



# SRC 2020/2021 Annual Report

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## Contents

Constitutional Responsibilities .....	1
Portfolio Overview.....	2
Committees / Task Teams .....	2
Year Overview .....	3
Term 1 .....	3
Term 2.....	3
Term 3.....	4
Toiletry Assistance .....	4
Term 4.....	4
Year .....	5
Budget.....	5
Budget & Reasoning.....	5
Expenditure so far.....	6
Recommendations to improve portfolio .....	6
Important Contacts.....	6

## Stationary Aid ( Appendix I)

## Register All ( Appendix II)

## Constitutional Responsibilities

Currently the Student Financial Access portfolio is not a compulsory portfolio per the constitution. Please find below an extract of the SU (Stellenbosch University) Student Constitution. I deem the below extract the most important section. "The SRC is the highest representative and policy-making student body at the University and is under the authority of the University Council. (1) SRC members must comply with the provisions of this Constitution and policy and regulation of the SRC. (2) If an SRC member contravenes subsection (1), or if reasonable grounds exist to believe that a member will contravene subsection (1), then – (a) the Student Court may grant an appropriate order at the request of any student, and if that order is not complied with, the member concerned can be discharged from office in terms section 25 (1)(h); and (b) the Evaluation Panel can take this into account in its decision whether or not to decrease the honorarium of the member in terms of section 47." It is particularly important to familiarise yourself with the content of the SU Student Constitution, found here

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## Portfolio Overview

Please see a portfolio overview per the SRC website here. When challenging socio-economic conditions prevail in South Africa, especially as they are exacerbated by COVID-19, the Student Financial Access portfolio's vision is that no student will be financially excluded. The portfolio focuses on collaborative efforts to ensure students who are able, willing & deserving of a place at Stellenbosch University can secure it, despite their financial circumstances.

This involves dealing with matters such as bursaries, loans, application fees, tuition fees, student debt, and other monetary challenges. The creation of this portfolio was advocated for by the Chair of the Student Representative Council due to the high volume of student finance queries. The most responsible measure to ensure that these queries were attended to was to appoint a dedicated individual to the Student Financial Access portfolio.

Please note that due to the lack of resources the Student Financial Access portfolio can only refer students to the relevant departments. Prior to 2020 the Student Representative Council has not had a Student Financial Access portfolio the SRC has however had a Student Access and Student Success Portfolio. I struggled a lot to get these reports so here is the link for all the reports of previous years so that you can get the bigger picture of this portfolio. It is no secret that the demographics of Stellenbosch University are changing. Over the past few years and for many more years to come, many students who are in the lower socio-economic bracket are being admitted.

Many of these students do not have the means to pay for their own tertiary education. These students will make use of funding from NSFAS (National Students Financial Aid Scheme), SU and private institutions to complete their studies. Most of the time students will not have problems with regards to their funding. Their fees will be paid in time, they will receive their allowances monthly and when they graduate, they will receive their academic transcript like all the other students. Unfortunately, we do not live in a perfect world.

More often than I would like to admit students' fees are not paid in time which leads to them not being able to see their exam marks. Sometimes a student's funder decides to defund them in the middle of the year. Due to a technological or human error some students go for months without receiving a food allowance. Students with the abovementioned issues usually approach the Undergraduate Department for Bursaries and Loans or the Postgraduate Office for help. Bear in mind that the number of students that need help usually exceed the human capital of these departments. This means that some students' queries go unanswered for months. That is where the Student Financial Access portfolio comes in.

This portfolio then follows up on all these unanswered queries to ensure that students get the answers that they so desperately need. This portfolio is thus a body that keeps the SU Bursaries and Loans department accountable. If you are still a bit confused this portfolio helps students with any matter that is related to finances.

## Committees / Task Teams

### University Committees:

Committee for Bursaries and Loans

Student Debt Working Group

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## Food Security Discussions

### Task Teams:

RegisterAll Tygerberg

RegisterAll Main Campus

## Year Overview

### Term 1

This term was all about getting the portfolio up and running. I will not lie and say it was easy. There were many times where I felt lost since there has never been such a portfolio. This term was a period of trial-and-error. I then got into contact with the Chairperson of the SRC to express my frustration.

The Chair then proceeded to explain to me that this portfolio was specifically created to deal with any financial issues that students have. Another component of this portfolio is to raise funds for students who are in need. The first order of business was to ensure that all students are aware of this portfolio. I did this by marketing my portfolio.

I sent out posters to @sujustkidding and to all the various SRC members to circulate to their student communities. The response was overwhelming, and I sometimes struggled to keep up and follow up on all the queries. To ensure that I did not miss queries I implemented a system where students that email me must fill in a Microsoft form.

