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SPES BONA

Student Support at UCT

Welcome to Student Support at UCT

Supporting our students

At UCT, we are committed to supporting our students–from first year to graduation. While your time at university can be the best years of your life, you do sometimes need a little help along the way. Whether you are entering university for the first time or just starting your postgraduate studies, the quantity and complexity of the work, and the pace at which material is covered can be challenging. To help you cope with your academic load, and to truly make you a part of our community, we've made a wide range of services available to you.

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The COVID-19 pandemic reminded us that 'I am because we are' and 'We are because I am'. So, we need to make this delicate balance between the 'I' and the 'we' work. Each of us needs to take responsibility for our actions and behaviours, and we need to nurture an ethic of care for the self, the other and the community we embody. Thus, come as you are so that we can enrich one another's lived experiences in a manner that recognises, affirms and appreciates all our humanity. The DSA – from Student Housing and Residence Life to Student Governance, Orientation and Leadership, Student Undergraduate Financial Aid, the Student Wellness Service and the Executive Director's Office – undertakes to work with you to ensure that your lived experience at this university is humanising and that you flourish. Welcome to UCT.

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Pura Mgolombane
Executive Director:
Student Affairs

Settling in

The First-Year Experience (FYE) is a collective, campus-wide initiative to help first-year students make a successful transition into university life and develop a strong sense of belonging at UCT. The FYE team takes a holistic approach to student development that responds to your academic, social and material needs to help you achieve your full potential.

CONTACT US

Hoerikwaggo Building, upper campus
021 650 4072
danny.fontaine@uct.ac.za
www.ched.uct.ac.za/first-year-experience-project

Student orientation

The Student Orientation and Advocacy Service offers general information on all aspects of campus life, including advice and referrals to other UCT services.

CONTACT US

Room 201, Level 2, Computer Science Building (Cissie Gool Plaza), upper campus
021 650 5082
uctorientation@uct.ac.za

Health and wellness

The Student Wellness Service provides holistic health as a primary health care facility. The clinic provides medical care, treatment and mental health support rendered by a team of healthcare professionals, including short-term counselling.

CONACT US:

Ivan Toms Building, 28 Rhodes Ave, Mowbray
021 650 1017/20, UCT COVID-19 24 hour line: 021 650 1271
https://uct.ac.za/dsa/student-wellness-services/counselling-services

UCT Student Careline

Together with the South African Depression and Anxiety Group (SADAG), UCT offers 24/7 telephonic counselling, advice, referral facilities and general support to students facing mental health challenges.
0800 24 25 26 (free from a landline) SMS 31393 for a callback.
The Student Wellness Service offers comprehensive medical services to help students stay healthy and make the correct life choices. They offer support for chronic conditions like asthma, diabetes and tuberculosis; they can help with minor surgical procedures; and medication is available at cost price.

Ivan Toms Building, 28 Rhodes Ave, Mowbray, 021 650 5620
sws@uct.ac.za https://uct.ac.za/dsa/student-wellness-services

Sexual health

The Student Wellness Service offers HIV testing and counselling, medication for sexually transmitted infections, and provides basic contraceptives free of charge.
Ivan Toms Building, 28 Rhodes Ave, Mowbray 021 650 1017/20 www.dsa.uct.ac.za/student-wellness/counseling-services/ overview

Survivor Support, in the Office for Inclusivity & Change (OIC), provides advice and assistance in case of sexual assault or rape. The OIC works to ensure that all survivors of sexual violence receive compassionate care.
Survivor Support (OIC) 021 650 3530 yumna.seadat@uct.ac.za
24/7 Sexual Assault emergency standby number 072 393 7824
Rape Crisis 021 447 9762

Campus safety

Campus Protection Services (CPS) is responsible for the safety and security of all staff and students, and their officers are trained to deal with the practical and legal aspects of any situation that may arise. When the Jammie Shuttle service stops at night, you can ask a CPS officer to escort you on foot to your residence. CPS 24-hour hotline 080 650 2222 (toll-free) or 021 650 2222/3

Academic support

The Centre for Higher Education Development (CHED) pioneered extended degree programmes, which offer you more flexibility and a bit more time to complete your degree. Talk to someone at your faculty office about the available options: **021 650 2645, ched@uct.ac.za www.ched.uct.ac.za**
Consultants at the **UCT Writing Centre** can help you improve the quality of your academic writing, assist with referencing and make sure that you present your academic arguments effectively.

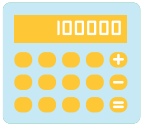
CONTACT US
Level 6, Steve Biko Students' Union building, upper campus
021 650 5021
writingcentre@uct.ac.za
www.writingcentre.uct.ac.za

ICTS

Information and Communication Technology Services (ICTS) keeps you connected to all of UCT's online services. For a short guide on all you need to know about digital at UCT, take a look at the ICTS checklist:
www.icts.uct.ac.za/digital-checklist.
Get IT Helpdesk support by logging a call online
https://uct.service-now. com/ess)
ictshelpdesk@uct.ac.za
021 650 4500 (during office hours).

Financial aid

The Student Undergraduate Funding Office aims to help as many academically eligible and financially disadvantaged students as possible.



CONTACT US

Level 3, Kramer Law Building, middle campus
021 650 3545
financialaid@uct.ac.za
https://uct.ac.za/dsa/student-financial-aid

Student housing

The Department of Student Affairs will answer all your questions about residences and other student housing options.

Masingene Building, middle campus
021 650 2977 res@uct.ac.za
www.dsa.uct.ac.za/how-residences-are-organised Careers

UCT's Careers Service helps prepare you for the world of work – it's never too early to start planning! They can also help you write a CV and cover letter for job and internship opportunities or offer advice about working locally or overseas. They can even help you access part-time work and internships.

Level 1, Hoerikwaggo Building, upper campus
021 650 2497, careers.service@uct.ac.za, www.careers.uct.ac.za

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careers.service@uct.ac.za
www.careers.uct.ac.za

Supporting students with disabilities

UCT's Disability Service is dedicated to helping students achieve their full potential by offering improved access to facilities, extra time for tests and exams, accessible transport and South African Sign Language interpreters, among many other services.

CONTACT US

Level 4, John Day Building, upper campus
021 650 2427
cedric.williams@uct.ac.za
www.students.uct.ac.za/students/support/disability-service

International **students**

The International Office coordinates many of the international programmes and partnerships and provides support to international students studying at UCT.

021 650 2822
iapo@uct.ac.za

Postgraduate **support**

The Postgraduate Hub offers a wide variety of services, ranging from wellness consultations to writing workshops, supporting the academic and professional development of postgraduates.

Otto Beit Building, Room 2.04, Level 2, upper campus
021 650 3171
pgstudies@uct.ac.za
https://uct.ac.za/postgraduate-hub/development-support

Anti-discrimination

If you're experiencing harassment or discrimination, the Office for Inclusivity & Change (OIC) offers a range of support services to ensure that the university is accessible and inclusive to all.

The Cottage, Lovers' Walk, lower campus
021 650 3530
www.students.uct.ac.za/students/discriminationharassment

Resolving **a dispute**

The Office of the Ombud provides an informal dispute resolution service to the university community that operates outside the usual university academic and administrative structures.

Lovers' Walk Extension, lower campus
021 650 3665
ombud@uct.ac.za
www.ombud.uct.ac.za