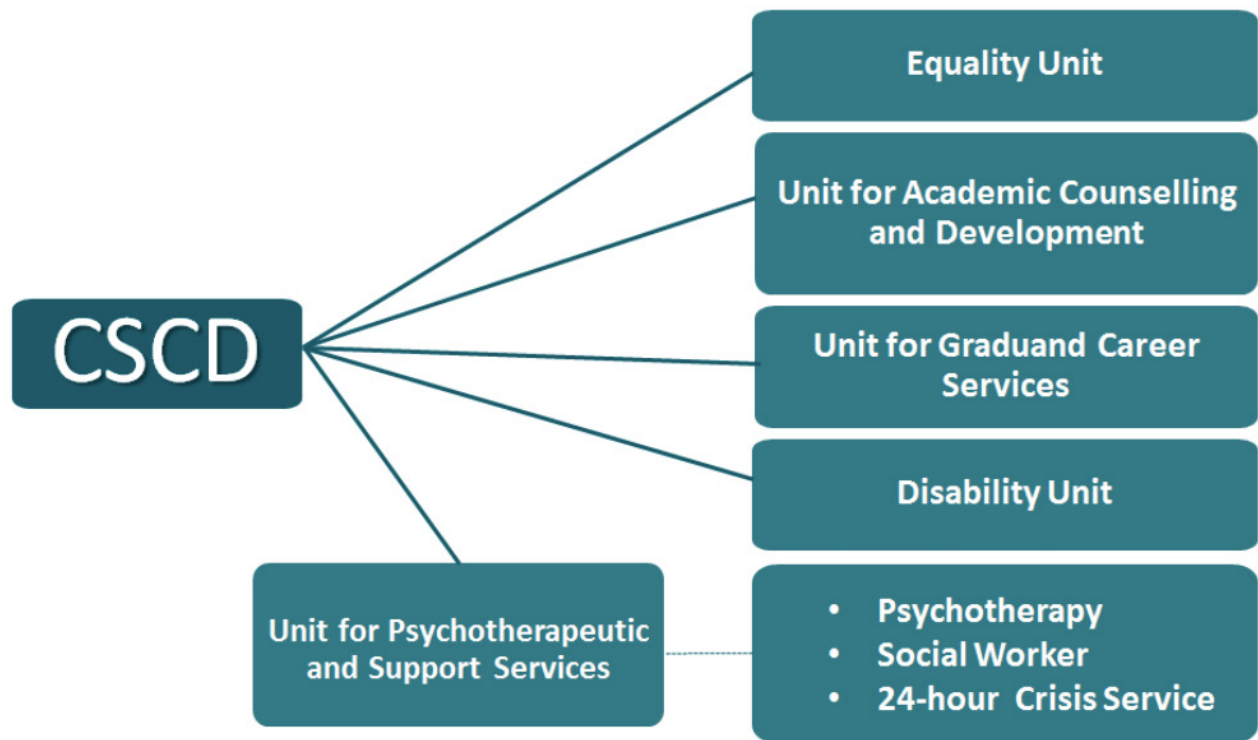


to Dr Birgit Schreiber (our previous Senior Director: DSAf), Dr Choice Makhetha (our newly appointed Senior Director: DSAf) the Centre’s Management Committee, and each staff member of the Centre. Thank you for a year full of challenges, laughter, thinking and pondering together. And thank you for each person’s hard work, positive energy and effort to ensure CSCD remains the excellent Centre it is.

Munita Dunn-Coetzee



Introduction



The Centre for Student Counselling and Development (CSCD) offers professional psychological support and developmental services to students of Stellenbosch University.

The CSCD, which is centrally situated in five buildings in Victoria Street, comprises the following units. Each unit offers a specialised service to optimise student success:

Unit for Academic Counselling and Development (UACD)

Disability Unit (DU)

Unit for Graduand Career Services (UGCS)

Unit for Psychotherapeutic and Support Services (UPSS)

Equality Unit (EqU)



Unit for Academic Counselling and Development (UACD)

This Unit renders a developmental service, with a focus on academic challenges that students experience. The team, under the leadership of Dr Elmien Sinclair, comprises educational psychologists, a psychometrist and intern psychologists. Support is provided to students regarding study methods, study programmes, test and exam stress, time management, and the optimisation of their potential through individual consultations, workshops and self-help material.

“Self-improvement is never a waste of time. What you learn, you can give.” “Students should come open minded, but also aware that this doesn’t only apply to their studies, but also to how they manage their dreams, health, spirituality and relationships.”

– Student feedback

Unit for Graduand Career Services (UGCS)

The services of the UGCS are focused on preparing our students for the transition to the world of work. Although the UGCS serves all Maties, we focus particularly on preparing our final-year students for this transition. This could include individual sessions about their career, workshops about CV writing, interview skills, personal branding, how to optimise your LinkedIn profile, etc., and exposure to network opportunities with companies via career fairs. The head of the unit, Marquard Timmey, emphasises that the optimal preparation of students for the job-seeking process forms an important part of the Unit’s core business.

The UGCS strongly recommends that all students register on the career services management system called MatiesCareers, which provides them with an easy way to search and apply for vacancies, internships, part-time work and volunteer opportunities. MatiesCareers also provides them with information about the annual career fairs and workshops facilitated by the Unit, affording them an opportunity to register online. Students can also upload CVs for potential employers, search and view employers, and stay connected with the Unit.

“The advice and guidance that was given was applicable and enriching.”

– Student feedback





Unit for Academic Counselling and Development (UACD)



A Reflection on the Unit's Year

Expect the best, prepare for the worst and capitalize on what comes.

– Zig Ziglar

It is often assumed that, if an organisation plans well and has formulated its strategic priorities for the next year, it will be able to manage the expectations and challenges of that year rather effortlessly. However, the ebb and flow of the past year has proven this statement to be both true and false. We faced some difficult challenges, but were also blessed with many successes to celebrate.

The orientation and training of the two new intern educational psychologists, Zenda Jansen and Natalie Sadie, started early in January.





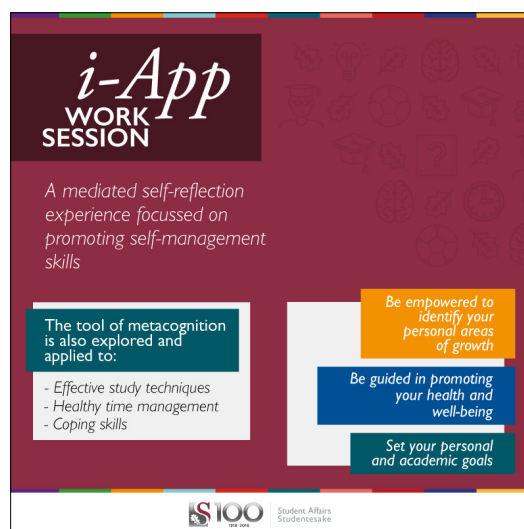
We were very privileged to receive money from the Department of Higher Education and Training (DHET) to appoint a psychologist on 1 February 2019. The psychologist, Thea Coetzee, was appointed on a two-year contract position and is responsible for the support of students who are enrolled for various extended degree programmes (EDP) offered by the University. Thea is responsible for the development of a support programme for these students. She was extremely busy during the first semester and at times was flooded with requests for group sessions and individual sessions. She points out that allocating appropriate venues for the group work was especially challenging.

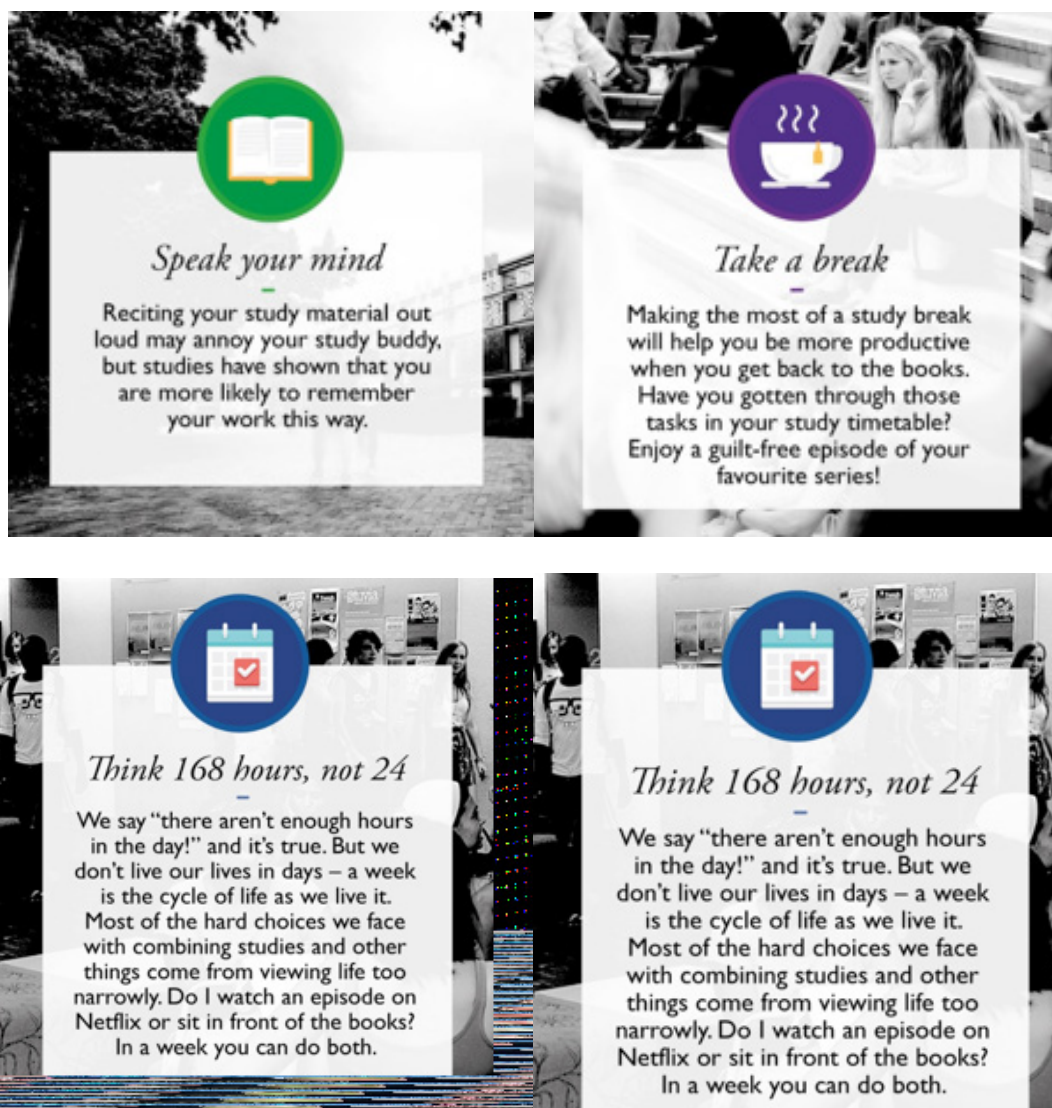
The Unit, as part of its strategic foci for 2019, developed a wellness programme for its staff. Staff enjoyed wellness activities for an hour per month. The activities included drinking coffee together, adult colouring activities and having informal discussions on the lawn in front of 47 Victoria Street. One staff member reflects as follows on these sessions:

The Wellness Sessions really helped me to centre myself with taking some time out of one's busy schedule and to spend time with one another in a leisure environment.

Elmien Sinclair (first semester) and Lamese Chetty (second semester) did talks about exam preparation on Radio MFM.

Another exciting venture was collaborating with the Centre for Teaching and Learning to redesign the Time Management work session. We learned about the differences between objectives and outcomes, and how to design student-focused work sessions. This led to the launch of the i-App Self-Management work sessions at the beginning of the second semester. These work sessions aim to help students to gain knowledge about themselves, goal setting and motivation, time management, study methods and metacognitive strategies.





Annelie van der Westhuizen from Ethics Simplified was invited to present an Ethics Workshop as part of the training of the intern psychologists. Thereafter, two additional Ethics work sessions were presented to CSCD staff, with a specific focus on informed consent and process notes. Annelie advised us about updating our Intake and Informed Consent documentation.

Dr Chris van der Berg (psychiatrist) and Dr Craig Thomson (general practitioner at Campus Health Services) helped us with the development of guidelines for the diagnosis and treatment of students with ADHD.

One of the highlights of the Unit's work is the partnership with AF Louw Primary School in Stellenbosch, which was established at the beginning of the year. Each one of our two





PhD degrees were awarded to Elmien Sinclair and Claudia Saunderson. A Master's degree in Educational Psychology was awarded to Natalie Sadie. Natalie also passed her HPSCA Board exam. Well done!

Evaluation of Services

We received a variety of feedback on our services.

We presented sessions about Note Taking and Learning Styles to first year BSc students and received the following feedback from the programme organiser:

"Thank you for your collaboration and input. It has a significant impact on our students."

Dr Anita Jonker, co-ordinator of the EDP programme in the Faculty of Social Sciences, reported as follows about the Unit's work:

"Thank you that you are always so organised and are already planning for next year's programme. It is really a pleasure to work with you."

Student feedback on the i-App workshop:

"Self-improvement is never a waste of time. What you learn, you can give." "Students should come open minded, but also aware that this doesn't only apply to their studies, but also to how they manage their dreams, health, spirituality and relationships."





