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STELLENBOSCH
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**REGISTRAR'S
DIVISION**

2017

ANNUAL REPORT



Contents

| | | | |
|--|-----------|---|-----------|
| Preface by the Rector and Vice-Chancellor | 3 | New Designs for Calendar Covers | 13 |
| A New Beginning | 4 | Post and Filing | 13 |
| Administration ... through Collaboration and Caring | 4 | Centre for Student Administration (CSA): Tygerberg Campus | 14 |
| Governance ... with Integrity and Innovation | 5 | Centre for Student Administration (CSA): Bellville Park Campus | 15 |
| Compliance and Legal Services ... with Agility and Sensitivity to Context | 5 | Centre for Governance Function Support | 16 |
| Working Together for Improved Service Delivery | 7 | Legal Services | 19 |
| Supporting Faculties | 7 | Staff Matters | 19 |
| Partnering with Stakeholders in the Professional, Administrative and Support Services (PASS) Environment | 8 | Legal Advice and Support | 20 |
| <i>Student Affairs</i> | 8 | Commercial Contracts | 20 |
| <i>Institutional Research and Planning (IRP)</i> | 8 | Statutory Compliance | 20 |
| <i>Learning and Teaching Enhancement</i> | 8 | Student Discipline | 20 |
| <i>Prospective Students</i> | 8 | Student Disciplinary Code | 21 |
| <i>Corporate Communication</i> | 8 | Staff Matters | 23 |
| <i>Student Fees</i> | 9 | Our Staff Profile | 23 |
| <i>Information Technology</i> | 9 | Our Staff Development Opportunities | 24 |
| <i>Facilities Management</i> | 9 | We Congratulate Staff Members with their Promotions | 24 |
| <i>Other Collaborations</i> | 9 | We Welcome New Staff Members | 25 |
| Centre for Student Administration (CSA): Stellenbosch Campus | 11 | <i>Transfers</i> | 25 |
| Programme Administration | 11 | <i>Filling of Vacant Positions</i> | 25 |
| Examinations | 11 | We Said Goodbye to Staff Members | 25 |
| <i>Examinations: Residential Students – Stellenbosch Campus</i> | 11 | Liezel, the Tennis Star in our Midst! | 26 |
| <i>Examinations: Off-campus Students (Worldwide)</i> | 12 | Erik on the Stage! | 26 |
| Timetables and Venues | 13 | We are Proud of Neels Fourie | 27 |
| SU Calendar | 13 | | |

CONTACT DETAILS

Telephone:

+27 21 808 9111

E-mail:

info@sun.ac.za

Website:

www.sun.ac.za/registrarsdivision

Postal address:

Private Bag X1
Matieland
7602
South Africa

Street address:

Administration A Building,
Ryneveld Street,
Stellenbosch

PREFACE BY

THE RECTOR AND VICE- CHANCELLOR

- Prof Wim de Villiers



In 2017, Stellenbosch University (SU) again excelled on many terrains. We conferred record numbers of qualifications and experienced relative stability despite the turmoil in the higher education sector during the past few years.

The entire university community deserves recognition for this. However, the contribution of the Registrar's Division deserves special mention. Under the competent leadership of Dr Ronel Retief, who took up her position as Registrar in January 2017, the Division simultaneously brought stability and progress in two areas in particular: service delivery to students and institutional administration.

Regarding the former, it was a pleasure to see that the registration period at the beginning of the year took place smoothly. This laid the foundation for a successful academic programme for the rest of 2017. Underlying this was the work of a task group convened by the Registrar for proactive planning.

Continuous liaison and communication with students and other stakeholders in consultation with Corporate Communication helped to decrease uncertainty regarding student fees, while the divisions of Finance and Prospective Students (now Student Access) collaborated in ensuring that students are not excluded based on finances. The reason behind the successful registration period was the integrated work method followed to involve the entire University in a team effort.

The path for this was paved by the transfer of the Registrar's reporting line to the responsibility centre of the Rector. This positions the Division as one that functions

horizontally across the breadth of the institution, rather than merely in a specific silo. The name change of the Division of Academic Administration to the Registrar's Division also emanated from this, as apart from this aspect, the Division also handles legal services and statutory compliance, together with corporate governance and secretarial services.

We look forward to further progress by a streamlined Registrar's Division, among others with the in-depth revision of the SU Statute, which is currently being rewritten to create a suitable management document for a 21st-century university.

I congratulate the Registrar's Division with sound progress made, and good luck for the journey ahead! 🍀

Prof Wim de Villiers

Rector and Vice-Chancellor

“Continuous liaison and communication with students and other stakeholders in consultation with Corporate Communication helped to decrease uncertainty regarding student fees.”



A NEW BEGINNING

- Ronel Retief


In many respects, 2017 was a year characterised by change for the Registrar's Division at Stellenbosch University (SU): It was my first year as Registrar, our reporting line changed to the Rector, and Legal Services joined our team. We went through an extensive external evaluation process, drafted an environmental plan, and identified 17 strategic objectives in line with the institutional strategic priorities. We reviewed processes and procedures, repositioned structures and roles within the Division and its centres, said goodbye to colleagues, and also appointed some new staff members.

The functions typically associated with the Registrar's Division are, by their very nature, serious. They speak to the protection of the integrity of the institution in terms of its compliance with the current legal and governance frameworks, such as the Constitution, the Higher Education Act and the principles of corporate governance (King IV), as well as adherence to our own institutional Statute and maintaining internal order.

At a time when corruption is rampant, legal action is a real threat, and engagement with various parties in an increasingly polarised and unequal society challenges our assumptions, all indications are that, in reflecting on the value proposition of the Division, we cannot simply reiterate the importance of traditional roles. Therefore, SU's Registrar's Division aims to differentiate itself in the following ways:

Administration ... through Collaboration and Caring

Academic administration is a labour-intensive and challenging portfolio, and encompasses the administration of



“The importance of people and relationships cannot be overemphasised.”



an SU student's life cycle from application to graduation and beyond. But to leave it at that would be shortsighted. When it comes to academic administration, Tronto's¹ notion of the "caring university" comes to mind. Among other things, she postulates that being a caring university requires that we rethink needs, reassign responsibilities, keep power relations in focus, presume plurality and conflict, and work towards democracy. The importance of people and relationships cannot be overemphasised.