This enabled me to translate the information to an excel spreadsheet and it became much easier to keep track of all the queries. The form can be viewed here. Due to the high volume of complaints, I received from students with regards to the lack of communication from the Bursaries and Loans department I proceeded to compile a list of grievances which I presented to the Deputy Director and Head of the Centre for Undergraduate Bursaries and Loans.

A meeting was then held to address these grievances and a way forward was discussed. I would like to stress the importance of having a good relationship with the staff members of Stellenbosch University as they are the only people that can help you to help the students. One of the biggest issues I faced during my first term was the delay in processing food security applications from the social workers' office.

Many students communicated to SRC members that they waited more than a week to hear the outcome of their application. The SRC then brought up this issue with the social workers office. In the end a meeting was held so that the delays and process of food security assistance could be explained. The delay in relaying application outcomes was mostly due to the high volume of students that applied.

### Term 2

Term two is arguably the busiest term for the Student Financial Access portfolio, as it is the registration period. Registration in 2021 was very unique as it was arguably the longest registration period. COVID-19 had a detrimental impact on an already dire South African economy. Many

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parents, guardians and sponsors experienced extreme financial strain due to retrenchment, salary cuts and profit shortfalls. This meant that many students accounts weren't settled at the end of the year.

During the middle of 2020 NSFAS unfunded many students which left them without funding and unpaid fees at the end of 2020. Stellenbosch University like many other universities has a very strict policy when it comes to registering with student debt. This policy led to many students being unable to register for the 2021 academic year. Fortunately, the SRC managed to lay these concerns bare to rectorate who were then able to approve once-off bursaries to help student cover their debt and therefore enable them to register.

A detailed registration report will follow in my next term report. This term I focused on the implementation of the Stationary Aid Project. I collaborated with the Wimbledon Cluster on this project. Like any other project there were some difficulties that were faced. We however managed to get 100 stationary packs at Van Schaik. I have attached the proposal that I handed in to Van Schaik in this report. Please be sure to ensure that this project happens again.

### Term 3

By the beginning of the term all planned projects had been implemented and/or completed i.e., Stationary Aid. This term was spent on dealing with issues with regards to access and then relaying these matters to the relevant university departments.

### Toiletry Assistance

Many students are in need of once-off toiletry assistance. This assistance is not widely available on campus. This project seeks to address this need.

This project will not be widely advertised due to limited funds of the Student Financial Access portfolio.

Students who are in need of such assistance will approach the SRC and receive a once-off R250 spar voucher.

Should students need more support they will be referred to the [supportus@sun.ac.za](mailto:supportus@sun.ac.za).

### Term 4

This term was a very busy and short term. My main focus of this term was to make sure that all my projects are closed out.

#### **Stationary Project:**

The Wimbledon Cluster did not utilize all the stationary. I decided to distribute the remaining stationary amongst students who are in need. I did that by making a poster which was circulated around campus. The students were able to go and collect the stationary at the SRC Office. There were no application process students just showed up and were assisted with stationary.

#### **CUBL Collaborations:**

It is important to have a very good relationship with the staff members of the Centre for Undergraduate Bursaries and Loans. Together with the Chairperson and Vice-Chairperson of the SRC we would have weekly meeting the members of this centre to discuss financial aid matters. It is of utmost importance to ensure that this good standing relationship continues.

Due to the staff changes at CUBL I was unable to collaborate with CUBL on the credit refund policy.

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I however collaborated with CUBL to gather a list of students who are eligible for funding. I provided the students' details, CUBL vetted these students and then sent the eligible candidates application information.

### **Blocking of marks:**

Students with student accounts in arrears will not be able to view their marks. There is however leeway made for students who are on bursaries. They have to submit their bursary promise letters to Mr Avron Davids (avrondavids@sun.ac.za). The SunLearn system will also display any 2nd exam opportunities to all students irrespective of debt levels in order for them not to miss any re-writes.

NSFAS students should all be able to view their marks. If they cannot please get in touch with Mr. Sauls to sort it out.

### **Textbook Drive:**

Van Schaik provided us with textbooks that we will be giving to students at the beginning of the fourth term. Please do continue this initiative.

### **Please find below the link to the Matie-to-Matie and Student Debt Working Group Report,**

[https://stellenbosch-my.sharepoint.com/:f/g/personal/gina23\\_sun\\_ac\\_za/EownQ4CEz7JlqjcmcHoZNY0BKG-OsVSh6\\_Owx5nfBjrB4w?e=6Bg3dk](https://stellenbosch-my.sharepoint.com/:f/g/personal/gina23_sun_ac_za/EownQ4CEz7JlqjcmcHoZNY0BKG-OsVSh6_Owx5nfBjrB4w?e=6Bg3dk)

