Centre for Student Counselling & Development (CSCD) Annual Report 2017



UNIVERSITEIT STELLENBOSCH UNIVERSITY 3













"...thank you again for your generous hospitality in arranging such a full and informative itinerary during our visit. To a person, all of the members of our group have learned a great deal and were charmed by the warmth and openness of the faculty, staff, and students we met." – Raymond M. Zurawski, Ph.D. St. Norbert College, Wisconsin, USA.





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Message from Dr Birgit Schreiber Senior Director: Student Affairs



This has been an eventful and highly successful year for the Centre for Student Counselling and Development (CSCD). Along with the newly established Centre for Student Leadership and Structures and the consolidated Centre for Student Communities, the CSCD has made a significant contribution towards the student and institutional success in 2017.

As the end of the year is in sight, I would like to highlight a few key achievements of 2017 which need to be celebrated. Our Student Affairs, and the CSCD in particular, received immensely positive feedback from the external Quality Assurance Panel consisting of

national and international assessors, and they affirmed the work we do. Thank you to all CSCD staff who contributed to this success! Coming from an esteemed panel as we had, this is good reason for SU to be proud of our CSCD. There are many more reasons to be excited about the achievements of 2017. ER24 was tested and proved to be successful, while Callisto – an online sexual violence reporting tool that will help SU track and identify offenders with much more success – has been implemented and we are now in the testing phase. We finalised the establishment of the Gender Nonviolence post to implement the recommendations of the End Rape Culture Task Team. We celebrate the 10th anniversary of supporting over 350 students with disabilities and this year we also finalised the Universal Disability Access Policy which will reshape the way SU conceptualises and includes diversity and disability. More and more interventions are migrated to online environments and some events are screened live in order to reach more students than before. Our Career Fairs were attended by over 5000 students and we look towards implementing the Simplicity Platform to accelerate the employability of our graduates in 2018.

It is clear that our students make excellent use of our services and while this is testimony to the significant work of the CSCD, it gives rise to bottle necks and waiting lists, as the Therapeutic Services in particular are oversubscribed. The national increase in mental illness has reached worrying proportions and we will find innovative and systemic ways of





assisting more and more students seeking to resolve challenges, thereby enabling them to reach their goals.

In my second year as the senior director for Student Affairs at Stellenbosch University I had the joy of working with the Centre for Student Counselling and Development and all its staff. They are committed and hardworking, bring joy and innovation to the work and tirelessly support our students. This Centre plays a critical role in the success of students and the SU alike, and I wish to thank all colleagues for their respective contributions.

Throughout the year, I was immensely struck by the breadth and depth of the work, the professionalism, the commitment and the enthusiasm with which staff engage with students, the work as such, and dealing with the challenges to accelerate the success and co-curricular development of students at SU.

It was the third year in the recent history of Higher Education that our certainty that Higher Education continues to do its important work in the national transformation project had been tested. Staff at the Centre, along with our colleagues in Student Affairs and the wider SU community, renewed their resolve to commit to Higher Education as a pivotal role player in the reconstruction of the South African economy and social fabric. I thank Marquard Timmey and Dr Munita Dunn-Coetzee, our leadership team and the staff at the Centre for this unwavering commitment to the goals of Higher Education to which Student Affairs and SU is closely aligned.

I wish to thank each and every one at the CSCD and also welcome our new staff Slindile Mavundla at the Disability Unit, Quinton Apollis and Dumile Mlambo at the Equality Unit and Jan-Hendrik Meyer at the Unit for Psychotherapeutic and Support Services. We know that each one makes critical contributions to our shared vision of providing our students with supportive and transforming experiences.

There have also been some personal triumphs: Marcia Lyner-Cleophas completed her PhD and we congratulate her on this amazing achievement!

Finally, and on a personal note: Munita gave birth to twins and we congratulate her and her new family, wishing them many years of joy and happiness – you will have double the fun with twins!

A big thank you to Marquard Timmey for directing the Centre during Munita's time with her family. Stepping in so enthusiastically is not only testimony to your commitment, but also to the wonderful team you have been leading this year.

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Thank you all for a wonderful 2017!

Birgit Schreiber





Message from Dr Munita Dunn-Coetzee Director: Centre for Student Counselling and Development



"A goal is a dream with a deadline" – Gil Gutknecht

Gil Gutknect's quote seems to perfectly summarize 2017 – a year where the Centre had to think differently about our goals, our vision and our mission to ensure we remain a relevant voice within not only Student Affairs but campuswide. In providing a holistic service to the SU community, the Centre has a developmental, preventative and curative role to play. I am excited to share our new vision, mission and values:

Vision

We strive for our Centre to be approachable, inclusive and client-centred, with our values based on shared humanity; we aim to promote citizenship by facilitating wellness, personal agency and sustainable equity.

Mission

To provide the University community with psychological, developmental and support services, with the focus on critical engagement, advocacy, personal growth and graduateness.

Core values

Empathy / Shared accountability / Innovation / Excellence / Leadership in the service of others

As the Centre aims to develop its technological footprint with the aim of rendering a more integrated service to students, the implementation of the Health One Clinical Database was embarked upon during 2016. The system has been operational since mid-2017 and although this is quite a learning curve for everyone involved, we are very excited about this new dimension added to the Centre's service delivery!





When you page through the annual report, you will be able to read the excellent and pioneering work being done by each Unit. The 24/7 Crisis Service is one of the core services that CSCD renders. There is a dire need amongst students for a dedicated, comprehensive, integrated 24 hour emergency service for mental and medical health emergencies. A program, with ER24 as service provider, which allows a dedicated emergency number with access to a national call centre with a dedicated medical and mental health portal, first response, face-to-face counselling and ambulance transport to hospitals nationally, amongst other, was implemented from 16 January 2017. Stellenbosch University was registered as preferred provider with a dedicated emergency number and regular feedback (daily and monthly) formed part of the service.

