



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 Boetšenere,  
Tikologo ya Kago le Theknolotši ya Tshedimošo

Please read through the document to find answers to FAQ in the faculty.

[Click here](#) for any enquiries and to access Faculty Student Administration contact details.

## 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.

## 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:

<https://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 you with the rules for Summer/Winter Schools before you apply to Faculty Student Administration.

## 4. How much is the registration fee at UP?

The fee for 2021 is R5000 for an undergraduate student. Please visit <https://www.up.ac.za/student-fees/article/2735925/when-to-pay-what-> for more information regarding student fees.

## 5. 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: <https://www.up.ac.za/student-fees/article/2735985/module-changesand-termination-of-studies>

## 6. 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](http://www.up.ac.za/media/shared/373/ZP_Files/microsoft-office-guide_final.zp189641.pdf)

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

Tel: 012 420-3837 Email: [studenthelp@up.ac.za](mailto:studenthelp@up.ac.za)

#### 8. Will classes be online in 2021?

The University of Pretoria is preparing to be fully online from 15 March 2021. This situation might change, depending on the COVID-19 regulations.

#### 9. 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.

#### 10. 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](#).

#### 11. 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 <https://www.up.ac.za/student-life/article/2579084/stars-mentorship-programme>

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.

#### 12. 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](http://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.

### 13. Helpful Links:

[General Information Guide](#)

[Forms](#)