

STUDENT SERVICES DIVISION

AT A GLANCE

The University of KwaZulu-Natal (UKZN) prides itself in the promotion of excellence in Teaching, Learning and Research. The role of Student Services Division (SSD) therefore complements this and ensures the provision of a conducive environment that supports students in their academic journey and promoting retention and throughput through effective support structures. We promote the university's vision by contributing to the holistic development of students as well-rounded innovative and socially responsible global leaders.

DEPARTMENTS WITHIN STUDENT SERVICES DIVISION:

The Student Services Division is made up of the following key constituent departments:

- Office of the Executive Director : Student Services Division
- Student Funding
- Student Services Finance Support
- Student Sports and Health
- HIV/Aids Programme and Disability Support Services
- Student Residence Affairs
- Student Governance and Leadership Development

OFFICE OF THE EXECUTIVE DIRECTOR: STUDENT SERVICES

This office provides strategic leadership to the Division.

KEY CONTACTS

Name	Position	Contact Details
Prof NM Mazibuko	Interim Senior Director: Student Services Division	MazibukoN3@ukzn.ac.za
Nokwanda Jali	Principal Administrative Officer	Jalin@ukzn.ac.za (ext. 2251)
Priscilla Cele	Personal Assistant	Celep4@ukzn.ac.za (ext. 3572)
Dr. Sachin Suknunan	Central Projects / Information / Research (Divisional)	suknunan@ukzn.ac.za (ext. 7057)

STUDENT FUNDING

The Student Funding Department allocates funding in three main categories of student financial need:

- Loans
- Bursaries
- Scholarships

Loan funding is based on financial need and academic performance, whilst bursary funding is based on a combination of financial needs, equity and academic merit. Bursary funds are received from external sponsors such as the National Student Financial Aid Scheme (NSFAS) and deceased estates. The main source of scholarship funding is the University Council and the National Research Foundation (NRF)

KEY CONTACTS

Name	Position	Contact Details
Michael Davids	Manager	Davidsm1@ukzn.ac.za (ext. 8145)
Denise Govender	Head: Scholarships	pillaydn@ukzn.ac.za (ext. 2239)

Noziph Ndwalane	Head: Bursaries	ndwalanen@ukzn.ac.za (ext. 8687)
Mbuyiswa Sokhela	Loans Coordinator	sokhelam@ukzn.ac.za (ext. 2989)

STUDENT SERVICES FINANCE SUPPORT

The Student Services Finance Support department plays a critical role in the functioning of the Division. It manages the Division's allocated budget effectively and supports the various departments in procuring goods and services and facilitating payments to suppliers. The Department strives to promote and facilitate sound financial governance, sustainability and service excellence to all stakeholders within and outside the Division.

KEY CONTACTS

Name	Position	Contact Details
Sandra Pillay	Manager: Finance	Spillay@ukzn.ac.za (ext. 5606)

SPORTS AND HEALTH DEPARTMENT

This department consist of two sub-departments:

- Campus Health Services
- Sports Administration

CAMPUS HEALTH SERVICES

The Campus Health Services provide effective and efficient health care to all registered students of UKZN. Each campus has its own fully-fledged clinic, which focuses on the following:

- Treatment of minor ailments
- Family planning and prevention of unplanned pregnancies
- Referrals for termination of pregnancy
- Referral of students to government and private hospitals
- Partnering with HIV/Aids Programme and other internal/external stakeholders during campaigns and information sessions.

These services promote good health and prevention of diseases through education and awareness.

KEY CONTACTS

Name	Position	Contact Details
Mark Bashe	Manager: Health and Sport	Bashe@ukzn.ac.za (ext. 8701)
Muzi Mthembu	Head: Clinics (Durban Metro)	Mthembum10@ukzn.ac.za (ext. 3284)

Gugu Zondi	Head: PMB Clinic	Zondig2@ukzn.ac.za (ext. 6105)
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SPORTS ADMINISTRATION

The Sports Administration department is mainly campus based. There exists a Sport Union, which unites all administrative activities. Students participate in different sports codes for different reasons such as:

- Recreation and social: In between lectures and during weekends
- Competitive sport (internal): for example, Residence leagues
- Competitive sport (external): In the University Sports South Africa (USSA) competitions, National and Provincial leagues and selection in the World Student's competitions.
- Professional sports: At this level of performance, students take care of their own training well-being but do take part in University sports when necessary. The most common of these are karate, swimming, tennis and canoeing.

KEY CONTACTS

Name	Position	Contact Details
Mark Bashe	Manager: Sports and Health	Bashe@ukzn.ac.za (ext. 8701)
Ashraf Ganie	Head: Sports Durban Campuses	Ganiea@ukzn.ac.za (ext. 7239)
Kusthuri Srikewal	Head: Sports Pietermaritzburg	chettyku@ukzn.ac.za (ext. 6020)

HIV/AIDS PROGRAMME AND DISABILITY SUPPORT UNIT

HIV/Aids Programme

The HIV/AIDS Programme responds to the needs of students by providing specialised services in relation to prevention, care, support and treatment for HIV/AIDS (and related) at UKZN. In line with the National requirements, the Programme performs HIV testing and counseling (HCT) on all five (5) campuses at the Campus Health Clinics where there are dedicated counselors.