The CSCD is an integral role player in optimising success, and we attach value to cooperative relationships with colleagues – at SU, nationally and internationally. My sincere thanks to everybody who contributed to the success of the CSCD during the past year – especially to Dr Birgit Schreiber, the Management Committee and each staff member at the CSCD, for your diligence, positive attitudes and for being agents of change. Thank you in particular to Marquard Timmey who was acting Director while I was on maternity leave – you did well and I am proud of you! I am looking forward to 2018!

Munita Dunn-Coetzee





Introduction

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

The CSCD is centrally situated on Stellenbosch Campus and housed in five buildings in Victoria Street. The offices on Tygerberg Campus are situated on the third floor of the Student Centre. The Centre comprises various units, each of which specialises in a specific service to optimise success.

"It is so useful to know that whatever tough situations I may face here, there is support available". - Student feedback







Unit for Academic Counselling and Development (UACD)

This unit renders a developmental service which focusses on the academic challenges that students may experience. The team, with Elmien Sinclair as head of the unit, includes educational psychologists and a psychometrist, as well as intern psychologists. Students are provided with support with regard to study methods, study programs, test and exam stress, time management and the optimisation of their potential by means of individual consultations, work sessions and self-help material.

"It helped me a lot and I feel comfortable going there for help and support! Very relevant workshop that helped me realise how to manage and cope with stress." - Student feedback

Unit for Graduand Career Services (UGCS)

The services of UGCS are focused on preparing our students for entering the world of work. Although the UGCS is available to all Maties, the services are particularly geared to empowering our final-year students for the job-seeking process. This could include individual sessions about a student's possible career, work sessions on writing CV's, interview skills and exposure to opportunities for networking with companies via career fairs. The unit is headed by Marquard Timmey, who emphasises that the optimal preparation of students for the job-seeking process forms an important part of the unit's core business.

The UGCS has a new career services management system called MatiesCareers, which informs students about easy ways to search and apply for vacancies, internships, part-time work and opportunities to act as volunteers. MatiesCareers will also provide them with information about career fairs and work sessions facilitated by the unit, affording them an opportunity to register and RSVP online. Students can also upload CV's for potential employers, search and view employers and remain connected with the Unit.

"The presenter gave very relevant and useful examples" – Student feedback





Disability Unit (DU)

The unit promotes campus wide disability inclusion through its advocacy role. Individual support plans are also discussed with students to ensure curricular and co-curricular success. We support staff too where possible. Contact us at disability@sun.ac.za

"When the Disability Unit told me they would meet my needs and actually did that, it changed my life. It was the moment someone heard me and understood what I truly needed to excel academically and to have a positive student learning experience."

– Student feedback

Equality Unit (EU)

This unit promotes collective action towards social justice and discourse to address social asymmetries at SU. We also coordinate, educate and raise awareness around issues such as sexualities, gender, HIV/Aids, and antidiscrimination in partnership with the relevant campus structures. Apart from the coordination and implementation of SU's policies on Unfair Discrimination and Harassment and HIV/Aids, the unit also plays a leading role in dealing with issues related to gender nonviolence. We serve as a centralised one-stop service for students and staff with regard to managing accounts of unfair discrimination and various forms of harassment. The unit offers walk-in services at 39 Victoria Street (Huis Simon Nkoli House), including free, quick and confidential HIV testing and counselling (email <u>hiv@sun.ac.za</u> for more information) or to lodge complaints about unfair discrimination-based matters (email <u>unfair@sun.ac.za</u>). We can be reached telephonically at 021 808 3136.

Should you experience any form of discrimination, harassment or victimisation by fellow university students or staff, you are encouraged to make use of our walk-in service for reporting the incident to our unit and lodging an official complaint.

Please follow us on Facebook and Twitter (@MatieSUrpass) for updates and to keep in touch with us.

"Not fearing discrimination, when I make use of the HIV testing services is a great relief."

– Student feedback





Unit for Psychotherapeutic and Support Services (UPSS)

The unit assists students with psychological challenges. This promotes retention and throughput which ultimately contribute to academic success. The unit also plays a significant advocacy role, as it engages with various stakeholders that take an interest in our students' wellbeing.

For students to function optimally, it is essential that the services contribute to their holistic development. A key responsibility of the Unit is to provide students with continuous and professional services. The Unit strives to attain this goal by offering a range of services on the Stellenbosch and Tygerberg campuses, and comprises individual psychotherapy, work sessions, a 24-hour crisis service and support pertaining to social work.

"It helped me a lot and I feel comfortable going there for help and support!" – Student feedback





Unit for Academic Counselling and Development (UACD)



A Reflection on the Unit's Year

2017 was an exciting year for the Unit for Academic Counselling and Development (UACD). 47 Victoria Street was renovated. Both restrooms received a makeover and the bath on the top story was replaced with storage cupboards. We also received new furniture for the two open areas on the ground and top floor.

The UACD offered twelve-month internships for the first time this year. Debby Kempthorne and Fazeelah Osman were appointed as educational psychology interns. Debby and Fazeelah offered services of an exceptional high standard for our students, including psychotherapy, career counselling, academic support, psychometric assessments and work sessions. The UACD collaborated with the Western Cape Education Department (WCED) to expose the intern psychologists to work in the school communities. The partnership was well received by both the schools and the interns.





An electronic case management system – HealthOne- was successfully implemented at the Unit. The UACD team worked very hard to streamline the process and we are already reaping the benefits of working with electronic client files.

The UACD also celebrated the following experiences and events:

- Fazeelah Osman and Debby Kempthorne submitted their Master's Theses.
- Elmien Sinclair undertook a roadtrip to Nelson Mandela University, the University of Johannesburg, the University of Pretoria and North West University to gain insight into the internships offered and the management of different student counselling centres.
- Christa Koch served on the committee that provided feedback to the Health Professions Counsel of South Africa (HPCSA) about the MEdPsych program offered by Stellenbosch University.
- Debby Kempthorne and Fazeelah Osman were interviewed by MFM radio about study skills and preparations for exams.
- Winnie Gae piloted a support group for first year students that aimed to facilitate a smooth transition and adjustment to the University

The UACD was privileged to be involved with several partnerships this year. This year, the Unit started a partnership, with the WCED to provide an opportunity for intern psychologists to get involved with community work. We collaborated with the Centre for Student Communities to train mentor students. The UACD, also in partnership with the Centre for Student Communities, provided support for students who received bursaries and grants to study at Stellenbosch University. Students from the REAP-bursary programme were offered the opportunity to participate in support group sessions facilitated by Winnie Gae. Elmien Sinclair represented Stellenbosch University as a member of the Siyaphumela Academic Advising work group.

