

### **3 Student Facilities & Services**

#### **3.1 Information Services**

Stenden SA knows different information media. This guide is one of them. Furthermore the Stenden SA uses the following media:

- GROUPS; a shared drive on the computer network;
- Email; and
- Bulletin Boards.

Students are expected to read these media daily and both students and staff are expected to respond to communication within 24 hours during week days.

#### **3.2 Student counselling**

You can contact our student counsellor with questions that relate specifically to your situation. Mr. Alroy Taai has multiple years of experience in coaching and counselling young people and can be contacted by email, phone, or at the office. Please refer to the staff list in the back of this document for details.

A student counsellor can provide information, advice, support or counselling for:

- study career questions (doubts about whether you have opted for the right study programme, a second study programme, advice about placements and optional modules)
- study skills and study planning
- personal problems (leaving home, fear of failing, coming to terms with bereavement, stress, relationship problems, etc.)
- study delays caused by special circumstances (Financial Support Scheme for the completion of studies)
- financial problems
- functional limitation and dyslexia
- conflicts, objections and appeals

Also, situations can arise in which you are confronted with undesirable behaviour at the campus or your placement organisation. Undesirable behaviour involves e.g. discrimination, aggression, violence, teasing, (sexual) assault and racism. The student counsellor has been appointed at Stenden SA as the confidential advisor for issues related to undesirable behaviour.

Please refer to chapter 5 for the contact details of Mr. Taai.

#### **3.3 Disability & Study**

Please contact the Education Support Office Manager early in your studies if you suffer an impairment that may limit your studies.

#### **3.4 Schedules & Module Books**

Schedules and module books are available latest at 8:00 on the Monday of the start of the module in the Library. Here you will receive your schedule and your module book for the new module. Schedules will also be placed on the Groups drive.

### **3.5 Registration of Study results**

All study results are administered by the academic administrator. The Education Support Office Manager also collects and holds the personal details of all Stenden SA students, receives the registration details of new registrations and is responsible for supplying relevant details about registered students to public authorities (the Ministry of Education, Culture and Science).

### **3.6 IT Services**

Stenden SA offers its students over 40 PC's on campus and Wireless internet capabilities around campus to ensure internet access through laptops. All lecture rooms are equipped with computers and projectors to facilitate PowerPoint presentations. Upon arrival each student will be assigned an account that features storage and email facilities. Stenden SA has a full time IT administrator that will gladly assist with any computer problems students may have.

Computers in the library are to be used for academic purposes only. Computers in the computer room may also be used for personal use and are accessible 24 hours a day.

To ensure high quality IT services, several rules and regulations must be followed by both students and staff. These rules and regulations are outlined under paragraph 4.5.

### **3.7 Library**

The Stenden South Africa library is equipped with all the necessary facilities for students to use during their studies. There are over 20 computers, over 4000 books, wireless internet (WIFI), copying facilities, newspapers, journals, magazines, and many other facilities to assist you with your studies. The library use is free of charge to all staff and registered students of Stenden South Africa.

The library is opened during weekdays from 8:00 to 20:00 during all modules and study weeks. During holidays it will be closed.

#### **Book loans**

A valid Stenden identification card must be produced when books are taken out or returned. If a card is lost, it must immediately be reported in writing to the library so that the unauthorized transactions may be prevented and so that a new card can be issued for the cost of the student. The cardholder is liable for any unauthorized transactions.

Different books will have different loan times. Some books may be loaned for a week, others for 3 days and others for 24 hours. It is the responsibility of the student to check when his/her books are due. One renewal will be allowed, unless another student has made a reservation. Fiction books will be loaned out for 2 weeks and one renewal of a further 2 weeks will be allowed.

Books with a "yellow-sticker" are only for reference in the library. This is to ensure that there is always a copy of a book available.

Other materials that are not available for loan are:

- Serials (journals, magazines, etc.)
- Reference Books
- Special collections
- Material that is put on the reserved shelf

A fine will be levied on all overdue books starting 24 hours after with a limit of the current purchase value of that book. When a student loses a book, he / she will be invoiced for the current value of that book. No books will be loaned to students who have not paid his/her library fines. Library fines must be paid in cash to the Librarian, who will issue a receipt and cannot be billed on the school fees bill.

Some main rules to keep the library a suitable place for study:

- Eating, drinking and smoking are not allowed in the library.
- Mobile phone use is prohibited in the library.
- Bags and bookcases, etc, may not be taken into the library.
- Noise levels should be kept to a minimum to allow other students the opportunity to read or study.

### **Copyright and Plagiarism**

Stenden SA seeks to adhere strictly to international copyright rules and regulations. Students are expected to adhere to these regulations. Please refer to Article 6.3 par. 1 of the Exam Regulations and <http://www.whatiscopyright.org>

### **3.8 Hostel Facilities**

Stenden South Africa provides accommodation on campus, subject to availability. Most rooms are en suite, have ample living and studying space, and equipped to guarantee comfortable living. Single and double accommodation is available. As there is not enough accommodation on campus for all students, Stenden SA also provides accommodation off campus to students. This accommodation is within walking distance of the campus and features similar levels of comfort and security as the on-campus accommodation. It is regarded as part of the Stenden SA hostel facilities and falls under the same rules and regulations.

There are small lounges available for small groups that can be used. During functions the large public lounge / restaurant will be used.

Stenden SA serves three meals per day on times as determined by the operational department and the SRC, represented by the Food Committee. Students who live and eat on campus, should book for meals that they will not take, also during weekends.

The kitchen is not accessible to students except when they are on duty or when they do practical work, but facilities for beverages and snacks are available at all times in the dining room and bar. The restaurant can also be used for functions at which time wine and beer may be served. Students make use of the restaurant that is also used for training purposes. It is therefore important that students should keep the restaurant neat and clean at all times.

Laundry Services are available on campus, though this service may be outsourced to external parties. Detailed information on laundry services will be supplied in the orientation week.

The hostel gardens have beautiful views of the sea, marina and town. Braai facilities are available for student functions and can be organised through the SRC or with the campus supervisor.

We like to keep our campus clean and neat. For a large part of the year, the campus is home to most students and they would all like to live in a healthy, clean environment. It is therefore important that all work together on keeping the campus clean.

### **3.9 *The Alumni Network***

The Alumni Network is the network for final year students and graduates of all Stenden SA study programmes. The purpose of the Alumni Network is to maintain structural contact between graduates (alumni) and Stenden SA study programmes. The Alumni Network ensures that alumni are kept informed about the most recent developments in the field of work, the study programme and the (career) developments of other alumni. On the other hand, the Stenden SA is kept informed of the careers of alumni and the developments on the labour market. This also gives the Stenden SA the opportunity to gain feedback about the education programme.