



UNIVERSITEIT
STELLENBOSCH
UNIVERSITY

JAARVERSLAG ANNUAL REPORT 2012



Sentrum vir Studentevoorligting en –ontwikkeling (SSVO)
Centre for Student Counselling and Development (CSCD)

SENTRUM VIR STUDENTEVOORLIGTING EN –ONTWIKKELING (SSVO) CENTRE FOR STUDENT COUNSELLING AND DEVELOPMENT (CSCD)

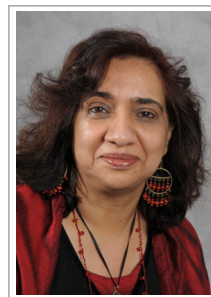
VOORWOORD

By die SSVO is dit die afgelope aantal jare ons praktyk om op spesifieke strategiese fokuspunte en innovasieprojekte te fokus. Dit is vir ons 'n voorreg om 'n oorsig van ons kernaktiwiteite in 2012 in hierdie jaarverslag aan te bied. Ons vertrou dat dit tot steeds sterker vennootskappe sal lei en nooit u vriendelik om vir enige navrae of kommentaar met ons in verbinding te tree.

Ek gee graag 'n opsomming van innovasieprojekte wat ons reeds geïmplementeer het:

- 'n Nuwe voorkoms vir die SSVO Jaarverslag. Erkenning word gegee aan die Bestuurskomitee en die Bemerkingskomitee wat 'n groot rol in die samestelling daarvan gespeel het.
- Die herinrig van ons loopbane en ontwikkelingskantore ten einde aan die voorpunt te kan bly in terme van studente se leer- en ontwikkelingsbehoeftes
sien foto's op bl: Foto 1: Den Bosch pg 28
- Die publiserings van 'n ad hoc-navorsingsverslag oor "Generasie Y", ten einde te verseker dat ons, sover moontlik, ook in lyn is met die realiteite en behoeftes van al ons huidige studente (sien foto Generasie Y op bl 25)
- 'n Nuwe weeklikse elektroniese datavraelys wat sal meehelp dat ons onmiddellik en deurlopend al ons personeel se ladings en die aard van kliënt-aanmeldings kan moniteer, ten einde pro-aktief bestuursmatige aanpassings te kan maak, indien nodig
- Die ontwikkeling van 'n bykomende komponent vir die Universiteit se mentoropleiding. Die fokus is op welwees en studentesukses en is ook 'n poging om in lyn te bly met internasionale tendense en om pro-aktief mee te werk aan moontlike individuele ladingsvermindering by ons Sentrum.

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Marquard Timmey (Hoof: Loopbane kantoor), Elmien Strauss (Hoof: KAVO), Elmarie Kruger (Senior Voorligtingsielkundige, ATPO), Hestia Kotze (Eerste Sekretaresses SSVO)

PREFACE

At the CSCD, our practice in recent years has been to focus on specific strategic focal points and innovation projects. It is our privilege to present an overview of our core activities in 2012 in this annual report.

We trust that this will continue to lead to stronger partnerships and encourage you to share any queries or comments with us.

I gladly provide a summary of innovation projects we have already implemented:

- A new look for the CSCD Annual Report. Recognition is given to the Management Committee and the Marketing Committee who played a significant role in the compilation of the report.
- The modernisation of our careers and development offices with the view of staying on the forefront of students' learning and development needs (see photos on p28)
- The publication of an ad hoc research report about "Generation Y" in order to ensure that we are in line with the realities and needs of all our current students (see photo on p27)
- A new weekly electronic database that will assist us in assessing our staff's workload and the nature of client-presenting problems immediately and continuously, in order to make managerial adjustments pro-actively as needed
- The development of an additional component regarding the University's mentor training. The focus is on wellness and student success and is also an attempt to stay on par with international trends and to pro-actively work towards lowering the need for individual interventions at the Centre.



Photos: (Anton Jordaan)

Prof CD Cilliers
Direkteur: Sentrum vir Studentevoorligting en –ontwikkeling
Director: Centre for Student Counselling and Development

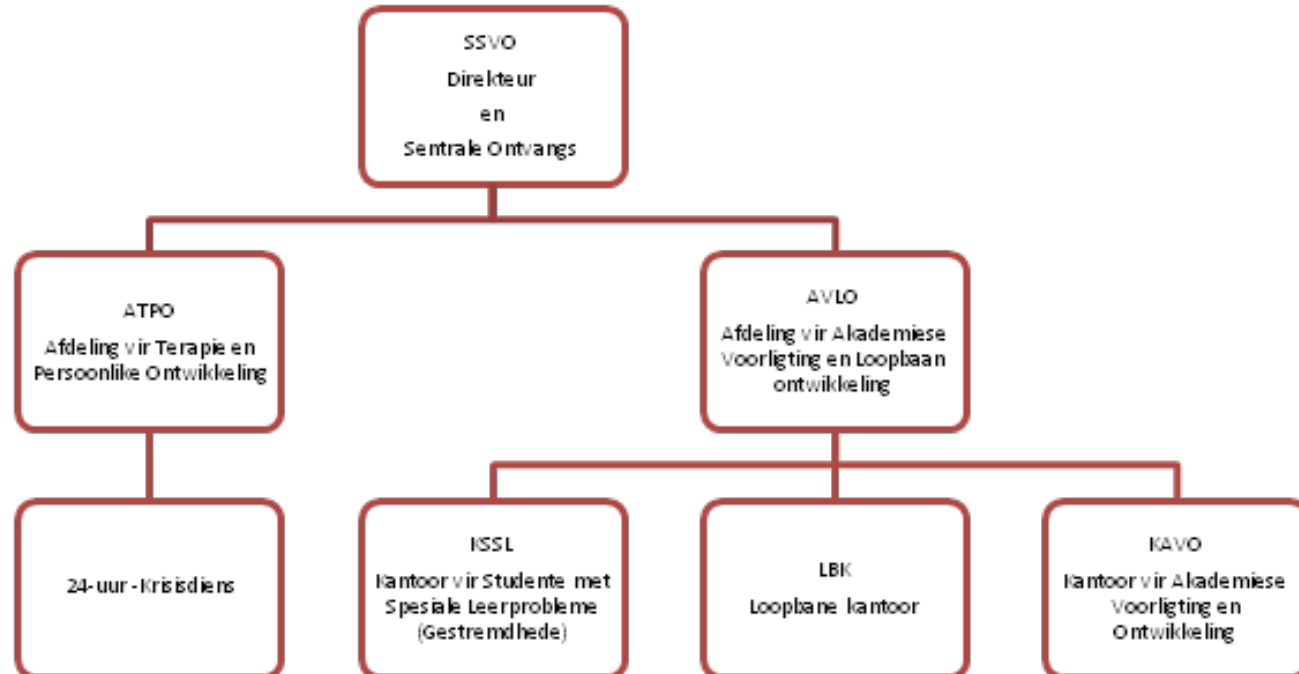
STRATEGIESE FOKUSPUNTE 2012

- Omskrywing van beste praktyke vir studentevoorligting en -ontwikkeling, en die instel van sowel nasionale as internasionale riglyne
- Meting en verbetering van die impak en kostedoeltreffendheid van ons dienste
- Vennootskapsontwikkeling en dienskoördinerings
- Gesamentlike diversiteitsbou en -aanvaarding
- Handhawing van die huidige, sowel as 'n ondersoek na nuwe, derdestroom-inkomstebronne
- Personeel se welwees as ons meta-fokus vir 2012

INNOVASIEPROJEKTE 2012

- 'n Klem op dienste aan nie-kampus- en nagraadse studente
- Begrip en bevordering van emosionele intelligensie en studentesukses
- Welwees en studentesukses
- Inwerkingstelling van SAACDHE (Southern African Association for Counselling and Development in Higher Education) en Golden Key se nuwe werksinkels

Die SSVO: waar skakel elke afdeling in?



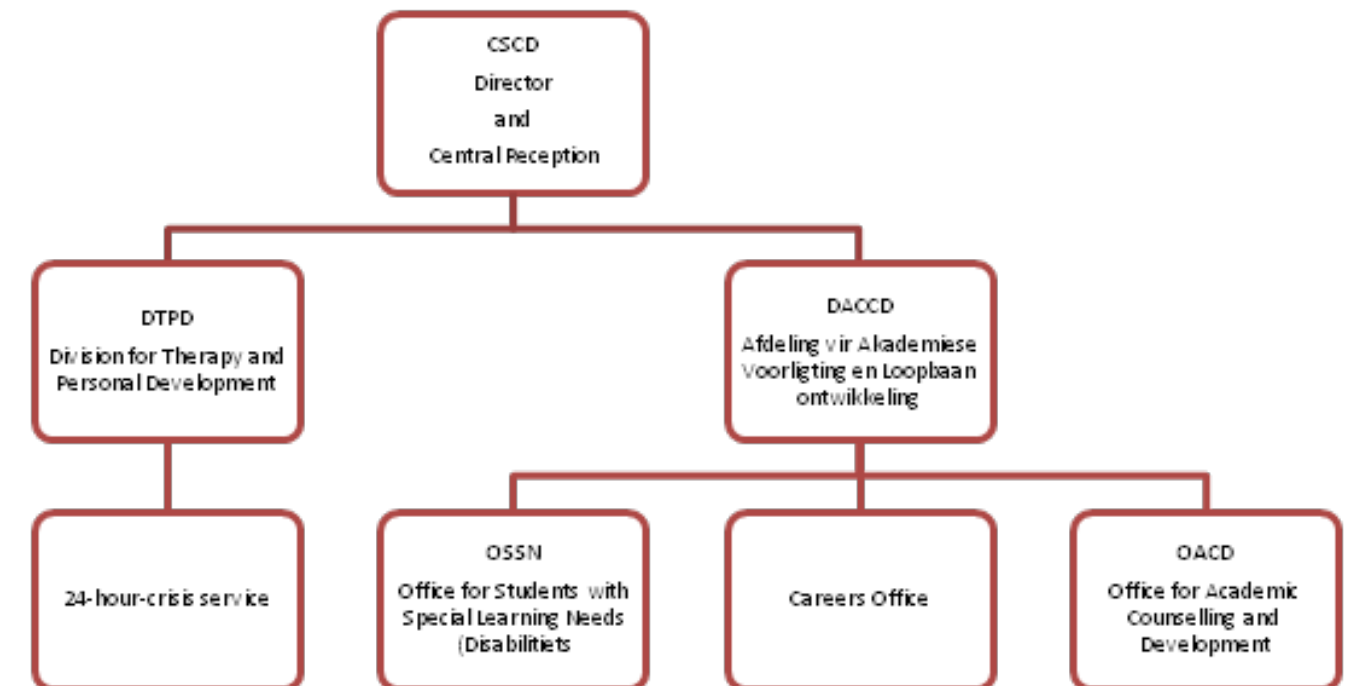
STRATEGIC FOCAL POINTS 2012

- Defining best practices for student counselling and development, and introducing both national and international guidelines
- Measuring and improving the impact and cost-efficiency of our services
- Developing partnerships and service coordination
- Collectively building diversity and strengthening acceptance of diversity
- Maintaining current and finding new sources of third-stream income
- Staff wellness as our meta-focus for 2012

INNOVATION PROJECTS 2012

- Emphasising services to both off-campus and postgraduate students
- Obtaining greater insight into and promoting emotional intelligence and student success
- Wellness and student success
- Operationalising the new SAACDHE (Southern African Association for Counselling and Development in Higher Education) and Golden Key work sessions

The CSCD: where does every division fit in?



