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MISSION STATEMENT

UCT aspires to becoming a premier academic meeting point between South Africa, the rest of Africa and the world. Taking advantage of expanding global networks and our distinct vantage point in Africa, we are committed, through innovative research and scholarship, to grappling with the key issues of our natural and social worlds. We aim to produce graduates whose qualifications are internationally recognised and locally applicable, underpinned by values of engaged citizenship and social justice. UCT will promote diversity and transformation within our institution and beyond, including growing the next generation of academics.

Our research-led identity is shaped by a commitment to:

- academic freedom as the prerequisite to fostering intellectual debate and free inquiry;
- ensuring that research informs all our activities including teaching, learning and service to the community;
- advancing and disseminating knowledge that addresses the key challenges facing society – South African, continental and global;
- protecting curiosity-driven research;
- nurturing and valuing creativity in the sciences and arts, including the performing and creative arts;
- stimulating international linkages of researchers and research groupings.
FOREWORD

Professor Danie Visser
Deputy Vice-Chancellor: Research

UCT is a research-led university, which means firstly that research informs everything that we do, and secondly, that we have accepted the challenge of being one of the core sites in South Africa for expanding the boundaries of science, the arts and social understanding.

We have a critical mass of top researchers, and independent bibliometric evidence indicates that our combined research effort has superb international visibility and impact.

Postgraduate students are an indispensable part of any university’s research effort and UCT has steadily increased its financial support for postgraduate studies each year to ensure constant growth in this sector. We also continually work very hard at being welcoming and supportive to postgraduate students – and this booklet is part of that effort. All of this makes UCT an excellent place to do postgraduate work, and we are committed to making each student’s experience at UCT a memorable and productive one.

I wish you success and a happy stay with us.
A big UCT welcome to all our postgraduate students! We are pleased to offer you our A–Z Guide for master’s and doctoral students. This handy booklet has been compiled especially for our postgrads, to smooth your transition into life at UCT, help you find everything (and everyone) you may need, and to negotiate your way around all the institutional obstacle courses.

You will find detailed information about key services and facilities, including the libraries and computer network, as well as information and advice relating to important issues such as supervision and intellectual property.

While we have tried to ensure that this booklet covers as many aspects of UCT life as possible, please don’t hesitate to contact us with any questions or problems – we are here to offer advice and help.

Linda Vranas
Director: Postgraduate Centre & Funding Office
The Postgraduate Centre & Funding Office Team
Tel: 021 650 3622; Email: pgfunding@uct.ac.za

Olivia Barron
Blue Desk Information
General Enquiries

Stacey Moses
Centre Administrator &
Postdoctoral Administration

Sandra Dewberry
Finance & Administration
Manager: NRF &
Departmental Awards

Hayley Battle
Administration Officer:
Departmental Awards

Bongiwe Ndamane
Supervisor:
NRF Awards

Quinton Mauritz
Senior Clerk: NRF &
Departmental Awards

Paula Foley
Administration Officer:
UCT Funding: Merit &
Need Awards

Stacey-Lee Harrison
Supervisor:
General Awards

Chantel Reed
Information Manager

Erica Van Wyk-Mias
Administration Assistant:
Research, International,
Refugee, External
Scholarships

Virginia Fisher
Senior Clerk:
General Awards
The University of Cape Town is the oldest university in South Africa. It was founded in 1829 as the South African College, a school for boys which also provided some tertiary education. Women were first admitted to the college in 1888. UCT was formally established as a university in 1918.

The University moved to its spectacular Groote Schuur campus on the slopes of Devil’s Peak in 1928. This campus is home to most of UCT’s academic functions. Additional campuses are the Faculty of Health Sciences in Observatory; the Hiddingh Campus in Gardens, near Cape Town’s city centre, where fine art, film and media, and drama studies are based; and the Graduate School of Business, adjacent to the popular V&A Waterfront.

Over 25 500 students are registered at UCT – approximately 8 200 of these are postgraduates. 44% of all students are black (African, coloured and Indian) and just over 50% are women. Over 4200 international students from more than 100 countries are registered annually. Of these, nearly two-thirds are from the rest of Africa and just over a third from the rest of the world.

UCT employs nearly 3 500 permanent staff, of whom over 1 000 are academic staff. Over 90% of these hold doctoral or master’s qualifications.
In terms of research excellence and capacity, UCT continues to benchmark itself against a range of indicators. At the national level, the results of the 2011 National Research Foundation (NRF) ratings, which rank researchers on the basis of their recent research outputs, were outstanding once again. At the end of 2011, UCT was home to 380 NRF rated researchers, of which 31 held an A rating, which regards these scientists as international leaders in their fields.

