



A QUICK REFERENCE AND REFERRAL GUIDE DURING COVID-19

Here is a list of challenges you may be facing since Wits reopened on 20 April. Follow the columns through from the left to the right to identify support that you can access.

| GENERAL CONCERNS | WHERE TO FIND HELP |
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| How will lectures and learning take place from 20 April? | <p>Preparations within the Faculty have been made to enable you to continue with your learning online once the university reopens on 20 April. Between 15 and 19 April we will provide orientation to help you familiarise yourself with the online learning environment and give you some guidance around strategies for progressing with your studies as effectively as possible under these new circumstances. Courses will continue online on Sakai or Moodle (whichever platform has been used in your course) by making use of a variety of mediums, including video lectures, voice-over PowerPoint slides, annotated lecture notes, quizzes and assessments, live consultation session using platforms like MS Teams, discussion forums etc. This will vary from course to course depending on the needs and requirements of the specific course.</p> |
| What will I need to access online learning? | <p>A computer will be optimal for your learning as you will probably need to submit assignments, But if you do not have one a smart phone or tablet will suffice. The University has negotiated with the major service providers to give you 10GB daytime data and 20GB night-time (12am-5am) for the first month. Consider downloading you course resources and email after midnight. Be aware that you need at least R1 of data on your phone for zero-rating to work</p> <p>Student email is NOT zero-rated.</p> <p>Also remember that the library offers access to a wide variety of resources for learning https://www.wits.ac.za/library/</p> |

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| <p>I do not have a smartphone, laptop, computer, and tablet.</p> | <p>The University can lend you this device; if you qualify. Please email the FHS Registrar's Office Henda.VanDerWalt@wits.ac.za or morne.greyling@wits.ac.za. They will advise about the application process to attain a device.</p> |
| <p>The network in the place where you live is very bad. I don't have electricity. I don't have a mobile phone.</p> | <p>The estimated 10%- 15% of students who are unable to access online learning will be accommodated in a different way. This might include offline materials, intensive catch-up workshops (also known as "boot camps") once we return to on-campus teaching and so forth. The exact form that this will take is still being worked out. If you are facing challenges like these and you feel that you may not be able to participate in online learning, please send an email to your Course Coordinator with full details of the problems are facing.</p> <p>Please include:</p> <ul style="list-style-type: none"> • Your year of study, • The courses for which you are registered in 2020, • The nature and details of the challenges you are facing, e.g. no smartphone/tablet/computer, very bad cellular reception where you live, no electricity etc. • The address where you will be staying while we are not able to return to campus, • Your cell phone number. <p>Please be aware that, if at all possible, the best option would be for you to participate fully in online learning. Therefore we encourage you to try and get access to a computer, tablet or smartphone which will enable you to do so.</p> |
| <p>ONLINE LEARNING</p> | <p>WHERE TO FIND HELP</p> |
| <p>How will I afford data to access online learning?</p> | <p>The university has secured agreements with Telkom, Vodacom, MTN and Cell C to "zero rate" access to a list of WITS websites and other platforms used for teaching and learning. This means data to access these sites is free. This list can be found at https://www.wits.ac.za/mywits/zero-rated-data-to-students-and-applicants/. This list is regularly updated, so check back often.</p> |