INHOUDSOPGAWE

1. **ATPO (Afdeling vir Therapie en Persoonlike Ontwikkeling)**
 - Krisisdiens
2. **AVLO (Afdeling vir Akademiese Voorligting en Loopbaanontwikkeling)**
 - Loopbanekantoor
 - KSSL (Kantoor vir Studente met Spesiale Leerbehoefes)
 - KAVO (Kantoor vir Akademiese Voorligting en Ontwikkeling)
3. **Voortgesette onderrig en navorsing by die SSVO**
 - Studenteontwikkeling
 - Statistieke oorsig van SSVO-projekte
4. **Personeel van die SSVO**
 - Ontmoet die span
 - Personeelontwikkeling

INTRODUCTION

1. **ATPO (Afdeling vir Therapie en Persoonlike Ontwikkeling)**
 - Krisisdiens
2. **AVLO (Afdeling vir Akademiese Voorligting en Loopbaanontwikkeling)**
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 - Studenteontwikkeling
 - Statistieke oorsig van SSVO-projekte
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 - Ontmoet die span
 - Personeelontwikkeling



Ontvangs en Prof CD Cilliers

Photos: (Louis Vlok)



Photos: (Louis Vlok)

Afdeling Therapie en Persoonlike Ontwikkeling (ATPO)

Die ATPO bied 'n omvattende diens aan studente. Ons dienste bied 'n geleentheid vir studente om hul welstand te bestuur, wat weer bydra tot hul optimale funksionering in alle areas van hul lewens. Deur die verskaffing van 'n gratis diens op die kampus, beteken dit dat studente nie hoef te pendel vir 'n afspraak nie, en hulle kan geakkommodeer word vir terapie binne hul studierooster. 'n Diens word ook verskaf aan die Fakulteit van Geneeskunde en Gesondheidswetenskappe (Tygerberg Kampus). Tydsbestuur is 'n noodsaaklike komponent van suksesvolle studie en die rykdom van die dienste op die twee kampus bevorder tydsbestuur.

Die aanvraag na sielkundige intervensie is konstant aan die toeneem. Studente wat die ATPO se dienste gebruik het, gerapporteer met 'n breë spektrum van aanmeldingsprobleme.

Die psigoterapeutiese intervensies bied ondersteuning en die geleentheid om vaardighede te ontwikkel. Die doel is om studente se sielkundige welstand bevorder ten einde hulle in staat te stel om beter om te gaan met hul akademiese eise. Dit bied aan studente 'n kans om te leer hoe om hul emosies te bestuur, om te gaan met persoonlike probleme, intra- en interpersoonlike vaardighede te ontwikkel, sowel as om verhouding kwessies te hanteer wat 'n invloed het op hul vermoë om op hul studies te fokus en konsentreer. Ons bied ook praktiese hulp met die verbetering van konsentrasie, die balansering van werk en plesier en die versorging van hul totale welstand – alles ten einde hulle 'n beter kans te gee om hulle studies suksesvol af te handel, terwyl hulle ook holisties ontwikkel.

ATPO werk in 'n voorkomende, sowel as 'n genesende modaliteit. Die genesende modaliteit sluit in die krisis en individuele psigoterapie. Die 24-uur-krisisdiens bied 'n onmiddellike diens vir studente wat trauma ervaar en dringende hulp benodig. Daarbenewens is die dienste van 'n privaat psigiater en dieetkundige beskikbaar by die ATPO, wat voorvermelde dienste weereens maklik toeganklik maak.

Die ATPO bied ook terapeutiese groepe. Ondersteuningsgroepe vorm 'n sentrale en noodsaaklike deel van die dienste wat ons aanbied aan studente. Die terapeutiese groepe wat ons aanbied word gefasiliteer deur geregistreerde sielkundiges. Die ondersteuningsgroepe is 'n plek waar studente met hul portuurgroep bymekaar kan kom en uitdagings wat hulle ervaar in hul lewens bespreek. Die uitdagings wat ondersoek word in die groepe sluit in ontwikkelings-, persoonlike, akademiese, sosiale en gesinsuitdagings. Hierdie jaar is daar twee fokusareas.

Algemene ondersteuningsgroepe wat steun bied aan enige student wat kan voordeel trek uit 'n groep intervensie. By die aanvang van 2012, is 'n addisionele ondersteuningsgroep van hierdie aard begin as 'n gevolg van verhoogde belangstelling in hierdie groep.

Die ander fokusarea is die verskaffing van ondersteuning aan manlike studente wat hul seksuele oriëntasie bevraagteken. Een van ons groep fasiliteerders het 'n referaat gelewer by die Twaalfde Internasionale Kongres oor Diversiteit om die insigte verkry uit hierdie ondersteuning groep te deel met 'n internasionale gehoor.

Die verskaffing van ondersteuning aan ons diverse studentebestanding is vir ons belangrik. Ons streef daarna om 'n veilige ruimte te bied vir studente wat kwessies rondom seksualiteit, ras, klas, godsdiens, ens. binne die konteks van 'n ondersteuningsgroep wil verken.

TYGERBERGKAMPUS

Die ATPO bied ook terapeutiese dienste aan op die Tygerberg kampus. Addisioneel tot die individuele terapie sessies, het daar hierdie jaar ook 'n paar groeppintervensies plaasgevind, op versoek van die onderskeie akademiese departemente:

- refleksie groep sessies met 'n eerste en tweede jaar MB ChB-studente, met die hulp van die senior studente met die oog op die ervarings van studente te normaliseer en ondersteuning bied op 'n innoverende wyse
- werkwinkels met betrekking tot stres bestuur met die Spraakterapie derde en vierde jaar studente sowel as Fisioterapie derde en vierde jaar studente
- 'n sessie met betrekking tot die “bestuur van die dood” met die derde en vierde jaar Spraakterapie studente
- 'n ontladingssessie met die derde jaar Dieetkunde studente na hul ervarings op die Ukwanda Sentrum vir Landelike Gesondheid.
- ontladingssessies na blootstelling aan kliniese instellings is gefasiliteer met 'n derde jaar studente in Arbeidsterapie
- Al hierdie sessies is baie positief ontvang en het 'n gemiddeld van 80% evaluering ontvang deur studente.

Division Therapy and Personal Development (DTPD)

The DTPD offers a comprehensive service to the student population. By virtue of the services offered we provide an opportunity for students to manage their wellness which contribute to their optimal functioning in all areas of their lives. By providing a free service on-campus, it means students do not have to commute for an appointment and they can accommodate therapy within their study time table. A service is also provided at the Faculty of Medicine and Health Sciences (Tygerberg Campus) which obviates commuting. Time management is an essential component of successful studies and by availing services on campus it promotes time management.

The demand for psychological intervention has increased steadily. Students that utilised the service at DTPD reported with a broad spectrum of presenting problems. The psychotherapeutic interventions provide containment and the opportunity to develop skills that enhance their psychological well-being which enables them to cope better with their academic demands. This offers students an opportunity to learn how to manage their emotions, to cope with personal problems, to develop intra- and interpersonal skills as well as to deal with relationship issues that might affect their ability to focus and concentrate whilst pursuing studies. We also provide practical help with improving concentration, balancing work and pleasure and taking care of their total wellness – all improving their chances of completing their studies successfully while also developing holistically.

DTPD aims to work in a preventative as well as a curative modality. The curative modality encompasses the crisis service, and individual psychotherapy. The 24hour crisis service offers an immediate response to students that experience trauma and urgent assistance.

In addition the services of a psychiatrist and dietician are available at DTPD which makes aforementioned services easily accessible.

The DTPD also offer therapeutic groups. Support groups form a central and essential part of the services we offer to students. The therapeutic groups we offer are facilitated by registered psychologists. The support groups consist of students that come together, to discuss challenges experienced in their lives with peers who can relate and offer support. The challenges explored in the groups include developmental, personal, academic, social and familial challenges. This year there have been two focus areas. General support groups that offer

support to any student who could benefit from a group intervention were offered. At the inception of 2012, an additional support group of this nature commenced as a result of students increased interest in this group.

Another focus area was to provide support to male students questioning their sexual orientation. One of our group facilitators presented a paper at the Twelfth International Conference on Diversity on the insights gained from this support group. Providing support to our diverse student population is important to us and we subsequently offer a safe space for students to explore issues of sexuality, race, class, religion etc. within the support group context.