In the 2011 national publication count exercise (conducted by the Department of Higher Education and Training in respect of publications for the previous year), the number of ‘units’ produced by UCT showed an increase of 5.5%.

UCT is home to 32 Research Chairs, under the prestigious South African Research Chairs Initiative (SARChI). This is an intervention by the national Department of Science and Technology to boost research capacity in the country. The University’s 68 specialist research groups include nine groupings funded by the Medical Research Council. UCT also hosts two national Centres of Excellence, which are funded by the Department of Science and Technology.

UCT is a major beneficiary of the Technology and Human Resources for Industry Programme (THRIP), a venture promoting partnerships between industry and research institutions. UCT also receives significant funding from the Innovation Fund.

Total research income in 2011 was R841 million and the value of research contracts exceeded R720 million. Government grants (including funds sourced via the NRF) increased from R201 million in 2010 to R224 million in 2011. Fellowships administered to Postdoctoral Research Fellows exceeded R38 million and postgraduate students received a total of R120.24 million.

A dedicated Department of Research and Innovation at UCT handles all aspects of grant applications, contracts, consultancy work, intellectual property rights and postgraduate scholarships and bursaries.
THE POSTGRADUATE CENTRE & FUNDING OFFICE

Upper Level, Otto Beit Building, University Avenue North, Upper Campus (see map on page 36). Tel: 021 650 3622; Fax: 021 650 4352; Email: pgfunding@uct.ac.za

The Postgraduate Centre was established to provide Master's and Doctoral students and Postdoctoral Research Fellows with a dedicated space where they can work, relax, read and conduct research. It is situated adjacent to, and is managed by, the Postgraduate Funding Office.

The Centre's facilities include computers, abundant reading material and the provision of space and equipment for seminars, conferences and meetings. There are 12 computers in the Centre to assist students and PDRFs with their work and research, as well as two dedicated computers and scanners for NRF online applications. The Centre also provides various magazines, as well as daily and weekly newspapers.

The TB Davie Seminar Room is fully equipped with a lap-top computer, digital and overhead projectors, screens, whiteboards, flip-charts and chairs and tables to accommodate up to 45 individuals. Masters and Doctoral students and Postdoctoral Research Fellows may utilise the premises and the facilities in the Seminar room at no cost.

The Centre provides a relaxed and peaceful environment, and for registered students tea and coffee is FREE! Come and have a look and make this your new home-from-home.
THE BLUE DESK INFORMATION SERVICE

The Blue Desk is located opposite the main entrance to the Postgraduate Centre. This is a visible, dedicated service that provides a one-stop information service for all matters relating to the postgraduate and postdoctoral sectors.

The Blue Desk Information Service offers you:

• A central point of contact for your enquiries about any aspect of postgraduate and postdoctoral affairs.

• A broad range of information. If we cannot answer your enquiry or resolve your problem, we will refer you directly to the person who can.

• Directions (and a map) to all areas on campus.

• Information on services and facilities available at UCT.

• Information and advice on getting the most out of the Postgraduate Centre and its facilities, specifically the available space for meetings and seminars.

• Information on funding and other opportunities.

• Information and advice on the Postdoctoral Research Fellows Association.

• Copies of UCT student and/or PDRF publications, e.g. the A–Z Guides, the Funding Booklet, faculty postgraduate booklets, maps, etc.

• Help with PeopleSoft and Vula (UCT’s online systems/resources).
ARRIVING, REGISTRATION & GETTING STARTED

ACCOMMODATION

If you are not already living in Cape Town, it is advisable to at least make temporary accommodation arrangements before your arrival. You may contact one of the establishments listed below for reasonably priced, safe and conveniently located temporary accommodation:

**UCT residence accommodation**

UCT offers furnished, self-catering accommodation in flats and houses for senior postgraduate students. Only students registered for full-time study are eligible to apply for the currently limited residence accommodation.

Applications for a place in residence are due by 31 October of each year and returning students should reapply by 15 August.