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| | <p>Be aware that you need at least R1 of data on your phone for zero-rating to work. There are currently still some technical issues with some of the providers, and the university is working with them to resolve this.</p> |
| <p>The zero-rating does not seem to be working – accessing resources is using my data?</p> | <p>There can sometimes be a lag between providers agreeing to zero-rate a site and the technical implementation of this. If you continue to be charged for data to access a site that is listed on the newest version of the list (https://www.wits.ac.za/mywits/zero-rated-data-to-students-and-applicants/) Please send the details, including your cellular provider, the site you were trying to access and the date and time you tried to access it.</p> |
| <p>ACADEMIC CONCERNS</p> | <p>WHERE TO FIND HELP</p> |
| <p>Can I contact my lecturer / supervisor, tutor for help?</p> | <p>Yes, you can do so through the communication channels feasible to you e.g. e-mail, discussion forums on Wits –e/Moodle.</p> |
| <p>I failed my test(s). How can I get help?</p> | <p>Consult with your lecturer and/or tutor for guidance on what you can do to improve your performance.</p> |
| <p>How can I approach academic staff for help during this time?</p> | <p>Email is the best option, but different courses might also offer different channels – check the Wits-e/Moodle page for your course.</p> |
| <p>Are there any tutoring services that can be accessed online?</p> | <p>Check the information being shared on Sakai. Also see the answers to the questions about tutorials, below.</p> |
| <p>LECTURES, LAB SESSIONS, PRACTICALS, FIELD TRIPS.</p> | <p>WHERE TO FIND HELP</p> |
| <p>Will laboratory classes still happen?</p> | <p>Schools are putting plans in place to replace laboratory sessions as far as this is possible. This might include videos of experiments, online simulations and/or providing you with data to interpret and write a report on. In some cases some lab sessions may be postponed until we are back on campus. What exactly is done will vary according to the requirements of the specific discipline and course. Your course lecturer and coordinator will share information on Sakai.</p> |

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| How can I access lecture notes? | Check the Wits-e/Moodle page for your course and ask your lecturers if you are unsure. |
| What will happen to tutorials? | Check the information being shared on the Wits-e/Moodle pages for your courses. Schools are considering different strategies, including live tutorials via MS Teams, discussion forums on Sakai and WhatsApp-based tutor groups. Setting up a WhatsApp study groups is also a great idea to tutor each other. |
| How will we make up lost teaching? | Watch the VC's message to students on YouTube for more information. Updates and changes will also be communicated on an ongoing basis by the University, the Faculty of Health Science and by your lecturers. |
| How can I get guidance in areas I don't understand, like chemistry? | Ask your lecturers and colleagues. You can set up a WhatsApp support group where you can discuss and exchange ideas on the issue at hand. |
| Will I be exempted from laboratory, practical sessions and field trips? | No. Contingency plans will be communicated to you. See the answer to question above. |
| Can I proceed to work on my project independently during this period? | Yes, ask your lecturers or supervisor for guidance. If you are a post-graduate student, keep in contact with your supervisor, as they understand the unique requirements of your project the best and will be able to provide the best guidance and help. |
| I have a question about citations and references. Is there anyone I can contact? | See the referencing guide "Make Sense of Referencing" under the "Writing resources" on the Wits-e/Moodle page for your year of study. Consult your lecturer or supervisor. |
| ASSESSMENTS | WHERE TO GET HELP |
| Will submission deadlines for reports and course assessments be changed? | Some deadlines will change. Check with your lecturers. |
| Will exams be postponed? | Keep checking for updates from the university on Wits-e/Moodle. |

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| Will we still write tests? | Yes. Keep checking for updates from your courses on Wits-e/Moodle. |
| How will we write tests? | You will be informed in due course. Keep checking for updates from the university on Wits-e/Moodle. |
| PSYCHOSOCIAL, EMOTIONAL, MENTAL HEALTH & WELLNESS | WHERE TO FIND HELP |
| <p>I'm worried about my moods:</p> <ul style="list-style-type: none"> • "I feel really low all the time" • "I don't enjoy things anymore" • "I can't stop crying" • "I can't focus; my mind is scattered" • "I'm worried all the time" | <p>Email kasturi.naidoo@wits.ac.za or anelisa.mofakeng1@wits.ac.za at OSS for telephonic or online advising or counselling. Please provide your cell phone number and 3 alternative times that you are available to receive a call from an OSS psychologist/counsellor.</p> <p>Or call Wits Student Crisis Toll Free Line 0800 111 331.</p> |
| <p>I'm experiencing relational difficulties</p> <ul style="list-style-type: none"> • "There is conflict at home" • "My partner and I need help" • "I feel like I am alone. I have no support" | <p>Email kasturi.naidoo@wits.ac.za or anelisa.mofakeng1@wits.ac.za at OSS for telephonic or online advising or counselling. Please provide your cell phone number and 3 alternative times that you are available to receive a call from an OSS psychologist/counsellor.</p> <p>Or call Wits Student Crisis Toll Free Line 0800 111 331.</p> |
| <p>I'm feeling suicidal</p> <ul style="list-style-type: none"> • "It would be better to not be here anymore" • "I don't see the purpose of going on living" • "Things would be better if I was gone" | <p>Email kasturi.naidoo@wits.ac.za or anelisa.mofakeng1@wits.ac.za at OSS for telephonic or online advising or counselling. Please provide your cell phone number and 3 alternative times that you are available to receive a call from an OSS psychologist/counsellor.</p> <p>Or call Wits Student Crisis Toll Free Line 0800 111 331.</p> |