Governance ... with Integrity and Innovation

In terms of the King IV code, good governance is in essence about effective leadership, which is characterised by the ethical values of integrity, competence, responsibility, accountability, fairness and transparency.² The Registrar's Division should put adequate and innovative processes, systems and practices in place to facilitate good governance.³ The Division plays a pivotal role in supporting the internal governance structures of the institution, and in upholding a culture of cooperative governance and ethical conduct.

Compliance and Legal Services ... with Agility and Sensitivity to Context

In a rapidly and constantly changing environment characterised by flux and complexity, the Registrar's Division

cannot blindly drive adherence to rules and regulations, but should constantly reflect on their applicability given the specific context. We should be able to critically engage with existing policies and frameworks, identify contradictions and areas of non-compliance that may lead to risk, and be ever vigilant to proactively anticipate these and advise on the way forward.

This annual report is our first attempt at reflecting on the value-add of the Registrar's Division in respect of the above during 2017. Although mindful that we still have a long way to go, we are confident that we are on track and that the reporting year marked our first steps in the right direction. 🌀

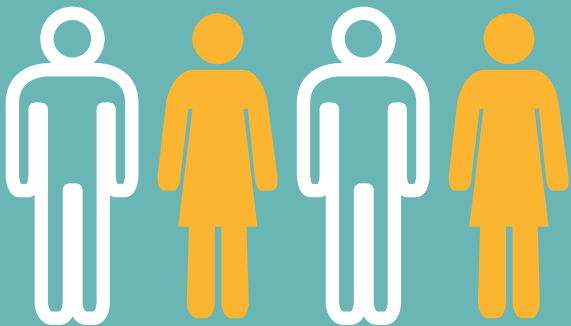
“Although mindful that we still have a long way to go, we are confident that we are on track and that the reporting year marked our first steps in the right direction.”

1 Tronto, JC. 2012. *Presentation at Stellenbosch University's Annual Conference on the Scholarship of Teaching and Learning*, 23 May.

2 *King IV Summary Guide*. 2016. KPMG.

3 Muller, M. 2015. *Council Governance*. Presentation at Registrar Capacity Building Workshop, HESA.

Students registered in 2017



1 355

Special Students

(not registered for a full qualification)



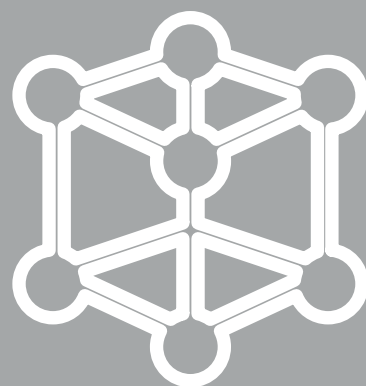
10 440

Postgraduate Students



19 844

Undergraduate Students



31 639

**Total number
of students**

WORKING TOGETHER FOR IMPROVED SERVICE DELIVERY



The Registrar's Division is mindful that our students are our primary stakeholders and that their needs should be foregrounded when reflecting on the efficiency and effectiveness of our service delivery. We realise that we can only achieve excellence in this regard if we continually engage with internal and external partners.

Supporting Faculties

We collaborate very closely with faculties. The faculty administrators among our staff render secretarial services to the various faculty boards and other faculty-based committees. They also advise the faculties on issues of compliance and governance, and render academic administrative services to all students of all faculties from admission to graduation, and beyond.

Number of students per faculty provided with administrative services

| Faculty | Special Studens (not registered for a full qualification) | Postgraduate Students | Undergraduate Students | Total number of students per faculty |
|----------------------------------|--|-----------------------|------------------------|--------------------------------------|
| AgriSciences | 65 | 567 | 1 469 | 2 101 |
| Arts and Social Sciences | 312 | 1 381 | 3 383 | 5 076 |
| Economic and Management Sciences | 346 | 3 480 | 5 181 | 9 007 |
| Education | 7 | 776 | 971 | 1 754 |
| Engineering | 161 | 922 | 2 998 | 4 081 |
| Law | 25 | 383 | 420 | 828 |
| Medicine and Health Sciences | 307 | 1 699 | 2 473 | 4 479 |
| Military Science | 7 | 97 | 525 | 629 |
| Science | 109 | 862 | 2 198 | 3 169 |
| Theology | 16 | 273 | 226 | 515 |
| Grand Total | 1 355 | 10 440 | 19 844 | 31 639 |

Partnering with Stakeholders in the Professional, Administrative and Support Services (PASS) Environment

▶ Student Affairs

Along with the Student Affairs Division, we are involved in the accreditation of co-curricular activities for inclusion on the co-curricular transcript, which forms part of a student's academic record. We also work with this division's Centre for Student Counselling and Development to ensure an integrated readmission process, and with the Disability Unit to manage extra writing time, as well as other test and examination concessions.

▶ Institutional Research and Planning (IRP)⁴

We work closely with the IRP's Centre for Student Information System Support (SISS) to provide a proper technological basis for the key functions of the Registrar's Division. These functions include maintaining academic transcripts and ensuring the integrity of the information submitted by IRP to the DHET for reporting purposes. We are also involved in setting up new academic programmes and ensuring alignment of qualifications with the requirements of the South African Higher Education Qualifications Sub-Framework (HEQSF).

4 Information Governance from 2018

▶ Learning and Teaching Enhancement

We provide administrative support to SU's telematic students and collaborate with the Centre for Learning Technologies in this regard. The Learning and Teaching Enhancement Division is also a key partner in the renewal of business information systems.

▶ Prospective Students⁵

Our Programme Administration Section works together with the Admissions Office of the Division for Prospective Student Services on the implementation of the new Admissions Policy and in the execution of admission decisions by faculties. We also work closely with the Centre for Bursaries and Loans to help ensure a sustainable model for student registration that facilitates student success.

▶ Corporate Communication

The Corporate Communication Division is a key partner for efficient communication with students, who are our primary stakeholders. We also collaborate on the

5 Student Access from 2018



arrangement of academic events, such as inaugural lectures and graduation ceremonies.

► Student Fees

The recent national focus on the high cost of higher education, which hampers financially needy students' further education, necessitates an integrated approach to student registration as the actual, but also symbolic, entry point into the University and, as such, higher education. The Finance Division, and especially the Student Fees Section, is an important role-player in our facilitating the successful registration of students.