Statistics of Service Delivery

Table I: UACD Work sessions

Date	Work session	Presenter	Number of students	Subtotals
February				29
18 & 19	Study Methods	Z Jansen	20	
22	Neuro feedback SRC	C Koch	9	
April				56
12	Stress & Time management	Z Jansen	30	
16	Time management	Z Jansen	6	
29	Study Methods	N Sadie	20	
May				15
7	Stress Management	N Sadie	3	
16	Be exam ready	Z Jansen	12	
August				31
12-14	Reading	Mariska	3	
19	I-App	Lamese	14	
20	Time management	Z Jansen	6	
21	I-App	N Sadie	3	
26	Study Methods	N Sadie	2	
28	I-App	L Chetty	3	
September				19
5	I-App	N Sadie	3	
19	I-App	N Sadie	6	
26	I-App	Christa	2	
30	Study Methods	Z Jansen	8	
October				40
1	Study Methods	Z Jansen	8	
3	I-App	N Sadie	4	
8	Be exam ready	N Sadie	7	
17	I-App	N Sadie	5	
23	Be exam ready	N Sadie	16	
November				16
22	Time management	N Sadie	16	16
Total				206



Unit for Graduatand Career Services (UGCS)



A Reflection on the Unit's Year

Our focus for 2019 was on increased student engagement and establishing our Unit's brand on campus. This included aggressive marketing of our online services and increased visibility on campus. We also strived to remain student focused and to address the career development needs of our students, including our students with disabilities. Continuing with the student assistant position also assisted us by including the student voice in our conversations. Another major focus was to strengthen our collaboration with our LinkedIn partners in Dublin. Chris Burgess was appointed as Senior Relationship Manager for South Africa. He visited our unit twice in 2019. The LinkedIn partnership is very important, as there currently is a major shift towards online mentoring. Stellenbosch University has more than one hundred thousand Alumni with whom our current students can connect. It is important that we continue to market this resource to our students. We also put a renewed focus on our relationship with Facilities Management to continue delivering high-quality career fairs. The appointment of Brandon Como as Events and Security Operations Officer really took our relationship to another level.



Achievements

We had several highlights during the year. As part of our branding and marketing exercise, we designed our unit's banner and launched a successful awareness campaign on the Rooiplein. We successfully conducted our 2nd Graduate Destination Survey during the December 2018 and April 2019 graduation ceremonies. The results were presented at the annual SOTL (Scholarship of Teaching and Learning) Conference. Our unit was again invited to be the preferred presenter of the career modules that form part of the AIMS-EMS Training Programme. The student and company registrations on MatiesCareers (Symplicity) continued to grow. We organised a hugely successful LinkedIn event on campus with Chris Burgess and Matt Grey as presenters. We managed to secure all outstanding debt from companies at the end of September. This was a first in 15 years. We partnered with the Disability Unit on a very successful FNB programme. This included CV writing and interview sessions with our students with disabilities, prior to them visiting the FNB Cape Town building. The visit included a tour of the building, mock interviews and a detailed orientation to FNB's Graduate Programme. In spite of cold and rainy weather, we again managed to deliver three successful career fairs.



Career Fairs 2019





Interesting events

Wilna Naude was invited to the launch of Investec's new Winelands Dealmakers' Programme. Our Commerce students were treated and informed about their new graduate programme. We collaborated with the BA Student Society during their BA Week and invited Cathy Sims from SAGEA, who did a presentation on Humanities and the world of work. Thobeka Msi, Annette Joubert and Wilna Naude attended the SAGEA Quarterly Meeting on 17 September. The topic was the Economics of Graduate (Un)Employment. The speaker was Illana Melzer from 71point4. Thobeka Msi was invited by the Postgraduate Skills Development Office to facilitate a Pop-up Café on Personal Branding.

Partnerships and networking opportunities

Our Unit's continuous partnership with the AIMS-EMS Training Programme led to a component of the programme being presented at our unit. The students really enjoyed their visit to Stellenbosch.

Challenges

We identified the following as challenges. The ARIBA invoicing system remains a challenge. Although the inclusion of international companies in our recruitment initiatives adds value to the range of opportunities we offer, vetting these companies takes up a lot of time and effort. There was a decrease in the attendance of our in-house work sessions. The duration of our work sessions is not long enough. We are considering extending them from 60 minutes to 80 minutes. There has been an increase in requests from staff members for assistance with CV writing. This is not part of our mandate and we do not have the capacity to render this service to staff members. We also need to look at how we will deal with postgraduate students who request a complete CV-writing service.

Personalia

Annette Joubert became the grandmother of a healthy boy.





Evaluation of Services

We received the following qualitative feedback from students and employers:

"The career fair was really good and well organised." "All went smooth with no hassles at all and it was great to get to share our experiences with the Stellies students!" "Students seem to have done research before coming, which is really nice." "The students seemed interested and engaging. Looking forward to appointing them. Overall good, we will definitely be back next year." "We need more of these sessions. Thanks to both the LinkedIn people and the Career Services Team I look forward to more sessions. Thank you. Thank you." "Well spoken, upbeat presentation which kept my attention." "The presentation was lively and relevant."

Statistics of Service Delivery

Table 2: Stats per Gender (walk-ins)