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| <p>I'm mourning and grieving</p> <ul style="list-style-type: none"> • "There has been a death in my family that I am having difficulty coping with" • "I need to process my loss" | <p>Email kasturi.naidoo@wits.ac.za or anelisa.mofakeng1@wits.ac.za at OSS for telephonic or online advising or counselling. Please provide your cell phone number and 3 alternative times that you are available to receive a call from an OSS psychologist/counsellor.</p> <p>Or Call Wits Student Crisis Toll Free Line 0800 111 331.</p> |
| <p>I may have an addiction problem</p> <ul style="list-style-type: none"> • "I use a lot of drugs with my friends" • "I sometimes miss class because I'm high or looking to get high" • "I think I have a problem with drugs/ alcohol/ smoking/ pornography/ gambling" | <p>Email kasturi.naidoo@wits.ac.za or anelisa.mofakeng1@wits.ac.za at OSS for telephonic or online counselling. Please provide your cell phone number and 3 alternative times that you are available to receive a call from an OSS psychologist/counsellor.</p> <p>Call SANCA 012 524 1121 / 081 318 1511.</p> <p>Call Alcoholics Anonymous 011 932 5271 or email jwra@asouthafrica.org.za.</p> <p>Call Narcotics Anonymous 083 923 5270.</p> <p>Call Wits Student Crisis Toll Free Line 0800 111 331.</p> |
| <p>I experienced a traumatic incident</p> <ul style="list-style-type: none"> • "I was recently robbed" • "I was in a car accident" • "I was raped" • "I was assaulted" • "I was hijacked" | <p>Email kasturi.naidoo@wits.ac.za or anelisa.mofakeng1@wits.ac.za at OSS for telephonic or online advising or counselling. Please provide your cell phone number and 3 alternative times that you are available to receive a call from an OSS psychologist/counsellor.</p> <p>Or call Wits Student Crisis Wits Toll Free Line 0800 111 331.</p> |
| <p>ACADEMIC ADVISING</p> | <p>WHERE TO FIND HELP</p> |
| <p>I am unsure about my elective/Degree</p> <ul style="list-style-type: none"> • "I feel like I want to change courses" • "What do I do with this degree when I'm done studying?" • "How do I write a CV/ prepare for an interview/ find work, etc.?" | <p>Email kasturi.naidoo@wits.ac.za or anelisa.mofakeng1@wits.ac.za at OSS for telephonic or online academic advising. Please provide your cell phone number and 3 alternative times that you are available to receive a call from an Academic Advisor.</p> <p>Or consult CCDU 011 717 9132/40.</p> |

