

UNISA GAUTENG REGION



OUR SERVICES



Define tomorrow.

ABOUT GAUTENG REGION

Located at the centre of the country, Gauteng Region provides a menu of student support services to a collective student population of just over 1 000 000 students through its various regional services centres located in almost all corners of the Gauteng province.

Regions, through their regional services centre, are mostly the first point of contact or entry for a student when he or she visits or calls Unisa. The majority of services that a student requires are found at regional service centres.

OUR VISION

The African University shaping futures in the service of humanity

OUR MISSION

Unisa is a comprehensive, open distance learning institution that produces excellent scholarship and research, provides quality tuition and fosters active community engagement. We are guided by the principles of lifelong learning, student centredness, innovation and creativity. Our efforts contribute to the knowledge and information society, advance development, nurture a critical citizenry and ensure global sustainability.

OUR VALUES

- Ethical and collective responsibility
- Integrity
- Innovation and excellence
- Responsive student-centredness
- Dignity in diversity



OUR SERVICES

CONTACT DETAILS



COUNSELLING

The function of Counselling Services in the region is to contribute to students' development and academic success in an open distance e-learning (ODEL) environment through career, academic and personal counselling. The unit provides face-to-face counselling, telephonic counselling and e-counselling.

 **TO BOOK FOR ONLINE COUNSELLING**
<https://bit.ly/3p4Ehre>



COUNSELLING CONTACT DETAILS

 <https://bit.ly/3nGhtjo>





LIBRARY

The function of Library Services is to provide clients with information resources that would assist them in their studies or research.



TO LEARN MORE ABOUT THE LIBRARY SERVICES AND RELATED RESOURCES

<https://bit.ly/3EjeEdX>



STUDENT ADMINISTRATION (i.e. APPLICATIONS AND REGISTRATION)

The function of Student Administration is to offer the following services: application and admissions, student funding; registration; assessment administration (assignments and examinations); graduations; general student administration; and student governance. It also has self-help facilities.



FOR MORE INFO ON APPLICATIONS AND REGISTRATION RELATED INFO

<https://bit.ly/2YipznC>



TUTORIAL SERVICES

Face-to-face tutorials services are provided for mainstream modules. The tutorial section is the link between the student and tutor with regard to the selected modules that a student is studying for. A tutorial is more learner-centred than teacher-centred and thus more interactive. A tutor facilitates the learning process. The services are free, and students must provide their student numbers.



TUTORIAL SERVICES

<https://bit.ly/394Zrix>



ADDITIONAL SERVICES & RESOURCES



TELECENTRES

Unisa has collaborative agreements with certain telecentres across the country. Telecentres are private facilities equipped with computers which are connected to the internet and devices such as printers, photocopiers and scanners. The collaboration between Unisa and telecentres is aimed at providing students in remote areas with access to internet/computer facilities for academic purposes. At a telecentre, you can complete your assignment; access the myUnisa portal, myLife e-mail facility, online library, Unisa social media channels, and search for academic material on the internet, amongst others. Telecentres have onsite administrators to assist students.



SUPPORT FOR STUDENTS WITH DISABILITIES

Our region has facilities for people with disabilities in its computer labs and library. Should you have special needs, please feel free to contact your nearest regional service centre.

 **ARCSWID**

<https://bit.ly/3vPRcBa>





WORK-INTEGRATED LEARNING

Besides providing referral letters to students for their work-integrated learning, the region also provides workshops (on employability skills and other relevant topics) and activities such as career fairs which are aimed at supporting Unisa students.

 **TUTORIAL SERVICES**

<https://bit.ly/394Zrix>



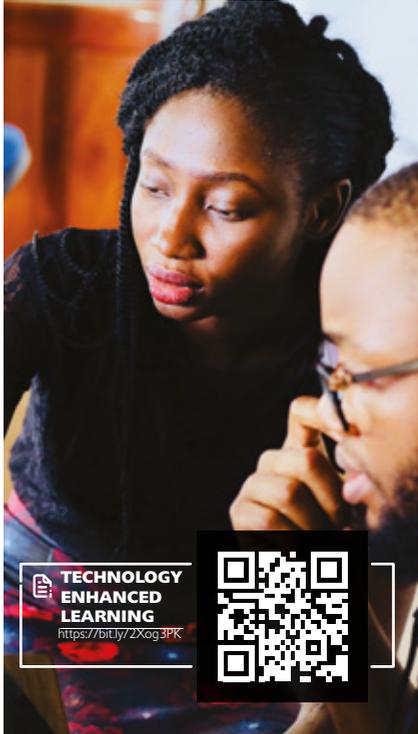
STUDY FACILITIES

The region has venues of different sizes that students can use for study purposes, meetings and related discussions.