TYGERBERG CAMPUS

The DTPD also offers therapeutic services on the Tygerberg campus. In addition to the individual therapy sessions, a number of group interventions also took place this past year – on request of the academic departments:

- reflection group sessions with first and second year MB ChB students, with the assistance of senior students with a view to normalise the experiences of students and provide support in an innovative manner
- stress management workshops with the Speech Therapy third and fourth year students as well as Physiotherapy third and fourth year students,
- a session regarding the “management of death” with the third and fourth year Speech Therapy students
- a de-briefing session with the third year Dietetics students after their experiences at the Ukwanda Centre for Rural Health
- Three de-briefing sessions after exposure to clinical settings were facilitated with third year Occupational Therapy students,
- All these sessions were received very positively and on average given an 80% rating



Photos: (Louis Vlak)

Fig 2 24-Uur- Krisisdiens / 24-HourCrisis Service

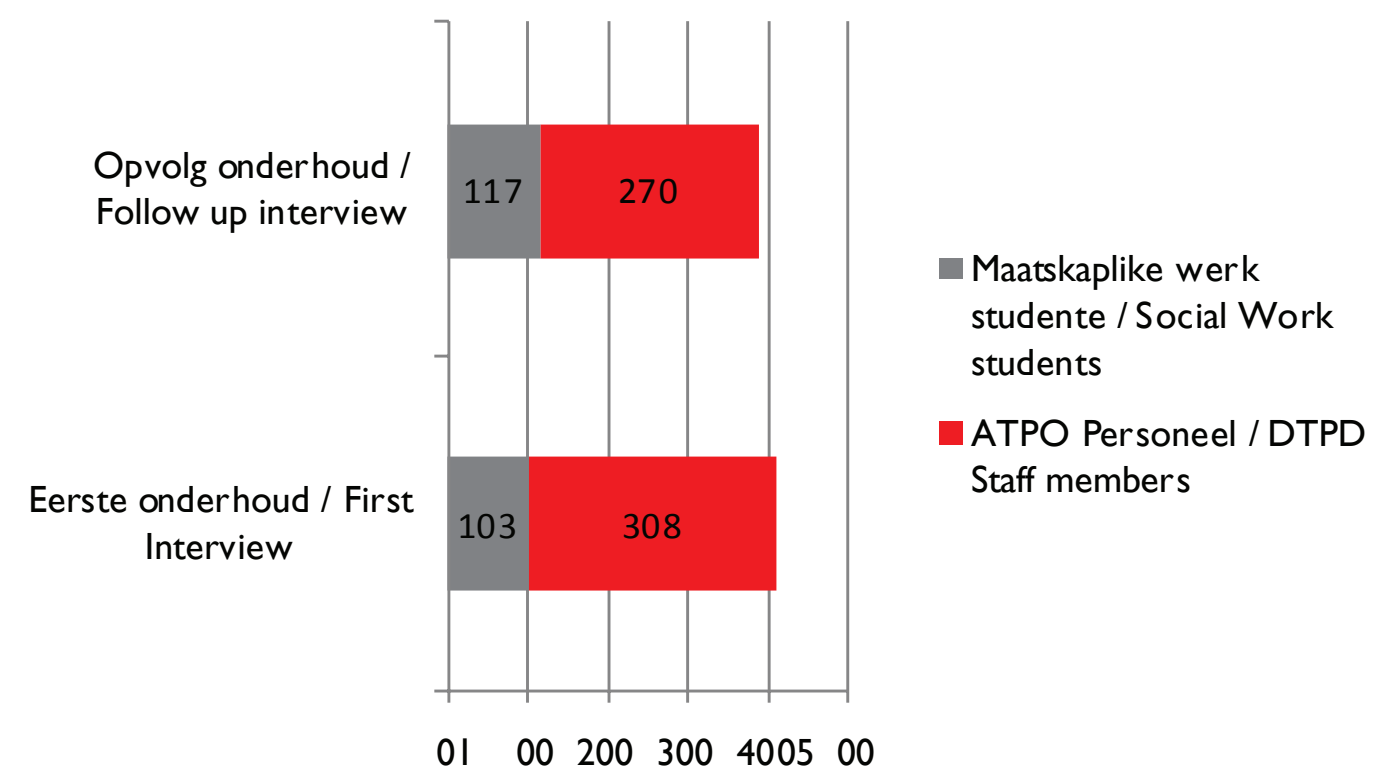
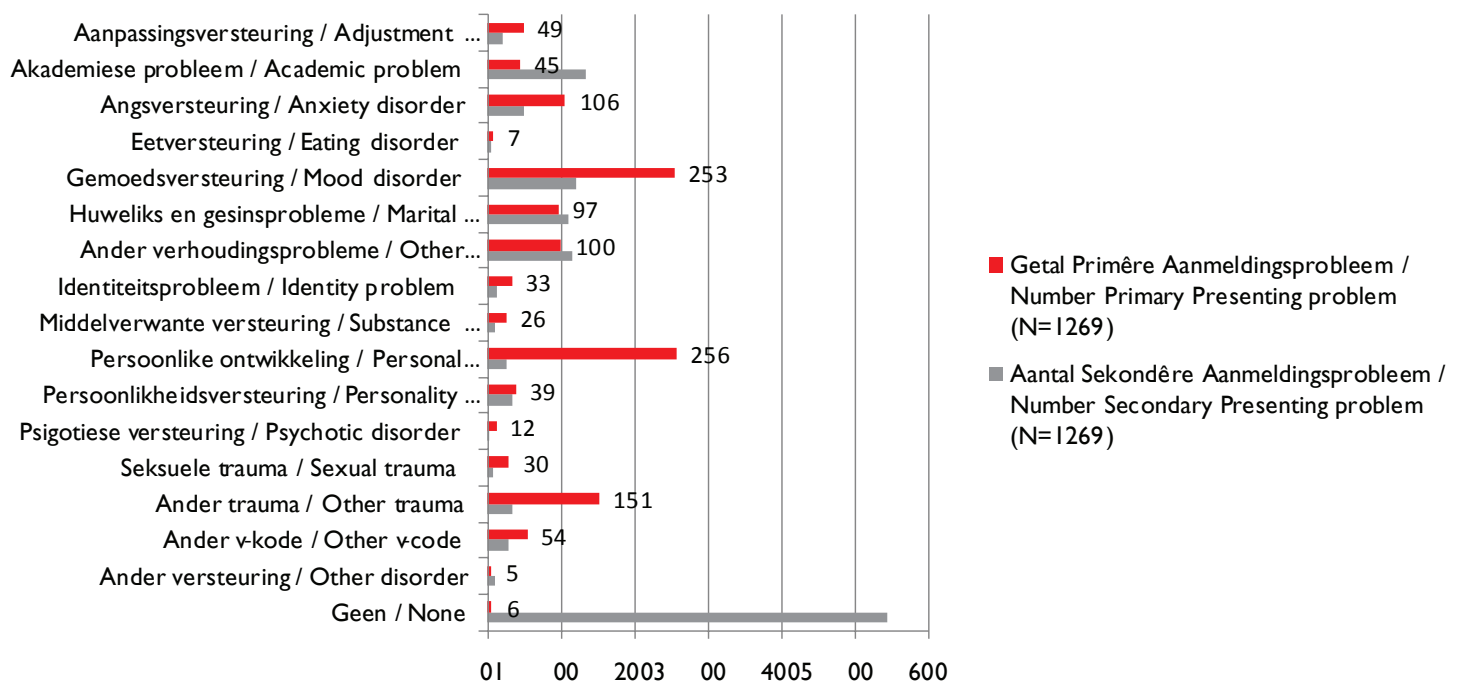


Fig 1 ATPO Aanmeldingsprobleme



1.1 24-Uur- Krisisdiens

Die 24-Uur-Krisisdiens is vanjaar 26 jaar oud. 'n Terugblik toon die groter wordende en onmisbare rol wat die diens binne die groter US landskap vervul. Dit sluit die Stellenbosch, Tygerberg en Bellville kampusse in.

Die doel van die diens is om spoedeisend op te tree rondom emosionele nood waar die nood die integriteit van die individu en/of sy omgewing bedreig. Die frekwensie en intensiteit van sulke gevalle het beduidend toegeneem in die afgelope jare. In 2012 is 798 sessies gelewer deur die 24-Uur-Krisisdiens.

Aanvanklike was die diens slegs daar om 'n ondersteunende na-uurse diens te bied aan ons eie pasiënte maar die afgelope jare word 'n meer omvattende rol vervul. Die eise van die universiteit is van so 'n aard dat daar voortdurend emosionele/psigiatrisse probleme is wat spoedeisend aangespreek moet word. Die diens is volledig ingeskakel by die Veiligheids- en Risikosisteen van die US. Vennote sluit die volgende in: medici/psigiaters, Kampusgesondheid, hospitale, Kampus Sekuriteit, SAPD, US Bestuur, Studentesake, Departement Maatskaplike Werk sowel as ander akademiese departemente, Voertuigpoel, Seksuele Teisteringskomitee en ander komitees.

24-HourCrisis Service

The 24-Hour Crisis Line is 26 years old this year. A retrospective look shows the increasing and vital role the service fulfils within the larger US landscape. This includes the Stellenbosch, Tygerberg and Bellville campuses.

The purpose of the service is to act speedily around emotional distress where the integrity of the individual and / or environmental is under threat. The frequency and intensity of such cases has increased significantly in recent years. In 2012 798 sessions were delivered by the 24-Hour Crisis Line.

Initially the role of the service was to play a supporting role after-hours to our patients but in recent years a more comprehensive role has been fulfilled. The demands of the university are of such a nature that there are constantly emotional / psychiatric problems that need to be addressed urgently. The service is fully aligned to the Safety and Risk Systems of the US. Partners include the following: medical practitioners / psychiatrists, Campus Health, hospitals, Campus Security, SAPS, US Management, Student Affairs, Department of Social Work as well as other academic departments, Vehicle Fleet, the Sexual Harassment committee and various other committees.

(AVLO) / (DACC)



Photos: (Louis Vlok)

AVLO (Afdeling vir Akademiese Voorligting en Loopbaanontwikkeling)

2.1 Loopbanekantoor

Die Loopbanekantoor is 'n onderafdeling van AVLO. Die teoretiese vertrekpunt van die Loopbanekantoor die optimale ontwikkeling van studente ten opsigte van hul loopbane.

Ons het in 2012 veral daarop gefokus om

- studente optimaal bewus te maak van wyses waarop hulle hulself kan toerus vir toetreding tot die werksêreld;
- studente en potensiële werkgewers met mekaar in kontak te bring deur o.a. die organiseer van Loopbaanuitstallings, om sodoende by te dra tot die optimale plasing van afgestudeerde studente;
- ons hulpbronne te opgradeer

Interessante “in-house” statistiek

- 96 maatskappye het aan die LBK se 3 loopbaanuitstallings deelgeneem.
- 17 maatskappye het etensuur-aanbiedinge gedoen (bygewoon deur 691 studente).
- 46 maatskappye het in die 2012 Werwingsprogramboekie adverteer.
- 127 maatskappye het aan die Werwingsprogram deelgeneem.
- Ongeveer 484 studente is vir onderhoudsgeenoi.
- Die LBK se loopbaanportaal, MatiesCareers, het 'n totaal van 4 136 besoeke van 3 302 persone ontvang.
- Tydens die Werwingsprogram (vanaf 23 Julie 2012 – 25 Oktober 2012) was daar 1000 in-stap navrae by die Loopbanekantoor se ontvangstoonbank.