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| <p>I want to deregister/cancel my studies</p> <ul style="list-style-type: none"> • “I want to change my course” • “I’m thinking of cancelling subjects” • “I’m changing universities” | <p>Email kasturi.naidoo@wits.ac.za or anelisa.mofakeng1@wits.ac.za at OSS for telephonic or online academic advising. Please provide your cell phone number and 3 alternative times that you are available to receive a call from an Academic Advisor.</p> <p>Or consult Course Coordinators/Lecturers/Faculty Officer in your School.</p> <p>Or discuss various options with your parent/guardian.</p> |
| <p>I am failing. I could be excluded.</p> <ul style="list-style-type: none"> • “I have failed my subject/s” • “I procrastinate” • “I am studying but still failing” • “I don’t have enough time to complete all my academic tasks” • “I demotivated and don’t attend my lectures” | <p>Email kasturi.naidoo@wits.ac.za or anelisa.mofakeng1@wits.ac.za at OSS for telephonic or online academic advising. Please provide your cell phone number and 3 alternative times that you are available to receive a call from an Academic Advisor.</p> <p>Or consult Course Coordinators/Lecturers/Faculty Officer in your School.</p> |
| <p>I’m generally not doing well academically</p> <ul style="list-style-type: none"> • I’m not able to get the marks that I want”. • I’m passing, but just barely” • “I study but I cannot remember anything” | <p>Email kasturi.naidoo@wits.ac.za or anelisa.mofakeng1@wits.ac.za at OSS for telephonic or online academic advising. Please provide your cell phone number and 3 alternative times that you are available to receive a call from an Academic Advisor.</p> <p>Or consult Course Coordinators/Lecturers/Faculty Officer in your School.</p> <p>Or discuss various options with your parent/guardian.</p> <p>Or form an online study group.</p> |
| <p>I am having language difficulties</p> <ul style="list-style-type: none"> • “The text books are difficult to understand” • “I cannot follow what the lecturer says in class” | <p>Email kasturi.naidoo@wits.ac.za or anelisa.mofakeng1@wits.ac.za at OSS for telephonic or online academic advising. Please provide your cell phone number and 3 alternative times that you are available to receive a call from an Academic Advisor.</p> <p>Or consult Course Coordinators/Lecturers in your School</p> |

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| | <p>Or contact Writing Centre 011 717 4125/36 Kgaogelo.Lekota@wits.ac.za.</p> <p>Or consider registering at Language School 011 717 1000.</p> |
| <p>I don't know how to take notes or make revision documents</p> <ul style="list-style-type: none"> • “My notes are difficult to learn from” • “How do I take notes and listen in class”? • “I need help mind mapping and summarizing” • “Can my whole study group come and consult” | <p>Email kasturi.naidoo@wits.ac.za or anelisa.mofakeng1@wits.ac.za at OSS for telephonic or online academic advising. Please provide your cell phone number and 3 alternative times that you are available to receive a call from an Academic Advisor.</p> <p>Or Consult Course Coordinators/Lecturers in your School</p> |
| <p>I am unsure of how to write an assignment</p> <ul style="list-style-type: none"> • “I don't always know what the question is asking” • “How do structure my essay logically so that it flows” • ‘I need help referencing” • “I need help editing my work” | <p>Email kasturi.naidoo@wits.ac.za or anelisa.mofakeng1@wits.ac.za at OSS for telephonic or online academic advising. Please provide your cell phone number and 3 alternative times that you are available to receive a call from an Academic Advisor.</p> <p>Or Consult Course Coordinators/Lecturers in your School</p> |
| COMPUTER LITERACY | WHERE TO FIND HELP |
| <p>I have difficulties with my computer</p> <ul style="list-style-type: none"> • “I do not have basic computer skills” • “I need help with the student portal” • “I can't access my email, internet and other programmes” | <p>Contact Wits ICT Service Desk 011 717 1717 or email ithelp@wits.ac.za</p> <p>Do free online Digital Literacy course : https://www.microsoft.com/en-us/digitalliteracy/home</p> |