Each year brings its own challenges. The renovations were a huge challenge – dust, grinding, not keeping to due dates – but it was definitely worth it. Managing the workload will always pose challenges, but with the help of consultant psychologists and "working





smarter" we managed it well. We experienced an increase in requests for after hour work sessions for student residences and private student organisations. Tiaan Ellis was the consultant psychologist who facilitated the majority of the requested sessions.

Personalia

Christa Koch is expecting a baby boy in February 2018.

Evaluation of Services

Participants of work sessions were encouraged to evaluate the sessions and to provide feedback. The feedback for the content, facilitation and the knowledge of the presenter were above average. Students did suggest that follow-up sessions could be considered. Sessions presented in faculties were well received and both students and lecturers were very satisfied.

One of the lecturers commented as follows on sessions presented for Extended Degree Programme students:

"Dankie nogmaals vir verlede week se lesings. Ek dink daai You Tube links tussenin het almal telkens laat regop sit!" / "Again, thank you for last week's lectures. I think the You Tube videos kept their attention."

Many students who made appointments for academic support sessions shared that they were referred by other students who had positive experiences after consulting with psychologists at the Unit.





UACD Statistics

Sessions per Year Group



Interventions







Total Participants







Unit for Graduand Career Services (UGCS)



A Reflection on the Unit's Year

Our focus for 2017 was to continue on our journey of increasing our online offering and the digitalisation of our services. We completed our Symplicity training sessions and the technical requirements for the system. Regarding our group work sessions, our focus was to offer more tailor-made work sessions to our clients where possible. We also persisted with taking our work sessions to more departments and student communities. Many of our walk-in sessions included follow-up sessions after the group work sessions. We managed to do these follow-up sessions in a more structured manner as students could book follow-up appointments after the group work sessions.

We went through an interesting learning curve with the tender processes for our Career Fairs regarding the service providers for the erection of our marquee tents and the building of the exhibition stands. These will no longer be tender processes, but separate closed quotations. I am also happy to report that we managed to make our Resource Centre the





heart of the office again. Several discussions and engagements were conducted in our Resource Centre. It is great to have more students moving in and out of our unit again!

Interesting Events and Highlights Throughout the Year

We did a webinar recording of our CV Writing Skills and Interview Skills work sessions in collaboration with the Frederik Van Zyl Slabbert Institute for Student Leadership Development (FVZS). We succeeded in reducing a lot of the outstanding debt of companies who participated in our Graduate Recruitment Programme. We compiled a digital pamphlet on "Work on Your Social Media Brand". Harmonie female Residence won the Universum Hostel Competition for a second time. We included a new work session titled Introduction to Job-Seeking Skills in our group sessions offering. There was an increase in the number of invitations from departments for our group work sessions. We also experienced the following challenges. There was an increase in the demand for our group work sessions, especially after hours. Unfortunately, many students still left it to the last minute to compile a CV and subsequently needed immediate assistance, which was not always possible. With the launch of our online MatiesCareers system (Symplicity), it became challenging to keep up with the registrations of students and the approval of their CV's.

a) Achievements

This year UGCS hosted their tenth series of Career Fairs. The Career Fairs were very well attended with the Rector and Vice-Chancellor, Prof Wim De Villiers, also paying a visit to the General Career Fair on 3 August. Our unit was also shortlisted for the following SAGEA Awards:

- Best Careers Service
- Best Career Fair

UGCS has also launched their new Career Services Management system, called MatiesCareers <u>https://stellenbosch-csm.symplicity.com/</u> to companies, pre-final and final year students. The system will make it much easier for companies and students to connect around job opportunities and career related issues. Students will also be able to access the system from their home 24/7.





b) Interesting Events

We attended a live webinar organised by SAGEA on the topic *Changes to the Graduate Marketplace – Strengths-based Assessment* by Gurpal Minhas from Capp in the UK. The webinar focussed on the latest developments in the selection, assessment and recruitment of our students for the world of work. Nestlé and Ernst & Young presented two case studies based on the new strengths-based approach. It caused a lively discussion since graduate recruitment in South Africa is still largely based on a student's academic results as a starting point. This could change the future of Graduate Recruitment.

c) Partnerships and Network Opportunities

The Unit for Graduand Career Services has collaborated with Dr Alten Du Plessis to develop a Graduate Destination Questionnaire to track the success of Stellenbosch University graduates in entering the world of work. We continued our long-standing partnership with the FVZS. We have also continued with our partnership with the Psychology Department's Honours class. We offer a presentation on Career Counselling from a Student Counselling Perspective as part of their training in Career Psychology. Our continued partnership with Facilities Management remains crucial to the success of our Career Fairs. We also collaborated with AIMS (African Institute for Mathematical Sciences) on their Bridge to Industry for Mathematics Programme. AIMS is a pan-African network of centres of excellence for postgraduate education, research and outreach in mathematical sciences. We were tasked to do the Job-Skills component of the programme.





Personalia

Annette's daughter got married on 19 August at Skilpadvlei. They enjoyed perfect weather and the day was a great success. The couple are currently living in Stellenbosch.

Evaluation of Services

We received the following qualitative feedback from our students:

"The presenter gave very relevant and useful examples"

"It was extremely educational. I enjoyed it. Thank you!"

"The presenter was spot on and the information she gave was useful and interesting."