DACC (Division for Academic Counselling and Career Development)

2.1 The Careers Office

The Careers Office is a sub-division of ACCD (Division for Academic Counselling and Career Development). The theoretical point of departure of the Careers Office is the optimal development of students in relation to their careers.

In 2012 we focused on:

- Making our students optimally aware of ways in which they can prepare themselves for entering the world of work;
- bringing students and potential employers into contact with each other by organising, among others, the Careers Fairs to contribute to the optimal placement of graduate students;
- upgrading our resources

Interesting in-house statistics:

- 96 companies participated in the 3 Careers Office Career Fairs.
- 17 companies did lunchtime presentations (attended by 691 students).
- 46 companies advertised in the 2012 Graduate Recruitment booklet.
- 127 companies participated in the Graduate Recruitment Programme.
- 484 students were invited to interviews.
- The career portal of the Careers Office, MatiesCareers, received a total of 4136 visits from 3302 persons.
- There were 1000 walk-in inquiries at the Careers Office Reception desk during the Graduate Recruitment Programme (from 23 July 2012 – 25 October 2012).

(KSSL) / (OSSLN)



Photos: (Louis Vlok)

2.2 Kantoor vir Studente met Spesiale Leerbehoefte (Gestremdhede) – KSSL Die KSSL het nog 'n suksesvolle jaar ervaar met die volgende hoogtepunte:

- Die welkomingsessie vir ons eerstejaar studente met spesiale leerbehoefte in Januarie 2012
- Ons Brailleurings personeel het UNISA en WITS besoek waar hulle waardevolle insigte oor verbeterde dienslewering in die Braillekantoor ontvang het. Hulle het ook die Braille SA ontmoeting in Johannesburg bygewoon.
- Lisa Visagie, 'n gereelde verbruiker van die Braille fasiliteite, het 'n Fullbright studiebeurs ontvang om in die VSA haar PhD te doen.
- Twee ses-weeklikse Gebaretaal kursusse het ook vir personeel en studente plaasgevind.
- 'n “Induction Loop System” is in die nuwe Den Bosch-lokaal geïnstalleer om gehoorgestremde studente, personeel en opleiers beter te kan laat hoor.
- Die Adjunk- Minister: Vroue, Kinders en Persone met Gestremdhede het die US besoek om met die Vise-Kansellier en gestremdhede-verbands dienste insluitend die KSSL met die oog op die versterking van ondersteuning aan personeel met gestremdhede.
- Verskillende werksinkels en bewusmakings aktiwiteite sowel as personeel ontwikkeling het plaasgevind, onder andere, samewerking met die Personeel Welwees Departement, die Stellenbosch Munisipaliteit, die Dieetkunde III studente, USASO en die “Higher Education Disability Services Association (HEDSA).
- Ons kern befondsers is steeds die US, Carl & Emily Fuchs Stigting met die Lombardi Trust en HUMARGA as mede-ondersteuner van hulptegnologie. Ondersteuning vir studente met spesiale leerbehoefte bly ons top prioriteit (sien verskillende ondersteuning hieronder).

2.2 Office for Students with Special Learning Needs (Disabilities) – OSSLN The OSSLN had another successful year with the following highlights:

- The welcome session for our first-years with special learning needs in January 2012.
- Our Braille staff did site visits to UNISA and WITS where they gained valuable insights to further improve their service delivery at the Braille Office. They also attended the Braille SA meeting in Johannesburg.
- Lisa Visagie, a regular user of our Braille facilities, was awarded a Fullbright Scholarship to do her PhD in the USA.
- Two six-weekly Sign Language courses took place for staff and students.
- An Induction Loop System was installed in the new Den Bosch venue which enables better hearing for hearing impaired students, staff and trainers who use the training facility.
- The Deputy Minister: Women, Children and People with Disabilities visited the US to engage with the Vice-Chancellor and disability-related services including the OSSLN with aim to improve disability support.
- Several workshops and awareness raising activities took place as well as staff development, inter alia, with the Staff Wellness Department, the Stellenbosch Municipality, Dietetics III students, USASO and the Higher Education Disability Services Association (HEDSA).
- Our core funders remained Stellenbosch University, Carl & Emily Fuchs Foundation and the Lombardi Trust and HUMARGA co-funds assistive technology support. Support to students with special learning needs remain our top priority (see the kinds of support below).

Fig 3 LBK

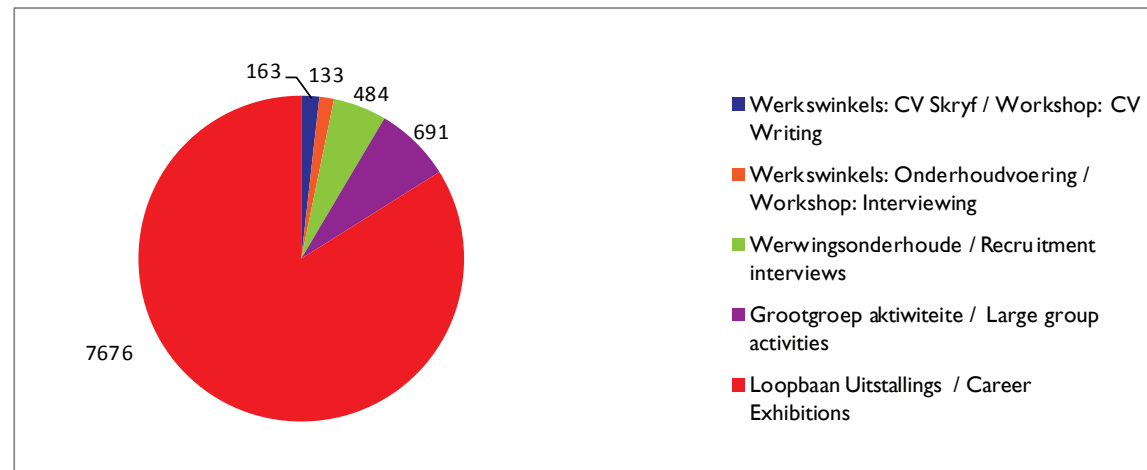
Studente bygewoon / Students attended

Fig 4 KSSL

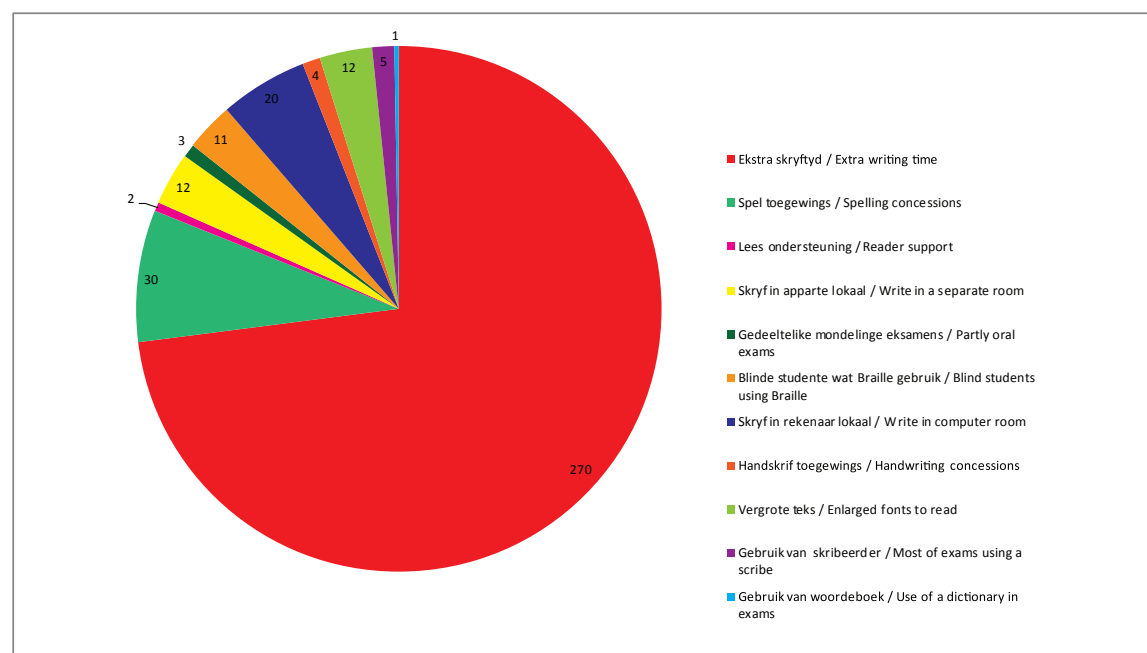
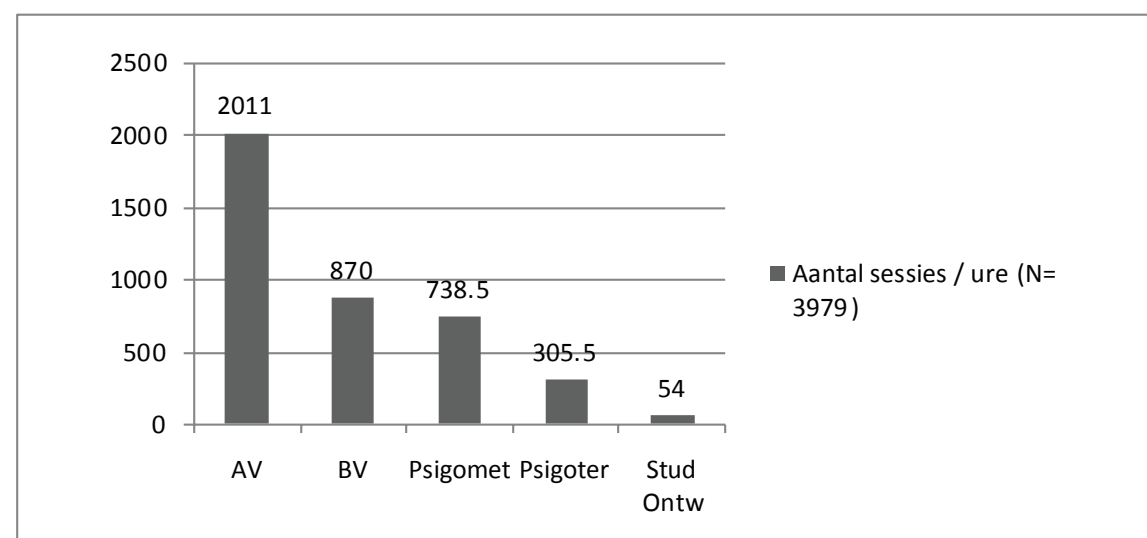
**KSSL Aktiwiteite / Office for Student with Special Learning
Leeds activities Aantal studente / Number of students**

Fig 5b KAVO

Aantal sessies / ure (N= 3979)**2.3 Kantoor vir akademiese voorligting en – ontwikkeling**

Wêreldwyd toon die profiel van studente op hoër onderwys-kampusse drastiese veranderinge. Oor die algemeen blyk dit of studente minder voorbereid is vir die eise wat deur die akademiese omgewing gestel word. Dit dra by tot 'n beduidende toename in die behoefte vir die ontwikkeling van generiese akademiese vaardighede ten opsigte van byvoorbeeld tyd-en stresbestuur, studiemetodes en die effektiewe neem van notas tydens lesings. Die veranderende studenteprofiel gee ook aanleiding tot 'n toename in aanmeldings vir ondersteuning t.o.v. akademiese onderprestasië, leerprobleme, maar ook loopbaanontwikkeling.