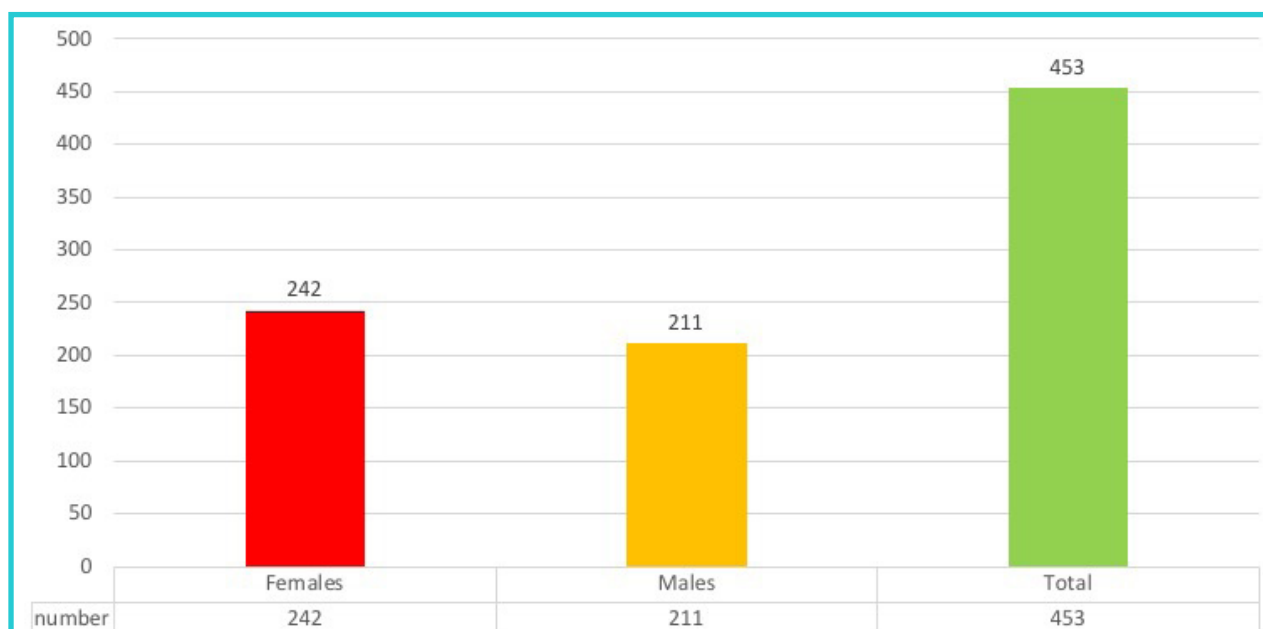




Table 3: Stats per population group

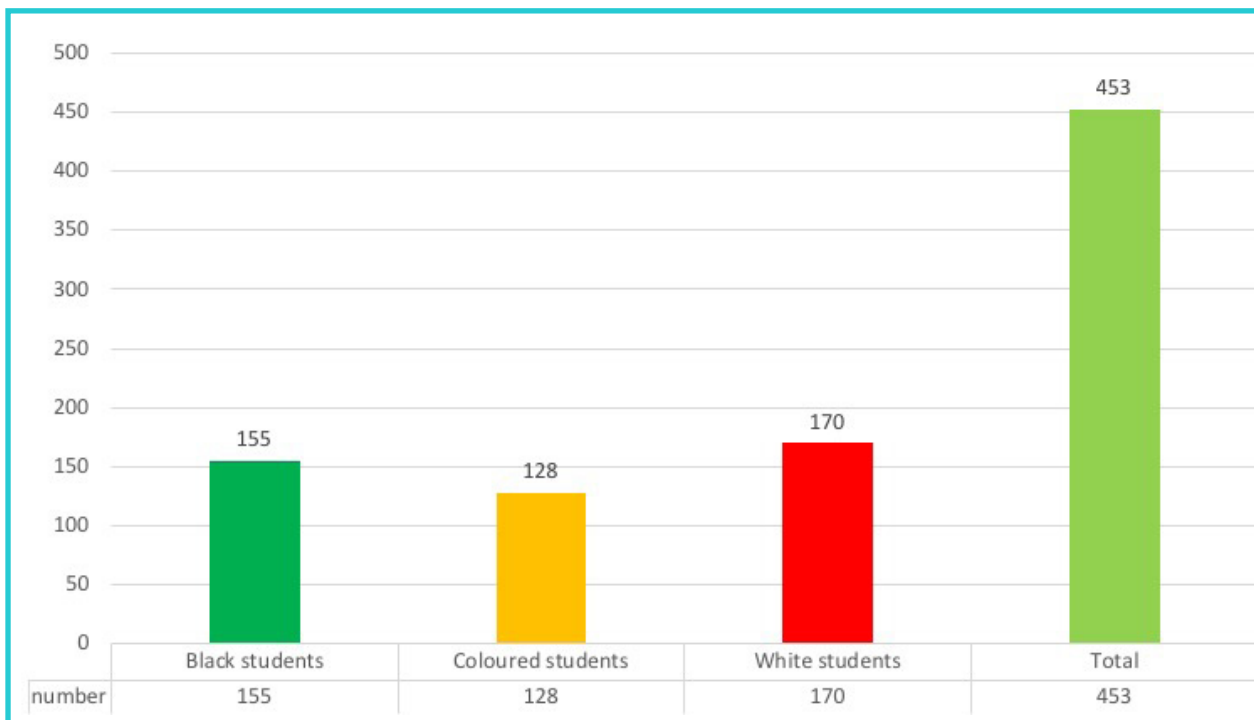


Table 4: Social Media – Facebook page: MatiesCareers

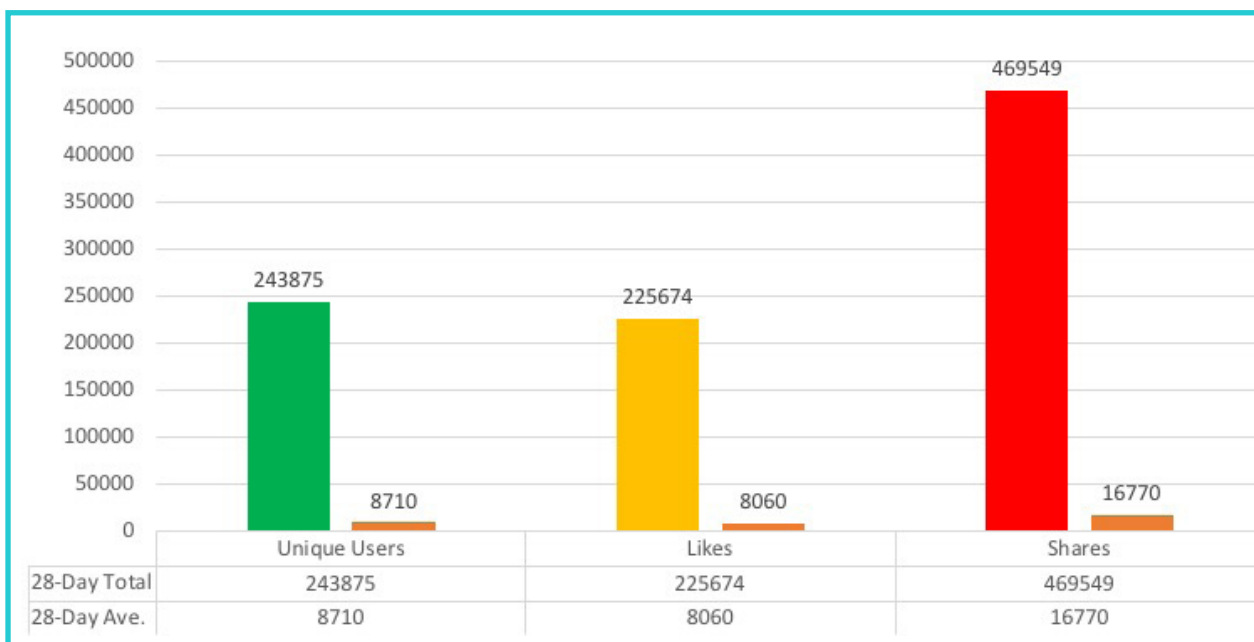




Table 5: Lunchtime Presentations by Employers

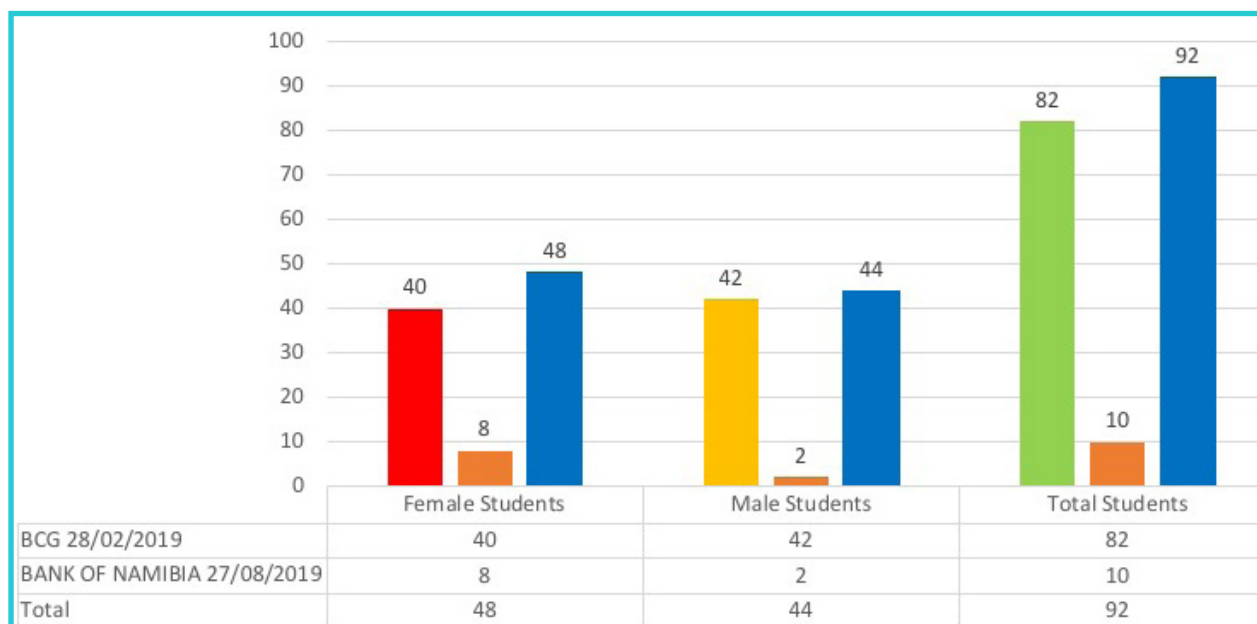
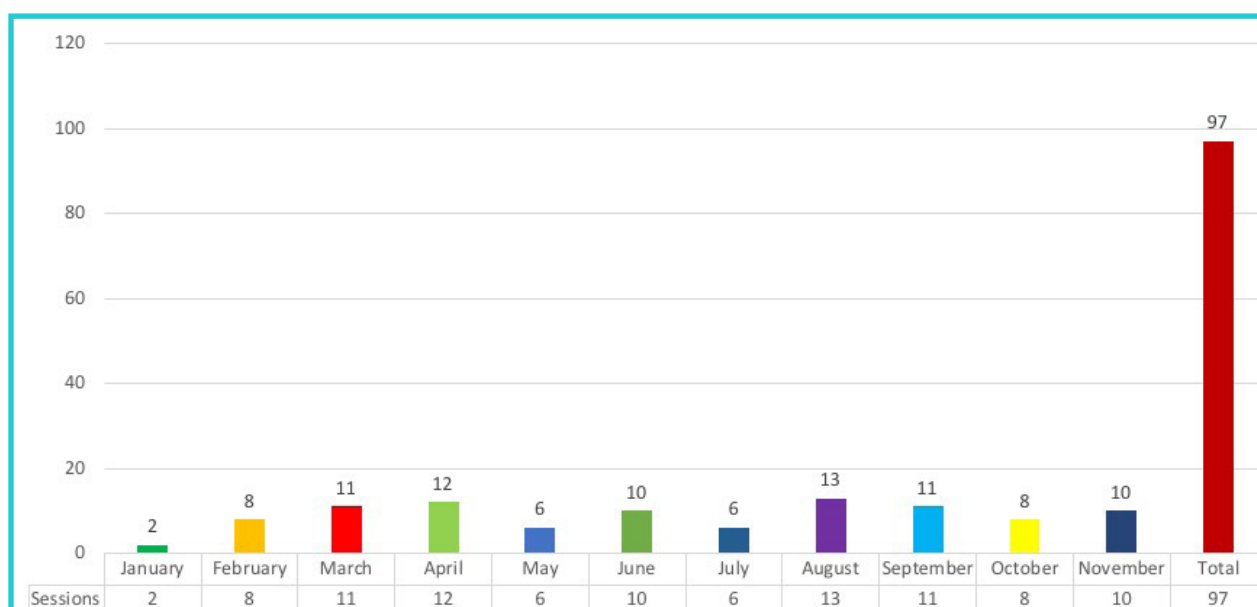


Table 6: I-on-I sessions with students





This was an exciting year for the Disability Unit (DU) and we take pleasure in sharing what we achieved.

Lead with disability

We introduced the first Lead with Disability-accredited co-curricular workshop, as developed by Lizelle Apollis. This was received well, with good reports. The four-week session will be extended to five weeks in 2020.



and one staff member. The undergraduate students are registered in the following faculties: Arts and Social Sciences (18), Law (5), Economic and Management Sciences (5), Education (4), Theology (2), Engineering (1), Natural Science (1) and AgriSciences (1). The postgraduate students are registered in the faculties of Arts and Social Sciences (2 PhD, 1 MA, 2 Hons) and Law (1 PhD).

Personalia

Lizelle Ferus of the DU and Quinton Apollis of the Equality Unit, both housed in the Simon Nkoli House at the Centre for Student Counselling and Development, got married.

Evaluation of Services

"Thank you so much, and I will do so. I really do appreciate your effort with this and all the inclusivity measures already taken. Thank you for your well wishes and support."

"I hereby confirm that I have received the Assistive Technology Bursary Laptop with Zoomtext, and give a huge thank you to each and everyone who made this bursary a reality. I will truly find much worth from this award."

"I really loved our conversation as a group! I feel so empowered and happy with the progress we have made. Thank-you, Thank-you, Thank-you."

"Thank you so much. I enjoyed it so much. See you next year for the class again."

"The fact that we just chatted helped a lot. It helped me see where I still needed some work."

"Rachel's enthusiasm makes everything more fun and understandable."

"We appreciate every one's help so much and Mx is doing so well with this support! He is advancing and gaining more and more confidence in this supportive environment around him. Thank you everybody!"

"I found out on Monday that I passed my exams!!! I am truly happy and so grateful for all





you have done for me! All of your interventions were pivotal in assisting to successfully end the semester.”

“Thank you for your wisdom and support. You are a fantastic supervisor!”

“I deeply appreciate the support you offer to Mx and I am thankful and encouraged that we have an enthusiastic expert and a champion within the university.”





Equality Unit (EqU)



A Reflection on the Unit's Year

Students and staff in many environments are experiencing systemic forms of latent/hidden/subtle unfair discrimination and various forms of harassment, and often do not have the will to come forward. It is evident that it is very challenging for staff and students who have been unfairly discriminated against, harassed or victimised by people, policies or practices to trust in the University structures. Therefore, the EqU needs to continue building trust in the Unit's staff, processes, partners and systems through compassion, accountability and fairness.

Towards the end of this year, the unfair discrimination portfolio (UDP) stretched its limits to explore alternative interventions after the countrywide outcry about and increase in gender-based violence (GBV) following the death of Uyinenene Mrwetyana. Very serious allegations came to the fore and to the attention of SU and the EqU through various stakeholders on campus, while more appeared on social media. In the light of this, the EqU convened its first ever Extraordinary Sexual Harassment Advisory Panel. The panel





conducted preliminary investigations not only into individual matters, but to provide SU management with broad recommendations to take the necessary steps to address recent gender-based violence matters and, ultimately, to aim to eliminate sexual misconduct and sexual harassment on our campuses.

Achievements

Internal training for both students and staff through curriculum integration, co-curricular courses and short courses continued throughout and expanded during the year.

The number of students undergoing training (especially international students) increased, thereby increasing the third-stream income of the unit. Curriculum integration initiatives within Education, Physiotherapy and Theology continued.

The HEAIDS 2018/2019 Department of Health (DoH) grant was successfully completed and verified by a final audit in March 2019. An amount of (R400 000.00) for the HEAIDS 2019/2021 DoH grant was successfully granted for implementation from June 2019 to March 2021.

SETA funding was received for the training of 25 staff members in HIV testing and counselling. The training courses were delivered in February and August 2019 and focused mainly on partnerships with the Desmond Tutu TB Centre (DTTC) and Family Centre for Research with Ubuntu (FamCru).

Highlights

Advisory panels/panel of enquiry

Six staff members were trained and appointed to become advisory panel members to make recommendations to the Head: EqU on matters referred for preliminary investigation by an advisory panel/panel of enquiry.

Siyakhula staff sessions

In collaboration with Monica Du Toit, the EqU was involved in the facilitation of presentations to staff members about reporting unfair discrimination and sexual harassment.

GEP semester courses

The EqU concluded with its semester Global Education Programme (GEP) course offerings





for SU International, namely Equity and Leadership in the Global Classroom, and Understanding HIV in South Africa: A Health and Social Justice Perspective.

Case management

The EqU would like to highlight and commend the collaborative approach by which our stakeholders (HR, Legal Services, some faculties and the Transformation Office) have handled matters that affect the majority of the SU community.

Simon Nkoli's legacy lives on

In partnership with the SU Museum and the Simon Nkoli Collective, the Equality Unit hosted its first ever exhibition, *Black Queer Visibility: Finding Simon*, celebrating the life and legacy of Simon Nkoli, the apartheid, HIV and gay rights activist. The exhibition looked at Simon's activism through words, images and video. Keynote speakers at the opening of the exhibition, namely Edwin Cameron, former Constitutional Court judge and elected Stellenbosch University Chancellor, and Dr Beverley Palesa Ditsie, lesbian activist, filmmaker and founder of GLOW (Gay, Lesbian Organisation of Witwatersrand), spoke fondly of Simon and his legacy, as well as the important role his teachings play in society today.

Collaborating through education

As part of the Simon Nkoli exhibition, *Black Queer Visibility: Finding Simon*, the EqU, in collaboration with the Stellenbosch University Museum, hosted two talks as part of the Museum's education programme. Educator, author and trans activist, Landa Mabenge, spoke on *Understanding Transgender in 2019*, with specific emphasis placed on why it is important for universities to understand gender diversity. The second talk centred on HIV and religion. Faghmeda Miller, the first Muslim woman in South Africa to disclose her HIV status, took the audience through her inner struggles of having to disclose her status to her community. Both these gatherings and topics linked to the work and activism of Simon Nkoli.

Talking transformation with Street Talk TV

Transformation at Stellenbosch University was the topic of conversation when Street Talk TV filmed one of its episodes at SU. On invitation from the Equality Unit, the film crew rolled their cameras while discussing whether the University was truly transforming. Three SU students, Luigia Nicholas, Adyn Parrott and Anthony Andrews, and the Faculty





Programme Manager at the SU Transformation Office, Dr Claire Kelly, spoke honestly about their lived experiences and transformation challenges at Stellenbosch University.

Sexual and reproductive health

Sexual and reproductive health services, including HIV testing services (HTS), were delivered through walk-in testing at Huis Simon Nkoli House, as well as during the First Things First (FTF) mass testing campaigns that took place over five days on the Stellenbosch main campus and three days on the Tygerberg campus. Condoms were distributed from 65 sites on the Stellenbosch campus and 14 sites on the Tygerberg campus. The FTF campaign on the Stellenbosch main campus continued to provide students and staff with extended primary health and wellness screenings (such as HIV testing, TB screening, glucose, blood pressure and cholesterol screening and mental health screenings, as well as BMI and waist circumference measurements). These services were delivered through collaboration between the HIV Support Programme (HSP), Campus Health Services and Maties Gym.

Gender non-violence (GNV)

A number of talks on gender-based violence were conducted across various SU environments, including faculties and residence spaces. Thembelihle Bongwana and Yamkela Tya-pha were interviewed on MFM during Women's Month and spoke about the work of the EqU, the GNV portfolio and the role of the Rape Culture Monitoring Committee.

Thembi and a few SU students were invited by the Western Cape Provincial Parliament to observe discussions on gender-based violence and attended a two-day Gender Symposium at CPUT on GBV in higher education.

The SU community pledged solidarity with UCT and the Mrwetyana family. SU allowed students who did not have compulsory assessments to attend Uyinene Mrhwetyana's memorial at UCT, and provided food and transport for its students to attend.

We attended the premiere of a film produced in South Africa, called *Cut-out Girls*, which was made in response to the rising pandemic of GBV and rape in the country. The movie looks, among others, at date rape, which is a contributing factor in the increasing number of sexual assault cases at universities.





Networking opportunities/partnerships

Internal cooperation with Campus Health Services, Maties Gym, DTTC, FamCru/KidCru, the Centre for Student Communities, the Centre for Student Governance, Human Resources (Employment Equity and Labour Relations) and the Office for Student Discipline continues to improve, develop and mature.

The EqU continued its successful partnerships with Anova Health, Be Part Yolunto Centre, Community Keepers, Landa Mabenga Consultancy, Positive Muslims, the CPUT HIV Unit, the UWC HIV Unit and the UCT Office for Inclusivity and Change. Further partnerships include those with Higher Health, the Western Cape Provincial Parliament and the Parliament of the Republic of South Africa, the Higher Education and Training: Health, Wellness and Development Centre (formerly known as HEAIDS), the Department of Health and the AIDS Coordinating Committee for Tertiary Institutions in the Western Cape (ACTIW).

As part of ongoing benchmarking with local universities, HSP hosted visitors from the Cape Peninsula University of Technology (CPUT), the Vaal University of Technology (VUT) and the University of Limpopo (UL).

The DSAf Universal Skills Hybrid Programme was developed in partnership with other DSAf divisions and Ikasa Student Financial Aid Programme (ISFAP).

Challenges

Some of the overarching challenges are to prevent and remove inequalities and discrimination from our higher education system and to strengthen human rights and social justice on our campuses. However, the following are specific to our environment:

- Establishing a higher level of institutional authority among our role players and building trust among clients on matters related to the reporting of unfair discrimination and forms of harassment. Specifically related to the Unit's function is to make recommendations on matters that went through our processes.
- Many clients have a limited understanding of procedural fairness. Accusations cannot just be made and alleged perpetrators found guilty without written complaints that lead to investigations based on certain procedures. This is often linked to assumptions clients have about the Unit and its functions.





- The EqU should be empowered to be more proactive in dealing with unfair discrimination, sexual harassment, sexual assault and rape. Through assessments of complaints, sexual violence is dealt with one perpetrator at a time, but rape culture needs to be addressed more comprehensively throughout the University system.
- Continuously creating a new mindset among Maties regarding a restorative justice approach.
- The absence of a social media policy with clear procedures for its use and breach among staff and students is a challenge.
- The review of the Unfair Discrimination and Harassment Policy of 2019 has been paused to allow for the new Senior Director: Student Affairs to settle into her position and be better aligned with the work and mandate of the EqU to contribute to the review of the policy and possible integration of the HIV/Aids policy.
- Managing a level of uncertainty among internal stakeholders about our processes and powers still remains a challenge, and limitations of the policy on relational matters between clients and some structural boundary-related concerns became more evident.
- Continued staff absenteeism challenged capacity and service delivery within the HSP.