"Baie interresant and relevant"

"I should've attended this as a first year. I'll tell my others about it, it was extremely educational and necessary"

"I never thought of myself as a brand this way. I'll engage with my brand better now. Thanks"





UGCS Statistics

Walk-in Statistics



Company Interviews







Company Interviews (Population Group)



Company Presentations





Company Presentations (Population Group)



Career Fairs







Work Sessions







Disability Unit (DU)



A Reflection on the Unit's Year

a) Special highlights

We celebrated our 10th anniversary! In addition to this, two of our students were the first to use South African Sign Language (SASL) as a medium of instruction at Stellenbosch University. They are studying towards a BEd degree in the Faculty of Education. SASL interpretation was introduced in the curricular and co-curricular spaces on campus. Moreover, we reviewed our disability policy which is now known as the Disability Access Policy. This is to be approved by Council in 2018.

• Another first is a two-day seminar held in June 2017 where we unpacked Universal Access, Universal Design and Universal Design for Learning principles. This seminar also reflected on key principles introduced in our Disability Access Policy. Included in the seminar were disability inclusive education experts from the University of





Cape Town (Dr Judith Mackenzie), Universal Design Africa and Dr Elizabeth Dalton from the USA who specialises in Universal Design for Learning. We had an exciting year – *a bumper year for celebrations by media*!

Our 10th birthday booklet was produced by alumni and current students and launched at the 2017 SU Woordfees. In addition to this, we hosted two radio talks about our 10th birthday and Casual Day on MFM. Articles in print published this year were: New opportunities for deaf students by Ane van Zyl, Die Matie 29 March 2017; Disabilities a chance to celebrate our diversity by Dr Marcia Lyner-Cleophas, Cape Argus, 31 August 2017; Universal Access for Diversity by Dr Marcia Lyner-Cleophas and Ms Slindile Mavundla in the SU Life Staff Magazine Issue 3 Spring 2017.

We ran a digital media campaign in collaboration with SU Corporate Communications named the #NolimitSU campaign during September. This campaign celebrated our 10 years of existence and published short stories of our student and staff experiences on campus. We had a total reach of 74 622 on Facebook and 12 379 on Instagram.

b) Awareness raising and learning opportunities

We kicked off in January 2017 with our disability orientation walk-in session which attracted about 80 staff and students. We ran six weeks of Deaf awareness sessions including Sign Language classes during the first and the second semester. In addition to this, we collaborated with the Human Resources Department and the Transformation Office to run a successful lunch-time institutional Casual Day event, themed Celebrate Diversity with Persons with Disabilities. Disability Unit also hosted a talk on psychosocial disabilities and educational support. Together with the Transformation Office and the Equality Unit, we also had our Embracing a New Normal for SU: skills for staff. The Disability Unit also had a morning workshop at the USB-Ed in Belpark. The Human Rights Media Centre together with the SU Museum and the Disability Unit launched the documentary on albinism, As We See It. The annual Dinner in the Dark function was attended by six CSCD staff – this was a right royal affair!





Personalia

a) New appointments

We appointed Slindile Mavundla as the Inclusivity and Access Officer for 2017. In addition, a Monitoring and Support Officer, Claudia Saunderson, was appointed on a temporary basis to support FNB FirstRand bursars.

b) Engagement

Ilse van Wyk became engaged during September 2017!

Evaluation of Services

a) Student voices:

"When the Disability Unit told me they would meet my needs and actually did that, it changed my life ... They did not make assumptions about what I required based on experiences with other hearing impaired students. It was that acceptance of my individuality within my disability, their openmindedness, inclusive nature, and willingness to be innovative ... that changed my whole experience".

b) The Braille Office

The staff at the Braille Office provide support to visually impaired staff and students. The Centre's core function is to source and process reading and learning material into braille and other readable formats, depending on the individual's need. During 2017, we rendered a service to 32 students and one staff member (21 undergraduates and 11 post-graduates). The undergraduate students are registered in the faculties of Arts and Social Sciences (10), Law (3), Education (3), Economic & Management Sciences (3) and Natural Sciences (2).

The post-graduate student group includes doctorate to post-graduate diploma students registered as follows: Arts and Social Sciences (2 PhD, 1 Masters, 2 Hons, 1 PGDip), Engineering (1 PhD), Natural Sciences (1 Hons) and Law (1 LLB and 2 PGDip) Faculties.





DU Statistics

Stats per Faculty



Work Sessions for Students







Work Sessions for Staff



Text Conversion at the Braille Office







Test and Exam Concessions







Equality Unit (EqU)



A Reflection on the Unit's Year

a) Achievements

A milestone for SU: The EqU and Disability Unit is very proud to unveil the official name change of our building, from 39 Victoria Street to *Huis Simon Nkoli House*. Funds were allocated from the SU strategic fund to set up a gender non-violence portfolio for three years to address some of the recommendations from the #EndRapeCulture task team report. Our mediation programme continues to show success with all mediation sessions achieving some level of agreement between parties in dispute/conflict. We aim to create a registered SU short course on basic empathy and mediation skills in partnership with the Law Faculty in 2018.

We continued to facilitate the provision of pre-exposure prophylaxis for vulnerable groups at SU. SU International (SUI) approved a second full semester module to be presented from 2018, namely Equity and Leadership in the Global Classroom. The HEAIDS





2017 Department of Health grant was successfully completed, and an application for 2018/2019 funding was submitted.

In collaboration with Employment Equity (HR) and Transformation Office, we presented a series of presentations and roadshows to faculties and divisions discussing Employment Equity targets and issues of Equality and Transformation. The EqU has seen a significant growth regarding media footprint, especially online. For example, three of our published articles in the past quarter featured on the university's landing page.