2012, die tweede bestaansjaar van KAVO, was in vele opsigte uitdagend, maar veral die bestuur van kliënteladings het ons gedwing om innoverend en kreatief oor dienslewering te dink. Die volgende innoverende projekte is vanjaar deur die personeel geïnisieer:

- 'n Uitgebreide navorsingsprojek oor die behoeftes van Generasie Y-studente en die implikasies wat dit vir studentevoorligtingsdienste inhou.
- 'n "Mindfulness"-projek wat daarop gerig is om studievaardighede in groepsverband te ontwikkel
- 'n Narratiewe Loopbaanontwikkelings-werkswinkel
- 'n "Blended Learning" program gefokus op die ontwikkeling van generiese akademiese vaardighede
- 'n Rekenaarprogram wat loopbaanvoorligtingverslae volgens individuele kliënte se profiele genereer.
- 'n Instapdiens wat kliënte se onmiddellike behoeftes vir ondersteuning aanspreek
- Gevallewerk het deurlopend in die vorm van individuele sessies sowel as ontwikkelingswerkswinkels plaasgevind. 'n Uitgebreide psigometriese diens is ook gelewer.
- Hierdie jaar het KAVO ook 'n personeelid gehad wat die Tygerberg kampus bedien het en individuele sessies aangebied het vir studente wat akademiese ondersteuning nodig gehad het.

KAVO is ook nou betrokke by studente met hertoelatingskwessies. Die aantal besoeke hierdie jaar word gereflekteer in Figuur 5:

2.3 Office for academic counselling and development (OACD)

Across the world the profile of students on higher education campuses is changing rapidly. Generally, it seems as if students are less prepared to deal with the pressures of the academic environment. This gives rise to a significant increase in the need for the development of generic academic skills, for example time and stress management, study methods and effective note taking during lectures.

2012 was the second anniversary of the OACD. In many instances it was a challenging year especially with regard to managing the client load. We were forced to think in an innovative and creative way about service delivery. The following innovative projects were initiated by the staff of the OACD during this year:

- A comprehensive research project about the needs of Generation Y students and the implications thereof for student counselling services
- A mindfulness-project that focusses on the development of study skills in a group context
- A narrative career counselling workshop
- A blended learning programme that focusses on the development of generic academic skills
- A computer programme that generates career counselling reports according to individual clients' profiles
- A walk-in service to address students immediate needs for support
- Case work occurred continually through individual sessions as well as developmental workshops. A comprehensive psychometric service was also offered.
- This year OACD also had a staff member who serviced Tygerberg campus and offered individual sessions for students with academic support needs.
- KAVO is also very involved with students with re-admission issues. The number of students assisted this year is reflected in Figure 5:



3. Voortgesette onderrig en opsommende statistiek van dienste gelewer

3.1 Studente ontwikkeling

Die SSVO bied 'n uitgebreide werkswinkel-program aan vir studente wat akademiese en persoonlike vaardighede wil ontwikkel. Hierdie werkswinkels word elke kwartaal of semester herhaal en oor middagetes of na-ure aangebied om toeganklikheid te verhoog. (Verwys na stats by Handre se deel)

Werkswinkel temas:

- Die akademiese werkswinkels (aangebied deur KAVO): Kry die meeste uit jou lesings, Tydbestuur, Studiemetodes en Denkvaardighede.
- Die persoonlike ontwikkelingswerkswinkels (ATPO): Verbeter jou selfvertroue en sosiale vaardighede; sowel as Stresbestuur: Bestuur jou studies en persoonlike lewe beter.
- Die loopbaan ontwikkelingswerkswinkels (Loopbane Kantoor): Skryf van 'n CV en Voorbereiding vir werksonderhoudvoering.
- Die KSSL bied Gebaretaal-werkswinkels aan vir studente en personeel.

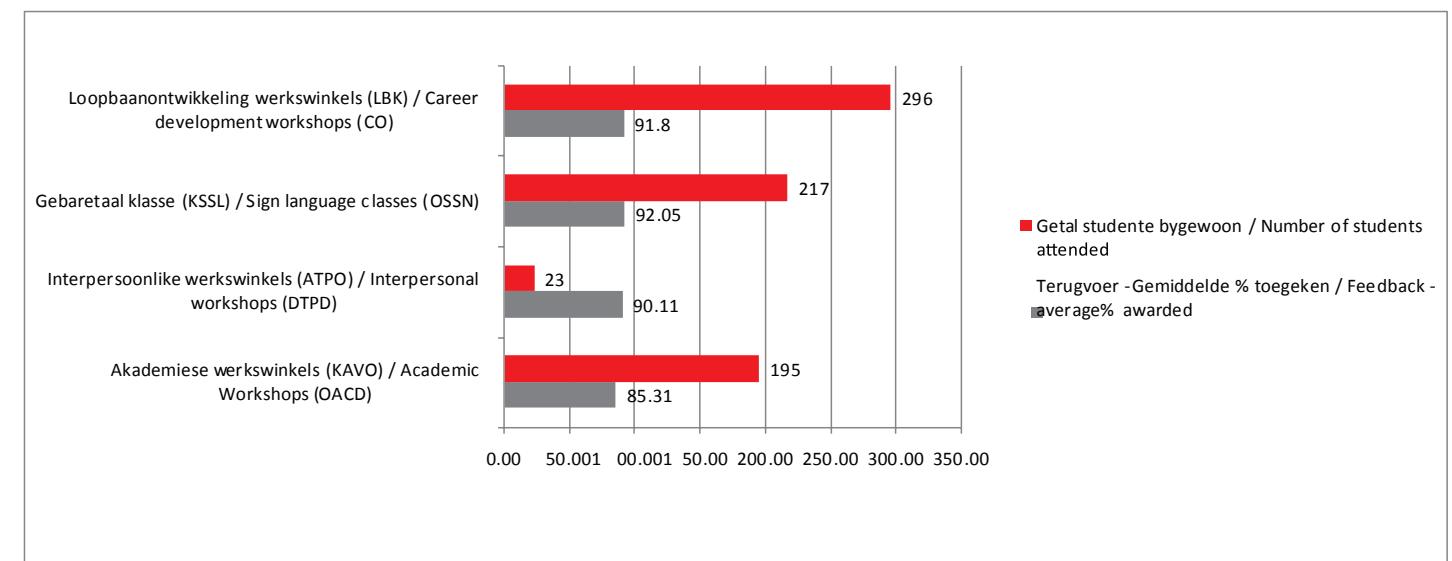
Selfhulpmateriaal oor 'n verskeidenheid onderwerpe is beskikbaar op die SSVO se webblad.

Die SSVO is betrokke by die opleiding van die mentor-tutors op Tygerberg Kampus (saam met die Sentrum vir Onderrig en Leer) en die mentors op Stellenbosch Kampus (saam met die Studenteleierskapsinstituut). Laasgenoemde word hierdie jaar op 'n nuwe wyse aangepak met die klem op studente-welwees en sukses.

Die SSVO personeel dra ook by tot die formele onderrig van studente. Die tema, "Die suksesvolle Gesondheidswetenskap student" word doseer as deel van die Fondasie kursus van die Fakulteit Geneeskunde en Gesondheid (Prof CD Cilliers, M Parker, C Bosman-Vosloo en E Kruger). Mnr L Vlok bied Krisisintervensie aan as 'n module vir die Maatskaplike Werk studente.

Algemene bewuswording word ook onder studente bevorder deur die SSVO se deelname aan dae soos Loslitdag en die Wêreld Geestesgesondheidsdag. Op Wêreld Geestesgesondheidsdag (10 Oktober) het die SSVO byvoorbeeld, in samewerking met die Pulp Filmvereniging ('n studentevereniging op Stellenbosch kampus), populêre films met 'n geestesgesondheidtema vertoon by die Neelsie Cinema.

Fig 6: SSVO Werkswinkel / CSCD Workshops



3. Continuing education and summative statistics of rendered services

3.1 Student development

The CSCD offers an extensive workshop programme for students interested in developing academic and personal skills. These workshops are repeated each quarter or semester and presented over lunchtime or after-hours to increase accessibility. (Verwys na statistiek by Handre se deel)

Workshop themes:

- The academic workshops (KAVO): Get the most from your lectures, Time Management, Study Methods and Thinking Skills.
- The personal development workshops (offered by DTPD): Improve your self-confidence and social skills; as well as Stress Management: Manage your studies and personal life better.
- The career development workshops (Careers Office): CV-writing and Preparing for Job interviews.
- The OSSLN offers Sign Language workshops for students and staff.

Self-help materials on a variety of topics are available on the website of the CSCD.

The CSCD is involved in the training of the mentor-tutors at Tygerberg campus (with the Centre for Teaching and Learning) and the mentors at Stellenbosch campus (with the Student Leadership Institute). The latter was approached in a new way this year with the focus on student wellness and success.

The CSCD-staff also contributes to the formal education of students. The theme, "The Successful Health Sciences student" is taught as part of the Foundation course of the Faculty of Medicine and Health Sciences (Prof CD Cilliers, M Parker, C Bosman-Vosloo and E Kruger). Mr L Vlok offer Crisis Intervention as a module for Social Work students.