### **Year**

2020/2021

### **Budget**

#### **Budget & Reasoning**

Expenses	Budgeted
Stationary Aid	5000
Toiletry Vouchers	20000

#### **Stationary Aid:**

This is a new idea that I have come up with many students have difficulty affording stationary at the beginning of the year. How the application for stationary aid would work is that students will fill in an application form and it will then get approved or not based on pre-defined criteria. Students will then be given vouchers to go buy their respective stationary

#### **Toiletry Vouchers**

Many students are in need of once-off toiletry assistance. This assistance is not widely available on campus. This project seeks to address this need. This project will not be widely advertised due to

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limited funds of the Student Financial Access portfolio. Students who are in need of such assistance will approach the SRC and receive a once-off R250 spar voucher

### Expenditure so far

Expenses	Spent
Stationary Aid	4982.70
Toiletry Vouchers	15000

This expenditure was justified as it was used to help students with regards to stationery and toiletries.

### Recommendations to improve portfolio

- I would advise that this portfolio holder attempts to sit on the Student Fees Committee.
- Many students are still not aware of this portfolio so marketing this portfolio is of the utmost of importance.
- Currently this portfolio can only refer students to the relevant departments, and it comes with the disadvantage that students cannot always be assisted by the relevant departments. Since most of the issues that cannot be resolved are financial in nature, the only way to be able to assist the students who get excluded by the system is to improve the financial resources of this portfolio. The above can be done by crowdfunding or properly motivating an increase in the portfolio budget to the SRC Executive.
- I would advise that this portfolio holder attempts to sit on the Student Fees Committee.
- Many students are still not aware of this portfolio so marketing this portfolio is of the utmost of importance.
- Currently this portfolio can only refer students to the relevant departments, and it comes with the disadvantage that students cannot always be assisted by the relevant departments. Since most of the issues that cannot be resolved are financial in nature, the only way to be able to assist the students who get excluded by the system is to improve the financial resources of this portfolio. The above can be done by crowdfunding or properly motivating an increase in the portfolio budget to the SRC Executive.
- Please have a good relationship with Van Schaik so that we can continue to have a good relationship with them that will benefit students.
- I would advise the Student Financial Access Portfolio to have a phone which students can use as a method of communication via WhatsApp due to the fact that my phone number got leaked. I think this will be an efficient method of communication with students who have interactive communication.
- This portfolio has a lot of admin, please ensure that you are up to date with everything.
- Please remember that it is very important that students need to receive feedback at all times.

### Important Contacts

Issue	Name	Email
Food Security	Lizzie Witbooi	<a href="mailto:lgwitbooi@sun.ac.za">lgwitbooi@sun.ac.za</a>
NSFAS Matters	Kallie Sauls	<a href="mailto:kallies@sun.ac.za">kallies@sun.ac.za</a>

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Postgraduate Funding – Serious Matters	Nugent Lewis	<a href="mailto:nugent@sun.ac.za">nugent@sun.ac.za</a>
SU Bursaries - Undergraduate	Tulia George	<a href="mailto:tulia@sun.ac.za">tulia@sun.ac.za</a>
SU Bursaries - Postgraduate	Tammy Abrahams	<a href="mailto:tammya@sun.ac.za">tammya@sun.ac.za</a>
Student Fees	Anri Engelbrecht	<a href="mailto:anriengel@sun.ac.za">anriengel@sun.ac.za</a>
Van Schaik (Stationery and Books)	Desiree Peterson	<a href="mailto:Desiree.petersen@vanschaik.com">Desiree.petersen@vanschaik.com</a>
CUBL Collaborations	Bianca Davids	<a href="mailto:biancal@sun.ac.za">biancal@sun.ac.za</a>
Student Fees	Avron Davids	<a href="mailto:avrondavids@sun.ac.za">avrondavids@sun.ac.za</a>
Food Security Discussions	Hestia Kotze	<a href="mailto:hzkotze@sun.ac.za">hzkotze@sun.ac.za</a>
Registration	Ashmind Daniels	<a href="mailto:Bvdm2@sun.ac.za">Bvdm2@sun.ac.za</a>

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# REGISTERALL 2020/21

Report on the registration assistance provided by the SRC under the project RegisterAll

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## Table of Contents

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Table of Contents.....	1
Foreword .....	2
Background and Context.....	3
Procedure Followed.....	4
Planning phase.....	4
System preparation phase .....	5
Application phase.....	5
Evaluation phase.....	5
Reporting phase.....	6
Assistance Provided.....	7
Funding.....	7
Students assisted.....	7
Evaluation of RegisterAll.....	8
Recommendations for improvement.....	8
Weaknesses to address.....	8
Addendum A RegisterAll Memorandum.....	10
Addendum B Integrated Processes .....	16
Addendum C RegisterAll Application form.....	18



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## Foreword

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To whom it may concern

Congratulations on being tasked with being responsible for the RegsiterAll Campaign. This is a very daunting task but we know you have the capabilities to execute this campaign effectively and efficiently. Please do not hesitate to contact us should you need any assistance!