TECHNOLOGY SUPPORT

The function of the Technology Support service is to integrate technology with teaching and learning in order to enhance students' learning experience. The following services are offered to students: access to computer laboratories and use of such computers; video conferencing facilities; computer literacy/skills training; activation of myUnisa and myLife e-mail accounts; usage of myUnisa tools; support relating to online modules and liaising with community telecentres, amongst others. The services at telecentres are free except for printing and scanning.



 **TECHNOLOGY ENHANCED LEARNING**

<https://bit.ly/2Xog3PK>





ACADEMIC LITERACIES

Academic Literacies services are divided into Reading and Writing and Quantitative Literacy. The Reading and Writing component assists students in sharpening their skills as first language and additional language speakers of English with generic and discipline-specific writing. Quantitative Literacy assists students with numeracy skills. The service is available to both undergraduate and postgraduate students. Support is also available for specific modules in the form of one-on-one consultations and group sessions.



IMPORTANT NOTICE

The Gauteng Region has some good news to share! Did you know that the newly refurbished Unisa Johannesburg Regional Centre is now available to assist students?

You can now make use of the following Unisa services that are provided online: counselling, tutorials, academic literacies service, applications and registrations. You also have onsite access to the computer lab, ARCSWiD lab, postgraduate lab, study space, library services (information search and books) and the general enquiries desk. You must, however, first book an appointment and complete the health check via the Higher Health App link to <https://bit.ly/3FpQrTP>.



- All services offered in the region are impacted by the current Covid-19 level restrictions as imposed by the government. Please check the Unisa Gauteng Region Facebook Page for the current level of services offered in the region.
- The number of students allowed on campus are limited.
- Students must use the booking app available at www.unisa.ac.za/access to book.
- Before entering the campus, students must complete the Higher Health App available at <https://healthcheck.higherhealth.ac.za>





REGIONAL STUDENT REPRESENTATIVE COUNCIL (RSRC)

The region has an active RSRC that plays a valuable role in student activities in the region. The RSRC is a committee of student leaders who are elected by the students to represent them and to ensure that the student voice is considered in matters of governance and whenever important decisions are made. If there is anything you wish to bring to the attention of the RSRC, you can contact them as follows:

LUSHABA, SIYABONGA MAGNIFICENT
(JHB Chairperson)
lushasm@unisa.ac.za



INGANATHI KETWA
(Pretoria Chairperson)
ketwai@unisa.ac.za

Visit www.unisa.ac.za/src for more information on the SRC



ADDITIONAL TIPS WHEN COMMUNICATING WITH THE UNIVERSITY

The Gauteng Region has created a myUnisa site to facilitate improved communication between students and the University. This project is a direct response to the Vice Chancellor's call for all staff members to partner with her to ensure the success of the academic project. It is envisaged that the project will further enhance student success, which will result in the University's improved brand and reputation.



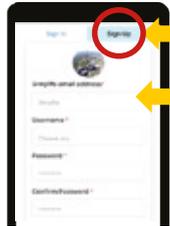
STUDENTS MAY ACCESS THIS MYUNISA SITE BY FOLLOWING THESE STEPS:

01. Click on ***cas.unisa.ac.za*** to log in at the top right-hand corner.
02. Enter your username and password and click on "Login".
03. Find the site tab on the myUnisa top navigation and click on the tab to go to the site. (You will see two or more tabs in a row across the upper part of the screen.)
 - Always use your myLife e-mail address when communicating with the University.
 - Always use your student number as a reference in the subject line.
 - Always send an enquiry to one e-mail address only.
 - Failure to adhere to the above might cause unnecessary delays in the Unisa response.
 - Provide your contact details and a full description of the challenge you are experiencing.
 - Include a print screen error message where applicable.