General awareness is also promoted amongst students through the CSCD's participation in days like Casual Day and World Mental Health Day.

On World Mental Health Day, 10 October, the CSCD co-operated with the Pulp Film Society (a student society on Stellenbosch campus) and presented popular movies with a mental health theme at the Neelsie Cinema.

3.2 Statistiese inligting / Statistical information

Fig 7 SSVO Kliekte kontakte

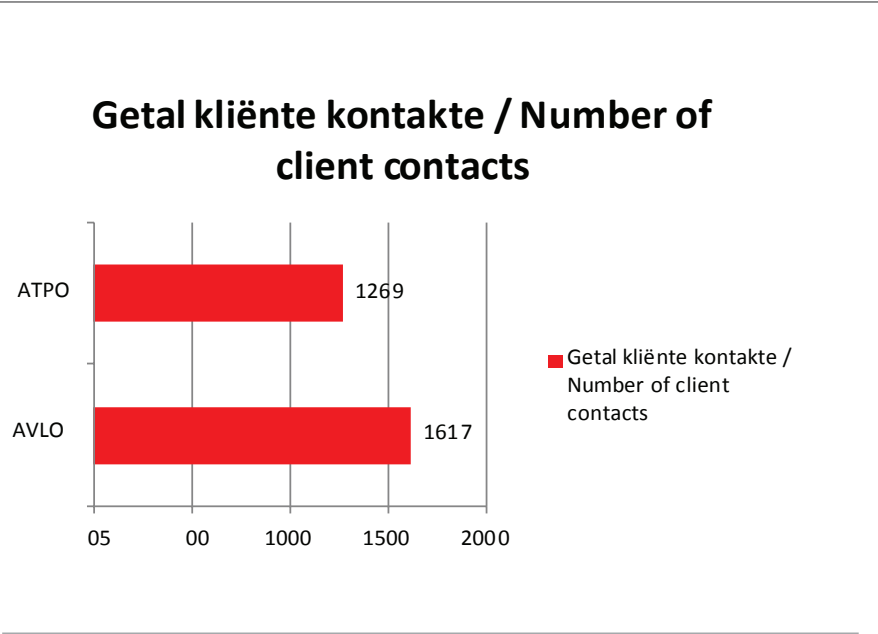


Fig 8 SSVO Sessies

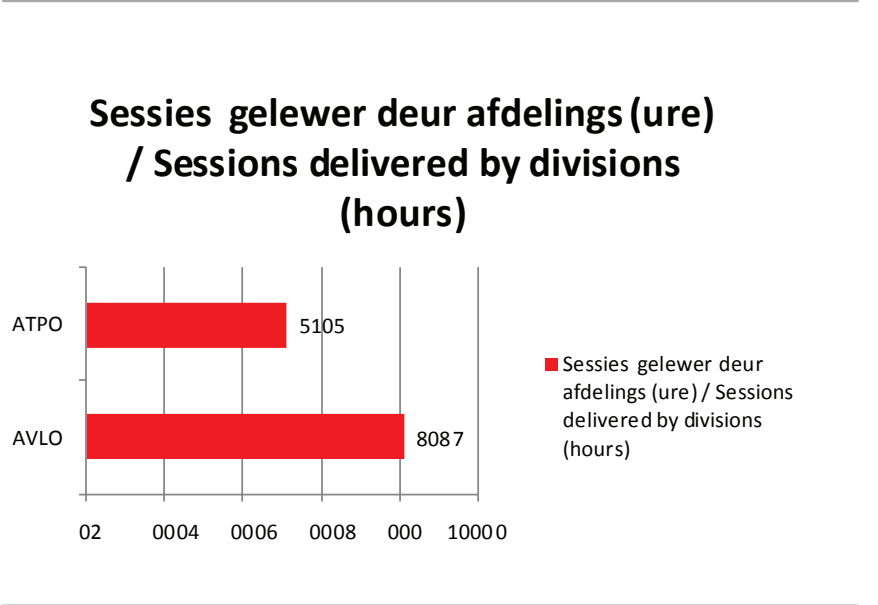


Fig 9 SSVO Fakulteite

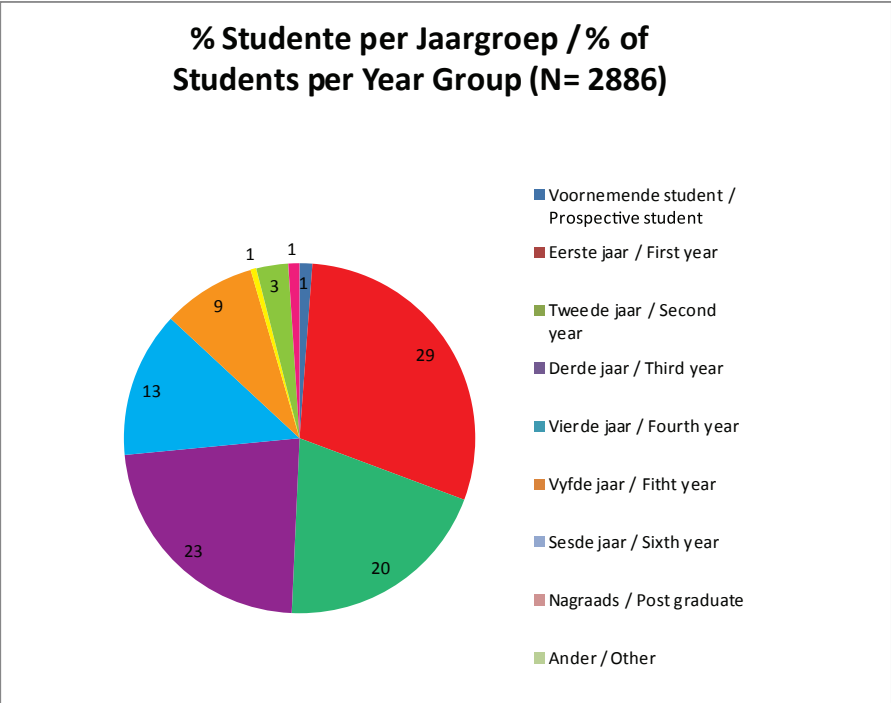
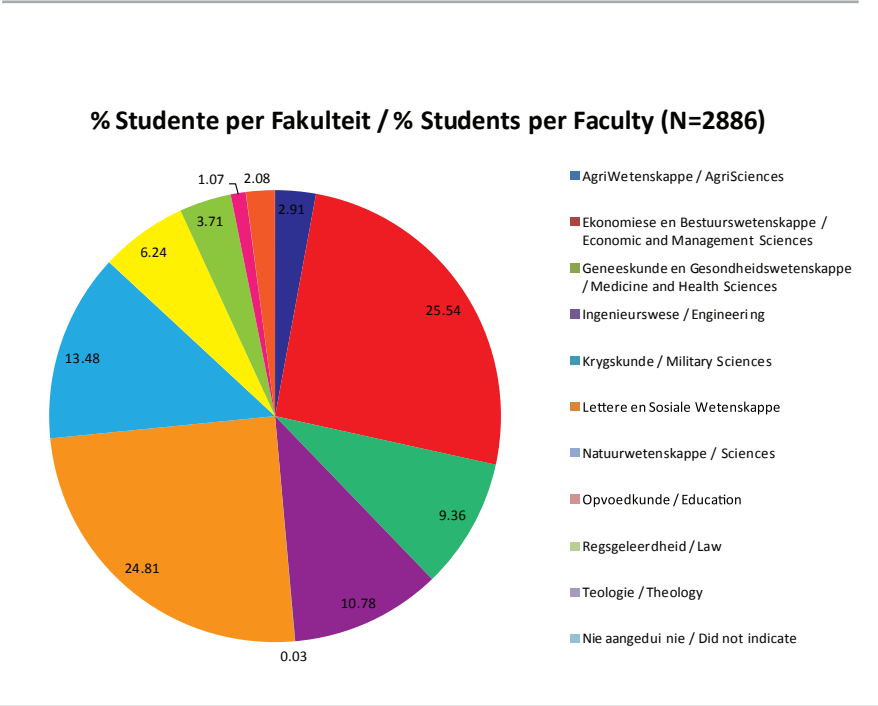
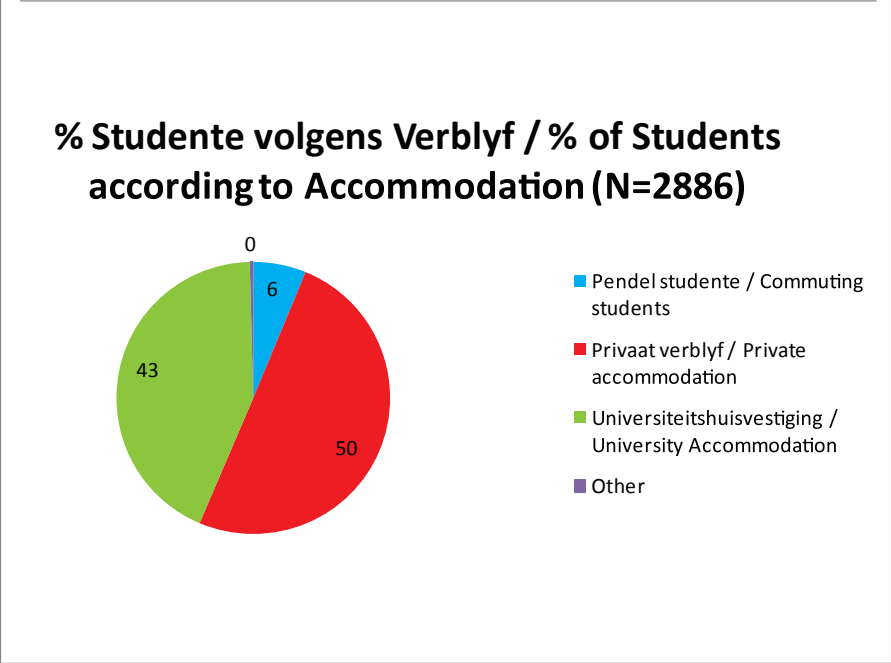
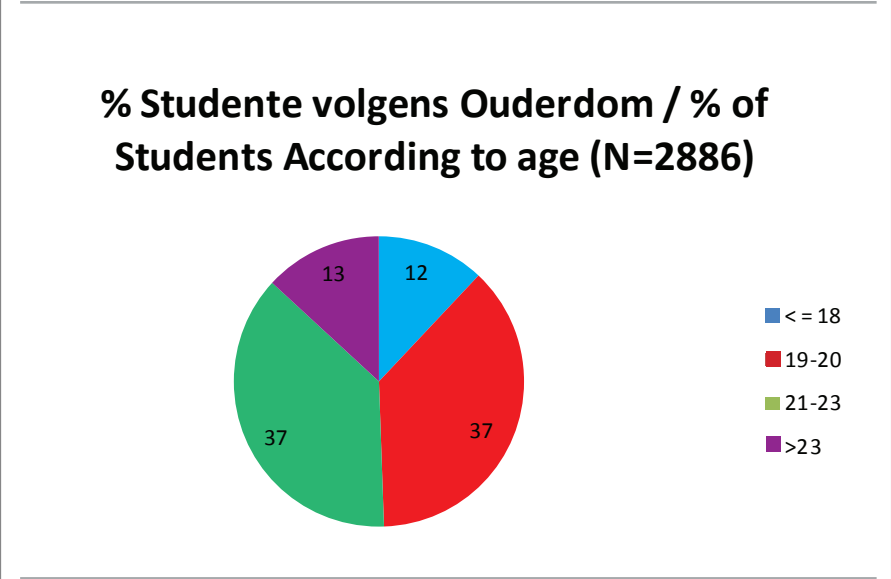