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| DISABILITY RELATED CONCERNS | WHERE TO FIND HELP |
| <ul style="list-style-type: none"> • “I am student with special needs. I require specialised support on campus” • “I need my study material to be adapted for assistive devices” • “I receive additional time at school. I now don’t finish any of my tests and exams” | Consult Disability Rights Unit (DRU) 011 717 9151 |
| MEDICAL HEALTH | WHERE TO FIND HELP |
| <ul style="list-style-type: none"> • “I feel more ill more often than well” • “I want to have an HIV/AIDS test and counselling” | <p>Consult Campus Health and Wellness Centre 011 717 9111</p> <p>Consult your local clinic/hospital.</p> |
| ACCOMMODATION | WHERE TO FIND HELP |
| <p>I need accommodation</p> <ul style="list-style-type: none"> • “The place I stay is very noisy and I can’t study there” • “I live with other students who are not supporting my studies” • “I live far from campus” | <p>Consult Campus Housing and Residence Life (CHRL) 011 7179172/3/4 or email accommodation@residence.wits.ac.za.</p> <p>Negotiate with your parents/guardians so that they allow you space to study.</p> |
| I need private accommodation. | Consult Campus Housing and Residence Life (CHRL) 011 7179172/3/4 or email accommodation@residence.wits.ac.za to provide with a list of private service providers. |

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| INTERNATIONAL STUDENTS | WHERE TO FIND HELP |
| Will there be any changes to fee payments for international students? | Direct this question to the fees office. https://www.wits.ac.za/study-at-wits/fees-and-funding/fees-office/contact-us/ |
| What if my study permit is set to expire while there is a university closure? | Direct this question to the international office. https://www.wits.ac.za/internationalstudents/about-us/ |
| Accommodation-related issues. | International students who experience accommodation issues should contact the international office. https://www.wits.ac.za/internationalstudents/about-us/ |
| POSTGRADUATE STUDENTS | |
| How will my meetings with my supervisor be affected? | Use a communication tool feasible to you e.g. WhatsApp, Skype, MS Teams, etc. to contact your supervisor. |
| I am a post-graduate student. How will my research be affected? How will my completion time be affected? | Keep in contact with your supervisors, as they understand the unique requirements of your project the best and will be able to provide the best guidance and help. |
| FINANCES | WHERE TO GET HELP |
| I have financial difficulties <ul style="list-style-type: none"> • “I don’t have money to buy text books” • “I can’t afford food” • “I will not be able to pay my tuition fees” | Consult Financial Aid Office on campus 011 7171083 Consult NSFAS office (nsfas@wits.ac.za) 011 717 1083/4 Consult FHS Registrar’s Office 011 717 2040 / 2061 Consult WCCO 011 717 9217 Consult anelisa.mofakeng1@wits.ac.za at OSS for a care kit. |

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| <p>I work part-time to support myself. I won't be getting an income, how can the University help me?</p> | <p>Direct this question to the office of the dean of students at enquiries.studentaffairs@wits.ac.za.</p> |
| <p>Will the lockdown affect my financial aid program, such as NSFAS?</p> | <p>We are in a National state of disaster. All government bodies are actively talking and coordinating with each other and are acutely aware of the impact this is having on students. You can communicate with NSFAS through their Student Portal at https://my.nsfas.org.za/Application/selfservice.jsp. If you have funding from a private sponsor you should engage directly with them.</p> |
| <p>I'm a sponsored student. What do I do during this period to stay on track?</p> | <p>Check the guidance provided on the Sakai and those of the courses you are enrolled for. Follow the program provided by your course lecturers and work consistently every day to insure you do not fall behind. Communicate with your lecturers and fellow students if you do not understand anything. Make use of the channels provided in you courses (live consultations sessions, tutorial sessions, WhatsApp groups etc.) to ask questions and get help. Also communicate your concerns to your sponsor directly.</p> |
| <p>Can I get a letter to present to my sponsors to explain the University situation?</p> | <p>Yes. Contact your Course Coordinators/School.</p> |
| <p>COMPLAINTS</p> | <p>WHERE TO FIND HELP</p> |
| <p>May I complain?</p> | <p>Yes. Direct your complaint to the person concerned. If you are experiencing a problem with a course, always raise your concerns with your lecturer directly.</p> |
| <p>I was readmitted through WRC, what will happen to me if I don't pass all my exams in June?</p> | <p>The conditions under which you were readmitted still apply. The university will of course take into account that some assessment dates will be postponed etc. Make sure you keep up to date with your courses. Keep checking for updates from the university on SAKAI.</p> |