

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.

INSPIRING GREATNESS

DEPARTMENTS WITHIN/SERVICING STUDENT SERVICES DIVISION:

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

- Office of Pro-Vice Chancellor: Student Services Division
- Student Residence Affairs
- Student Governance and Leadership Development
- Sports and Recreation
- Disability Support
- Student Funding (External to the Division)
- Student Services Finance Support (External to the Division)

OFFICE OF THE PRO- VICECHANCELLOR: STUDENT SERVICES

This office provides strategic leadership to the Division.

KEY CONTACTS

Name	Position	Contact Details
Prof. M Mkhize	Pro-Vice Chancellor (Student Services)	Mkhizem4@ukzn.ac.za
Prof. NM Mazibuko	Interim Senior Director: Student Services Division	MazibukoN3@ukzn.ac.za
Dr. Sachin Suknunan	(Divisional) Central Coordinator - Projects, Research and Information	Suknunan@ukzn.ac.za (ext. 7057)
Nokwanda Jali	Principal Administrative Officer	Jalin@ukzn.ac.za (ext. 2251)
Priscilla Cele	Executive Personal Assistant	Celep4@ukzn.ac.za (ext. 3572)

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
Nhlanhla Mthombeni	Head: HC and Med school	MthombeniN@ukzn.ac.za (ext. 2183)
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

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 Dean: 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
Muzomuhle Mhlongo	Manager: SGLD	Mhlongom2@ukzn.ac.za (ext. 8605)
Bhekithemba Dlamini	SGLD Officer Westville	Dlaminib6@ukzn.ac.za (ext. 8605)
Mandla Ndaba	SGLD Officer Westville	Ndabap@ukzn.ac.za (ext. 7804)
Sanele Mthembu	SGLD Officer Medical School	Mthembus17@ukzn.ac.za (ext. 4300)
Vacant	SGLD Officer PMB	(ext. 5864)
Zanele Hlope	SGLD Officer (HC)	HlopheZ1@ukzn.ac.za (ext. 4300)

SPORTS AND RECREATION

The Sports and Recreation 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
Zwelithindaba Sapula	Acting Manager (Sports and Recreation)	Sapulaz@ukzn.ac.za (ext. 7239)
Kuthuri Srikewal	Head: Sports Pietermaritzburg	chettyku@ukzn.ac.za (ext. 6020)

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	mariemuthoo@ukzn.ac.za (ext) 2583
Denise Govender	Head: Scholarships	pillaydn@ukzn.ac.za (ext. 2239)
Nozipho Ndwane	Head: Bursaries	ndwalanen@ukzn.ac.za (ext. 8687)
NSFAS	Enquiries	mariemuthoo@ukzn.ac.za (ext. 2583)

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
Zizipho Lamla Mtshali	Manager: Finance	MtshaliZ1@ukzn.ac.za
Sandra Pillay	Accountant	Spillay@ukzn.ac.za (ext. 5606)