► Information Technology

The Information Technology Division is our key partner in the institutional project for the renewal of the student information system. We also partner on other projects, inter alia, for records management, online delegations and access control at examination venues.

► Facilities Management


We have a well-established partnership with the Facilities Management Division regarding timetabling and the scheduling of lecture and examination venues.

The Facilities Management Division also plays a key role in the committee concerned with the naming of buildings and venues, of which the Registrar is the chairperson. This collaboration also relates to campus culture and as such potentially impacts on staff's and students' experience of inclusion or exclusion, and of belonging or marginalisation.

► Other Collaborations

The RD engages with the DHET, Universities South Africa and the registrar's divisions at other SA institutions in a number of ways. We are involved in the Higher Education Faculty Administrators Forum (HEFAF) and the Examination Administrators Forum (ExAF), and made two presentations at the annual HEFAF/ExAF conference in May 2017.

SU's existing institutional partnership with KU Leuven has enabled staff from our side to conduct a staff exchange visit to Leuven, which has afforded them the opportunity to develop their professional potential and to compare procedures and practices with those of others.

We also participate in activities of the Association of African Universities, most recently through the Registrar attending a capacity development workshop for Registrars, Chief Financial Officers and Chief HR Officers in Uganda. 



“We also collaborate on the arrangement of academic events, such as inaugural lectures and graduation ceremonies.”

Key Statistics



Number of exam sessions in
November 2017 arranged on
Stellenbosch Campus

931



Number of study records,
duplicate certificates and module
contents issued on request

9 049

50

A yellow pencil with a red eraser and a black tip, positioned vertically to the right of the number 50.

examination
venues worldwide

17

An icon showing two stylized human figures in orange. One figure is holding a megaphone, and they are positioned in front of the number 17.

Faculty Calendar parts
(Afrikaans and English)
rewritten in plain language

CENTRE FOR STUDENT ADMINISTRATION (CSA): STELLENBOSCH CAMPUS

- Headed by Neels Fourie

Programme Administration

The Programme Administration Section is the centre of student administration and as such it is of cardinal importance for the successful execution of SU's mainstream activities regarding learning and teaching.

The Programme Administration Section consists of seven faculty administrators and 13 faculty officers who serve the students of eight faculties. Then there is also a Stellenbosch-based faculty officer who helps with student administration of the Faculty of Medicine and Health Sciences, as well as three officers who serve the students on the telematic platform.

Number of telematic students per faculty provided with administrative services on Stellenbosch Campus

| Faculty | Number of telematic students |
|----------------------------------|------------------------------|
| AgriSciences | 9 |
| Economic and Management Sciences | 725 |
| Education | 195 |
| Medicine and Health Sciences | 488 |
| Military Science | 259 |
| Total | 1 676 |

The administration entails the entire university lifecycle of a student from admission to a programme until graduation. An integral and critical part of all these activities is information delivery and aid to students, their parents, as well as academic and other support services staff.

Related to student administration is the issuing of study records, duplicate certificates and module contents to current and former students.

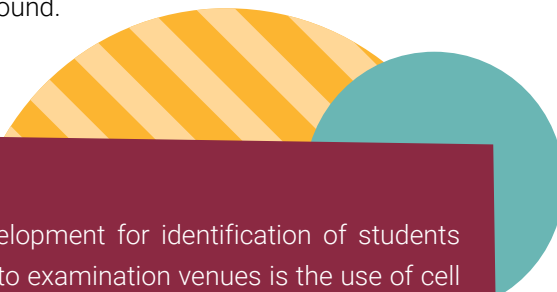
The faculty administrators also serve as secretaries of their faculties' faculty committee and faculty board meetings, with attendant services resulting from this on a continuous basis.

Examinations

► Examinations: Residential Students – Stellenbosch Campus

Assessment is a necessary facet of each training institution's mainstream functions, and as such the Examination Section is crucially important for the maintenance of the academic stature of the University.

The main function of the Examination Section (two staff members) is to administer and manage the examinations in the eight faculties on Stellenbosch. This entails, among other things, the accurate and timely execution of a multitude of processes and wide-ranging problem-solving activities in order to ensure a successful examination round.



A new development for identification of students for access to examination venues is the use of cell phones at every examination venue. A student's student card is held against the back of the cell phone, and on the screen it is then indicated whether the student has to write the examination in the specific module in the specific venue. The process was tested during the November 2017 examination and was a resounding success. It is therefore planned to roll this process out fully from the June 2018 examination onwards. This will result in access to examination venues being easily and swiftly controlled and the time-consuming checking-off of access lists will not be needed any more. This new development will certainly simplify and improve the function of access control with regard to examination venues.

In addition, the Examination Section, in collaboration with the CSCD, is responsible for determining and allocating extra writing time for tests and examinations for students who qualify for it. The section also administers the applications for internal and external evaluation (re-marking) of examination scripts.

During examination periods, up to 2 500 students are accommodated per examination session (two sessions per day), in more than 30 examination venues that are spread out over ten buildings. In the June 2017 examination (first examination opportunity) 58 convenors, 204 invigilators and 11 scribes were used.

Due to financial constraints significant cuts had to be made to number of persons used and in the November

2017 examination (first examination opportunity) 48 convenors (as against 64 in 2016), 103 invigilators (as against 187 in 2016) and 15 scribes were used.

► Examinations: Off-campus Students (Worldwide)

The Registrar's Division has an office for the administration of the off-campus examinations for students studying on the telematic platform. This work is particularly challenging, in the sense that it entails maintaining and protecting the integrity of examinations written far away from Stellenbosch. Below is a geographical indication of all the countries where students of SU write examinations.



| Country | Number of examination sessions |
|------------|--------------------------------|
| Vietnam | 2 |
| Botswana | 12 |
| Kenya | 7 |
| Mozambique | 1 |
| Namibia | 53 |
| Nigeria | 3 |

| Country | Number of examination sessions |
|----------------------|--------------------------------|
| Saudi Arabia | 52 |
| South Africa | 574 |
| Swaziland | 13 |
| United Arab Emirates | 24 |
| Zimbabwe | 10 |
| Total | 751 |

Timetables and Venues

The main function of the Timetables and Venues Section is drawing up the undergraduate class timetables, test timetables and examination timetables for the eight faculties on the Stellenbosch Campus. Undergraduate students already have access to these timetables before registration. In 2017, 4 355 first-year students' personalised class timetables were made known within two days after registration (and before the start of

classes) – an impressive achievement indeed. Interesting to note is the effect of major unexpected events (e.g. disruptive protest action on campus or extreme weather conditions) on the timetabling function. In 2017, 20 examinations had to be rescheduled at a day's notice, due to extreme weather conditions.