b) Interesting Events

- The EqU collaborated with SU International to commemorate Transgender Remembrance Day by screening a documentary and a series celebrating Trans lives-andrights. We are excited to have received a prototype of our online sexual assault reporting tool and plan on launching this crucial service for students and staff at Stellenbosch early next year. The EqU played an integral role in formulating an institutional policy that addresses the need for more inclusive bathrooms (based on religious, gender, and disability grounds). The EqU appointed 12 SU staff as advisory panel members to hear specific discrimination and harassment matters for two years.
- Complaints of Nazi-based propaganda posters received extensive national and international media attention. The EqU management of this matter has helped to establish a higher level of institutional authority on matters related to equity and social justice. "Men in Black" / Contracted security companies: Meetings with Facilities Management (FM) highlighted the challenges in the behaviour of outsourced companies and commitment was made to further enhance education among contracted security staff as well as the pledge to a Code of Conduct (developed by FM). Two staff members are part of an initiative from SUI in establishing a Global Education Community of Practice with SUI Knowledge Partners.
- The Commission for Gender Equality (CGE) held on campus hearings and accepted institutional reports on the Public Investigative Hearings on Gender Transformation at Tertiary Institutions. Unfortunately, due to late notice of the public hearing, the opportunity was not well attended by staff or students. We hosted Prof Amanda Gouws to discuss sexual harassment, and Dr Birgit Schreiber explained the #EndRapeCulture task team report on MFM.





 While the Unfair Discrimination Portfolio has mostly established robust process and norms, the EqU needs to be vigilant that process does not overshadow the revered need for strong, caring, empathetic inter-personal communication with complainants and respondents. Our proposed marketing and communication strategy and plan will ensure that the EqU's services, achievements and success stories receive a more extensive reach.

c) Partnerships and Networking Opportunities

The EqU had various initiatives to develop existing and create new internal and external (local, provincial, national and international) partnerships and networking opportunities. International alliances included University of Zambia, University of Oxford, Rollins College, Derby University, Radboud University, Bowling Green State University (Ohio), Restorative Justice Council (UK), Institute for Inclusive Leadership (GIIL), Exeter University, Swiss Federal Institute of Technology (Zurich) and Stonewall (international LGBTI NGO).

National partnerships included Anova Health, Health4Men, Stellenbosch Night Shelter, Be Part Yolunto Centre, Community Keepers, Landa Mabenge Consultancy, CPUT HIV Unit and UCT HAICU/DISCHO, !Khwa ttu San Education Centre, ACTIW, HEAIDS, Higher Education Health and sexuality National Forum and Higher Education CoP.

d) Challenges

One of the overarching challenges, which is not unique to the SU environment alone, is to remove inequalities and discrimination from our higher education system and to strengthen human rights and democracy on our campuses. However, the following are specific to our environment:

- A clear, meaningful shared understanding of equity, equality and social justice among staff and students. There should be joint ownership of the RMT and the various responsibility centres to drive this understanding and conversations within the university community.
- An appeal by one student in the Nazi-based propaganda matter, on sanctions imposed, has still not been finalised by the Central Disciplinary Committee. Also,





the student disciplinary process/hearings were not a pleasant experience and were even experienced as abusive by some involved. This system needs a substantial review to align with principles of administrative justice as set out by the new Student Disciplinary Code.

- All SU stakeholders need to continue creating a new mindset among Maties toward a restorative justice approach, which recognises the need for utilising an equity process to achieving greater equality at SU and in SA.
- We are concerned about the campus environment for our LGBTI community and precisely the range of challenges experienced by Trans staff and students.
- The EqU need to replicate a basic mediation programme among select students and staff within the clusters, divisions and faculties to broaden this effective alternative dispute resolution intervention.
- Social media posts as vehicles of discrimination, harassment or victimisation: In collaboration with stakeholders, we set up a temporary social media protocol to protect staff and students from bullying and online harassment and victimisation in partnership with Corporate Communications and the Office for Student Discipline. Once again, the SU is in need of a policy/framework on social media related bullying and hate speech on private, personal and moderated social media platforms.





Personalia

Appointments made in 2017: Quinton Apollis as Case Officer and Dumile Mlambo as Coordinator: Communications and Research. Qaqamba Mdaka is on maternity leave from October and her function was given to Quinton Apollis during this time.

A fixed term permanent Gender Non-Violence Coordinator post was advertised and to be appointed at the start of 2018.

Michelle Munro (Manager: HIV Portfolio) was officially appointed as an advisory panel member for the period 10 April 2017 to 31 April 2019.

Evaluation of Services

Services delivered related to HEAIDS (Higher Education and Training HIV Training Programme) outcomes were reported on monthly and quarterly including both quantitative data as well as narrative reports.

All training, courses and work sessions were evaluated. Student feedback from courses or sessions included:

- Students consistently expressed how they enjoyed the Equality Unit's facilitation of interaction with community partners to create health communication products;
- Students appreciated how the course helped to strengthen their social conscience regarding societal stigma.

Feedback from students:

"I understand my own privilege better as well as structural injustice";

"The discussions and the fact that it was a comfortable space to discuss controversial topics";




"I really appreciated the various opportunities for self-discovery";

"I felt that I could be gay on campus without fear of discrimination";

"Not fearing discrimination, when I make use of the HIV testing services is a great relief."

The EqU also does ongoing quarterly provincial and national benchmarking and sharing with universities, especially for HIV/AIDS and sexualities portfolio.





EqU Statistics

Students and Staff



Session Type







Faculty



HIV Testing Services









Type of Complaint



Preferred Resolution from Complainant







Gender of Complainant



Population Group







Mediation







Unit for Psychotherapeutic and Support Services (UPSS)



A Reflection on the Unit's Year

For the past few years, we annually note that the demand for psychotherapy escalates, particularly students who present in crisis. The UPSS-team (staff and consultant-psychologists) need to be commended for their commitment as well as ER24-counsellors who came on board beginning of this year. CSCD was compelled to buy in additional help from consultants and ER24, particularly in September and October, due to the high demand and intensity of students' challenges.

a) Achievements

One of UPSS colleague's, Angelique McConney, is making good progress with her PhD. The Social Worker, Lizzie Witbooi, was nominated for SU Woman of the Year.





b) Events

World Mental Health Day was celebrated on 10 October. UPSS arranged a number of activities to raise awareness – a talk on *"Mental Health Matters: Academic wellness – How is it relevant for students and staff?"* by Dr Richard Vergunst; talks on MFM on mental health issues and movies with a mental health theme were screened at Pulp Cinema for the week. The Applied Theatre students also offered an interactive event on the Rooiplein to raise awareness.