Yours sincerely,

Gina Sibanda (SRC Financial Assistance)

Philip Visage (SRC Treasurer)

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## Background and Context

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The RegisterAll Campaign is one of the Students Representative Councils flagship initiatives. No student should not be able to register if they have met all the academic requirements. The SRC aims to assist students in financial need through this campaign. Students will be required to make a payment arrangement with student fees to split their registration fee in either two or three instalments. The SRC will then be responsible for paying the first instalment. The student will then be responsible for either the remaining one or two instalments. This campaign has been going on for many years and will continue for many years to come.

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## Procedure Followed

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### Planning phase

Due to the lack of prior reporting, the planning phase was especially strenuous this year. The planning commenced almost immediately after portfolio allocations took place. The Financial Assistance member and Treasurer met to start discussing how the project will be functioning. Meetings were held with the deputy registrar, Mr Daniels, and staff from the Student Fees division, Ms Engelbrecht, to ensure that our plans were capable of operating within the institutional bureaucratic framework.

The SRC Executive then approved an amount that will be earmarked for this project. The amount decided on was R250 000,00. This was extrapolated from the previous year's expenditure on this project which was about R230 000. The entire amount was decided to be allocated from the SRC's Reserves. Although lightening the load on the SRC's operational budget, this is not sustainable and the SRC committed to start working on plans to raise funds for RegisterAll in alternative manners.

In addition to the amount allocated, the SRC Executive Committee approved the creation of the RegisterAll Taskteam in terms of the RegisterAll memorandum. This memorandum is attached as Addendum A. The memorandum sets out how the taskteam would be functioning and the procedures to be followed. Some of the key points therein was how the taskteam were to be constituted, what data would be collected, what criteria would be considered, and when deadlines were set for.

The memorandum further provided for key determinations. Firstly, it was decided not to advertise the assistance and rather assist only students reaching out to the SRC. This decision was made based on the limited funding for the project. This decision was however amended at a future SRC Executive meeting and posters were released setting out how the project functions and marketing it to students. Secondly, it was decided that no students with existing student debt would be assisted. These students were rather referred to the Student Debt Working Group where they could be assisted with clearing their debt in order to register. It was deemed inappropriate to even consider students with debt since the goal of this project was accessibility and if a student had existing debt without the means to extinguish it, the assistance provided by this project would in any case not allow a student to register and thereby not give them access.

The taskteams were then constituted on a voluntary basis from the willing SRC members. Two separate taskteams were set for the Stellenbosch and Tygerberg campus of which TSR members were added to the Tygerberg team. Each team had a planning meeting wherein the following matters was discussed:

- The method of communicating with students
- How often and how responses to students should be structured
- How often requests should be forwarded to Institutional offices to assess financial neediness
- How often lists are to be sent to the Registrar indicating a financial commitment to pay a portion of the instalment
- The total amount of students to be assisted

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- The screening and referral procedures
- Duty allocations before and during registration
- Frequency and dates of meetings
- Whether an additional person is required to be hired for administrative and recordkeeping assistance

After duty allocations were set, an integrated process was set up for each team to showcase exactly how the process will work. These process outlines can be seen in Addendum B.

### System preparation phase

Access to SunSurvey was first applied for at “<https://sunsurveys.sun.ac.za/surveys/sunsurveyrequest.aspx>”. A survey was set up to collect all the data determined to be necessary as per the planning phase. An offline version of the application form can be found in Addendum C.

The SunSurvey was then set up to send an email to an applicant with the link to apply and all the steps necessary for a successful application once their email address was added to the Survey respondents. The settings of the survey limited applications to only those students that received the link to their email personally. This limited the applicants to only those that were explicitly added after emailing the SRC for assistance. The reasoning for this decision was twofold. Firstly, to ensure all applicants were followed up on. Once an email is received for assistance, the student is added to a database from where follow up is done to ensure no student falls through the cracks. Secondly, it was added to prevent large-scale distribution of a link and thereby a flood of applicants which the SRC was not capable of assisting.