The booking of approximately 6 000 venues in 2017 was also administered by this Section.

SU Calendar

During the course of 2017, the Registrar's Division consolidated various functions into a new structure that would be tasked with the management of special projects, including the annual publication of the 25 parts (Afrikaans and English versions) of the SU Calendar and the production and publication of inaugural lectures. This office was also tasked with the quality assurance of documents and communication generated by the Registrar's Division, as well as the maintenance of the Division's new website, which went live towards the end of 2017.

The Afrikaans and English versions of all the faculty Calendar parts (excluding the Faculty of Economic and Management Sciences) have been rewritten in more user-friendly language to comply with the Consumer Protection Act. In terms of specific outcomes for the Calendar, this entailed the following:

1. that the content be focused on the target audience;
2. that the content be communicated effectively;
3. that the risks for the target audience be clearly highlighted;
4. that the time spent explaining information be reduced by the clarity of the content;

5. that easy access to information be ensured by the design of the document; and
6. that the content be ordered logically and in order of importance to the target audience.

New Designs for Calendar Covers

The covers of all the SU Calendar parts (13 in total) were redesigned and in 2017 this brand new look for the SU Calendar was introduced



Post and Filing

In 2017, the Post and Filing Section carried out a wide range of duties, including the following:

- The orderly handling and franking of approximately 10 000 outgoing postal items
- The timely mailing out of between 22 000 and 23 000 mass postal items for both support environments and academic departments
- Providing support for Rectorate, Council and Senate meetings, as well as Executive Management meetings
- Providing support at the two sets of graduation ceremonies (in March and December) ●

CENTRE FOR STUDENT ADMINISTRATION (CSA): TYGERBERG CAMPUS

- Headed by Farah Fredericks

The Centre for Student Administration (CSA) at Tygerberg Campus fulfils the same responsibilities as the two similar centres on the Stellenbosch and Bellville Park Campuses. In 2017 the CSA (Tygerberg Campus) provided administrative services to 4 479 students on this campus.

Under the leadership of Farah Fredericks, and through partnerships with the Student Fees Section, the Faculty of Medicine and Health Sciences (FMHS) management and the Bursaries and Loans Office at the Stellenbosch Campus, it was ensured that all eligible undergraduate students were able to register during 2017 and that no student was excluded from the faculty because of finances. These partnerships also resulted in the conclusion of a service-level agreement between the Bursaries and Loans Offices on the Stellenbosch and Tygerberg Campuses to strengthen the working relationship between the two campuses.

One of the year's highlights was the third FMHS Open Day on the Tygerberg Campus, which drew over 4 000 visitors to the campus and showcased the various undergraduate offerings and facilities on the campus, while also providing prospective students with an opportunity to talk with current students and staff.

The management of student records and especially the assurance of the quality of information on academic transcripts cannot be overemphasised. To facilitate the accurate capturing of data by staff in academic departments, as well as the PASS environments at Tygerberg, the development of Standard Operating Procedures for all of CSA's functions was prioritised in 2017. In addition, throughout 2017, CSA staff members participated in the training of new departmental administrators on these procedures. ●



| Tygerberg Campus |

CENTRE FOR STUDENT ADMINISTRATION (CSA): BELLVILLE PARK CAMPUS

- Headed by Pierre Rossouw

The Centre for Student Administration (CSA) on the Bellville Park Campus is responsible for the administration of students in the 13 postgraduate programmes at the Business School (USB) and three postgraduate programmes at the School of Public Leadership (SPL). In 2017, the Centre's 19 staff members served a total of 1 849 registered students. The USB delivered 849 graduates and the SPL 129.

The blended-learning version of the MBA programme was presented for the first time in 2017, with 52 students registering for it. There are three other programmes also presented by means of blended learning, a mode heavily dependent on technology. "Class attendance" of the blended-learning version of the MBA programme occurs mainly outside of normal business hours and these are often the only times that students are in contact with the USB. Staff members of the Centre make themselves available for these extended hours to assist

students with administrative issues. The CSA (Bellville Park) is also sometimes called upon to provide real-time support during the internet broadcasts of blended-learning lectures.

The USB was subject to two processes of international accreditation in 2017, namely that of the Association for MBAs (AMBA) and the Association to Advance Collegiate Schools of Business (AACSB). Centre for Student Administration staff served on a USB committee to prepare the USB for these accreditation processes, and as part of these processes, the Centre too was evaluated by the above mentioned bodies' accreditation panels. In addition, Centre staff members also gathered information, as required, to make available to the panels during the accreditation processes. Both accreditation processes were completed very successfully and the USB obtained these two sought-after accreditations for a further five years. 📍

"Centre for Student Administration staff served on a USB committee to prepare the USB for these accreditation processes, and as part of the processes, the Centre too was evaluated."



Bellville Park Campus

CENTRE FOR GOVERNANCE FUNCTION SUPPORT

- Headed by Lazelle Bonthuys

In 2017, the former Institutional Registrar's Functions Section was repositioned as the Centre for Governance Function Support. This was done specifically to emphasise one of the main functions of the Registrar's Division, namely the secretariat service to Council, Senate and the Institutional Forum, as well as to their subcommittees. In addition, the Centre focuses on the support and assurance of good governance and as such aligns itself with the work done by the Legal Services Section, in particular as pertains to legal compliance. The SU Archives also form part of this Centre.

Some of the highlights of 2017 for the Centre were

1. the repositioning and renaming of the Centre;
2. the appointment of another full-time staff member to assist with the provision of secretarial services to institutional governance structures;
3. the completion of the Registrar's Division's self-evaluation and external evaluation;
4. the renewal of the Registrar's Division's web space;
5. the progress that was made with the implementation of a record management system for SU; and
6. the delivery of a first draft of a new Statute for SU.

The staff members of the Centre for Governance Function Support served in a secretariat function in approximately 210 meetings in 2017.

