

Humanities FAQs

ACCESS:

Q: Who has the authority to issue permits for access?

A: The Heads of Department (HODs) have the authority to issue permits for students to access the campus facilities or departments that are open during lockdown. *Bear in mind some departments have the authority to issue their own permits.*

Q: Can I get a permit to the Student Health Services (SHS)'s clinic on campus?

A: Students who need medical advice/care should book an appointment through the clinic. A permit will be issued through the SHS once an appointment is made. Students can contact the clinic at 012-420-2500 or email at info.shs@up.ac.za, or can visit their website for more information and self-help material at <https://www.up.ac.za/student-health-services>.

Q: Can I get a permit to reload/renew TuksPrint credits?

A: TuksPrint (Konica Minolta) does not issue permits. Students can apply for a permit to access campus through a Head of Department (HODs) in their faculty. Printing credits can only be bought with cash. Students can reach TuksPrint (Konica Minolta) at 012 420 2210 or send an email to denisee@konocaminoltasa.com.

Q. How can I get a permit to access the library during lockdown?

A: You may apply for a permit letter through a Head of Department (HODs) in your faculty. During lockdown, the library offers limited services which include the borrowing and collecting of books, studying in the library, and access to the Research Commence (postgraduate students only). The library has a booking system on its homepage through which students/staff may book a working space in the library for a certain period of time. The Research Commons has its own booking system but is only available for M and D students. Altogether, 50 spaces are available in the Merensky Library and Research Commons. See the library's FAQs at <https://up-za.libanswers.com/search/?t=0&q=6948&topics=Library%20Services&adv=1>. You can only collect books from the library if you already have permission from your department to be on campus.

You can contact the library at the details below:

- E: library.enquiries@up.ac.za
- WA: 27 66 509 1285
- Tel: 12 420 2235/6

Q: Which open lab venues can students use to study?

A: The **Informatorium** venue is open from Monday - Friday, 07:30-17:00. Students can access the venue through the entrance on the South Campus side of Lynnwood Road. No booking is required. Staff at the entrance will show students the labs that are in use at the time. Computers and Wi-Fi are accessible. For queries, you can contact 012 420 3822 or

email informatorium@up.ac.za. Contact your HOD for a permit – only students with permits would be allowed on campus.

Q: I don't have a steady connection where I am staying. Can I use the campus IT Labs?

A: The **Informatorium** venue is open from Monday - Friday, 07:30-17:00. Students can access the venue through the entrance on the South Campus side of Lynnwood Road. No booking is required. Staff at the entrance will show students the labs that are in use at the time. Computers and Wi-Fi are accessible. For queries, you can contact 012 420 3822 or email informatorium@up.ac.za. Contact your HOD for a permit – only students with permits would be allowed on campus.

Q: I need to access the Centre for Sexualities, AIDS and Gender (CSA&G)?

A: A dedicated email address for this purpose was set up: bookings@csagup.org - students can request access to campus from that email address for the following:

- HIV counselling and testing - available Mondays to Fridays between 9:00 and 11:30.
- General HIV counselling.
- Accessing the Institutional Transformation Office to report any form of discrimination. The TO office is also situated with us.
- Reporting any forms of sexual harassment or gender based violence
- To access support due to sexual harassment or any form of gender based violence
- Assignment and post graduate support for topics related to sexualities, AIDS, gender and social justice.

Special access can also be arranged in line with the above list for students who have recently graduated or suspended their studies for whatever reason. Requests for access for the following day can be submitted until 15:30 in the afternoons, e.g. access requests for tomorrow can still be submitted until 15:30 today. Deadlines for Mondays are 15:30 on Fridays, except in emergencies.

Q: Can I get a permit to buy books at the Bookmark shops located on campus?

A: Contact your HOD for a permit – only students with permits would be allowed on campus. Students can also log onto the Bookmark website to order books which will be couriered to their place of residence. They are able to deliver to any part of the country.

Below are the contact details of Bookmark bookshops.

Bookmark bookshop on the Hatfield Campus:

Telephone: +27 (0)12 362 4420

Fax: +27 (0)12 362 4429

Email: info@bookmark.co.za

Website: <http://bookmark.co.za/Index.aspx>

Location: Student Centre, University of Pretoria, Lynnwood Road, Hatfield, 0083

Office hours: Monday - Friday 08:00-17:00, Saturday 08:00-13:00

Bookmark bookshop on the Groenkloof Campus:

Telephone: +27 (0)12 420 5684

Fax: +27 (0)12 420 5088

Location: Normaal Hall, Faculty of Education, Leyds Street, Groenkloof, 0001

Bookmark bookshop on the Mamelodi Campus:

Telephone: +27 (0)12 842 3553

Location: Administration Building, Mamelodi Campus

Bookmark bookshop on the Prinshof Campus:

Telephone: +27 (0)12 354 2217

Fax: +27 (0)866 239 039

Location: Faculty of Health Sciences, Faculty Building, Room 2-6, 31 Bophelo Road, Gezina, 0001

STUDENT COUNSELLING:

Q: How to make an appointment at the Student Counselling Unit (SCU)?

