

Frequently Asked Questions for Current Students 2023



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Faculty of Engineering, Built Environment and Information Technology

Fakulteit Ingenieurswese, Bou-omgewing en
Inligtingtegnologie / Lefapha la Boetšenerere,
Tikologo ya Kago le Theknolotši ya Tshedimošo

Make today matter

www.up.ac.za

1 I have been excluded from the EBIT Faculty – how can I appeal the decision?



The process for appeal is described on the [website](#) – please make sure that you provide all supporting documents when you appeal the decision. The process is also set out in detail in the exclusion/dismissal letter which is available on your UP Portal under communication. If the letter is not there, please contact the relevant Student Administration officer.

www.up.ac.za/faculty-of-engineering-built-environment-it/article/2721042/student-administration

2 What if I need financial support? Is there any place that I can apply?



There is a database of students that want to be considered for discounts, bursaries, and other forms of funding and financial aid benefits.

If you want to be considered visit the financial aid web page and register to be added to the database:
www.up.ac.za/article/2894107/financial-aid

3 Where can I find more information on the Summer/Winter Schools?



All information that you need for Summer/Winter Schools are available on the website. Make sure you familiarize yourself with the rules for Summer/Winter Schools before you apply to register with the relevant Student Administration officer.

www.up.ac.za/faculty-of-engineering-built-environment-it/article/2721042/student-administration

Make sure that you qualify with the requirements before registering for the Summer/Winter School modules. The fees for the module will automatically be added to your student account.

4 How much is the registration fee?

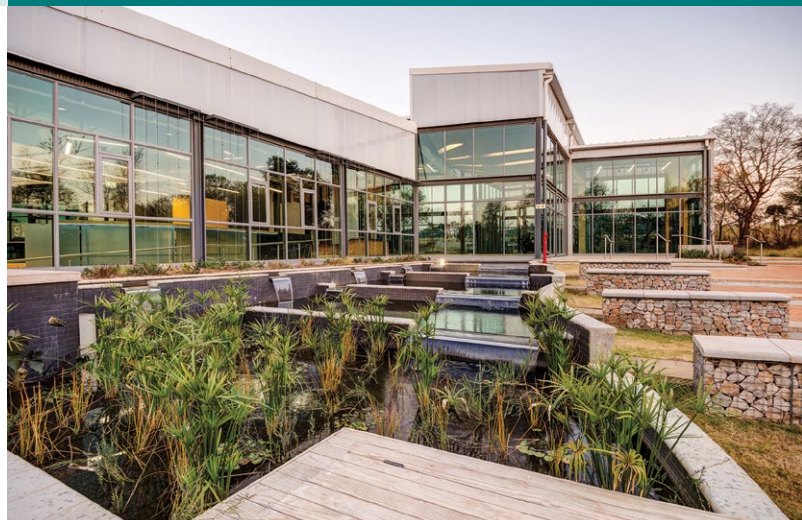


The fee for 2023 is R7500 for an undergraduate student. Please visit www.up.ac.za/student-fees/article/2735925/when-to-pay-what for more information regarding student fees. If you have paid your registration fee but it is not showing yet, please email Student Accounts at payments@up.ac.za or registration@up.ac.za.

5 I have a bursary, where do I submit my letter so that I can register?



Please email the letter of agreement from the Bursar to externalbursaries@up.ac.za.



6 Where do I find the modules I need to register for (Fixed Curriculum)?



On the UP website under yearbooks, you type in your degree for the fixed curriculum at www.up.ac.za/yearbooks/2021/faculties/view/EBIT/Faculty%20of%20Engineering%20Built%20Environment%20and%20Information%20Technology

7 I am having problems accessing the student portal, who do I contact?



Tel +27 (0)12 420 3837
Email studenthelp@up.ac.za
ClickUP: <https://education.up.ac.za/students/>

8 I cannot add all the modules I need to register for?



Please contact the relevant Student Administration Officer at www.up.ac.za/faculty-of-engineering-built-environment-it/article/2721042/student-administration

9 Any other registration queries or special requests?



Please contact the relevant Student Administration Officer at www.up.ac.za/faculty-of-engineering-built-environment-it/article/2721042/student-administration

10 I would like to deregister a module and I would like to know if I have to pay for it?



The university has specific cut-off dates to deregister modules without incurring costs or being liable for a percentage of the cost. If students want to deregister a module without incurring costs, they should abide by the due dates specified by the university. These dates can be found on this website: www.up.ac.za/student-fees/article/2735985/module-changesand-termination-of-studies.

Modules should be dropped on your UP Portal. If you are unable to do so, please consult the relevant Student Administration officer: www.up.ac.za/faculty-of-engineering-built-environment-it/article/2721042/student-administration.

11 I would like to deregister my studies/degree?



Please consult Student Accounts as there is a form that needs to be completed.

More information can be found on this website: www.up.ac.za/student-fees/article/2735985/module-changesand-termination-of-studies.

12 I am a final year student with only 1 or 2 modules outstanding, how do I apply for a chancellor's examination?



Consult the Faculty yearbook on the link below to ascertain if you comply with the requirement: www.up.ac.za/yearbooks/2023/faculties/view/EBIT/Faculty%20of%20Engineering%20Built%20Environment%20and%20Information%20Technology. If yes, the application form is available Forms. Please make sure to submit the application before the closing date.

13 Can I transfer to my programme of choice later in my studies if I do not comply with its minimum requirements at the beginning of my first year or if I change my mind about what I want to study?



If you did not meet the minimum requirements at the beginning of your first year, we advise you to work hard to maintain and achieve a good academic record and approach the Faculty Student Administration about transferring to your programme of choice at the end of your first year. Please complete the internal transfer application on the UP Portal. The closing date will be end of September each year. NOTE: In the School for the Built Environment there are no midyear/second semester transfers.



14 I need help setting up my Microsoft Office in order to be able to work adequately during my online studies. Where can I get assistance in setting it up?



The University of Pretoria has made Microsoft Office 365 available free of charge to all registered students. To download and install the software, please consult the guide available at www.up.ac.za/media/shared/373/ZP_Files/microsoft-office-guide_final.zp189641.pdf.



15 How can I make an appointment with the Faculty Student Advisor?



Make an appointment with one of the Faculty Student Advisors by accessing their Google calendars available next to their names on the [FSA list](#).

16 I am feeling overwhelmed starting university, where can I go for help?



UP has a mentorship program that invites all student feeling overwhelmed to ask for a mentor that can assist with their transition into UP. You can find out more about getting for a mentor via the link www.up.ac.za/student-life/article/2579084/stars-mentorshipprogramme.

Faculties have dedicated Faculty Student Advisors to assist student in group and individual context with transitioning to university. Our EBIT FSAs are here to assist. We offer group and individual sessions regarding study methods, stress management, transition to university, goal setting, time management and more.

17 I am struggling with personal problems that are impacting my mental and emotional wellbeing. Can I get assistance at the university?



The Student Counselling Unit offers psychological counselling to improve wellness and psychosocial functioning to support students in achieving their academic goals within the University. Counselling is available for a variety of presenting problems that students are likely to experience in a tertiary educational setting. They also offer career counselling and assessments ensure that students are assisted in making correct career choices or changes. You can find information on setting up an appointment here: www.up.ac.za/student-counselling.

The University, in collaboration with the South African Anxiety and Depression Group (SADAG), offers 24-hour dedicated emotional support to students via the official 24-hour dedicated UP Counselling Careline. The number is +27 (0)800 747 747.



18 Helpful Links

- [General Rules and Regulations: 2023](#)
- [General Information Guide](#)
- [Forms](#)