Fig 7 SSVO Kliekte kontakte

Fig 8 SSVO Sessies

Fig 9 SSVO Fakulteite



3.2 Statistiese inligting / Statistical information

% studente volgens Geslag / % of Students according to Gender (N=2886)



Fig 13 SSVO Geslag

% Studente volgens Taal / % of Students according to Language (N=2886)

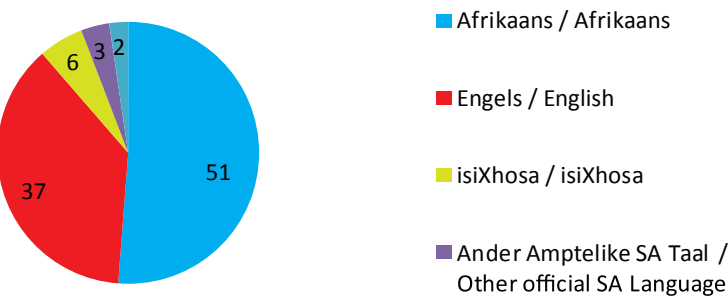


Fig 14 SSVO Tale

% Studente volgens Kultuurgroep / % of Students according to Cultural Group (N=2886)

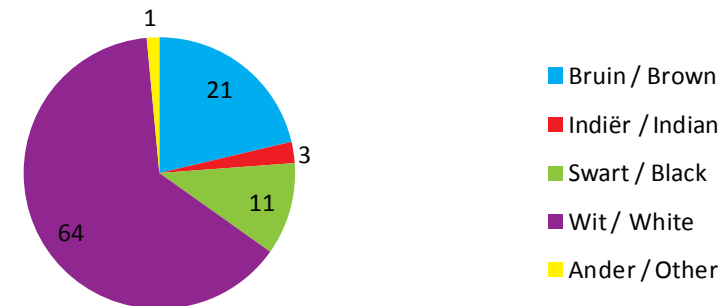


Fig 15 SSVO Kultuur

Fig 16: AVLO Terugvoer

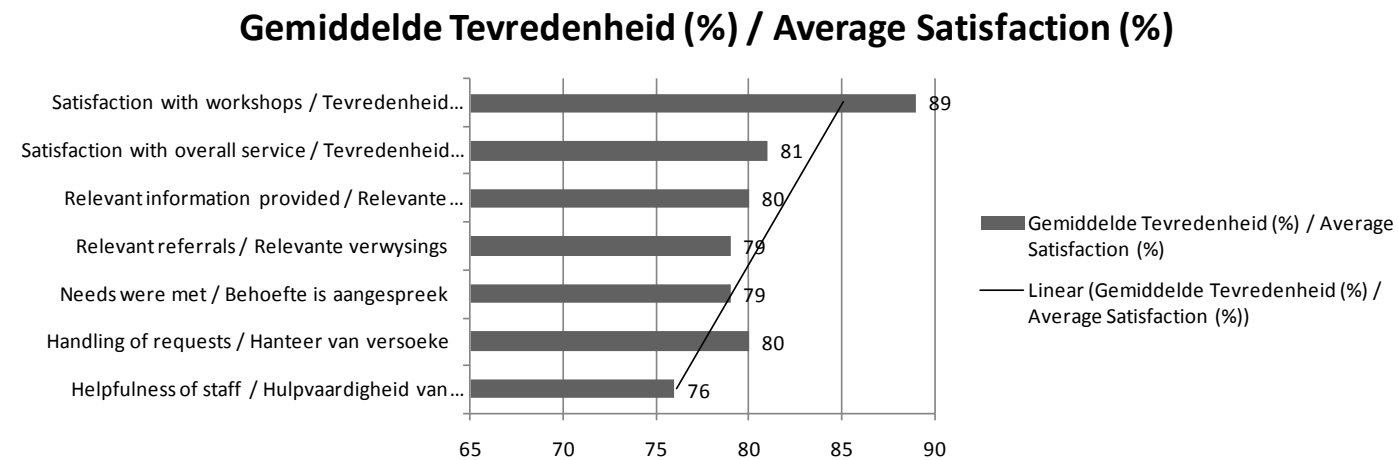


Fig 17 ATPO Terugvoer



Photos: (Louis Vlok)

4. PERSONEEL / STAFF

4.1 Ontmoet die span / Meet the team

Direkteur	Prof CD Cilliers
Eerste Sekretaresse	Me HZ Kotzé
Tydlike/deeltydse assistent	Me MM Vlok

Afdeling vir Akademiese Voorligting en Loopbaanontwikkeling (AVLO)

Direkteur	Dr HJ Brand
Sentrale Ontvangs	Me A Welgemoed
Mnr D Fredericks	
Me M Denysen	

Kantoor vir Akademiese Voorligting en Ontwikkeling (KAVO)

Hoof	Me E Strauss
Opvoedkundige Sielkundige	Me S Wahl
Voorligtingsielkundige	Me M Pienaar (bedank einde September)
Psigometris	Me C Saunderson
Intern Opvoedkundige	
Sielkundige	Me A Butterfield (Januarie tot Junie)
Intern Opvoedkundige	
Sielkundige	Me N Smith-Chanderler
Konsultant	
Sielkundige	Me C Bosman-Vosloo
Konsultant	
Sielkundige	Me K Conradie

Loopbanekantoor

Hoof	Mnr M Timmey
Senior Administratiewe Beampte	Me W Naude

Sekretaresse
Administratiewe Beampte
Deeltydse Sekretaresse

Me A Joubert
Mnr P Malambile
Me S Adams / D van Neel

Kantoor vir Studente met Spesiale Leerbehoefes (Gestremdhede)

Hoof	Me M Lyner-Cleophas
Administratiewe Beampte	Me M Willems / Christine Bosman-Vosloo
Senior Brailleuringsbeampte	Mnr J Wileman
Brailleuringsbeampte	Me P Louw
Brailleuringsbeampte	Me A Wileman

Afdeling vir Terapie en Persoonlike Ontwikkeling

Adjunk-Direkteur	Me Mumtaj Parker
Senior Sekretaresse	Me R Osman
Hoof 24 Krisisdiens	Mnr LA Vlok
Senior Voorligting	
Sielkundige	Me E Kruger
Kliniese Sielkundige	Me I Beukes
Kliniese Sielkundige	Me A McConney
Kliniese Sielkundige Tygerberg	Me A Nel
Assistent	Me K Williams
Konsultant Psigiater	Dr C van den Berg
Konsultant Dieetkundige	Me S Potgieter
Konsultant Kliniese Sielkundige	Dr A Grunlingh
Konsultant Kliniese Sielkundige	Mnr JP Theron
Konsultant Kliniese Sielkundige	Dr C Capri
Konsultant Kliniese Sielkundige	Me N Revington
Administratiewe assistent	Me F Firfirey
	Me N Durandt

4.2 Personeelontwikkeling: Voortgesette ontwikkeling, Navorsing en Welwees

As deel van ons verbintenis tot Personeel Welwees, word baie aandag gegee aan die voortgesette ontwikkeling en opleiding van personeel. Interne ontwikkelingsgeleenthede word gebied in die vorm van individuele en groepsupervisie aan die geregistreerde sielkundiges, forums (gesprekke met relevante kenners en diensleweraars op kampus), sowel as bewusmaking en opleiding ten opsigte van diversiteit.

CPD-Well program :

Die CPD Well program word aangebied as 'n verdere opleidingsgeleentheid en is ook oop vir die publiek. Geregistreerde sielkundiges woon lesings by deur spesialiste oor verskillende onderwerpe (Opsie A), kan web-gebaseerde artikels lees (opsie B) en web-gebaseerde lesings aflaai (Opsie C) vir voortgesette professionele ontwikkeling (Algemeen en Bedryfsielkunde). Hierdie program dien as opleidingsgeleentheid vir ons professionele personeel, maar is ook vir die SSVO 'n derde geldstroom inkomste.