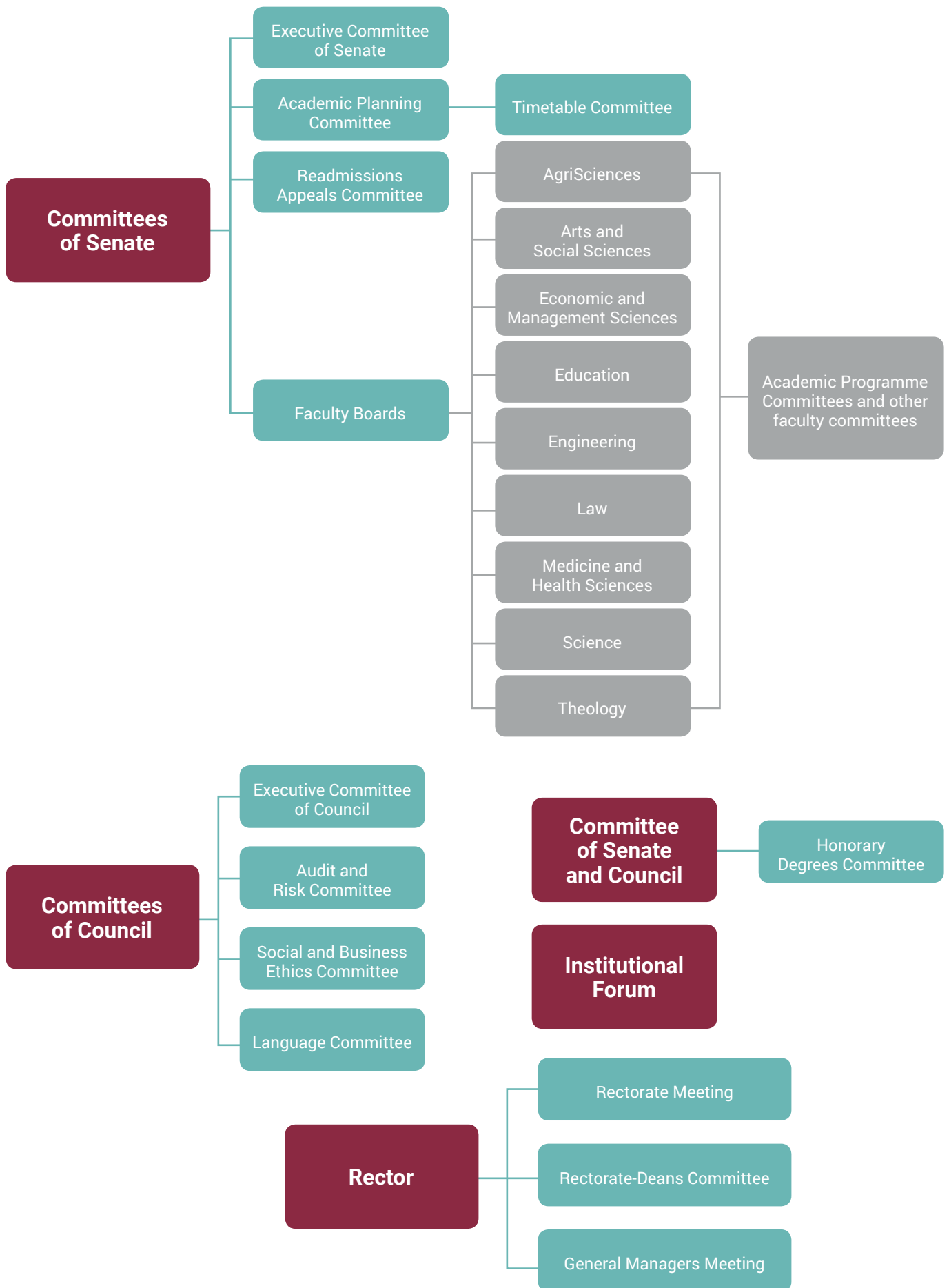
Part of how the Centre added value is contained in its indirect support of SU's *Institutional Intent and Strategy*, helping to ensure that operational processes regarding meetings, where decision-making takes place, runs smoothly, but more importantly that decisions are minuted and reported on accurately, and that they are communicated to be actioned in a timeous manner. In this way, sustainability and SU's strategic priority of *the sustaining of the momentum on excellence* are promoted by the inputs of the Centre.

Opportunities that lie ahead in 2018 include the implementation of a delegation management system, further progress with the implementation of a record management system, and a strategic planning session to unpack and prioritise the responsibilities of the Centre. ●



“The staff members
of the Centre for
Governance Function
Support served in a
secretariat function in
approximately **210**
meetings in 2017.”

Governance Structures serviced by the Centre

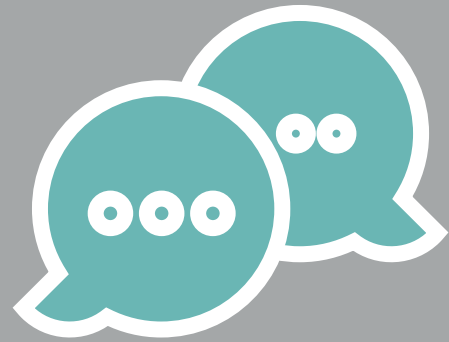


Legal Support Statistics



397

legal advice files
were opened



224

artist agreements



204

terms and
conditions/contracts



In total, we
were involved in

1140

contracts for 2017

LEGAL SERVICES

- Headed by Gerhard Lipp



The Legal Services team offers legal advice and support, including with regard to legal compliance and student discipline, to the whole University community. In 2016, our reporting line changed from the Vice-Rector: Transformation and Community Interaction to the Registrar. As such, 2017 was a year to embed that change and to get to know one another. This was a positive and beneficial experience for all of us.

Staff Matters

The following three new positions were created in Legal Services, of which two have been filled:

1. a paralegal to assist with contracts and general advice;
2. an administrative assistant to support the Head: Student Discipline [HSD] (filled); and
3. a compliance officer (filled).

Following resignations, an administrative officer supporting the Senior Director was appointed in June 2017 and a new Head: Student Discipline is set to start on 1 January 2018.

The Legal Advisor Che Bermosky was selected for a staff exchange programme to KU Leuven. Through this programme, he further developed his legal knowledge, skills and expertise which he could share within Legal Services and the University community at large.

Lastly, it should be noted that the Director Legal Services was promoted to Senior Director: Legal Services after a peromnes evaluation of the scope of the position.