How to use the Student Booking APP **Registered Students**

1 Visit <http://www.unisa.ac.za/access> on your phone or PC



- 1** Click on "Sign Up"
- 2** Register with your **myLife e-mail address** and a password of your choice
- 3** Access your **myLife account** and verify your registration

2 Sign-in



NB If you forgot your password, use the key button

3 Complete a Booking

- 1** Select date (limited to today and tomorrow)
- 2** Specify reason for booking
- 3** Select time slot (Morning or Afternoon)
- 4** Select a campus/region
- 5** Select a building/facility
- 6** Confirm absence of listed Covid-19 symptoms
- 7** Submit booking

Form fields include: Date of visit, Specific reason for booking, Morning slot (08H00 - 11H30) / Afternoon slot (12H30 - 16H30), Campus, Building, and a disclaimer checkbox.

Only accessible campuses/regions are listed

Only accessible buildings/facilities are listed

NB

Number of booking slots available are regulated
Be considerate and do not overbook
Delete a booking when not going

Booking is confirmed or rejected

NB

If confirmed take screenshot of confirmation

4 AT CAMPUS ENTRANCE GATES

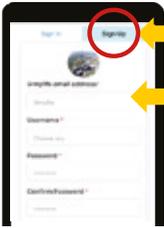
- 1** Follow signs to Screening Points
- 2** Produce Student card for scanning
- 3** Body temperature is scanned and recorded
- 4** Access campus

5 AT BUILDING ENTRANCES

- 1** Produce Student card for scanning
- 2** Booking is confirmed
- 3** Access Building or facility

How to use the Student Booking APP Prospective students

1 Visit <http://www.unisa.ac.za/book> on your phone or PC



- 1** Click on "Sign Up"
- 2** Register with an **e-mail address** and a password of your choice
- 3** Access your **email account** and verify your registration

2 Sign-in



NB If you forgot your password, use the key button

3 Complete a Booking

1 Select date (limited to today and tomorrow)

2 Specify reason for booking

3 Select time slot (Morning or Afternoon)

4 Select a campus/region

5 Select a building/facility

6 Confirm absence of listed Covid-19 symptoms

7 Submit booking

Welcome
Logout

Date of visit (limited to today and tomorrow, no weekends): *

*Bookings are for an individual

Specify reason for booking

Morning slot (08H00 - 11A30)
Afternoon slot (12H30 - 10A30)

Campus *
Select an accessible campus

Building *
Select an accessible building

*Multiple buildings may be chosen and booked for, but you can only reserve COVID-19

I am booking this date, I confirm that I currently do not have a fever nor am I experiencing any breathing difficulties, I am fit and well, I have no symptoms, I have not been in contact with anyone who has tested positive for COVID-19

Only accessible campuses/regions are listed

Only accessible buildings/facilities are listed

Booking is confirmed or rejected

NB

Number of booking slots available are regulated
Be considerate and do not overbook
Delete a booking when not going

NB

If confirmed take screenshot of confirmation

4 AT CAMPUS ENTRANCE GATES

- 1** Follow signs to Screening Points
 Will not be allowed to enter if NOT screened
- 2** Produce screenshot of booking
- 3** Body temperature is scanned and recorded
- 4** Access campus

5 AT BUILDING ENTRANCES

- 1** Produce screenshot of booking
- 2** Security confirms booking
- 3** Access Building or Facility

CONTACT US

REGIONAL HEAD OFFICE

OFFICIAL HOURS: 7:45 – 16:00

The regional head office is located in Sunnyside, Pretoria and can be contacted via telephone and e-mail

 www.unisa.ac.za

 012 441 5756

 Building 14, Sunnyside Campus
Corner Steve Biko & Justice Mahomed Street
Sunnyside Pretoria

 gautengtl@unisa.ac.za

Ekurhuleni Centre:

-  Corner R51 & Brazil Street, Daveyton
-  Ekurhuleni.GR@unisa.ac.za

Florida Regional Service Centre:

-  2nd Floor, Phapha Building, Science Campus
Corner Christiaan de Wet and Pioneer Street,
Florida
-  Florida.GR@unisa.ac.za

Johannesburg Centre:

-  Indoni Building, 120 Fox Street, Johannesburg
-  Johannesburg.GR@unisa.ac.za

Vaal Centre:

-  1st Floor, Hangar Building
Corner Voortrekker & Rhodes Avenue, Vereeniging
-  Vaal-GR@unisa.ac.za