Staff from UPSS visited the Faculty of Sciences as well as the Department of Microbiology to raise awareness regarding CSCD services and management of students who approach lecturers with psychological problems. At Tygerberg Campus basic training was undertaken with administrative staff regarding difficult conversations.

Partnerships

Working in collaboration with the Bursaries and Loans Office, and other stake holders pertaining to provide services to students.

Meeting with Stellenbosch Provincial Hospital Medical Superintendent and liaise with their medical staff to assist students who needs hospitalisation.

Close partnership with ER 24 and Stellenbosch Medi-Clinic.

UPSS share partnerships with Campus Security, Campus Health and Corporate Communication.

c) Highlights

An exciting initiative for 2018 to make inspiring stories of students accessible to one another with a view to have a therapeutic impact on a larger platform at Tygerberg Campus. This initiative was lead by Liani Joubert.

The ER 24 Service manages the after-hours service for students and collaborates well with UPSS in terms of the follow up we provide during office hours.





UPSS-group interventions have expanded to include post graduate students and are highly rated by students across the board at Tygerberg Campus as well as SU.

UPSS services (individual and group) are well-utilised and generally positive feedback is received from students and external colleagues as well as parents of students.

The UPSS waiting room has been revamped and students appreciate the new look.

d) Challenges

This was indeed a sad year as SU lost quite a few students in traumatic circumstances. This was also unfortunately the year that we had the most successful attempts of suicide – one of which was a client of UPSS.

The demand for psychotherapeutic services exceeds our resources despite innovative processes such as screening because of the escalation in intensity and duration of intensity of crisis clients.

The prevalence of sexual violence amongst students is concerning.

The current student population on campus financial needs increased due their socioeconomic backgrounds which places the current social work service under pressure. It's been a challenge to generate additional support for the social worker as well as funding for students in need.

UPSS had an increase in lecturers /staff who approached the unit for assistance with students who experience psychiatric and psychological conditions. UPSS is very aware of students who are in dire need of psychiatric treatment and who are not able to afford private medical care and have to rely on state facilities (on both campuses).





Personalia

Jan-Hendrik Meyer was appointed in January 2017 as Clinical Psychologist; Anina Penas was appointed in a temporary five-eighths contract. We appreciate the assistance of consultant-psychologist on both campuses.

The appointment of Khairoonisa Foflonker as the new Manager of Student Affairs at Tygerberg was most welcome.

Evaluation of Services

Questionnaires were sent out electronically to clients of the UPSS at both campuses. Generally the feedback is positive, however many students indicate that they would benefit from more individual and group sessions particularly at our Tygerberg Campus. There is also a greater demand for psychologists from diverse groups.

Work Sessions and Groups

UPSS on Tygerberg Campus offered a number of group sessions that proved to be very successful. These included: Mandela Castro Collaboration, MB ChB Mid-Rotation Dermatology Wellness reflection group and MB ChB II Breathing Space, MB ChB VI Stress Management, Reflection work session with senior students as well as de-stressing sessions for Speech and Physiotherapy III students. During this year the *Connect group* was introduced for the first time (at Tygerberg campus) and was very well received. Tygerberg colleagues were closely involved with the new Palliative Care module.

Several add hoc groups and debriefing sessions were also facilitated on Stellenbosch Campus.





UPSS Statistics

Number of students according to Faculty



Number of students according to Year Group







Stats Concerning Pre-Scheduled Work Sessions Offered: Number of Students who Attended



De-Briefing Sessions within The Res/PSO and Co-Curricular Academic Environment







Individual Psychotherapy (including crisis sessions and psychosocial counselling)



Crisis services rendered by ER24:

Number of students seen: 73





Number of students according to Gender



Number of students according to Population Group







Group interventions







General CSCD Information



Research / Personal Development of Staff

a) Unit for Academic Counselling and Development (UACD)

The staff of the UACD actively participated in developmental opportunities. Christa Koch attended the EQi-training in Johannesburg and qualified as an accredited EQi-practitioner. Both Fazeelah Osman and Debby Kempthorne successfully completed the MBTI-training. Claudia Saunderson attended a session on Conference Presentation Skills.

Winnie Gae attended the following work sessions during 2017 on Disability Policy Shifts and SU, SU-Council for the Advancement of Standards in higher education (CAS) COLLOQUIUM and Trauma Debriefing (FAMSA)

Winnie Gae and Elmien Sinclair participated in the work session on *Co-Curriculum Principles, Policies and Processes. Creating the Path.* Elmien Sinclair also attended a work session titled *Embracing a New Normal at Stellenbosch University*.





Fazeelah Osman and Debby Kempthorne submitted their Master's Theses. Fazeelah Osman's thesis title is *Tertiary students' perceptions of the impact of cyberbullying on their identity* and Debby Kempthorne's thesis title is *Exploring educators' experiences of in-class learning facilitators for children with Autism Spectrum Disorder (ASD).*

Claudia Saunderon is registered for PhD-studies. The title of her thesis is Narratives of educational and psychological support amongst Black African male students at a historically White university. Elmien Sinclair is registered for PhD-studies and the topic of her thesis is Transforming student counselling services for the future Stellenbosch University.

b) Unit For Graduand Career Services (UGCS)

Although staff members of the unit did not participate in any research related projects, the unit publishes the Graduate Recruitment Booklet on an annual basis. During the first semester, the focus is on collecting content for the booklet, designing and getting it ready for printing. The booklet is distributed during the first week of the second semester from our unit. Regarding staff development, our staff attended several personal development courses during 2017. Wilna Naude attended the Embracing a New Normal at SU: Skills for staff on 1 - 3 November. She also attended the SAGEA Bi-Annual Conference at Kievits Kroon from 8 - 9 November. Annette Joubert attended Fire Marshall Training on 2 November 2017. Delisha van Neel attended the Advanced Excell Training; Advanced PowerPoint training; HIV Awareness workshop and Building Effective Relationships workshop. Thobeka Msi also attended the SAGEA Bi-Annual Conference at Kievits Kroon from 8 - 9 November.

c) Disability Unit (DU)

Committee and task team involvement

Marcia Lyner-Cleophas is part of the SU Health & Wellness Coordinating Committee (which is part HR: Employee Wellness). Ilse and Marcia are also part of the Stellenbosch Disability Network where we collaborate with the Stellenbosch Municipality, Helderberg APD and other disability-related organisations in the Stellenbosch and Helderberg areas.