“In 2017 (and since 2011), the focus was on two main topics, namely keeping abreast of changes in the legal and higher education environment and the drafting of a SU compliance regulation.”

Legal Advice and Support

During 2017, 322 advice files were opened with the Senior Director: Legal Services and 75 advice files (specifically relating to commercial contracts) were opened with the Legal Adviser bringing the total to 397. These ranged from assistance with policies and rules to advice on how to deal with a specific dispute, but did not include instances of *ad hoc* immediate advice that do not require a file. The main court cases in 2017 were *Gelyke Kanse vs SU*, the interdict preventing protesting students from disrupting the academic activities of SU and *Izak Potgieter v SU*.

Commercial Contracts

What stood out in 2017, along with the increase in the number of contracts vetted by us, was the increase in the complexity of these contracts. This is occurring as the University moves towards more commercial activities and as such generates third-, fourth- and even fifth-stream income.

We have also started being involved in the contract conclusion process (i.e. advising prior to the negotiating process and drafting of particular agreements) much earlier. Entering the process much earlier has allowed for legal risks to be mitigated sooner and more effectively, while creating the opportunity for the building of trust with internal clients and stakeholders.

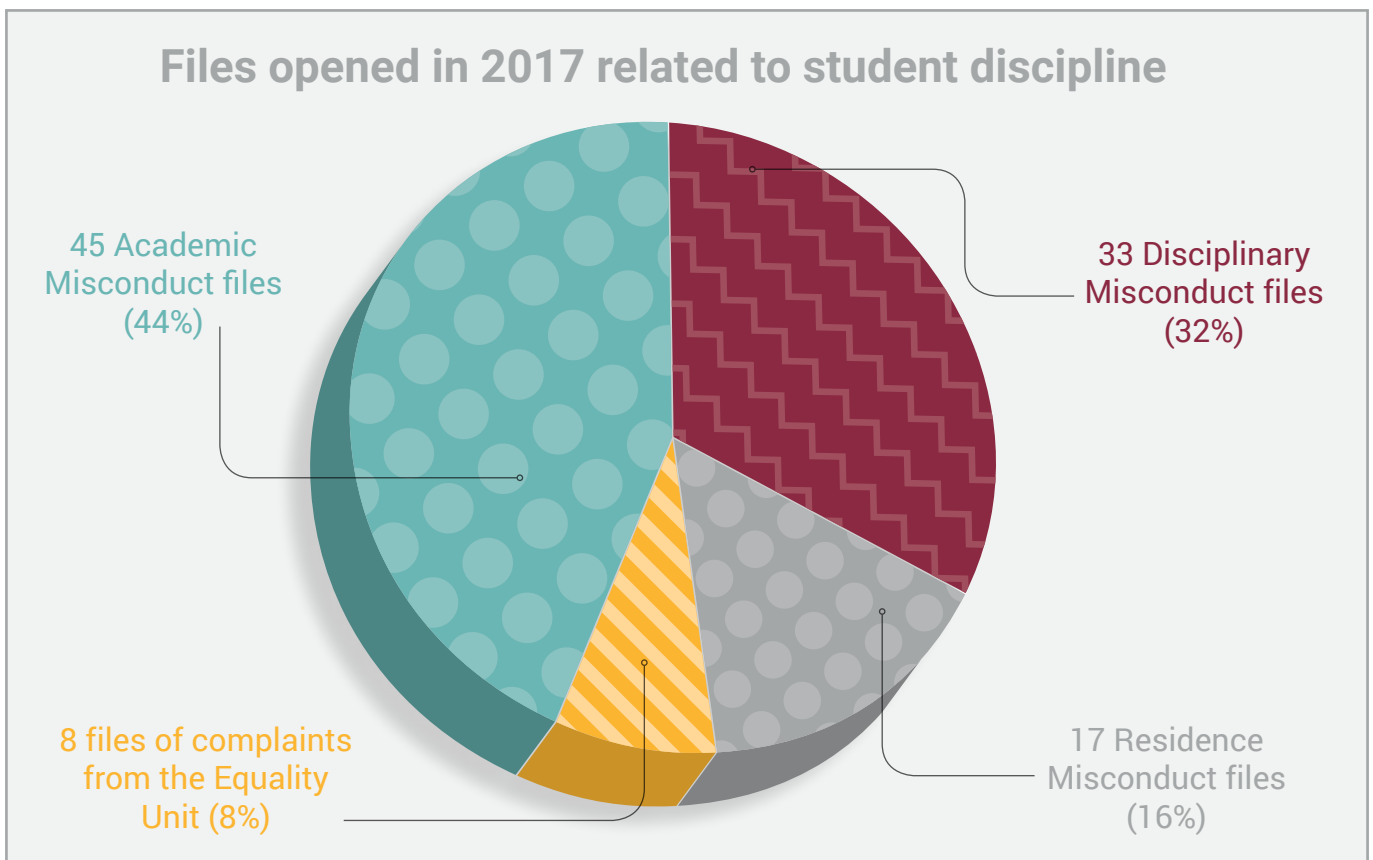
The top three contracts types in 2017 were artist agreements (224), terms and conditions with specific reference to vendor/credit application form/services to be rendered (204) and service-level agreements (149). In total, we were involved in 1 140 contracts for 2017.

Statutory Compliance

In 2017 (and since 2011), the focus was on two main topics, namely keeping abreast of changes in the legal and higher education environment and the drafting of a SU compliance regulation. The draft compliance regulation served at the Rectorate on 29 November 2017. The revised regulation (with inputs from the Rectorate) will serve at the Rectorate meeting in February 2018 for final approval, although it will be developed further following the expansion and maturing of the compliance function at SU. To strengthen this function of Legal Services, Penny van der Bank was appointed specifically as a compliance officer.

Student Discipline

In 2017, a total of 103 new formal files related to complaints of misconduct were opened by the Student Discipline team. Eight complaints of harassment or sexual misconduct were referred to the Student Discipline team.