A: The SCU offers psychological services to students. During the lock-down period and while access to campus is restricted, SCU offers services on a telehealth platform in the form of e-therapy sessions, using WhatsApp video call, Zoom or Google Meet. Send a short message, providing your student number and cell phone number to set up an online appointment. You can reach them at 012 420 2333 or email at studentcounselling@up.ac.za.

The UP careline is available to students every day and even after hours and weekends. Please call 0800 747 747 to talk to a counsellor.

Webpage: <https://www.up.ac.za/student-counselling>

TECHNOLOGY:

Q: My computer is broken, can I go to IT support to get it fixed?

A: The IT team can be contacted at studentithub@tuks.co.za or 012-420-2756. Contact your HOD for a permit – only students with permits would be allowed on campus.

Q: I don't have data, where can I apply?

A: The University will again make data available to UP students who do not have adequate connectivity available at home and who are unable to return to campus owing to the COVID-19 pandemic. Visit the following link for instructions on when and how to apply for a data bundle <https://www.up.ac.za/coronavirus-updates/article/2958632/message-to-students-regarding-data-bundles>.

If you experience any problems, please contact the IT help desk at help@it.up.ac.za or 012 420 3051 between 07:00 and 16:30. A standby service is available from 16:30 - 22:00.

Q: I don't have a laptop - can I still apply for one?

A: There is no scheme this year (2021) for students to apply for loan laptops. If and when laptops are returned by students who took them out on loan last year, faculties will be approached and asked to identify students in desperate need.

The NSFAS funded students should apply for a laptop directly from the NSFAS website: <https://my.nsfas.org.za/Application/selfservice.jsp> or use their book allowance (R5200).

Q: Does UP offer IT assistance to students?

A: Yes, please visit <https://www.up.ac.za/it-services> for comprehensive information on IT Services offered to students.

Q: Who is the administrative officer responsible for my programme?

A: Check the contact details of the Humanities Administrative officers at <https://www.up.ac.za/student-administration/article/257115/staff>

BURSARIES / LOANS:

Q: I want to go to Student Finance to sort out my loan (or other financial matters). How can I get a permit?

A: Contact your HOD for a permit – only students with permits would be allowed on campus. NSFAS students should contact the Study Financing department at finaidquery@up.ac.za. For other finance queries you can contact the Student Service Centre at 012 420 3111 or ssc@up.ac.za.

Q: How do I apply for a bursary/loan?

A: Undergraduate achievement bursaries for new and senior students are awarded automatically. To apply for any other UP bursary and/or loan, please visit the web at <https://www.up.ac.za/student-funding>. Please note that you require a University of Pretoria *EMPL ID* (student number) to complete the form. Applications opened on 1 August 2020 and the closing date is 30 July 2021.

To apply for NSFAS assistance, please visit www.nsfas.org.za. Refer to NSFAS website for application dates.

Please note: If you wish to apply for a University of Pretoria bursary or loan as well as for NSFAS, you need to apply separately to each of them, at <https://www.up.ac.za/student-funding> and www.nsfas.org.za.

RESIDENCES / ACCOMMODATION:

Q: My home is overcrowded and not conducive to studies. Can I come back to residence?

A: Only students who had applied for residence can apply to come back to their residence. For accommodation enquiries, please email:

- Undergraduate ladies: tuksres.ladies@up.ac.za
- Undergraduate men: tuksres.men@up.ac.za
- Prinshof Campus students: tuksres.prinshof@up.ac.za
- Postgraduate students: tuksres.postgrad@up.ac.za

Q: Where can I get NSFAS-accredited private accommodation?

A: If you are a NSFAS-funded student and require residence accommodation during your studies but have not been offered a place in an UP-owned or UP-leased residence, please seek alternative accommodation in UP-accredited privately-owned residences, as NSFAS does not pay for accommodation in properties that are not accredited by the University. The list of accredited accommodation is available at <https://www.up.ac.za/student-accommodation/article/256266/private-accommodation>.

For accommodation enquiries please email:

- Undergraduate ladies: tuksres.ladies@up.ac.za
- Undergraduate men: tuksres.men@up.ac.za
- Prinshof Campus students: tuksres.prinshof@up.ac.za
- Postgraduate students: tuksres.postgrad@up.ac.za

STUDENT CARDS:

Q: I am a new student registering in 2021. When and where can I get my student card?

A: For instructions on how to apply for a student card, access the link https://www.up.ac.za/news/post_2959793-how-to-get-a-up-student-card. Only students with valid student cards (and the relevant access permit during the Covid-19 pandemic) will be able to enter UP campuses. Student cards will be issued after receipt of your "Confirmation of registration" communication, which will include instructions on how to make a booking to collect your student card.