The Disability Unit has representation on the HIV Policy Review Task Team of the Equality Unit, the Teaching and Learning Materials Task Team as well as the Task Team for Disability Policy Revision.

Conferences

On 24 October 2017, Melanie Willems and Slindile Mavundla did a presentation at the 10th Annual Conference on the Scholarship of Teaching and Learning (SoTL). The focus was on social justice and how the work of the Disability Unit strives towards this goal. Marcia Lyner-Cleophas also attended the International Association of Special Education conference in Perth, Australia. She also attended the AfriNEAD conference in Ghana.

Work sessions attended

Marcia Lyner- Cleophas and Slindile Mavundla attended the Co-Curriculum Principles, Practices and Processes workshop.

Online course

Ilse van Wyk completed the UCT online copy editing course

Research

Marcia was involved in the UNISA Inclusive Education research on disability

Funding

We were graciously funded by:

Carl & Emily Fuchs foundation (R50 000 towards Sign Language interpretation)

HUMARGA funded student assistive technologies (R172 559.78)

FNB FirstRand Foundation funded bursaries for (2017 – 2019) worth R5 953 326.00





d) Equality Unit (EU)

Jaco Greeff Brink (EqU Head) was an academic journal reviewer for *Journal for Student Affairs in Africa* (JSAA) and *SAHARA-J: Journal of Social Aspects of HIV/AIDS*. He published an accredited journal article, namely: Brink, J. G. (2017). Considerations for South African higher education: A 'National student men who have sex with men' sexual behaviour survey. *South African Journal of Higher Education, 31*(4), 184-207.

Mr Brink attended two modules of the regional middle management development programme called "*Creating the Leading Edge*". The modules were "*The Higher Education Sector: An Overview*" and "*Labour Law for Leaders*". He attended the Derbyshire Multiagency Violence, Harassment and Abuse Conference at University of Derby (UK).

Our Administrative Officer, Adrian Paulse, passed the international Association of Accounting Technicians (AAT) course through the PLUS Programme for staff.

Malan van der Walt finished and passed the second year of his Masters in Educational Psychology programme. He presented a poster at the HEAIDS Youth Conference entitled *"Reducing HIV Risk for Men who have Sex with Men: Utilising Bronfenbrenner's Ecological Systems Theory: A Whole-Person Support Approach"* and attended a conference entitled *"Queer-Informed Narrative Therapy: Re-thinking Gender and Sexuality"*.

Michelle Munro did a presentation titled "Sexual Diversity and the Role of Educators: Reflections on a South African Teacher Education Module" and took part in a panel discussion on "Snapshot of Innovative curriculum integration initiatives" at the 8th Annual HIV and Aids Education Community of Practice. She also participated as speaker and facilitator in a panel discussion on "HIV as entry point into decolonisation of the Higher Education curriculum?". Michelle further attended two Co-curricular training opportunities and symposiums as well as SU Teaching and learning seminar on "future focussed learning". Michelle completed the online semester course "University Leadership and Management" at USB-Ed and received a certificate, Cum Laude.

Dumile Mlambo attended the *Centenary Brand Identity Workshop* as well as the SharePoint Training to enable him to execute his responsibilities optimally.





e) Unit for Psychotherapeutic and Support Services (UPSS)

Mumtaj Parker – HPCSA Ethics, Excel and Office Administration Management

Latashe Poole and Munro Strydom – Excel

Laurinda Milford-Smit – Excel, PowerPoint,

An-Maree Nel - SAAMS workshop

Liani Joubert - Narrative therapy training 3 days

Munro Strydom - Narrative therapy training 1 day

Jan-Hendrik Meyer – Health and Safety

Lizzie Witbooi – SAADCHE

Educational Psychology Internship Programme

The first 12-month internship programmes for educational psychology students commenced this year. Fazeelah Osman and Debby Kempthorne were appointed in these positions. Intern psychologists were offered the opportunity to develop their professional skills in psychometry, psychotherapy, career counselling, examination accomodations, academic support and other developmental work. This year, the Unit has begun a partnership, with the WCED to provide an opportunity for intern psychologists to get involved with community work.

Fazeelah Osman and Debby Kempthorne reflected about their internships as follows:

"Our time at the CSCD has been filled with an array of learning opportunities. It has been an amazing experience being able to work with professional and knowledgeable people who have nurtured us and helped our confidence and skills set develop. Thank you to the CSCD





team, especial our supervisors; Elmien Sinclair, Christa Koch, Annamari Grundling, and Amanda van der Vyver, for guiding us along our internship journey."

Social Engagement Forum

The Social Engagement Committee invited the isiXhosa Unit to offer us a basic introductory lesson to some common isiXhosa phrases on 26 May 2017. In addition, the isiXhosa Unit offered staff members of the CSCD some tips on isiXhosa culture. This initiative was important within the context of the new language policy that aims to promote Afrikaans, English and isiXhosa.

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

A number of CSCD staff members as well as consultants served on the various Faculty Readmission Panels again. The CSCD staff also assisted the applicants that were referred to the centre by the readmission panels for academic and psychotherapeutic support. Table 1 indicates that there was a decrease in the total number of applications for the 2017 readmission period. There were 899 applications for readmission during the 2017 readmissions period. The most applications were in the faculties of Engineering (22,7%), Economic and Management Sciences (21,6%), Arts and Social Sciences (16,5%) and Sciences (16,1%).