Student discipline-related complaints dealt with in 2017

| Action taken | Number of complaints |
|---|---|
| Referral to Central Disciplinary Committee for enquiries | 51, with 37 finalised |
| Finalisation by Summary Procedure, which allows for a quicker resolution to the complaint than other methods | 17 |
| No action taken, due to lack of evidence, withdrawal of complaint, etc. | 33 |
| Referral back to academic faculties (note that this does not account for all disciplinary actions taken in faculties) | 4 |
| Referral back to residences (note that this does not account for all disciplinary actions taken by House Disciplinary Committees) | 4, with 2 dealt with as enquiries by the House Disciplinary Committee |
| Referral to Equality Unit for mediation or other interventions | 9 |
| TOTAL | 118 |

Student Disciplinary Code

The Student Disciplinary Code became operational on 1 January 2017 and was introduced to various role players through 2017. In this regard an online, external interactive version of the Student Disciplinary Code was created.

A lot of work was also done with regard to monitoring the implementation and effectiveness of the Code. This included building a database of all disciplinary conduct on the University's online SharePoint space, creating a suspended sentence register and instituting a quarterly report on proposed amendments to the code. 🗄️



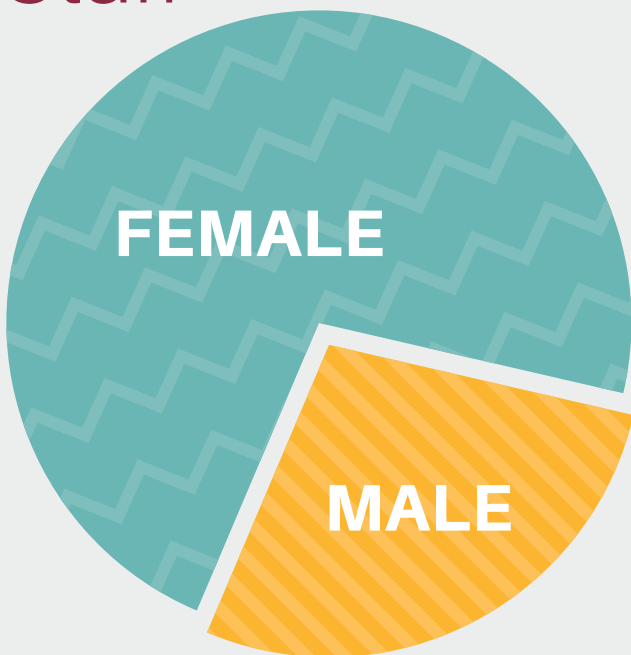
Staff Statistics

Registrar's Division

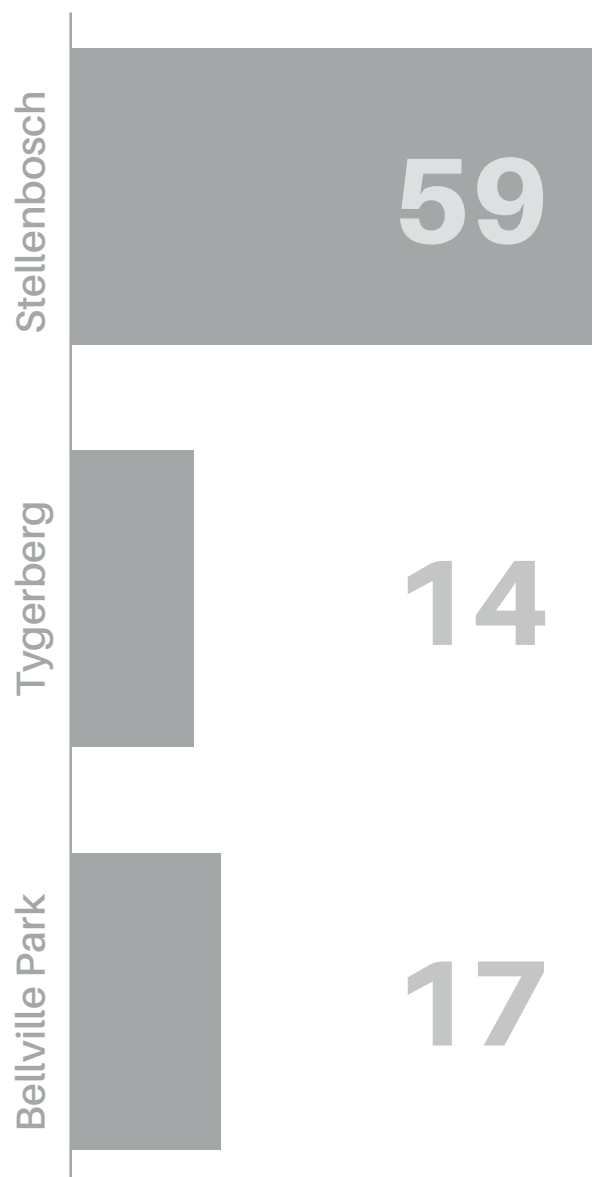
90

staff members, spread across three campuses

Staff



Registrar's Division Staff



 Total: 90

STAFF MATTERS

Our Staff Profile

In 2017, the Registrar’s Division had 90 staff members, spread across three campuses, namely Stellenbosch, Tygerberg and Bellville Park. Stellenbosch Campus had 59 staff members, Tygerberg had 14 and Bellville Park had 17.

The table below outlines the diversity profile of the staff. Out of a total of 90 staff members, there are 65 female and 25 male staff members. Out of the 65 female staff members, 31 are white, while 34 come from the black, coloured and Indian (BCI) group, and out of the 25 male staff members, 9 are white and 16 are from the BCI group.

| | White | % of total staff | BCI | % of total staff | Total |
|--------------|-----------|------------------|-----------|------------------|-----------|
| Female | 31 | 34,44% | 34 | 37,78% | 65 |
| Male | 9 | 10% | 16 | 17,78% | 25 |
| Total | 40 | 44,44% | 50 | 55,56% | 90 |



Our Staff Development Opportunities

1. The congress of the Higher Education Faculty Administrators Forum (HEFAF) and the Examination Administrators Forum (ExAF) on 11 and 12 May in Johannesburg was attended by:
 - Beire Kramer, who did a presentation on the rewriting of the SU faculty Calendar parts in plain language, a project which was done to adhere to the Consumer Protection Act.
 - Ruby Frans, who did a best-practices presentation on the management of examinations for off-campus students.
 - Pierre Rossouw of Bellville Park Campus.
2. Leana Loxton attended the Department of Higher Education and Training (DHET) Research Colloquium on Enhancing the implementation of the South African National Qualifications Framework on 12 and 13 September.
3. Alidia Hendricks and Shivvon Ruiters attended a seminar on 20 and 21 June on Universal Design, Universal Access and Universal Design for Learning.
4. Pasquin Petrus attended the Transformation Competencies Programme on 12 to 14 July.