The HIV/AIDS Programme consists of units that are based on all campuses to provide information and support to both staff and students in relation to HIV/AIDS (and related). The Programme continues to provide in-house limited ongoing care and support to students who are HIV positive but do not need ARV treatment yet. The programme also has mobile units to reach out to the University community as a drive to publicise awareness. As part of the prevention, the Programme hosts key campaigns on campus and in residences as a proactive means to mitigate the spread/risk of HIV/AIDS (and related).

The Programme also distributes male condoms in residences across all five campuses. The provision of condoms is an important component of prevention of HIV infection and the positive upward trend observed in recent years must not only be consolidated but maintained and improved

KEY CONTACTS

Name	Position	Contact Details
Amith Ramballie	Manager: HIV/Aids Programme and Disability Support Unit	Ramballiea@ukzn.ac.za (ext. 8824)
Eleanor Langley	Acting HIV/Aids Programme Coordinator	Langley@ukzn.ac.za (ext. 1670)

Disability Support Unit

The Disability Support Unit's (DSU) primary goal is to equalise access to the teaching and learning environment as well as the living and learning spaces for students with diverse disabilities. The overall objective is to optimise academic success for student with disabilities and to work towards inclusion and acceptance whilst supporting both academic and support staff in accommodating students with disabilities. Disability services are rendered from campus-based Disability Support Units on four campuses, Howard College, Edgewood, Westville and Pietermaritzburg. Student on the Medical School campus are supported on a needs basis by the Howard College campus DSU.

KEY CONTACTS

Name	Position	Contact Details
Amith Ramballie	Manager: HIV/Aids Programme and Disability Support Unit	Ramballiea@ukzn.ac.za (ext. 8824)
Nevil Balakrishna	Disability Coordinator Howard College	Balakrishna@ukzn.ac.za (ext. 3140)
Dr. Roshanthni Subrayen	Disability Coordinator Edgewood	Subrayen@ukzn.ac.za (ext. 3665)
Mongezi Zondo	Disability Coordinator PMB	Zondom@ukzn.ac.za (ext. 5065)
Dr. Faaiza Shaikh	Disability Coordinator Westville	Shaikf@ukzn.ac.za (ext. 7706)

STUDENT RESIDENCE AFFAIRS

The University of KwaZulu-Natal is a residential University, with residence buildings in four of the campuses, four (4) off-campus residences for the Westville campus and one (1) off-campus residence for the Medical School. The Student Residence Affairs Department targets to provide safe, secure and suitable housing for a minimum of 1:5 contact students, which translates to 20% of the enrolled contact students at the University. In addition, there are a number of leased buildings around all campuses of the University and these leased residences augment the current shortfall in the supply of residence space. The demand for residence spaces has been escalating in the recent past with increased access and changes in enrolment planning. There is a salient trend in terms of the demand for accommodation from undergraduate students from rural and far afield places, as well as students from townships and informal settlements.

The Department is managed by an Interim Director (University-wide) with various Heads of Campuses based at Pietermaritzburg, Westville (inclusive of Edgewood) and Howard College (inclusive of Medical School) sites.

Students staying on off-campus University residences (including leased properties) are being transported on a daily basis to and from campuses. This is to ensure that students staying off-campus are not disadvantaged in accessing essential services such as lecture halls, LANS, libraries, sport facilities, laboratories, offices and other resources. Although private accommodation involves an agreement between the landlords and the tenants, the Student Residence Affairs Department does provide services to assist students with acquisition of such accommodation. The Department also arranges with the Finance Division to pay rentals for these tenants that are on financial aid.

KEY CONTACTS

Name	Position	Contact Details
Sisana Machi	Interim Director	MachiT@ukzn.ac.za
Sifundo Nkosi	Head: DSRA HC and Med school	NKOSIB@ukzn.ac.za (ext. 2182)
Sibusiso Khumalo	Head: Westville and Edgewood	Khumalos@ukzn.ac.za (ext. 7901)
Mdukhy Mabaso	Head: PMB	Mabasm@ukzn.ac.za (ext. 6226)

STUDENT GOVERNANCE AND LEADERSHIP DEVELOPMENT DEPARTMENT

The department of Student Governance and Leadership Development is responsible for overseeing, coordinating, administering and supporting the Central Student Representative Council (CSRC), the five local SRCs and the student clubs and societies across all five campuses. The department is managed by a Manager and five Student Governance and Leadership Development Officers (SGLDOs) who support the Executive Director: Student Services Division in maintaining good working relations between student leadership and University Management. A Finance Strategic Partner assists with the budget and the management of the SRC finances.

The Campus SRCs receive their budget from the CSRC and, with the assistance of the Campus Financial Strategic Partner, distributes funds to clubs and societies on the campuses. The Campus SRCs are assisted by the SRC Administrators who perform operational duties to assist the SRC.

KEY CONTACTS

Name	Position	Contact Details
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Vacant	SGLD Officer Edgewood	(ext. 2970)
Sanele Mthembu	SGLD Officer Medical School	Mthembus17@ukzn.ac.za (ext. 4300)
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