Personalia

Greg Smith was on extended leave due to medical reasons for the duration of 2019. Nadine Christians was appointed as the EqU's Communications and Marketing Co-ordinator on 6 September 2019.

Evaluation of Services

The EqU received feedback from clients, colleagues, external parties, and training and presentation attendees:





This feedback we had received from a complainant:

"Thank you so much for helping me and standing up for me during this difficult time. I really appreciate it."

Some feedback from the Simon Nkoli exhibition launch event with Judge Edwin Cameron and Dr Beverley Ditsie:

"Much appreciation and much love to you all. A great evening and a great event" and "Thank you for last night's remarkable Simon Nkoli lecture. The speakers' words touched me deeply and the artists were an inspiration. With great thanks to you and your colleagues for their hard work."

"I wish you all well, the incredible difficult work that you grapple with daily, and also hope that the new association with student leadership will strengthen the bond between us all, in this remarkable field between 'rightfulness and wrongfulness'."

*"Thank you for the information. I have read the emails and I must equally confess that it is difficult for me to accept that *** said such a thing about me. However, because 'there can be no smoke without fire', I have decided to quit anything I have to do with him, including our friendship. I hope this bring me some peace of mind to focus on my career. I would like to thank your office and you in particular for your effort in solving my problem. I am forever grateful."*

"The sessions on GBV far exceeded my expectations" and "Thank you very much for the time and effort taken in addressing our residents and staff of Concordia on the work of the Equality Unit and specifically the issue of GBV."

"It's great to see you grow and work regardless of the huge pressure and magnifying glass! But we are quite a few people behind the scenes in the corner of the EqU team. Keep on doing what you do!"

EqU training and work sessions were evaluated through formal evaluation forms, and the student feedback we received was mostly very positive. All donor grant activities were reported on monthly as well as quarterly, and budgets were audited.



Unit for Psychotherapeutic and Support Services (UPSS)



A Reflection on the Unit's Year

An ever-increasing demand for psychological services was noticed again this year. This demand included an increase in the number of students presenting in crisis, especially during large-scale incidents such as the Huis ten Bosch fire and the gender-based violence protest action in September 2019. The UPSS team (staff and consultant psychologists) should be commended for their commitment during a trying year. A special thank you to the ER24 counsellors, who augment our services especially over weekends and after hours.

Achievements

We employed two registered counsellors this year. This placed us in a better position to give every student in need of a service an opportunity to talk to a counsellor during a



screening session. This improved the perception that they have to wait long periods to talk to someone. However, screening does not equate to intervention and we need to improve on this. Two psychologist positions were advertised and we hope to fill them soon.

Progress is being made on different policies, most notably the mental health policy and the substance abuse policy.

Stellenbosch University's (SU) Faculty of Medicine and Health Sciences (FMHS) has introduced a Vegetable Garden Club (green therapy), offering students some 'green time' in the sun and therapy in the form of gardening. Our Unit is exploring with relevant network partners the potential to broaden this project to link food security with mental health. The hope is to broaden the project at the Tygerberg Campus and to create a garden on the Stellenbosch Campus in collaboration with the municipality and other key role players.

We have built strong relationships with ABBA, the Rape Crisis Centre and the Stellenbosch Hospital.

Jana Greyling, Tashin Singh, Lia Snijman and Lucian van Wyk of our Journalism Department created a short documentary film for (MEN)tal Health Month – focusing specifically on men and mental health, and an article written by Fanelesibonge Ndebele on the mental health crisis among South African youth was placed in the *Cape Argus*.

Interesting events

The month of October has been declared Mental Health Awareness Month, with the objective not only of educating the public about mental health, but also to reduce the stigma and discrimination to which people with mental illness are often subjected.

We had a series of events focusing on topics such as substance abuse, eating disorders, living with mental health issues and sexual trauma. The speakers were extraordinary and spoke about their personal experiences.

Challenges

As the stigma surrounding mental health continues to dissipate, an increasing number of students are acknowledging and sharing their mental health experiences. As a result, the demand for services to help manage these issues has increased. It therefore is not strange for University support services to run waiting lists as, in most cases, the demand outweighs the staff capacity.





Students present with a wide variety of mental health difficulties. This year we saw an increase in the presentation of substance-induced difficulties. This is specifically related to the use of cannabis and the murky waters we find ourselves in around the law on cannabis.

Student hunger is a major issue facing all institutions of higher learning. Stellenbosch University is not immune to this. The uncertainty of how to deal with this growing phenomenon within higher education places a huge burden on the staff who have to work with it and, in most cases, it ends up in student counselling centres.

Personalia

In an effort to capacitate staff with skills in short-term interventions, all psychologists and registered counsellors of the UPSS and the UACD were trained in BrainWorking Recursive Therapy (BWRT) Level 1. We could see the immediate impact using the technique in our repertoire.

Charl Davids was elected as the SADC Regional Co-ordinator for the International Consortium of Universities for Drug Demand Reduction (ICUDDR).

Evaluation of Services

“Ek was van die begin af deel van die groep en het nog geen sessies gemis nie. Ek woon juis elke sessie by omdat dit vir my so waardevol is. Ek het beide my aanneemouers verloor, ongeveer ses jaar uit mekaar, met my vader wat meer onlangs in Mei oorlede is.

[I was part of the group from the start and have not yet missed any sessions. I attend each session particularly because they are so valuable to me. I lost both my adoptive parents, about six years apart, with my father who died more recently, in May.]

“Die ondersteuningsgroep bied ’n platform vir studente wat op een of ander manier met die verlies van ’n persoon (of selfs dier) gekonfronteer is en bied aan die studente die geleentheid om hulle gevoelens te uiter.

[The support group offers a platform for students who have been confronted by the loss of a person (or even an animal) in some or other manner and offers the student an opportunity to express their feelings.]





"I did not feel judged or misinterpreted. Every session was an eye opener, I am stronger than my illness. My favourite session was a few hours before my Genetics 214 exam. I was shaking!! So anxious that I couldn't breathe and didn't want to go write. That's when she taught me the "Tummy Poopie Pull". Whenever I feel like hiding out in the dark corner I remember those 3 words. I truly appreciate my therapist, she taught me to be a bit softer and nicer to myself. She taught me that it's fine to be on this rollercoaster that I'm on. That I'll be fine. I should keep fighting and keep being strong. It's okay to be at the bottom, you just have to acknowledge it and try to crawl out of the hole. First time in a therapist's office and because of her I'd do it again.

"Since the incident happened in my life I have tried to reach out to people who have shared similar situations with me with the hopes of finding a place where I can relate, share and feel less alone.

"My efforts were unsuccessful, until my counsellor suggested that I see if I can find any value from the support group sessions. So far, I have only attended three sessions, but each week I look forward to them immensely.

"The sessions provide a place of acceptance, understanding, and safety in a social setting that I haven't found elsewhere thus far.

"I look forward to the ones available in the future and continuing to connect with others here at SU."

Work sessions and Groups

A few of the UPSS team, together with Campus Health Services, were involved in the facilitation of different models of the Frederik van Zyl Slabbert co-curricular course on destigmatising mental health. The course was run as a pilot in 2019 and very well received by students.

UPSS staff conducted groups for students affected by the fire at Huis ten Bosch, and the incidents at Huis Marais and Serruria Ladies Residence.

In Woman's Month we had a group discussion at Heemstede.

As a result of the outcry with regard to gender-based violence, UPSS staff conducted



General CSCD Information



CSCD Management Committee

At the Centre we believe in a consultative management approach. The Director manages the Centre along with the Deputy Director, Charl Davids, and the Management Committee. The Committee consists of the Heads of the five units, as well as a senior psychologist from UPSS. The Management Committee assists the Director with strategic planning throughout the year, as well as revising and re-aligning objectives where necessary. Thank you for your input throughout the year!

The strength of the team is each individual member. The strength of each member is the team. – Phil Jackson