### Application phase

The application phase followed the processes set out as per Addendum B. In a brief sense, it entailed the following:

1. A student in need of registration assistance will email [sr@sun.ac.za](mailto:sr@sun.ac.za)
2. The student is replied to with a pre-set email setting out the processes that will follow and the application form to split the fee into instalments is attached thereto
3. The student is then added to a database and to the SunSurvey respondent list
  - a. A pre-set email is then automatically sent to the student with a link to the application form
4. Once a student has filled in the application form, the data therefrom is added to the database
5. The students in the database are then periodically sent to either CUBL or the PO to ascertain whether there is indeed a financial need
6. Upon receipt of the evaluation by the abovementioned office, the taskteam determines whether the student can be assisted

### Evaluation phase

Two evaluations took place. First, once a student filled in the application, an initial screening took place to confirm that they comply with the formal requirements. Once a student met the objective criteria, their student numbers were sent to the funding offices to request a needs assessment. In the substantive evaluation, all applicants were identified by their SU number, and all collected data was shown. Members



of each taskteam then voted on whether the student would be assisted. Due to the available funding and relatively low number of applicants, all applicants were assisted in some form. Upon determination of who would be assisted, the list of students was sent to Mr Daniels. This took place in the form of a database reflecting the students' SU numbers, faculty, programme, full name, and amount.

Mr Fritz, administrative officer from CSLEEC, then assisted us to work with the Registrar's Office and the division of Student Fees to pay the full amount over to them. This took place in two phases. First, the full R248 523,33 was transferred from the SRC's Reserve Fund (988A) to the SRC's bursary cost centre (H494). Thereafter, Student Fees would allocate the specific amount to each student's account as per the database provided to them.

### Reporting phase

The final phase is the writing of this report. It firstly affords the SRC the opportunity to report on how the project functions so that future SRCs can build thereon without having to start from nothing (as we unfortunately had to). It secondly allows for the SRC to evaluate what worked and should be kept as well as where problems arose which should be improved. Both Ms Sibanda and Mr Visage are responsible for drafting this report and performing the abovementioned evaluations.



## Assistance Provided

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### Funding

The SRC earmarked R250 000,00 for RegisterAll. The entire amount was sourced from the SRC's Reserves. Of this, R248 523,33 was spent. The amount spent per student depended on whether they were undergraduate or postgraduate as well as whether they were living in an SU residence. If a student applied late and were unable to split their registration payment into 3 instalments- leniency was granted and the amount was paid even if it was broken into 2 instalments. One student's full registration amount was paid due to an error from our side leading to the student's application being evaluated too late.

Payments to the value of the following amounts was made:

- R9 680,00 *Undergrad with Residence (3 instalments)*
- R14 520,00 *Undergrad with Residence (2 instalments)*
- R29 040,00 *Undergrad with Residence (1 instalment)*
- R4 813,33 *Undergrad without Residence (3 instalments)*
- R7 220,00 *Undergrad without Residence (2 instalments)*
- R8 376,67 *Postgrad with Residence (3 instalments)*
- R3 510,00 *Postgrad without Residence (3 instalments)*
- R5 265,00 *Postgrad without Residence (2 instalments)*

### Students assisted

32 Students applied for assistance and all 32 students were assisted. The composition of the assisted students is as follow:

- 18 Undergraduate Students and 14 Postgraduate Students
- 18 Students in Residence and 14 Students in private accommodation
- 31 Students from the Stellenbosch Campus and 1 Student from Tygerberg Campus



## Evaluation of RegisterAll

### Recommendations for improvement

#### Weaknesses to address

The RegisterAll Tygerbeg campaign did not get many responses. This might not always be the case but in 2021 the registration on the main campus and Tygerberg had different closing dates. We found that few students from the Tygerberg campus showed interest in this campaign. This is due to marketing. We did distribute the poster through the various channels but it was simply not enough. The next task team should work on ensuring that the RegisterAll Campaign is marketed on that campus.

It is especially important to review the process and check on the progress of each task performed by committee members. Due to few applications received from the Tygerbeg Campus we unfortunately missed an application. This resulted in us having to pay the whole registration fee of that student. Please make sure that everyone is doing what that are supposed to do by monitoring their duties on a bi-weekly basis.

Please liaise with the international office to see what payment arrangements can be made for refugee, permanent resident, SADAC and the broader international students. International students will fall in these 5 categories and some students will be able to make payment arrangements like South African students. We were not aware of this so we were not able to assist these students.

Please note that payments from the SRC Cost Centre to the student accounts is timeous and will take time. You will need the assistance of someone working for student fees. I would advise you to close applications two weeks before the registration period so that students can be registered in time.

Student Fees usually sends out communication with regards to payment arrangements in the December preceding the next academic year. It is important to encourage students to start making payment arrangements then already. The university gets a lot of emails during the registration period and they simply do not have the workforce to respond to everyone. What will typically happen is that students start making payment arrangements two weeks prior to the end of registration. These students usually do not get a response back from student fees in time which means they are unable to make use of this campaign.

The Executive needs to approve funds that will be allocated to the RegisterAll Campaign. Please ensure that this is done before the start of the year end exams.

We did not utilize fundraising to increase our financial resources, please do so to ensure that as many as students are assisted as possible. Fundraising will also ensure that the SRC has more flexibility as to what they wish to do with said funds i.e., funds can be used for student debt relief.