Table 1

Number of Re-Admission applications		
Year	Total	
2009	613 (excluding Medicine and Health Sciences)	
2014	776 (excluding Medicine and Health Sciences)	
2015	882 (excluding Medicine and Health Sciences)	
2016	1079	
2017	899	





Unfortunately, it remains a challenge for the CSCD to avail psychologists to serve on the different faculty re-admission panels as the beginning of the year is also a peak period for academic cases, especially assisting the newcomers. Up to now, it has been possible to buy in consultants (psychologists) and administrative support to assist with the workload, but this model may not be sustainable due to financial constraints. It is imperative to seek sustainable solutions for this challenge.

Based on the recommendations from the 2017 CSCD Readmissions Report, the CSCD compiled a Mid-year Readmissions Report that focussed on the type of referrals that the CSCD received from the re-admission panels. With reference to the D38 (Student must see CSCD) referrals, the vast majority of these students committed to making use of support opportunities on campus and by doing so ensuring that they are successful in their studies. However, we found that the majority of these students, who were referred to the CSCD, as a prerequisite, during the readmission to SU, did not make use of this opportunity. This necessitates that the current way in which D38 referrals are used during the readmission process should be re-evaluated. The Mid-year Readmissions Report was forwarded to the Readmissions Committee for their consideration. The CSCD looks forward towards further collaboration with the Readmissions Committee and the Registrar's Division in this regard.

Psychology CPD Well Programme



The Psychology CPD Well programme (continued professional development) was developed and accredited in 2003 to give psychologists the opportunity to earn continued professional development points, as required by the Professional Career Board for Psychology. Psychologists 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 served as a training opportunity for our professional staff, but was also a third source of income for the Centre for Student Counselling and Development,





as psychologists from outside the University of Stellenbosch could participate at a fee. This strengthens the voice and contribution of the Centre for Student Counselling and Development nationally and internationally. The number of registrations for the year was 1239 distributed amongst the different options as follow:

Table 2

Option	Participants
Option A	64
Option B	244
Option C General	761
Option C Industrial Psychology	434
Option D	26

Unfortunately one of our co-workers on the programme (Option C), Dr Charl Nortjé, passed away earlier this year. Our sincere condolences to his wife, family and friends.

Implementation of HealthOne clinical database

As the Centre for Student Counselling and Development aims to develop its technological footprint with the aim of rendering a more integrated service to students, the implementation of the Health One Clinical Database was embarked upon. This is the same database used by Campus Health Services and this will enable the two Centres to deliver a more integrated and comprehensive service to all students. Strategic Funding was received for the implementation of the database and the phasing in of this product has been occurring since 2016. The new database implicates that the CSCD will be functioning in a paperless manner – from the moment a student's intake is being conducted until the process has been finalized – whether it be a therapeutic or developmental intervention, psychometric assessment, etc. When a student completes an intake form it will be done electronically on a tablet and linked to the database. All paper files have been scanned and loaded onto the new database - ensuring more space becomes available as less storage is needed. All necessary equipment - scanners, tablets and additional computer screens - have been distributed to staff. The system has been operational since mid-2017 and although this is quite a learning curve for everyone involved, we are very excited about this new dimension added to the Centre's service delivery!





CSCD Total Statistics

Total number of Sessions



Clients according to Gender







CSCD Staff

Director

Secretary: Director: CSCD Financial Administrative Officer Central Reception: Senior Secretary Central Reception: Secretary Assistant Dr M Dunn-Coetzee Ms HZ Kotzé Ms S van Zyl Ms A Welgemoed Ms MC Denyssen Ms MM Vlok

Unit for Academic Counselling and Development

Head Educational Psychologist Educational Psychologist Psychometrist Intern Educational Psychologist Intern Educational Psychologist Consultant Educational Psychologist Consultant Educational Psychologist Administrative Assistant

Unit for Graduand Career Services

Head Project Coordinator: Graduate Recruitment Part-time Secretary 5/8 Coordinator: Virtual Career Information Administrative Officer: Receptionist

Disability Unit

Head Disability Support Officer Braille Officer Braille Officer Ms E Sinclair Ms C Koch Ms W Gae Ms CP Saunderson Ms F Osman Ms D Kempthorne Ms A van der Vyver Ms C Bosman-Vosloo Mr T Ellis Ms S Engelbrecht / S Simani

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





Braille Officer Inclusivity and Access Officer

Equality Unit

Head	Mr JG Brink
Administrative Officer	Mr A Paulse
Programme Coordinator: HIV and Sexualities	Mr PM van der Walt
Manager: HIV Portfolio	Ms M Munro
Case Coordinator: Unfair Discrimination	Ms Q Mdaka
Case Officer: Unfair Discrimination	Mr QB Apollis
Coordinator: Communication and Research	Dumile Mlambo
Coordinator: Gender Nonviolence	Vacant

Unit for Psychotherapeutic and Support Services

Deputy Director Senior Secretary Secretary (Tygerberg campus) Administrative Officer Senior Counselling Psychologist **Clinical Psychologist Clinical Psychologist Clinical Psychologist Clinical Psychologist** Social Worker Senior Clinical Psychologist (Tygerberg Campus) Clinical Psychologist (Tygerberg Campus) **Consultant Psychiatrist Consultant Clinical Psychologist Consultant Clinical Psychologist** Consultant Clinical Psychologist

Ms M Munro Ms Q Mdaka Mr QB Apollis Dumile Mlambo *Vacant* Ms M Parker Ms LV Milford Smit Ms L Norval Ms L Poole

Ms I van Wyk

Ms S Mavundla

Ms E Kruger Ms WJ Beukes Ms AR McConney Mr M Strydom Mr Jan-Hendrik Meyer Ms LG Witbooi Ms AM Nel Ms L Joubert Dr C van den Berg Dr A Grundlingh Mr F Rabe Ms T Arendse Ms M Snow Ms M Owen-Barnard Mr JP Theron Ms K Huyssen Mr F van der Linde