Personeel het ook die volgende opleiding (werkswinkels, kursusse, simposiums en kongresse) bygewoon:

- UNILEAD-sertifikaat by die Carl von Ossietzky Universiteit, Oldenburg, Duitsland (E Strauss)
- “Mindfulness Based Approaches” – 8 week afstandsonderrig program deur die “Division for Mindfulness Based Research and Practice” (S Wahl)
- CHEC werkswinkel: Projek bestuur (S Wahl)
- “Event management” (Geleentheidsbestuur) werkswinkel (A Joubert)
- Kantoor administrasie bestuur (A Joubert)
- UWK seminaar: “Can popular education be therapeutic?” (A Nel)
- “Managing Team Resilience”: (M Parker, M Lyner-Cleophas)
- Konflikhantering opleiding (M Timmey)
- ATLAS.ti Opleiding (M Lyner-Cleophas)
- 37th Jaarlikse Konferensie van die Assosiasie vir Vroue in Sielkunde, Palm Springs, California, VSA (S Wahl)
- Internasionale Sielkunde Kongres (I Beukes, A Nel, M Parker, M Lyner-Cleophas)
- Southern African Association for Counselling and Development in Higher Education (SAACDHE) Konferensie (Dr H Brand, A Nel, L Vlok)
- South African Career Development Association (SACDA) Konferensie (M Timmey)
- Higher Education Disability Services Association (HEDSA) Symposium (M Lyner-Cleophas) – Ms Lyner-Cleophas is verkies as die Voorsitter van HEDSA vir die volgende termyn

Aanbiedings gedoen:

- A McConney. Referaat: “The Heart and Mind of a Young Man Questioning His Sexual Orientation – Insights gained from a support group.” By die Twaalfde Internasionale Konferensie oor Diversiteit, Vancouver, Kanada
- A Nel. Plakkaat: ““Doing” reasonable hope: The use of peer reflecting team practices to co-create meanings about student experiences of the MB ChB II Course at Stellenbosch University.” Internasionale Sielkunde Kongres, Kaapstad
- A Nel. Referaat: ““Doing” reasonable hope: The use of peer reflecting team practices to engage with students about their experiences at the Faculty of Health Sciences of Stellenbosch University.” SAACDHE konferensie, Bloemfontein
- Prof CD Cilliers, saam met Dr HL Botha. Keynote address: ““Adolescent” South Africa (18 years since democratization): challenges for universities to optimize wellness as a prerequisite for cognitive development and learning in a diverse society.” Internasionale Assosiasie vir Kognitiewe Opvoeding en Sielkunde. Europese streekskonferensie, Geneva, Switzerland.
- Prof CD Cilliers. Werkswinkel: “Essential skills to flourish in life.” Golden Key International Honour Society; International summit, Atlanta, Georgia, USA
- K Conradie en Dr HJ Brand. Referaat: “A basic management programme for academic underachievement of university students.” SAACDHE Konferensie, Bloemfontein

Publikasies deur personeel:

- Prof CD Cilliers, saam met Dr L Beekman en Dr A de Jager (Red). 2012. “Student counselling and development: contemporary issues in the Southern African context.” University of South Africa, UNISA press, Pretoria.
- Prof CD Cilliers saam met Dr HL Botha. 2012. ““Adolescent” South Africa (18 years since democratization): challenges for universities to optimize wellness as a prerequisite for cognitive development and learning in a diverse society.” Journal of cognitive education and psychology. In Press.
- Prof CD Cilliers, C Koch, M Pienaar en E Strauss. 2012 “Generation Y.” Ad hoc-navorsingsverslag. Universiteit Stellenbosch, Mei 2012



Photos: (Louis Vlok)

- Chataika, T., Mckenzie J., Swart, E. & Lyner-Cleophas, M. (2012). Access to education in Africa: responding to the United Nations Convention on the Rights of Persons with Disabilities. Disability & Society, 27(3), 385-398.
- Marquard, T & Chapman, V. “Career Counseling First-Generation Students at a South African University: Reflections On Challenges and Successes”, Career Convergence, Desember 2012
- ‘n Artikel oor Den Bosch (lokaal wat nuut by die SSVO ingerig is) het
- ook verskyn in HEFMANIA, vol 6, nommer 3, (Higher Education Facilities Management Association of South Africa) se tydskrif. Die titel van die artikel was “SU introduces Hi-tech classroom for better learning” en is geskryf deur Wilma den Hartigh

Navorsingsprojekte van die Sentrum:

- Dr HJ Brand, saam met Dr A du Plessis. “Die psigometriese eienskappe van die Vraelys vir Akademiese Geredheid en Loopbaanontwikkeling vir Eerstejaar Universiteitstudente.” Ad hoc-navorsingsprojek, SSVO, Universiteit van Stellenbosch.
- Prof CD Cilliers. “A systemic and holistic approach to optimize university student success by means of the out-of-class experience.” Amptelike navorsingsvergunning. 1 Junie 2012 – 31 Mei 2013.

Personeel welwees

Personeel welwees is geïnkorporeer as 'n metafokuspunt vir 2012. Spesifieke aandag is gegee aan die verligting van werkslading, maar, soos elke ander jaar, word spesiale personeel aktiwiteite in ons program ingebou.

Die personeel het op 'n spanbou uitstappie (georganiseer deur die Personeelkomitee) gegaan op 22 Maart waartydens ons die Waterfront en Spier besoek het. Erfenisdag is ook op 21 September herdenk met 'n ontspanne-geleentheid waar personeel saam kan eet en deel rondom diversiteit (gereël deur die Diversiteitskomitee). Die SSVO het ook 'n unieke “Moerklub” – personeel kan elke oggend kom koffie drink in die gesamentlike personeel kamer, waar hulle kan netwerk ten einde idees te groei en samewerking te bevorder. By die Einde van die Jaar-funksie op 7 Desember kan personeel saam terugkyk op 'n produktiewe en effektiewe jaar en die uitkomst daarvan vier.

4.2 Staff development: Continuing development, Research and Wellness

As part of our commitment to Staff Wellness, much attention is given to the ongoing development and training of staff. In-house development opportunities are offered in the form of individual and group supervision to the registered psychologists, forums (discussions with relevant experts and service providers on campus), as well as awareness and training regarding diversity.

CPD Well programme:

The CPD Well programme is offered as a further training opportunity and is open to the public. Registered psychologists attend lectures by specialists on various topics (Option A), read web-based articles (option B) and download web-based lectures (Option C) for continuing professional development (General and Industrial Psychology). This programme serves as a training opportunity for our professional staff, but also provides a third stream income for the CSCD.

Staff also attended the following training (workshops, courses, simposiums and conferences):

- UNILEAD certificate at the Carl von Ossietzky University, Oldenburg, Germany (E Strauss)
- "Mindfulness Based Approaches" - 8 week distance learning program through the "Division for Mindfulness Based Research and Practice" (S Wahl)
- CHEC workshop: Project Management (S Wahl)
- "Event Management" workshop (A Joubert)
- Office administration management (A Joubert)
- UWC seminar: "Can popular education be therapeutic?" (A Nel)
- Managing Team Resilience (M Parker, M Lyner-Cleophas)
- Conflict Management training (M Timmey)
- ATLAS.ti training (M Lyner-Cleophas)
- 37th Annual Conference of the Association for Women in Psychology, Palm Springs, California, USA (S Wahl)
- International Congress of Psychology (I Beukes, A Nel, M Parker, My Lynder Cleophas)
- Southern African Association for Counselling and Development in Higher Education (SAACDHE) Conference (Dr. HJ Brand, A Nel, LA Vlok)
- South African Career Development Association (SACDA) Conference (M Timmey)
- Higher Education Disability Services Association (HEDSA) Symposium (M Lyner-Cleophas) – Ms Lyner-Cleophas was elected chairperson for HEDSA for the next term

Presentations:

- A McConney. Paper: "The Heart and Mind of a Young Man Questioning His Sexual Orientation - Insights gained from a support group." At the Twelfth International Conference on Diversity, Vancouver, Canada
- A Nel. Poster: "Doing" reasonable hope: The use of peer reflecting team practice to co-create meanings about student experiences of the MB ChB II Course at Stellenbosch University.' International Congress of Psychology, Cape Town
- A Nel. Paper: "Doing" reasonable hope: The use of peer reflecting team practices to engage with students about their experiences at the Faculty of Health Sciences or Stellenbosch University.' SAACDHE conference, Bloemfontein
- Prof. CD Cilliers with DR HL Botha. Keynote address: "Adolescent" South Africa (18 years since democratization): challenges for universities to optimize wellness a Prerequisite for cognitive development and learning in a diverse society.' International Association for Cognitive Education and Psychology. European Regional Conference, Geneva, Switzerland.
- Prof. CD Cilliers. Workshop: "Essential skills to flourish in life." Golden Key International Honour Society; International summit, Atlanta, Georgia, USA
- K Conradie and Dr HJ Brand. Paper: "A basic management programs for academic underachievement or university students." SAACDHE Conference, Bloemfontein

Publications by staff:

- Prof. CD Cilliers, with Dr L Beekman and Dr A de Jager (Eds). 2012. "Student counseling and development: contemporary issues in the Southern African context." University of South Africa, UNISA Press, Pretoria.
- Prof. CD Cilliers with Dr HL Botha. 2012. "Adolescent" South Africa (18 years since democratization): challenges for universities to optimize wellness a Prerequisite for cognitive development and learning in a diverse society.' Journal of cognitive education and psychology. In Press.
- Prof. CD Cilliers, C Koch, M Pienaar and E Strauss. 2012 "Generation Y." Ad hoc research report. University, May 2012.



Photos: (Louis Vlok)

- Chataika, T., McKenzie J., Swart, E. & Lyner-Cleophas, M. (2012). Access to education in Africa: responding to the United Nations Convention on the Rights of Persons with Disabilities. Disability & Society, 27(3), 385-398.
- Marquard, T & Chapman, V. "Career Counseling First-Generation Students at a South African University: Reflections On Challenges and Successes", Career Convergence, December 2012
- An article about Den Bosch (SSVO venue that was renovated) also appeared in the magazine of HEFMANIA, vol 6, nr 3, (Higher Education Facilities Management Association of South Africa) . The title of the article was "SU introduces Hi-tech classroom for better learning" and was written by Wilma den Hartigh

Research projects of the Center:

- Dr. HJ Brand with Dr. A du Plessis. "The psychometric properties of the questionnaire for Academic Readiness and Career Development for First Year University Students." Ad hoc research project, CSCD, University of Stellenbosch.
- Prof. CD Cilliers. "A systemic and holistic approach to optimize university student success by Means of the out-of-class experience." Official research opportunity. 1 June 2012 - 31 May 2013.

Staff wellness

Staff wellness was incorporated as a meta-focus for 2012. Specific attention was given to alleviate workload, but, like every other year, special staff activities were built into our programme.

The staff went on a teambuilding trip (organized by the Staff Committee) on 22 March, during which we visited the Waterfront and Spier. Heritage Day was commemorated on 21 September with a relaxed event where staff could eat together and share around diversity (arranged by the Diversity Committee). The CSCD has a unique "Moer Klub" - staff can drink coffee every morning in the joint staff room, where they can network in order to grow and promote ideas and collaboration. At the End of the Year function on 7 December staff could look back on a productive and effective year and celebrate its outcomes.

Nuwe ontwikkelings / New developments

1. Nuwe gebou en infrastruktuur vir die Loopbanekantoor/New building and infrastructure for Careers Office



Photos: (Louis Vlok)

2. Ontwikkeling van die “Den Bosch” Leersimulator/Development of the “Den Bosch” Learning Simulator