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Please note that students who have made payment arrangements and failed to uphold their end of the agreement will not be permitted to make another payment arrangement by Student Fees. Please ensure that their adequate ways to assist these students by liaising with student fees.

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## Addendum A RegisterAll Memorandum

### RegisterAll: Procedure

<b>Type of Document</b>	Explanatory Memorandum
<b>Purpose</b>	To set out the procedure that will be followed during the 2021 Registration period for the SRC's RegisterAll project
<b>Approved By</b>	RegisterAll Task team
<b>Date of Approval</b>	N/A
<b>Document Drafter</b>	Philip Visage



## Introduction

The RegisterAll project is aimed at assisting students, who would be financially excluded, with their first instalment due to the Institution. Since students are unable to access coursework whilst being blocked by virtue of not paying the initial registration- the SRC undertakes to address this financial exclusion to the best of its abilities. This is done through 2 distinct processes. Firstly, students are assisted and informed on how they can structure their first instalment into a payment plan whereby only a third is due during registration period. Secondly, students are financially assisted by the SRC in making that first payment in order to register for the year.

This project is formally distinguishable from the work done by the Student Debt Task Team ("SDTT"). The SDTT consists of staff and SRC members and are aimed at assisting with historic debt blocking registration. Whilst the same SRC members sit on both task teams, the source of funding and goal is different. Cooperation between these task teams are however imperative so that students may be referred between the two task teams as well as the teams being able to pick up on students that fell through their gaps. This informational cooperation must play a key part during the registration periods.

## Task Team members

The following individuals will serve on the task team for the entirety of the registration period:

- Xola Njengele (SRC Chair)
- Gina Sibanda (SRC Financial Assistance)
- Viwe Kobokana (SRC Transformation Officer)
- Philip Visage (SRC Treasurer)

Two additional members will be added for each of the two distinct registration periods.

## Scope

This document sets out the procedure that will be followed in general for the RegisterAll project. The individual registration periods at Tygerberg and Main Campus will be set out in a separate document that will be tailored to the circumstances on each campus. These documents will

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serve as the gameplan for the registration whereas this document will set out all preparatory steps and how the project is to be recorded.

## Limitations

Due to this project entirely being paid for by the SRC, funding is limited. Due to this limitation, the SRC with consultation from senior staff members, decided to continue with the practice of not advertising this assistance. Only students contacting the SRC for assistance will therefore be assisted.

## Procedure

1. The SRC executive committee approved an amount of funding to be utilised by the RegisterAll taskteam during registration period. The amount approved is R250 000,00.
  - a. This amount was chosen to be earmarked for each registration period according to the proportion of students registered at the respective campuses in the prior year. Thereby, 85% is allocated to main campus and 15% to Tygerberg. This translates into R212 500,00 and R37 500,00 respectively.
2. The SRC executive committee exercised their authority to determine this year's RegisterAll Task Team' composition.
  - a. The size was determined at 4 core members and 2 additional members per registration period.
  - b. The members of the SDTT, the chair and one additional SRC member was determined to make up the core.
  - c. The TSR chair will allocate 2 TSR members to make up the additional members for the Tygerberg registration period.
  - d. SRC members were made aware and 2 volunteered to serve on main campus registration.
3. The SRC executive committee, in consultation with the TSR chair and SRC Financial Assistance member, established that the criteria for assisting students will be compliance with either of the following two criteria:
  - a. After referring to the relevant institutional offices, they deemed the student as financially needy; or

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- b. The application indicates financial neediness not strictly classified as such by an abovementioned office.
4. The SRC Executive elected to make use of SunSurvey this year instead of paper signups. This decision is backed by confidentiality and the lack thereof for paper documents. This decision further allows for easier recording and referrals by cutting out the process of capturing all the physical information in an electronic database.
5. The process to be followed in general will be the following:
  - a. Each registration period task team must meet and discuss the logistics and nuances on how the process should be tailored for their campus. These discussions should include at least the following:
    - i. The method of communicating with students
    - ii. How often and how responses to students should be structured
    - iii. How often requests should be forwarded to Institutional offices to assess financial neediness
    - iv. How often lists are to be sent to the Registrar indicating a financial commitment to pay a portion of the instalment
    - v. The total amount of students to be assisted
    - vi. The screening and referral procedures
    - vii. Duty allocations before and during registration
    - viii. Frequency and dates of meetings
    - ix. Whether an additional person is required to be hired for administrative and recordkeeping assistance
  - b. Student leaders are made aware of this avenue of assistance and informed that they can refer students to this task team when students come to them. They are made aware that they should also not directly advertise this project, merely direct students who request assistance.
  - c. The SunSurvey should be set up according to the established criteria and restricted to only being fillable by the student who receives the survey link.
  - d. Students may contact the Task Team through the established channels of communication.