General CSCD Statistics

Table 7: Number of sessions per CSCD-staff member

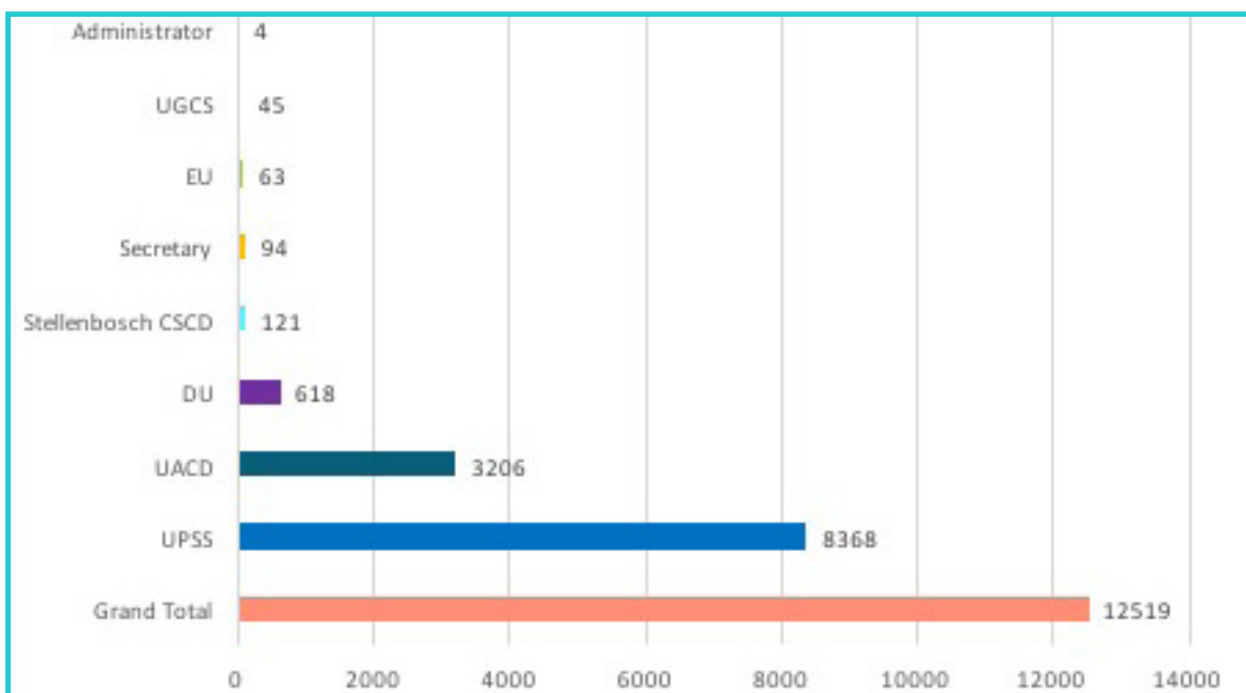


Table 8: Number of sessions per Gender

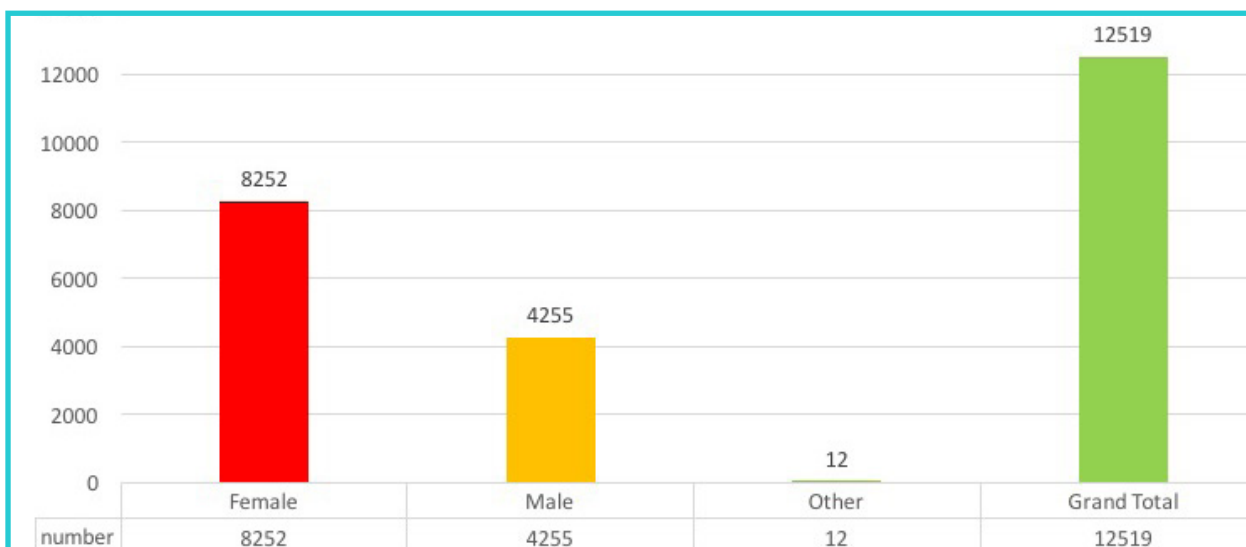




Table 9: Number of sessions per faculty

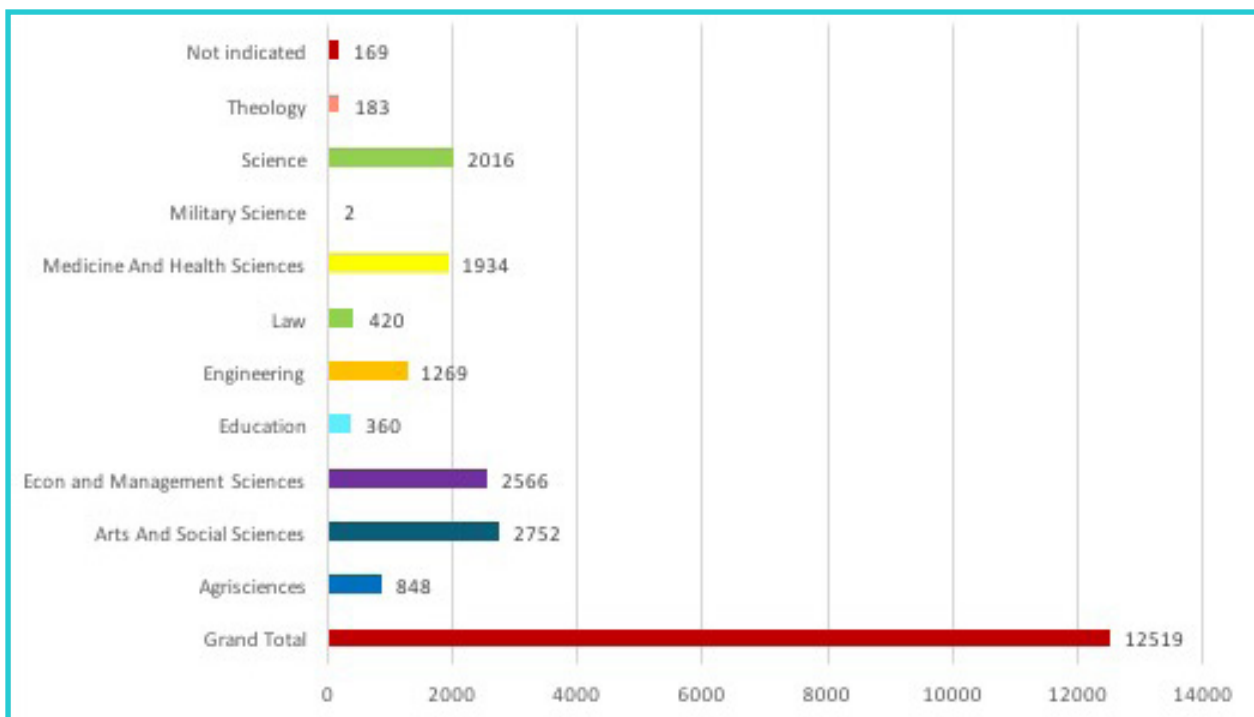


Table 10: Number of sessions per population group

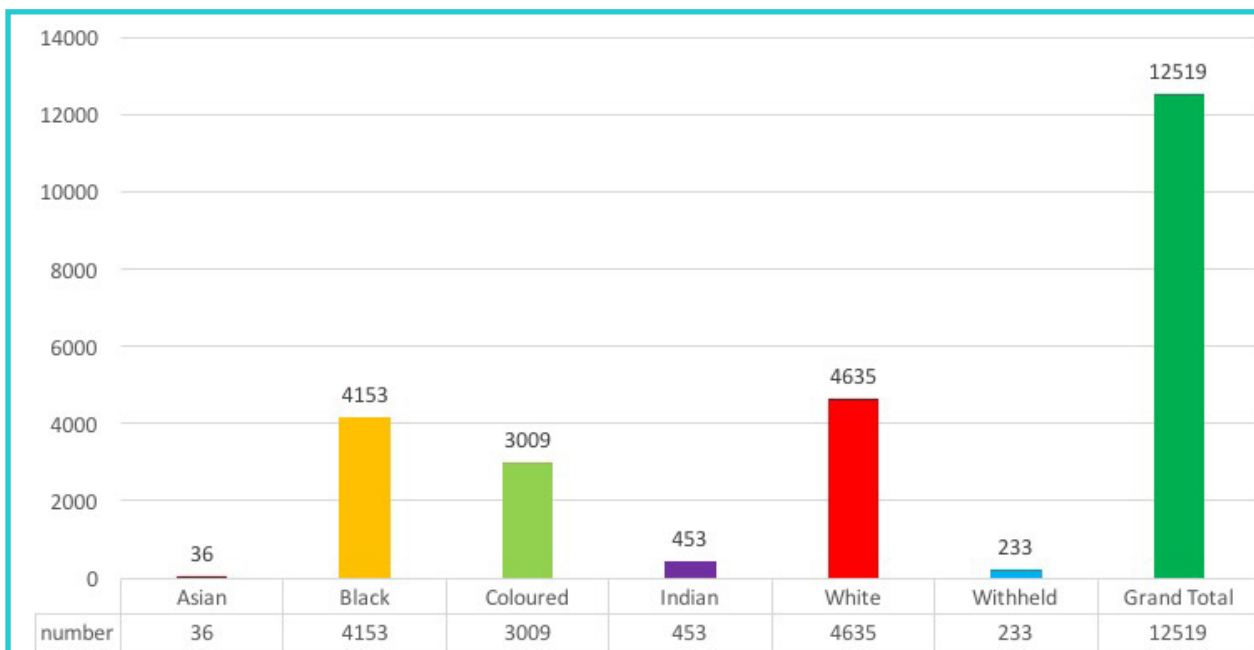
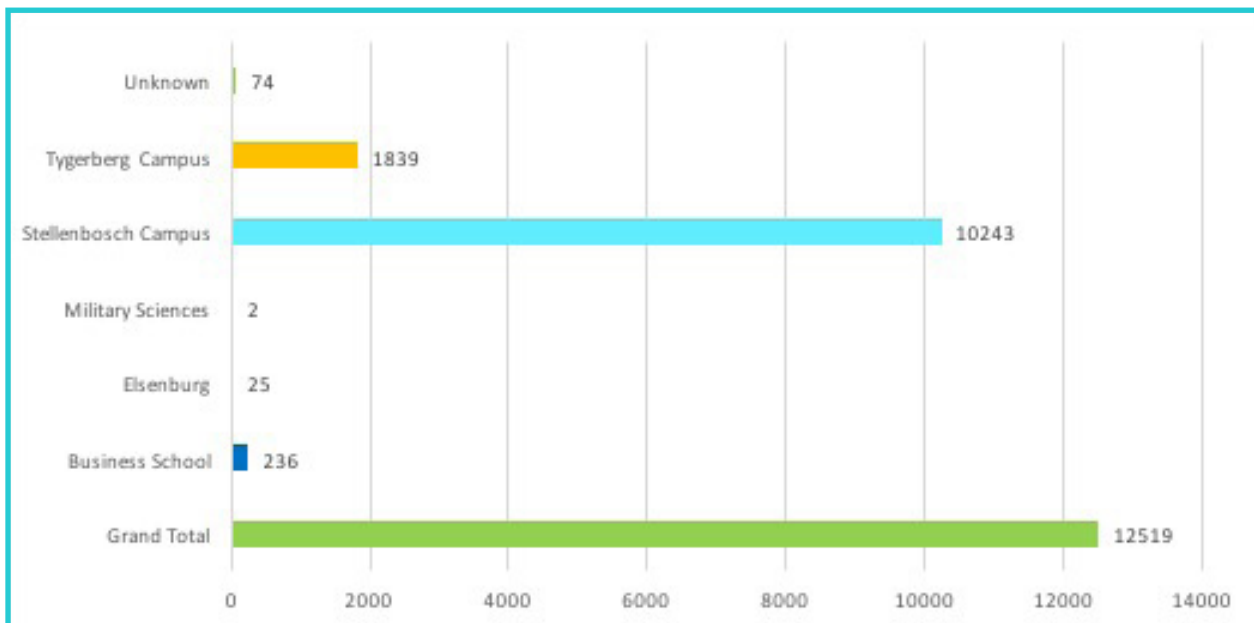




Table 11: Number of sessions per campus



Large group stats (groups bigger than 20)