5. Pierre Rossouw also attended the conference of the *Campus Protection Society of Southern Africa* (CAMPROSA) from 3 to 6 September at Kwa Maritane.
6. In June, Sonja van Zyl was part of a very successfully exchange programme for eight days at the *Frankfurt School of Finance and Management* in Frankfurt, Germany, where she did a presentation, among other things, about how student administration at the USB functions.
7. The Legal Advisor Che Bermosky was selected for a staff exchange programme to KU Leuven. Through this programme, he further developed his legal knowledge, skills and expertise, which he could share within Legal Services and the University community at large.

We Congratulate Staff Members with their Promotions

The Director: Legal Services, Gerhard Lipp, was promoted to Senior Director: Legal Services.

The Archivist, Karlien Breedt, was promoted to Senior Archivist.

The Personal Assistant for the Registrar, Alfreda Coetzee, was promoted to Office Manager: Office of the Registrar.

The Assistant Registrar (Bellville Park Campus), Pierre Rossouw, was promoted to Deputy Registrar (Bellville Park Campus).



| Shivvon Ruiters and Erik van Zyl |



We Welcome New Staff Members

► Transfers

Beire Kramer (Co-ordinator: *SU Calendar*) was transferred from 1 January 2017 and Robert Young (Language Practitioner: *SU Calendar*) was transferred from 1 July 2017 to the Stellenbosch team of the Registrar's Division.

► Filling of Vacant Positions

Appointments at Centre for Student Administration at Tygerberg Campus

- Farah Fredericks (Deputy Registrar)
- Liezel Marais (Head: Selection Office)
- Noluvuyo Capsana (Coordinator: Bursaries and Loans Office)
- Angelo McKerry (Selection Officer)

Appointments at Centre for Student Administration at Stellenbosch Campus

- Jaquin Flandorp (faculty officer for Economic and Management Sciences)
- Cerwyn Majiedt (faculty officer for Economic and Management Sciences)

Appointments at Centre for Student Administration at Bellville Park Campus

- Mereille de Villiers-Kleynhans (programme coordinator)
- Michelle Masango (admissions officer)

Appointment at Centre for Governance Function Support at Stellenbosch Campus

- Desmarie Meintjies (Committee Officer)

Appointments at Legal Services at Stellenbosch Campus

- Noluthando Tiya (Administrative Assistant: Student Discipline)
- Hameedah Parker (Administrative Officer: Legal Services)
- Penny van der Bank (Compliance Officer)

We Said Goodbye to Staff Members

Danie Roux (previously Manager: Student Discipline) took up a position at Human Resources in September 2017.

Erina van Wyk retired as head of the Selection Office at the Faculty of Medicine and Health Sciences after 37 years of service at SU.

Bennie Groenewald, who provided academic administration support to the Faculty of Economic and Management Sciences, retired after 35 years of service at SU. 📍



Liezel, the Tennis Star in our Midst!

Congratulations to Liezel Matthee of our Centre for Governance Function Support, who was recognised by Tennis South Africa as the most inspirational interprovincial tennis player in the country in the age group 40 to 45! 🎾

Erik on the Stage!

Erik van Zyl from Student Administration played three different characters in 'Shrek the Musical' at the Playhouse Theatre in Somerset West in November and December. 🎭



We are Proud of Neels Fourie

► 35 years' valuable contribution

At the graduation ceremony on 4 December 2017, Neels Fourie, Deputy Registrar: Student Administration (Stellenbosch Campus), received the Chancellor's Award for his 35 years of contributions to learning and teaching development, his involvement in systems and process renewal, and his able service delivery to the University community. We heartily congratulate him with this coveted and well-deserved recognition.

Neels has been in the service of the University for 35 years. On 2 January 1983, he accepted employment as an Examination Officer and on 1 January 1984 he was appointed as Faculty Secretary. He was promoted to Assistant Registrar in 1990. In 2001 he was appointed as Deputy Registrar, a position in which he continues to play a special role in the transfer of institutional knowledge and the assurance of continuity in the Registrar's Division.

He manages 44 staff members employed in the offices of Academic Programme Administration, Timetables and Venues, Examinations, and Post and Filing, as well as in the Calendar and Inaugural Lecture Portfolio. Neels has also been instrumental in the transformation of the diversity profile of his staff.

Interview with Neels

You are a very humble and hard-working man. How do you feel about this coveted recognition? I have never worked with recognition in mind, nor have I insisted on recognition. It was entirely unexpected when Ronel told me that she wanted to write a motivation to nominate me for the recognition. I appreciate it immensely, because it is an indication that I have done something right over the years.

You are very passionate about your work. What drives you? I am not really "passionate" about my work and also not "driven". I have always enjoyed working at SU a lot and have never minded to put in more than normal working hours. Maybe it's just a matter of "not getting too deep into trouble with work matters" and to provide good service.



You are well loved among your staff. What is your winning recipe? I don't think "loved" is the right word, rather perhaps "in general not unpopular". Perhaps it has to do with my personality and the way in which I treat people. I don't think I suffer from any real fussiness and I do not feel the need to be bossy. I also don't like to reprimand people, but rather to help them to do things right the next time. All in all, maybe it makes me a "not too bad character".

After 35 years' work experience and knowledge in your specific role, what would you consider as highlights? I can't really highlight any highpoints. Obviously, sometimes you feel like the cat's whiskers and other times like the dog's breakfast, but the unique work environment of SU and the excellent human material who you get to work with bring tremendous job satisfaction. I have never driven to work with a grudge against anything or anyone.

What is something people do not know about you? In my own opinion, I'm quite a boring character, without any "kinky stuff". And I will not liven up any soapy, but I have sat at a church's communion table marking record cards. Anyone who wants to know how this happened, will have to ask me in person.

What is the motto that you live by? Pull your weight where needed and try not to be a pain in the neck for the people around you.

How do you see your future? To be able to do what I want to, when I want to, and with whom I want to. Put in other words, a lot less tight structure and order (but I do not foresee however completely unravelling). ☺



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Beire Kramer and her team for their enthusiasm, diligence and grit. With this report you made the work and the people of the Registrar's Division visible, and we thank you for this.

ADMINISTRASIE
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