- e. The Task Team will, on receipt of the request, refer/assist the student with contacting Student Fees in order to create a payment plan to break their first instalment into 3 payments.
- f. Once the student has successfully created a payment plan, the Task Team will determine if the student has historic debt that will block registration. If indeed, they should be referred to the SDTT and for all subsequent steps be listed on a separate list.
- g. The Task Team will then send the student a link to fill in the SunSurvey.
- h. The submissions received through SunSurvey must be referred to the relevant institutional offices to assess financial neediness. These offices will on their own initiative and with confidentiality request additional documentation from students if they need it to make the assessment. The SRC will not receive any confidential information- merely a “yes” or “no” to the question on whether the student is financially needy. The relevant offices will depend under which umbrella the student falls and may be either of the following:
  - i. Undergraduate Bursaries and Loans
  - ii. Postgraduate office
  - iii. International Office
- i. Once a student is classified as financially needy- they are added to the list in ‘i’. If they are not classified as financially needy, the Task Team will consider the submission made in the survey to determine if they can despite the formal classification still be deemed financially excluded and by virtue thereof added to the list in ‘i’.
- j. A list is compiled with SU numbers and names which are submitted to the Registrar’s office and Student Fees. This list is accompanied with the commitment from the SRC that they will pay for the first payment of the negotiated payment plan. By virtue of this commitment, the student is allowed to register and any block is lifted. (Provided there is no historic debt)
- k. Students are notified that their application has been successful or rejected.
- l. Any student on the separate list for historic debt must await the outcome of the SDTT or any other method of extinguishing the debts to the point where a block



on registration can be lifted. Only when it is certain that the historic debt block will be lifted, may that student be assisted with the first instalment and their SU number be sent to the Registrar's office for the commitment to be paid by the SRC.

6. Throughout this process, detailed record keeping is required of all submissions with their success/failure as well as all referrals to other offices or the SDTT.