Table 12: Number of clients per campus

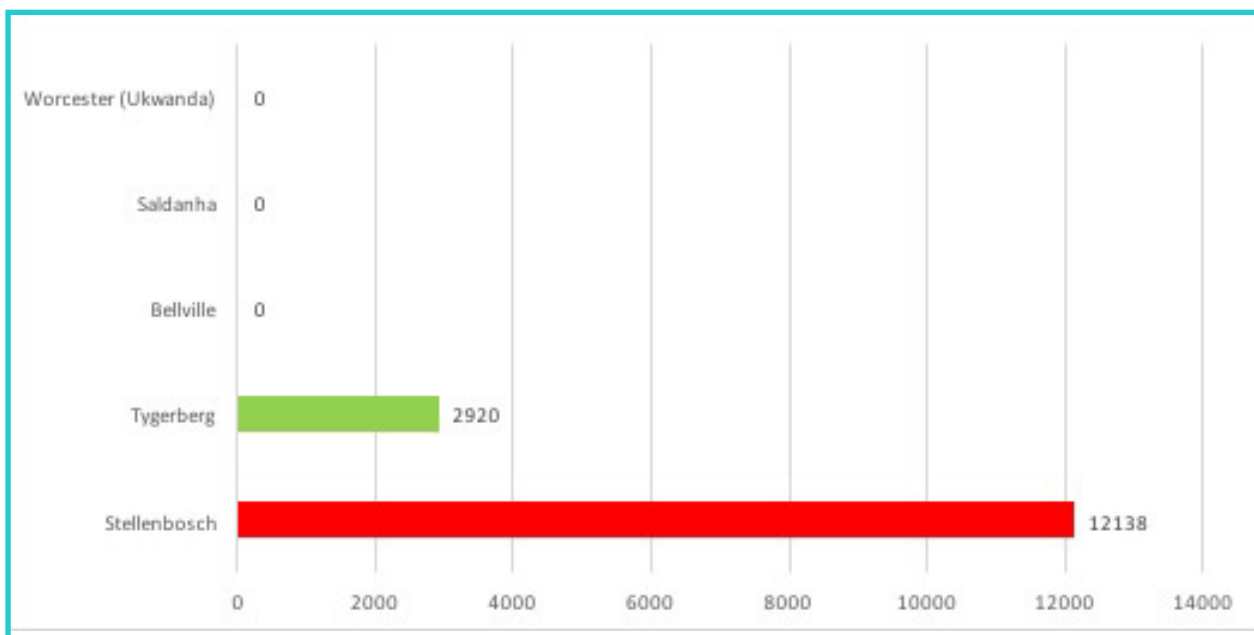




Table 13: Number of clients per faculty

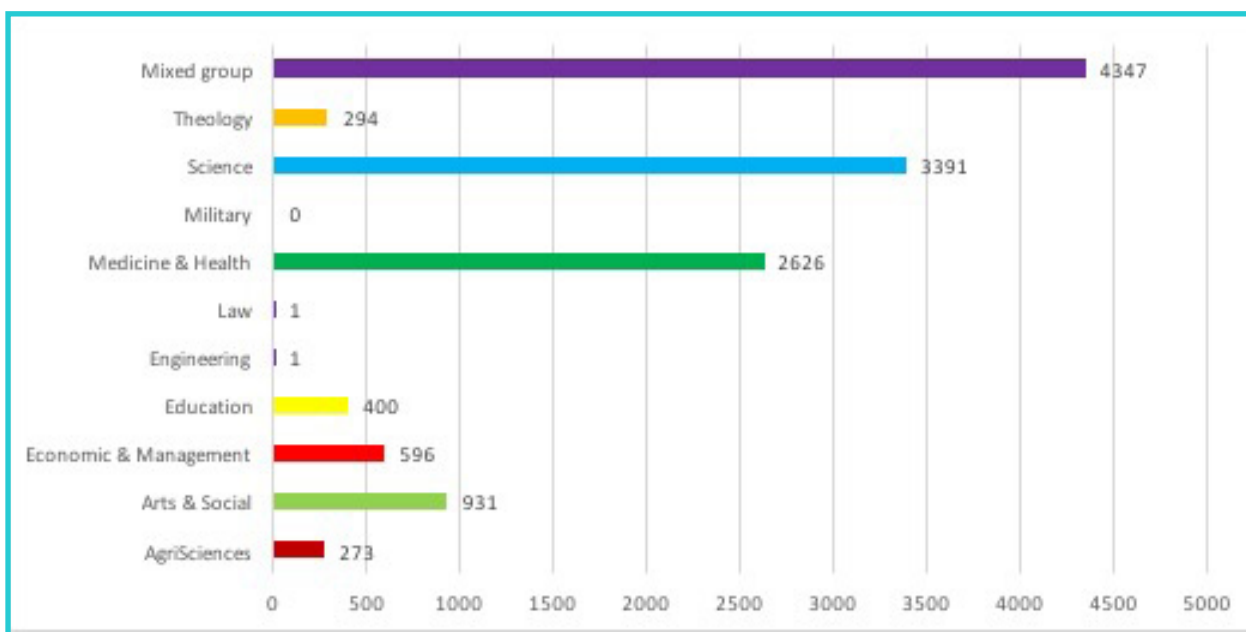


Table 14: Number of clients per year group

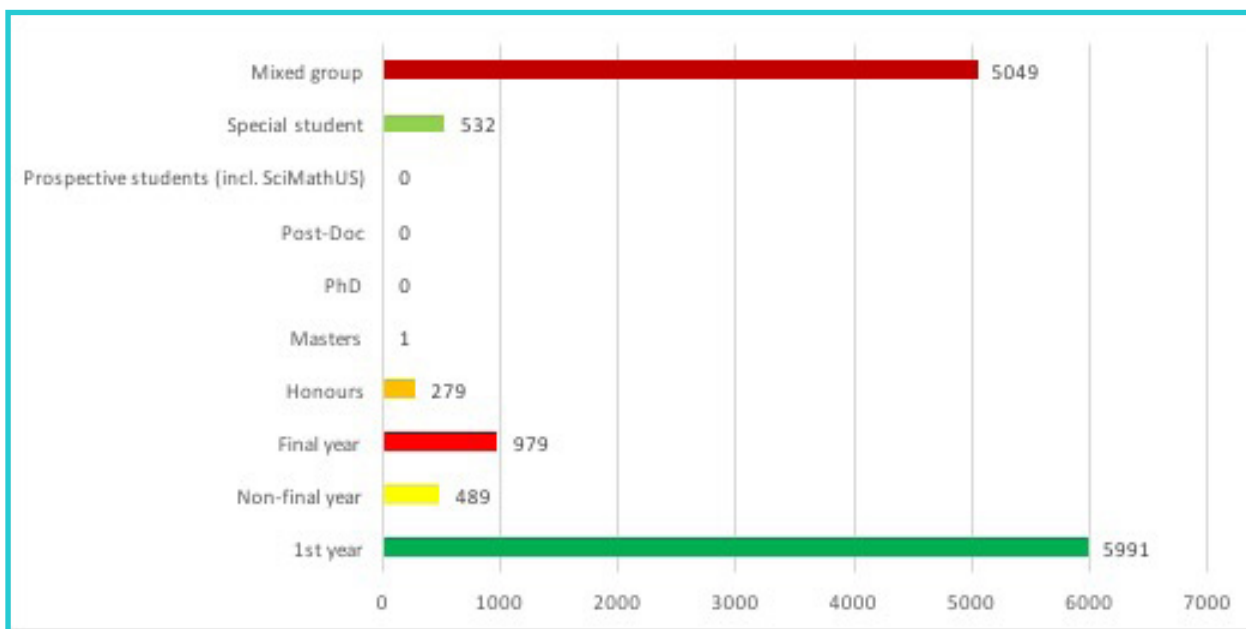




Table I5: Number of clients referred by SU-staff / Not SU-staff or student

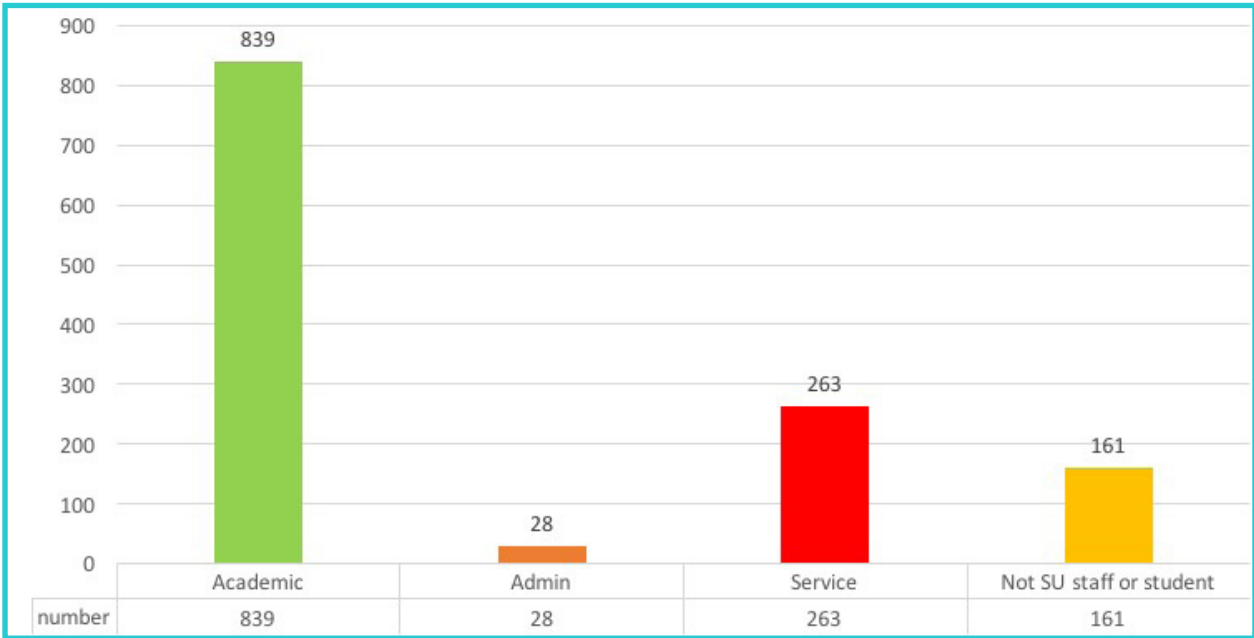


Table I6: Number of clients per Gender

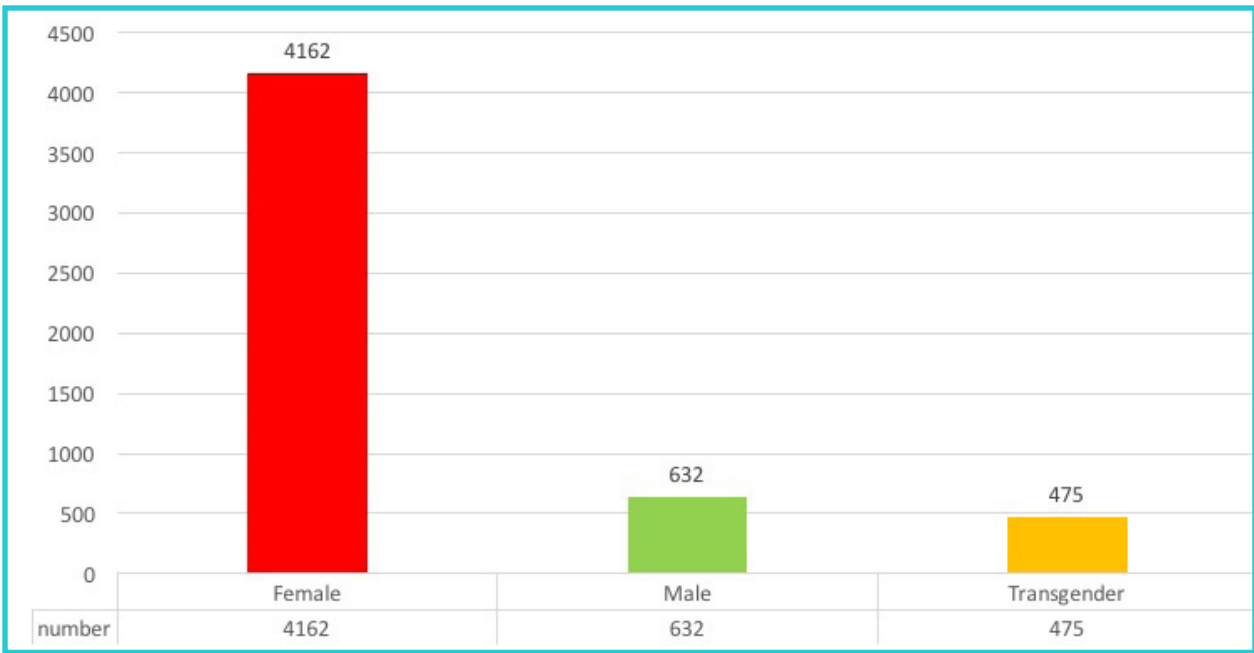




Table 17: Number of clients per population group

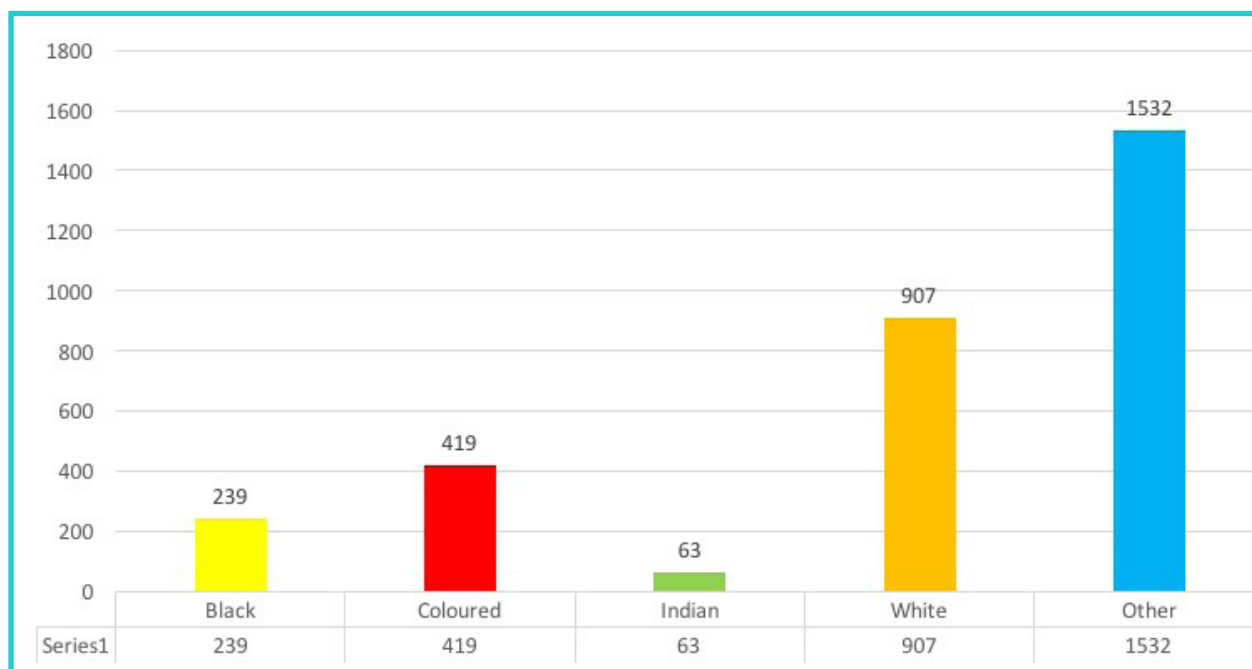
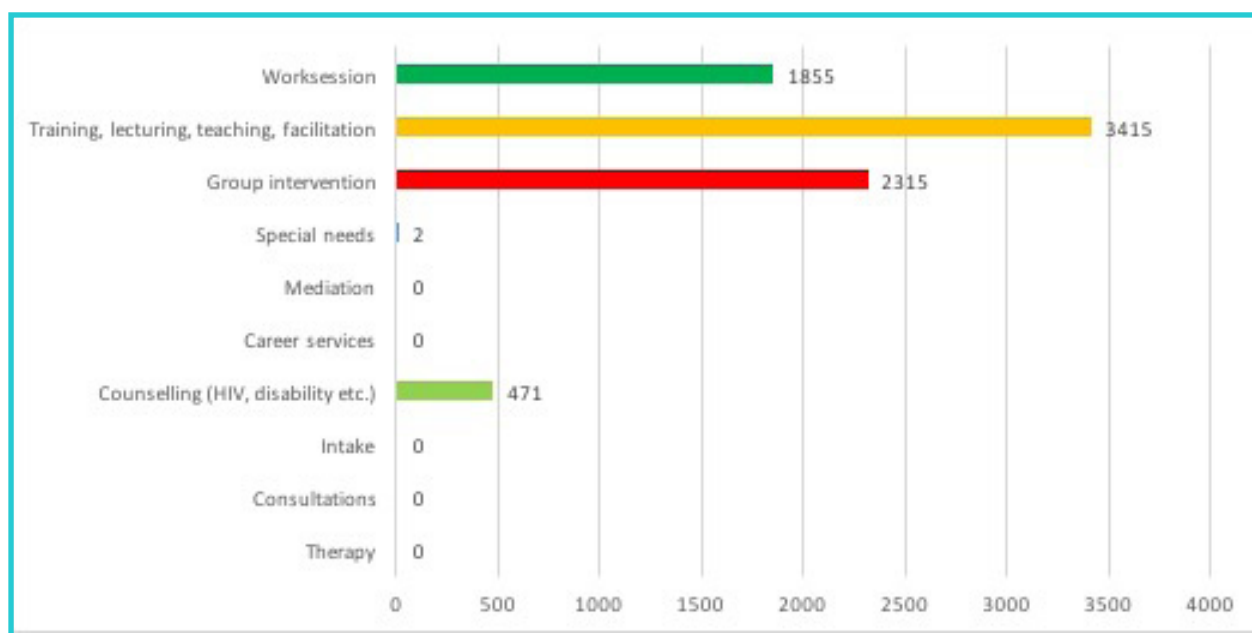


Table 18: Number of clients per session type





Research and Personal Development of Staff

Unit for Academic Counselling and Development (UACD)

Three of the staff members at the Unit were awarded degrees this year. Both Elmien Sinclair and Claudia Saunderson received their PhD degrees, and Natalie Sadie completed her Master's Degree in Educational Psychology.



Dr Elmien Sinclair



Dr Claudia Saunderson



Natalie Sadie

Their thesis topics were as follows:

Transforming student counselling services for the future Stellenbosch University (Elmien Sinclair).

Narratives of the educational and psycho-social experiences of Black students at a historically white university (Claudia Saunderson).

Grades 1-3 learners' perception of their psychosocial well-being in two at-risk school communities (Natalie Sadie).

Natalie Sadie also passed the board examination of the Health Professions Council of South Africa and will register as an educational psychologist at the beginning at 2020.





The UACD staff received the following training:

Elmien Sinclair received a scholarship from DAAD and attended the *Unilead: Women in Academic Leadership Programme*.

Christa Koch attended a workshop titled *Introduction to Psychopharmacology*, presented by Dr Michael Knott.

All the psychologists received training in *Level 1 of Brain Working Recursive Therapy (BWRT)*.

Claudia Saunderson was invited by the Office of Diversity and Inclusion of Ohio State University as a visiting Administrator/Scholar-in-Residence. During her visit to Ohio State University, she was a guest at the first day of training of the 25th National Conference on Diversity, Race and Learning. It ended with a (on invitation only) dinner during which Dr Moore introduced Claudia as the OSU/ODI Visiting Scholar from Stellenbosch University. The theme of the packed-to-capacity two-day conference was, *To Form A More Perfect Union: Advancing Diversity, Equity, Inclusion and Social Justice*.

Claudia Saunderson attended the following two work sessions at Ohio State University:

Improving your CQ – How cultural intelligence benefits the lecture room, workplace & everyday life, and Develop cultural competency & creating inclusive environments

The following conferences were attended, and staff presented papers and posters:

Southern African Association for Counselling and Development in Higher Education 20th Conference: Lamese Chetty presented a paper titled, *Career counselling: More than just traditional career assessment*. She also did a poster presentation with the title, *TVET college students' participation on Facebook and their identity construction*.

Christa Koch presented a paper titled, *Changing practices within a developing individualised internship programme*.





Lamese Chetty attended the Neuro-link Training Conference in Pretoria.

Claudia Saunderson attended Ohio State University's 25th National Conference on Diversity, Race and Learning.

