



Stellenbosch

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SRC

Students' Representative Council
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Studenteraad



SRC 2024 TERM 2 REPORT

SRC Communications & Visibility Officer

And

SRC Executive Member

Students' Representative Council

Third Floor, Neelsie Student Centre

Private Bag X1, Matieland, 7602

Tel: +27 21 808 2757 | Email: sr@sun.ac.za



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Foreword



– **SRC**
**Communications &
Visibility Officer and
Executive Member** –
26899760@sun.ac.za
Your Picture here

Moloweni Maqabane,

In my role as a Communications Officer, I have embraced the vital task of nurturing seamless dialogue and fostering meaningful connections within organisations. In an era characterised by swift technological advancements and evolving communication landscapes, the importance of effective communication cannot be overstated.

In this capacity, I have championed the art of conveying intricate ideas with clarity, ensuring that messages resonate across diverse audiences. From crafting compelling narratives to harnessing the potential of various communication platforms, my journey as a Communications Officer has been defined by adaptability, innovation, and an unwavering commitment to excellence.

Navigating the intricate network of internal and external stakeholders, I have endeavoured to build bridges that transcend barriers, fostering trust and collaboration. Whether orchestrating strategic campaigns or addressing critical issues, I have consistently upheld the principles of transparency and authenticity, recognising them as fundamental pillars of impactful communication.

Throughout my tenure, I have witnessed firsthand the transformative impact of communication in driving organisational success and nurturing a culture of inclusivity. By utilising cutting-edge tools and leveraging the power of storytelling, I have sought to amplify voices, spark dialogue, and inspire action.

I therefore would like to thank our volunteers during the registration period especially the (EFFSC, SASCO and SADTUSC) for your hard work and collaborative efforts with us. It was truly nice to see students putting aside our differences for the betterment and assistance to our students.

In this ever-evolving landscape, I remain steadfast in my dedication to pushing boundaries, embracing emerging trends, and continually refining my craft. As a Communications Officer, I am committed to shaping narratives, catalysing change, and paving the way for a future where communication serves as a catalyst for growth and empowerment.

Ndiyabulela.

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Commented [Q1]: Add your details here. This space is where you can share some words you'd like to share with the Student Body. You can see a draft example of mine here, basically sharing my journey on the SRC this far.

Constitutional Responsibilities

According to the student constitution by constitutional responsibilities are the following:

Commented [Q2]: You can copy and paste your constitutional responsibilities from previous reports.

- (I) ensuring that students are continuously and fully informed of the activities of the SRC in accordance with s27(6).
- (II) Obtaining feedback from students in accordance with s27(6).
- (III) Ensuring that the advice of Student Parliament reaches the SRC.

Portfolio Overview

Commented [Q3]: You can copy and paste your portfolio overview form previous reports.

- I) This portfolio manages all external communication with students, as well communication with institutional stakeholders where necessary. This involves sending mass mailers, helping manage the SRC inbox, and currently as Visibility Officer, to ensure the brand of the SRC is upheld and students stay informed through multiple platforms.

Committees/Task Teams

I serve on the following Committees:

Commented [Q4]: Add the committees and or task teams you sit on here. For example: **Council:** also add a short description of the committee and then elaborate on meetings you had on those committees and or task teams underneath - without breaching any **privacy/confidentiality clauses** of the said committee(s) or task team(s).

Senate

The Senate is responsible, and accountable to the Council, for the academic and research functions of the University. It regulates learning, teaching, research and academic support functions at the University, and makes recommendations to the Council in respect of policies concerning academic matters.

Institutional Advisory Committee on Internationalisation

Hosts the secretariat for the Institutional Advisory Committee for Internationalisation (IACI) which is a representative committee on internationalisation from across the faculties and support environments.

SunCom Advisory Committee

Serves as an Advisory Committee to The Commercial Services of the Stellenbosch University.

USKOF/SUCSF (Stellenbosch University Co-Curricular Support Fund) Committee

A support fund under the Division of Student Affairs that aims to make it possible for students to travel to a variety of events nationally or internationally.

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Term 2 Overview

Throughout Term 2, my responsibilities included managing the sr@sun.ac.za mailbox, primarily focusing on addressing issues related to readmission, financial exclusion, and accommodation inquiries. Below is a summary of my interactions with students regarding readmission and financial exclusion also some Visibility feedback

Readmission:

During this period, there were instances where students did not receive their appeal outcomes within the expected timeframe. In such cases, I collaborated with faculty administrators responsible for the appeals process to ensure students received their outcomes promptly. Additionally, I handled queries from students dissatisfied with their appeal decisions or unaware of the need to appeal initially. I worked closely with the Academic Appeals Committee (AAC) Chairperson to address these concerns and provide support to students navigating the readmission process, ensuring fairness for all. We had come up with a Readmissions Handbook to disseminate to students even during term 1 to alleviate the queries.

Financial Exclusion:

Delays in communicating outcomes for historical debt cases by the Student Debt Working Group (SDWG) led to numerous inquiries from students. While clarifying that outcome dissemination fell under the purview of the Bursaries and Loans department, not the SRC, through consultation with the SRC Chairperson who sits on this working group we advocated for expedited communication from the relevant department. In cases where students remained uninformed of their outcomes by March, we coordinated with the relevant parties to provide students with the necessary information and redirected queries about application rejections to them for detailed explanations.

Despite our efforts, some students had to wait until March to receive their outcomes due to the complexities of the process. Nonetheless, we ensured students received the necessary support and guidance and directed them to appropriate sources for further assistance.

Accommodation:

We received numerous requests for assistance from students seeking accommodation either on-campus or in the surrounding area. To address these, we (SRC Chairperson, Social Impact officer and I) liaised with relevant authorities such as the accommodation office, facilitating communication between students and the office to streamline the accommodation process. Furthermore, I redirected queries regarding misconduct by private accommodation owners to the appropriate office for resolution.

Commented [Q5]: This is where you share anything and everything you wish to share. For example if you had projects in this term - you can share it here under a title for example: **SRC Hiking Day** and then elaborate more.

Overall, my role extended beyond handling queries related to readmission, financial exclusion, and accommodation. I disseminated updates through posters, circulated on communication channels, and shared information from various institution centres through our communication channels. My focus was on ensuring students received prompt and efficient support while addressing their queries effectively.

During my 2nd Term I also established effective visibility on our Tygerberg and Military campuses to show that the SRC is attending to all our students in doing so I attended the Tygerberg Student Parliament Sitting to find out exactly what our Tygerberg students are facing. With knowing exactly what is happening there I immediately liaised with the Registrar and Deputy Registrar to find solutions for the queries especially pertaining to Nsfas and to establish better communication between Tygerberg and Stellenbosch Campus.

Visibility Officer:

Currently I absorbed the Visibility portfolio and in doing that I established to make the SRC visible by sharing our photos and contact details on the Neelsie Bigscreen this will ensure that students know exactly who their SRC is and how to find them.

It must be noted that I only received this portfolio at the end of this term but there is many still to come from this portfolio.

Plans for Next Term

I plan on doing the following continuing work done by my previous term as the different and unforeseen crisis took over I could not establish my feedback sessions on the rooiplein.

In future because of this year being Elections. In collaboration with the Societies Council Chairperson we plan on holding a discussion session about 30 Years of Democracy; Where to from here?

I am also planning for visibility a Residence Meet & Greet for our students to actually know who we are as the SRC this will help us in our visibility.

Commented [Q6]: This is where you can share your plans for the next term.

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