## Addendum B Integrated Processes

### Stellenbosch Integrated Process

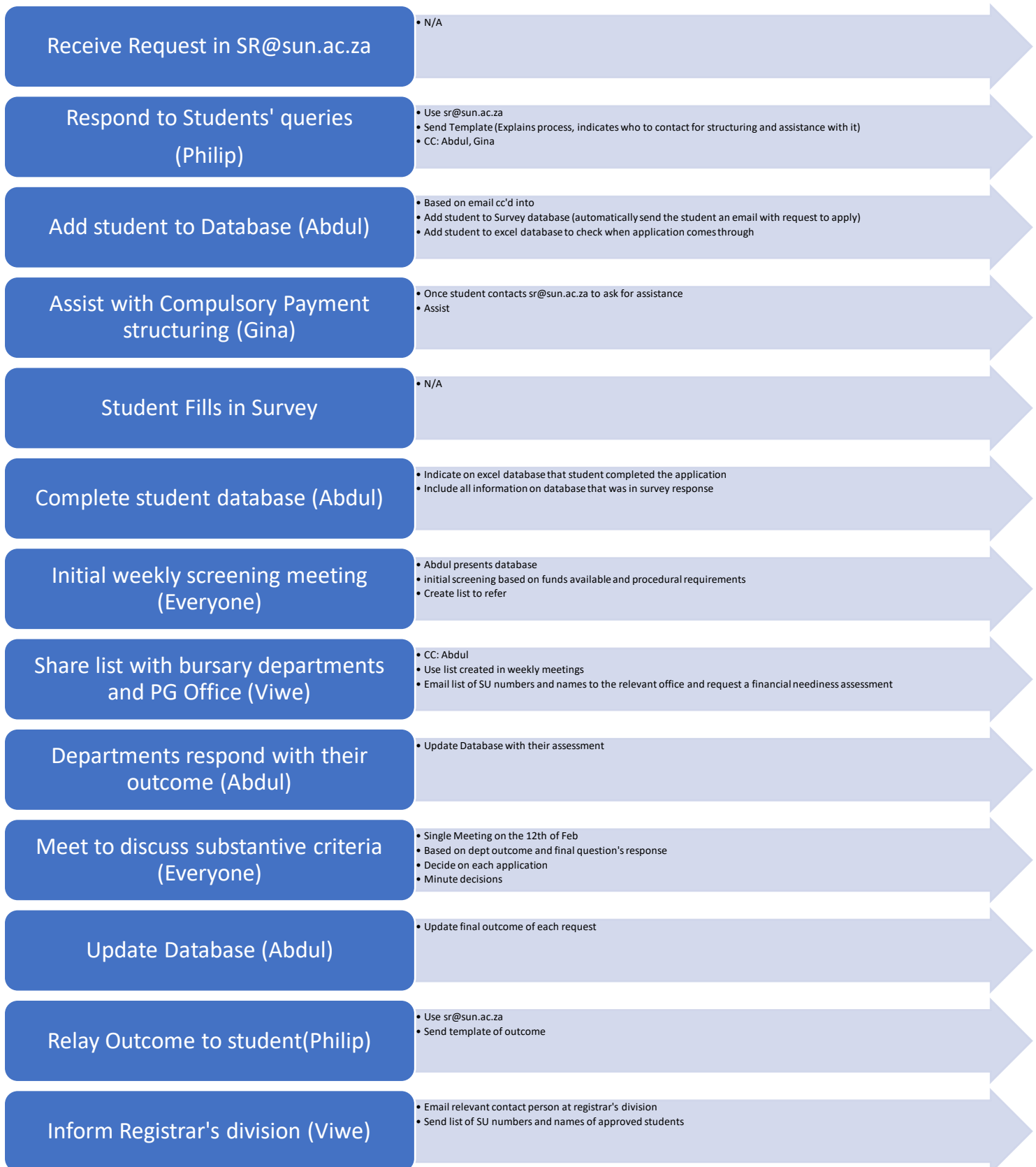


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## Tygerberg Integrated Process



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## Addendum C RegisterAll Application form

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### RegisterAll Application Form

#### Personal Information

First Name:

Surname:

SU Number:

Do you consent that all the information that you are sharing may be used by the members of the RegisterAll Task team in making their decision on whether to assist with the first instalment of registration?

Yes

No

#### Requested Information

Have you already arranged with Student Fees to structure your first instalment into three (3) payments?

Yes

No



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UNIVERSITY



Do you currently have outstanding student debt on your student account that will block you from registering?

Yes

No

On which campus are you registering?

Stellenbosch

Tygerberg

Are you an international student?

Yes

No

Please select the appropriate choice relating to your studies in 2021:

I will be continuing with my undergraduate degree in 2021

I will be starting with a postgraduate degree in 2021

I will be continuing with my postgraduate degree in 2021

Please Provide your faculty:

Please Provide your Program name:

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Will you be residing in a University Residence in 2021?

Yes

No

Please provide an overview of your financial circumstances in light of your request for this assistance:

*You are encouraged to include any information you see as relevant to your financial circumstances. Do note that your response is confidential and will not be shared with any staff or student outside of the 6 SRC/TSR members on the RegisterAll team.*

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## SRC X WIMBLEDON STATIONERY PILOT PROJECT

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## Project Proposal

### 1 Mandate of the Student Financial Access Portfolio

*When challenging socio-economic conditions prevail in South Africa, especially as they are exacerbated by COVID-19, the Student Financial Access portfolio's vision is that no student will be financially excluded. The portfolio focuses on collaborative efforts to ensure students who are able, willing & deserving of a place at Stellenbosch University can secure it, despite their financial circumstances. This involves dealing with matters such as bursaries, loans, application fees, tuition fees, student debt, and other monetary challenges.*

This portfolio is responsible for identifying any issues that relate to the finances of students. This portfolio aims to ensure that no student is left behind.

### 2 Mandate of the Wimbledon Cluster

*The role of the Wimbledon Cluster is dynamic in nature to best serve the unique identity of the cluster of 6 student communities. Wimbledon cluster strives to empower leadership and to establish communities that equip the members of that community in all aspects of wellness.*

Both the SRC and Wimbledon Cluster share the aim to ensure no student is left behind in all aspects of wellness.

### 3 Rationale for the Initiative

Due to the dynamic demographics at Stellenbosch University, now more than ever a considerable number of students who form part of the SU (Stellenbosch University) student population are part of the working or middle class. Many students who form part of the working class are recipients of full funding from the University, NSFAS (National Students Financial Aid Scheme) or the private sector.

These bursaries will be more likely give students a book allowance which would cover the cost of books and their stationery. It may, however, be the case that the costs of students' books may exceed their book allowance, which would make it difficult for students to meet the cost of stationery.

Students who form part of the middle class are usually excluded from funding opportunities due to their household income exceeding a certain pre-determined amount. This means that the parents/ guardians must cover all the costs of a student, which can be exceedingly difficult, especially if multiple dependents are attending university simultaneously.

The SRC and Wimbledon Cluster believe that every student should receive reasonable academic support. After close consideration of these factors the need arose to start a project where students would be assisted in acquiring their stationery.

Stellenbosch University has many leadership structures, and it is important that these structures work together to ensure that students' needs are met. Clusters are an especially important part of Stellenbosch Universities student communities as they bring different student communities together. Working with a Cluster enables the SRC to reach students who form part of residences as well as PSOs (Private Student Organisations).

### 4 Request for partnership

We thus extend an opportunity to partner with us to support stationery aid as per our previous engagements supported by the addendum below. We know that Van Schaik Book store has as its mission a desire to give back to the local community, and we would appreciate your support.

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