Unit for Graduand Career Services (UGCS)

We publish the Graduate Recruitment Booklet on an annual basis. During the first semester, the focus is on collecting content for the booklet, designing it and getting it ready for printing. We regularly approach internal and external partners to add new and relevant articles to the booklet. Marquard Timmey again partnered with Carla Kroon and Dr Alten du Plessis to present the results of the 2nd Graduate Destination Survey at the SOTL Conference that was held at the Lord Charles Hotel in Somerset West on 29 and 30 October. Thobeka Msi attended the Careers Forum in Vanderbijlpark, Gauteng, from 4 to 5 November. Marquard Timmey and Thobeka Msi attended the SAGEA Conference in Vanderbijlpark, Gauteng from 6 to 7 November.

Disability Unit (DU)

Ethics training

All Disability Unit staff underwent ethics training. In addition, those registered in professions also did ethics training. The Psychology CPD-Well programme was also attended by the one psychologist in the DU.

Publications

The following articles and a book chapter were published:

Dalton, E., Lyner-Cleophas, M.M., Ferguson, B., & McKenzie, J. (2019). Inclusion, universal design and universal design for learning in higher education: South Africa and the United States. *African Journal of Disability*, <https://ajod.org/index.php/ajod/article/view/519/1100>





my clients. I am aware of the enormous responsibility that psychologists have to change lives and influence positive change.”

Social Engagement Forum

On Thursday, 18 July 2019, the CSCD’s Social Engagement Forum volunteered for the “Pack Santa Shoeboxes for 67 minutes at Canal Walk Shopping Centre”, also commemorating Mandela Day 2019. Colleagues were very eager and the excitement overflowed on the day. Colleagues worked in teams by first folding the boxes and then filling them with the various goodies. New friends were made, sharing a common goal. Too soon, our 67 minutes was over and many colleagues expressed that they could go on for another 90+ minutes!

This great initiative was an idea born by one person and today it has grown to a national project, even expanding abroad! The Santa Shoebox Project originated in Cape Town in 2006 with a humble 180 shoeboxes. In 10 years it has grown in leaps and bounds, with the number of Santa Shoeboxes donated reaching a total of 652 180. The shoeboxes are distributed to more than 1 000 recipient facilities each year, through more than 60 satellites centres around South Africa and Namibia. Each shoebox was packed with a toothbrush and toothpaste; facecloth and soap; sweets; toys; stationery; clothing/clothing voucher; books; and a lunchbox and water bottle. This year was even more special as we could write a little note to the recipient.

Some sentiments from staff:

“The experience was rewarding enough, but when they played a message from Madiba on the big screen I teared up for a moment. The gravity of the need became much more real for me.”

“We normally think the receiver gets the blessing, but surprisingly the giver’s blessing is knocking at her/his door at the end of an activity like this. What a privilege it was to bring a smile to so many children!”





Staff showed they cared and felt humbled that they could be part of such a great initiative through which they could make a little heart happy this Christmas, giving hope!



There can be no keener revelation of a society's soul than the way in which it treats its children. (Nelson Mandela, 8 May 1995)





A Reflection on The CSCD's Involvement in the Readmission Process

The CSCD fulfils two major roles in the readmission process. CSCD staff and consultants serve on the panels of the faculty readmission sub-committees and students are referred to the CSCD psychologists by the various sub-committees to (a) discuss certain conditions attached to the student's readmission and/or recommendations by the relevant Readmissions Appeal Committee (RAAC) subcommittee, and (b) to obtain further information about/from the student in order to finalise deferred decisions.

As can be seen in Table 19, the number of applications for readmission increased from 849 in 2018 to 907 in 2019. There was an increase in applications to the faculties of Economic and Management Sciences (12,7%), Medicine and Health Sciences (28,57%), Engineering (9,66%), Science (6,67%), Education (41,18%) and Law (36,36%). A decrease in applications was noted in the faculties of AgriSciences (-19,78%), Arts and Social Sciences (-2,11%) and Theology (-13,33%). According to CSCD data, 182 students (20,09%) had to visit the CSCD to discuss the conditions of their readmission (D38), 30 (3,31%) had to visit their respective faculties to discuss the conditions of their readmission (E40 and/or E41), and 35 (3,86%) had to visit their faculties *and* the CSCD (F42, F43 and F44).

Table 19: Total number of applications for readmission from 2016 to 2019

Year	Total
2016	1 079
2017	899
2018	849
2019	907

It goes without saying that optimal collaboration and communication between the CSCD and the Registrar's Division is of the outmost importance to ensure the best service possible during the readmission process. The CSCD would like to mention the following challenges it faced in 2019. The CSCD was not adequately informed of changes to the process. This included information about new codes and regulations, late applications,



Psychology CPD-Well Programme



This year was the first time the CSCD managed the Psychology CPD Well programme (continued professional development) internally via the SU short course system. This programme was developed and accredited in 2003 to give psychologists, counsellors and psychometrists the opportunity to earn continued professional development points, as required by the Professional Board for Psychology. Since its inception, the programme has been managed by an external service provider, ConsultUS; this agreement was terminated at the end of 2018.

Currently, the participants can enrol for three different options, namely:

- Option A: Attend lectures about various subjects presented by specialists.
- Option B: Download pre-recorded lectures (presented in Option A) from the Internet and complete an online questionnaire.
- Option C: Read web-based articles and complete an online questionnaire.

This programme not only serves as a training opportunity for our professional staff but is also a third source of income for the Centre, as psychologists, counsellors and psychometrists from outside SU can participate at a fee. This strengthens the voice and contribution of the Centre nationally and internationally. This year, 875 people participated in the programme and a project team within the Centre managed the whole process – a hearty thanks to Elmien, Christa, Sanet, Annette and Ilse, who assisted greatly.



We are excited to announce that the offering for 2020 will change. To accommodate the changing profile of our participants, a stronger online offering needs to be provided. Option A changes into a full-day workshop – accredited for seven Ethics Continued Education Units (CEUs) for all professions registered at the HPCSA on 12 February 2020.

Option B will provide an online offering on topics presented by experts in the field, and Option C remains articles – either with a general focus or an industrial focus. All information can be found on www.sun.ac.za/cpdwell

#Mental Health



The theme of this year's World Mental Health Day (10 October) was *Working together to prevent suicide: A day for 40 seconds in action* – globally, one person loses their life every 40 seconds due to suicide. To celebrate World Mental Health day, an awareness campaign kicked off on the Rooiplein on 10 October, with exhibition tables from CSCD, Campus Health Services and several substance abuse organisation partners.

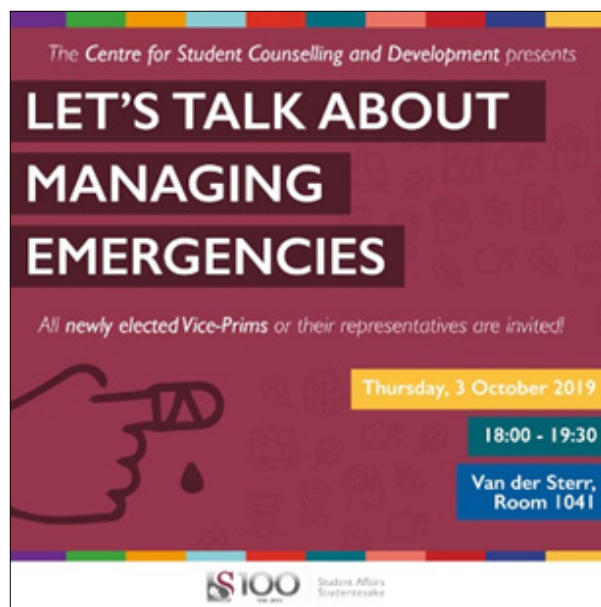
During 2019, the CSCD initiated a variety of discussions with important role players, preventative campaigns and events, awareness campaigns and consultations to engage





on these matters and advance mental health across all environments. It is also important to continue having conversations about #Mental Health and what it really means for individuals and communities.

One of the pilot projects we launched during 2019 was the establishment of a cluster response committee to assist communities to deal with emergencies. An emergency can be many things – it can be an individual incident, or it can influence a whole community – and we started to empower students who can help us to deal with the situation. This team is known as **CREW (Community Response Engagement for Wellness)**. The pilot in 2019 was hugely successful and we have started with a process for 2020.



Another initiative piloted during the second semester of 2019, was the Health and Leadership (HealthyUS) short course. This short course intends to inform and equip students with adequate knowledge and skills to navigate the multifaceted arena of health, health care and personal well-being. The course aims to enable participants to think critically about factors influencing society's perceptions of health, and their role as agents of change in the educational aspect of health and personal well-being. The course was presented by the Frederik van Zyl Slabbert Institute for Student Leadership Development, in collaboration with the CSCD and Campus Health Services. Students' feedback was very positive, and this will be definitely be continued in 2020.

A Mental Health Task Team with Dr Birgit Schreiber, our previous Senior Director, as





convener was established during the latter part of 2018 and focused on providing an integrated framework to deal with mental health matters on campus. The task team met several times and consulted widely, after which the process was handed over to Dr Munita Dunn-Coetzee, Director: CSCD. A student mental health task team was running parallel to the staff mental health team and these had to be integrated. Discussions on a final draft document are in process, with the aim of having it institutionally approved in 2020.



Stellenbosch University registered the need for a dedicated, comprehensive and integrated 24-hour emergency service for mental and medical health emergencies. On 16 January 2017, an integrated emergency service was implemented with ER24. This programme provides a dedicated emergency number with access to a national call centre with a dedicated medical and mental health portal and first responders, face-to-face counselling and ambulance transport to hospitals nationally, amongst others. Stellenbosch University was registered as a preferred provider with a dedicated emergency number, and regular feedback (daily and monthly) forms part of the service. The contract is managed by the Director of the CSCD, in collaboration with Campus Health Services. This has been the third year of the ER24 contract, and the statistics indicate that there is a dire need for an emergency service model (see Figure 1 for the figures for 2019 per campus and Figure 2 for the summary figures per campus for 2018).





Figure 1: Total ER24 calls per campus | January - 30 November 2019

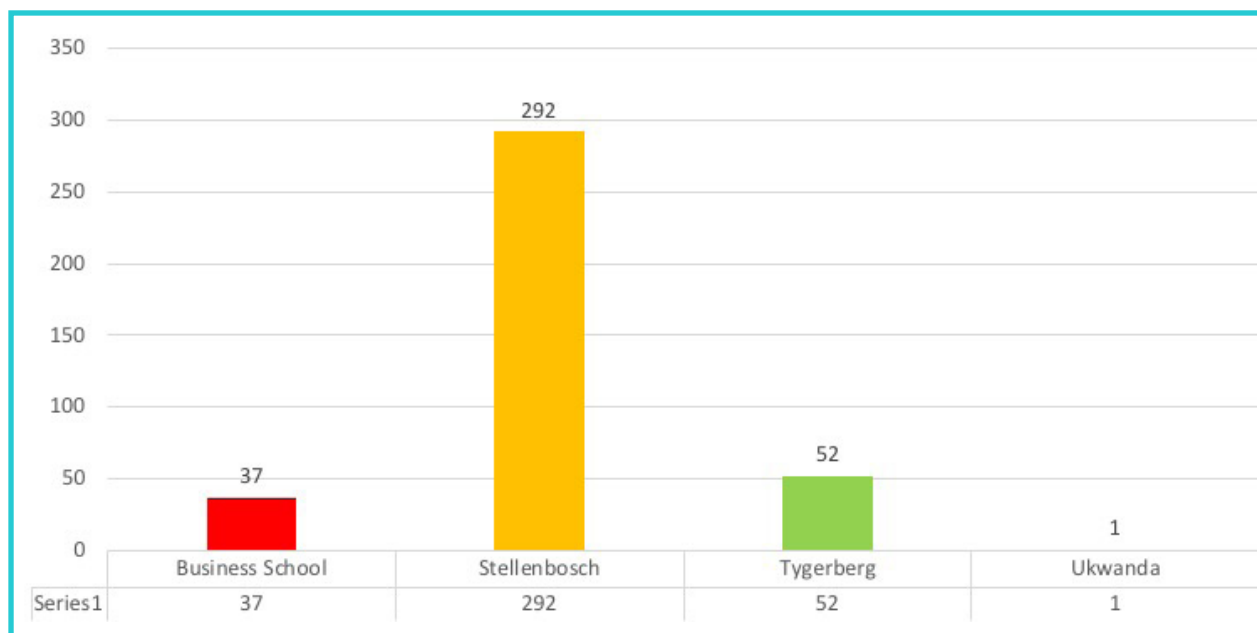
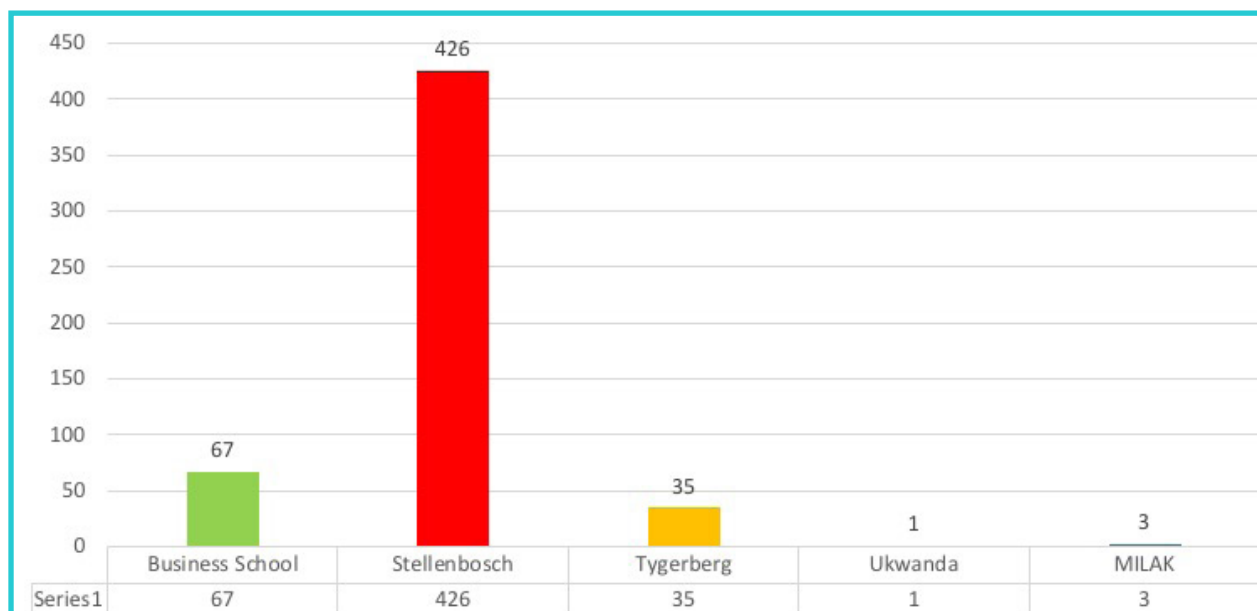


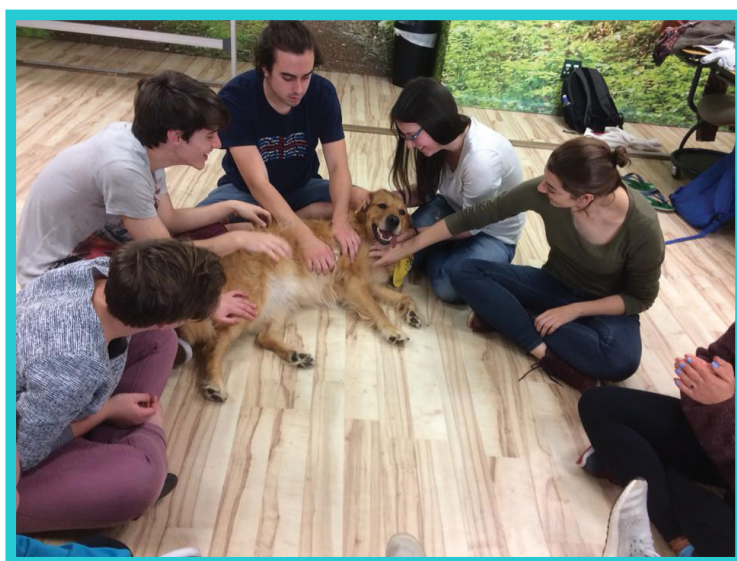
Figure 2: Total ER24 calls per campus | January - 30 November 2018





Uptake on all campuses indicates national access. Indeed, the uptake of counselling services for psychological and mental health issues after hours indicates the importance of such a service in support of students, and therefore warrants more funding for this service. The daily reporting system enables CSCD and Campus Health Services personnel to follow up on the clients and ensure the necessary support and management. Relief on call-outs during office hours also entitles clinical personnel to maximise clinical hours for students in need, instead of attending to emergency situations that need hospital care. An agreement has been signed with ER24 for service delivery in 2020, escalating the number of trauma counselling sessions included in the contract from 120 per annum to 200 per annum. This is funded by the institutional budget, for which we are immensely grateful.

Another initiative we continued with during 2019 was Pets as Therapy (PAT) sessions at the Centre, during which students can engage with therapy dogs. The sessions are done in collaboration with Dr Marieanna le Roux (Psychology Department, SU) and the NGO, Pets As Therapy. The sessions started in February and ran until the end of November. The number of students attending per session fluctuated from a few to 30! The feedback was overwhelmingly positive and we are already planning sessions for 2020. We are also trying very hard to get sessions for the Tygerberg campus – even if it is only on a monthly basis. We extend our heartfelt thanks to Dr le Roux, for her assistance, dedication and passion for making this project work.



Pets As Therapy





Several initiatives to assist students with psychosocial and academic support are offered at the Centre. At the recent Neuro-Link Conference in Krugersdorp, the Centre for Student Counselling and Development was awarded the Best Performing Partner of the Year Award. The Neuro-Agility Profile is a multi-dimensional brain profile assessment that we conduct with students on a regular basis. This helps students to understand themselves better, and assists them in preparing better for their studies and truly flourishing in what they do.



The Division for Student Affairs has three research mornings per year and it was the Centre's turn to organise the last research morning of the year, on 8 November. Our topic focused on mental health, with excellent presenters in the form of Dr Jason Bantjes, Dr Wylene Saal, Dr Elsie Breet and Mr Franco Gericke (Psychology Department, SU). The morning was attended by approximately 50 colleagues from all spheres of the University, and the two topics focused on academic performance and mental health, and exploring e-interventions in supporting mental health. This was a wonderful opportunity for research and service delivery to engage on these important topics.





Division Student Affairs

RESEARCH MORNING

8 November 2019 • Room 1041, Van der Sterr Building

09:00	OPENING Dr Choice Makhetha <i>Senior Director: DSAf</i>
09:10	ACADEMIC PERFORMANCE AND STUDENT MENTAL HEALTH Dr Jason Bantjes Dr Wylene Saal <i>Department of Psychology, SU</i>
10:00	DISCUSSION
10:20	REFRESHMENTS
10:45	OPPORTUNITIES TO UTILIZE E-MENTAL HEALTH INTERVENTIONS TO PROMOTE STUDENT WELLNESS Dr Jason Bantjes <i>Department of Psychology, SU</i> Mr Franco Gericke <i>Caring Universities Research team</i> Dr Elsie Breet <i>Department of Psychology, SU</i>
11:30	DISCUSSION
11:55	CLOSURE Dr Munita Dunn-Coetzee <i>Director: Centre for Student Counselling and Development</i>

Organised by the Centre for Student Counselling and Development

 Student Affairs
 Studentesake

Our Centre believes in a multifaceted approach to dealing with mental health and one of the key focus areas for 2020 will be the expansion of our virtual presence to capacitate online psychoeducation, communication and support.

Health One Clinical Database

In a Centre such as ours, where we use a lot of paper, we needed to rethink our functioning and practices to ensure a more effective way of functioning. With the aim of rendering a more integrated service to students, functioning in an eco-friendlier manner and gaining more office space, the implementation of the Health One Clinical Database was embarked upon in 2016. This is a database used mainly by medical professionals, and the process to





adjust it to exactly meet the Centre's needs started in 2016. The implementation of this database means that the CSCD is functioning in a paperless manner – from the moment of intake of a student (completing the intake form on a tablet at Reception) until the support process has been finalised. In 2019, all five units of the Centre could actively work on the database and it was possible to draw statistics on a monthly basis, making it easier than ever before. Thank you to each colleague for their patience in implementing this process – this was a huge shift to make, and also to Amanda, who is actively driving the implementation of Health One and ensuring all the necessary adjustments are made.

Institutional Framework on Food Security

In the changing climate within higher education, and with a more diverse student population, food insecurity is one of the main issues that needs prioritisation. As more students are getting opportunities to enter the higher education system than ever before, the volume of students from low-income communities is also growing, and this means that Stellenbosch University needs to relocate its strategies.

The development of a regulatory framework that guides SU in how to deal with the different facets of this phenomenon is needed. A task team – with members of both the Stellenbosch and Tygerberg campuses – was compiled to address this matter in the middle of 2018. Dr Munita Dunn-Coetzee (Director: Centre for Student Counselling and Development) acted as the convenor of the Stellenbosch campus task team, with Ms Khairoonisa Foflonker (Manager: Student Affairs, Tygerberg Campus) as the convenor on the Tygerberg campus.

Several conversations were conducted with student leadership, as well as colleagues from national and international tertiary institutions. A survey to gather more information from SU students with regard to food security was distributed during June 2019, and the results informed the task team report and institutional framework. Information sheets and pamphlets were created during the task team process to ensure that students and staff were informed about the procedures. Negotiations with food service providers on the Stellenbosch campus resulted in us obtaining a number of sponsored meals per week at residences to which students could be referred. The task team process was dynamic, as several procedures were adjusted and implemented throughout. The report was distributed during December 2019, highlighting the much-needed staff capacity to enforce the institutional framework on dealing with food security.



FOOD SECURITY PROGRAMMES AND EMERGENCY RELIEF:

WHERE TO GET HELP

*Please come for assistance
– sooner rather than later*

At Stellenbosch University (SU) we believe that no student should be burdened with the stress of food insecurity. There are long-term and sustainable food security programmes that have been streamlined by an application process and guidelines.

Remember that there are guidelines for students who already receive financial support (or a bursary), as well as emergency relief for students who do not receive any financial support. A holistic assessment of the student's financial circumstances will also be conducted to ensure that students' needs are fully met.

Please take note of the following important information:

STELLENBOSCH CAMPUS

UNDERGRADUATE STUDENTS

CENTRE FOR STUDENT COUNSELLING AND DEVELOPMENT

During office hours:

- 📍 Victoriastraat 49
- ☎ 021 808 4994
- ✉ supportus@sun.ac.za
(also for after hour emergencies which can be dealt with the next working day)

CENTRE FOR UNDERGRADUATE BURSARIES AND LOANS

During office hours:

Students who are partially funded may contact the Centre for Undergraduate Bursaries and Loans, situated in Administration A. The centre performs an assessment of the student's financial needs using the NSFAS means test. Should the student qualify in terms of the means test, the centre determines the amount for food allowance as determined by the NSFAS means test.

- 👤 Tracy-Lee Titus en Abdullah Ahmed
- ☎ 021 808 9111
- ✉ titus@sun.ac.za / ahmeda@sun.ac.za

POSTGRADUATE AND INTERNATIONAL STUDENTS

POSTGRADUATE AND INTERNATIONAL OFFICE

During office hours:

- 👤 Carmien Snyman
- ☎ 021 808 3078 / cns@sun.ac.za

Postgraduate students (Tygerberg & Stellenbosch):

- 👤 Nugent Lewis
- ☎ 021 808 2957 / nugent@sun.ac.za

AFTER HOURS EMERGENCIES

Which cannot wait until the next working day

CENTRE FOR STUDENT COMMUNITIES (AFTER HOURS)
Only emergencies which cannot wait until the next working day, e.g. somebody who couldn't access help as indicated above.

- 👤 Riana Engelbrecht
- ☎ 084 030 0120

FOOD SECURITY PROGRAMMES AND EMERGENCY RELIEF:

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Remember that there are guidelines for students who already receive financial support (or a bursary), as well as emergency relief for students who do not receive any financial support. A holistic assessment of the student's financial circumstances will also be conducted to ensure that students' needs are fully met.

Please take note of the following important information:

TYGERBERG CAMPUS

Centre for Student Counselling and Development

During office hours:

- 📍 Room 3035, Second Floor, TSS
- ☎ 021 938 9590

Tygerberg Pantry Project (TPP)

The TPP are a group of students and staff who volunteer to raise donations in the form of non-perishable food and toiletries to assist Tygerberg students with food and toiletry insecurity.

- ✉ tygerbergpantryproject@gmail.com

Office for Undergraduate Bursaries and Loans

During office hours:

Students who are partially funded may contact the Undergraduate Bursaries and Loans Office, situated in Room 1043, Clinical building. The office performs an assessment of the student's financial needs considering the NSFAS means test, financial information provided by the student on the SU system or elsewhere and the student's funding profile. This office will make a recommendation to the relevant support structure at Tygerberg Campus who in turn will determine the amount / allocation of food allowance that can be provided to the student.

- 👤 Nolvuyo Capsana
- ☎ 021 938 9458 / tygbursaries@sun.ac.za
- 👤 Rochelle Sylvester
- ☎ 021 938 9129 / tygbursaries@sun.ac.za



Staff of the Centre

Director

Secretary: Director: CSCD

Financial Administrative Officer

Central Reception: Senior Secretary

Central Reception: Secretary

CPD Well Administrative Officer

Assistant

Assistant

Dr M Dunn-Coetzee

Ms HZ Kotzé

Ms S van Zyl

Ms A Welgemoed

Ms MC Denyssen

Ms IK Pool le Roux

Ms MM Vlok

Ms JL Moffat

Unit for Academic Counselling and Development

Head

Educational Psychologist

Educational Psychologist

Psychometrist/Project Co-ordinator

Intern Educational Psychologist

Intern Educational Psychologist

Consultant Educational Psychologist

Consultant Educational Psychologist

Consultant Educational Psychologist

Consultant Educational Psychologist

Consultant Educational Psychologist

Dr E Sinclair

Ms C Koch

Ms L Chetty

Dr CP Saunderson

Ms Z Jansen

Ms N Sadie

Ms A van der Vyver

Ms C Bosman-Vosloo

Ms A Nel

Ms L Kloppe

Ms D Kempthorne

Unit for Graduand Career Services

Head

Project Co-ordinator: Graduate Recruitment

Part-time Secretary 5/8

Co-ordinator: Virtual Career Information

Mr MA Timmey

Ms W Naudé

Ms A Joubert

Ms ST Msi





Ms D van Neel

Dr MM Lyner-Cleophas

Ms ME Willems

Ms PH Louw

Ms MM Stevens

Mrs J Erasmus

Ms JL Apollis

Mr JG Brink

Mr A Paulse

Ms M Munro

Mr G Smith

Ms O Mdaka

Mr QB Apollis

Ms N Christians

Ms T Bongwana

Mr Cl Davids

Ms LV Milford Smit

Ms L Norval

Ms L Poole

Ms E Kruger

Mr M Strydom

Ms TL Manuel

Mr JH Meyer

Ms LG Witbooi

Ms DC Kamalie

Ms VE Gilbert

Ms NC Fouché

Ms AM Nel

Senior Clinical Psychologist (Tygerberg Campus)



Clinical Psychologist (Tygerberg Campus)

Consultant Psychiatrist

Consultant Clinical Psychologist

Consultant Clinical Psychologist

Consultant Clinical Psychologist

Consultant Clinical Psychologist

Consultant Counselling Psychologist

Consultant Clinical Psychologist

Consultant Clinical Psychologist

Consultant Registered Counsellor

Consultant Clinical Psychologist

Ms L Joubert

Dr C van den Berg

Dr A Grundlingh

Mr JP Theron

Ms FB Ismail

Ms BS Swarts

Dr ML Stone

Ms W Arnolds

Ms E Jansen van Rensburg

Mr H Gericke

Mrs AM Penas