For details of how to apply for university-owned accommodation, go to http://www.uct.ac.za/apply/residence/applications/application/

For further information please contact:
Student Housing Admissions and Advocacy Services (SHAAS)
Level 4, Masingene Building, Middle Campus
Tel: 021 650 2977 / 2102 • Fax: 021 650 4014 • Email: res@uct.ac.za
Website: http://www.uct.ac.za/apply/residence/uctresidence/third/

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**The Green Elephant**
57 Milton Road, Observatory 7935
Tel: + 27 (0)21 448 6359
www.hostels.co.za
Email: greenelephant@iafrica.com

**Carmichael House**
11 Wolmunster Road, Rosebank 7700
Tel: + 27 (0)21 689 8350
www.carmichaelhouse.co.za
Email: info@carmichael.co.za

**Ivydene**
Glebe Road, Rondebosch 7700
Tel: +27 (0)21 685 1747
www.ivydene.homestead.com
Email: ivydene@mweb.co.za

**The Lodge**
36 Milton Road, Observatory 7935
Tel: +27 (0)21 448 6536
www.thelodgeobs.co.za
Email: thelodge@mweb.co.za
Accommodation for families
At this stage, the university has very few family housing units available. Nevertheless, you are encouraged to enquire about availability. If you apply for family accommodation, you will be required to submit proof of your family requirements.

Troubleshooting student housing application problems
If your application for student housing is delayed, you need to check that you have:
• received an offer of a study place;
• applied to the Student Housing Office by 31 October of the preceding year;
• provided the necessary documentation to the Student Housing Office.

Off-campus accommodation
As UCT residence accommodation is limited in capacity, you will most probably need to make arrangements to stay off-campus. The Off Campus Student Accommodation Services (OCSAS) helps students find accommodation outside the UCT residence system. OCSAS does not own or control these establishments; it only advertises them.
OCSAS compiles the offers of rooms, flats and houses it gets from the general public into a list that is updated regularly.
Details of accommodation on offer may be found on the OCSAS website:
http://www.accommodation.uct.ac.za
– follow the Off Campus, Find Accommodation link.

Off Campus Student Accommodation Services (OCSAS) contact details:
5 Avenue House, Avenue Road, Mowbray 7701
Tel: 021 650 4933/4934 • Email: ocsas@uct.ac.za

REGISTRATION

Local students
In order to register, you will have to go to the faculty office of the faculty in which you will study. Refer to page 18 for faculty contact details, which provides a list of key administrative staff members to whom you can address any queries, and see page 36 for a map of the campus which will direct you to buildings housing the various faculty offices.

International students
Before you may register, you must obtain pre-registration clearance from the International Academic Programmes Office (IAPO). Your study permit, health insurance and international fee matters need to be in order before you will be allowed to register. (See pages 14–15 for contact details and the services provided by this office.)

Renewal of registration
You are responsible for maintaining the continuity of your registration from one year to the next. The process may vary from faculty to faculty and you are advised to make the appropriate enquiries with your faculty office.

You will need to check with the faculty office with regard to specific dates for registration. Again, this varies from faculty to faculty.

Upgrading from master’s to doctoral study: change of registration
You will need to consult with your course convener or supervisor. The process may vary between departments and faculties.
Leave of absence

Applications for leave of absence will only be considered in advance and under exceptional circumstances. Please consult your faculty administrator in this regard.

Cancellation or discontinuation of studies

If you have to cancel your registration or discontinue your studies, you are required to complete the relevant form and submit this to your faculty office. This form may be downloaded at: http://www.uct.ac.za/downloads/uct.ac.za/currentstud/undergrad/cancelregistration.pdf

However, before you make this very serious move, please speak to your supervisor or the faculty office manager in your faculty. You are also welcome to speak to staff or the Director of the Postgraduate Centre & Funding Office (see contact details on page 8).

Troubleshooting registration problems

If your registration process is blocked or delayed, you need to check that you have:

• been formally admitted by the faculty office – that is, you should have received a letter of offer and a student number;
• provided all the required information to the Admissions Office or faculty office;
• provided a full and current/updated academic transcript;
• paid any outstanding fees from a previous year’s study at UCT;
• been cleared by IAPO (international students only) – contact details on page 15

See pages 16–18 for contact details of various administrative and faculty offices.
THE INTERNATIONAL ACADEMIC PROGRAMMES OFFICE

The International Academic Programmes Office (IAPO) is the first port of call for all international students, who will need to follow a pre-registration process with IAPO prior to registering at UCT.

In addition to looking after the special needs of international students, IAPO leads the development of internationalisation at UCT by acting as the central coordinator and facilitator of all internationally related initiatives and activities. In fulfilling its mandate to develop and implement policy on internationalisation, IAPO:

- provides a central contact point for all international students, staff and visitors;
- advises all international students on a variety of issues that may affect them during their stay at UCT and in Cape Town;
- organises pre-registration of all international students at UCT;
- administers international term fees;
- produces information booklets and pamphlets specifically for international students;
- facilitates and manages international, inter-institutional agreements;
- provides a resource centre for information on international universities and education opportunities;
- manages the University Science, Humanities, and Engineering Partnerships in Africa (USHEPIA) Programme and other collaborative programmes in Africa;
- runs a dynamic Semester Study Abroad Programme; and
- promotes interaction between international and local students.
Carol Ojwang and her team at IAPO will assist with postgrad pre-registration and with advice on any dealings you may need to have with the South African Department of Home Affairs. Her contact details are:

**Carol Ojwang** (Manager: International Full Degree Students)
Tel: 021 650 2822
Email: carol.ojwang@uct.ac.za

IAPO’s services to international postgraduate students include:
- advice on international postgraduate student application procedures;
- information on tuition fees for international students;
- international student pre-registration;
- postgraduate student orientation;
- assistance in registering with your Embassy;
- information on immigration issues;
- putting you in touch with health insurance service providers;
- information on rules for part-time employment during your studies;
- advice on opening a banking account;
- assistance with renewing study permits;
- developing opportunities for interaction between international and local postgraduate students; and
- general counselling and advice.

International Academic Programmes Office
Level 3, Masingene Building, Cross-Campus Road, Middle Campus
Tel: +27 (0)21 650 2822  Fax: +27 (0)21 650 5667
Email: int-iapo@uct.ac.za
ADMINISTRATION AT UCT

We try to make this as painless as possible. Below are the functions and contact details of some key administrative offices.

ADMISSIONS OFFICE

Level 4, Masingene Building, Middle Campus
Tel: 021 650 2128; Fax: 021 650 3736; Email: admissions@uct.ac.za

The Admissions Office is the first point of contact for prospective students. Once you have been accepted for study, there is seldom reason for further engagement with this office.

FEES OFFICE

Level 3, Kramer Law Building, Middle Campus
Tel: 021 650 1704; Email: fnd-feeenq@uct.ac.za
Manager: Pat Goodwin

The Fees Office is probably one of the busiest administrative areas. Staff in this office ensure that your tuition and residence fees are billed correctly – and that they are paid! They will also assist you in understanding and sorting out your fee account, should there be any problems or discrepancies.

STUDENT RECORDS

Room 4.18, Level 4, Masingene Building, Middle Campus
Tel: 021 650 3595; Email: reg-records@uct.ac.za
Manager: Sigi Rich

The functions of this office include: issuing official transcripts and duplicate degree certificates; organising graduation ceremonies; receiving appeals for readmission from academically excluded students; deferred examination requests, examination extra time requests, and examination recount requests.
POSTGRADUATE FUNDING OFFICE (PGFO)
Upper Level, Otto Beit Building, University Avenue North, Upper Campus
Tel: 021 650 3622; Fax: 021 650 4352
Email: pgfunding@uct.ac.za

More than just your average funding administrators, the dynamic and diverse group of individuals in the PGFO are committed to ensuring smooth sailing for all our postgrads!

Contact the PGFO with any queries regarding:
- funding your postgraduate studies;
- applying for conference and overseas travel grants;
- information on the NRF and the NRF online application process;
- delays in payment of your funding;
- information on the Postgraduate Centre and Seminar Room bookings, and for general help and information.

For information on what funding is available to you and if you are still in time to apply (note that all categories of funding have deadlines for submission of applications), visit http://www.uct.ac.za/apply/funding/postgraduate/applications/ to check deadlines and application criteria.
FACULTY OFFICES

COMMERCE

www.commerce.uct.ac.za
Faculty Office: Room 2.26, Leslie Commerce Building, Upper Campus
Tel: 021 650 4375 / 5748 / 2696
Faculty Manager: Devar Pillay
Postgraduate Manager: Carmelita Jonker
College of Accounting and the School of Economics: Julie Norris (021 650 4371)
Department of Information Systems and Finance & Tax: Kelly van der Vent (021 650 5786)
School of Management Studies and all PG Occasional Students: Berneshia February (021 650 5318)
All PhD’s: Julie Norris and Carmelita Jonker

Graduate School of Business

www.gsb.uct.ac.za
Breakwater Campus, Portswood Road, Green Point
Tel: 021 406 1144 • Email: info@gsb.uct.ac.za

ENGINEERING & THE BUILT ENVIRONMENT (EBE)

www.ebe.uct.ac.za
Faculty Office: Room 600, Menzies Building, Upper Campus
Tel: 021 650 2702 • Email: ebe-faculty@uct.ac.za
Faculty Manager: Gita Valodia
Postgrad Administrator: Margo Mitchell Tel: 021 650 3860

HEALTH SCIENCES

www.health.uct.ac.za
Faculty Office: Room N2.19, Wernher Beit Building North, Health Sciences Campus, Anzio Rd, Observatory • Tel: 021 447 8955
Faculty Manager: Brenda Klingenberg
Manager: Postgraduate Academic Administration: Adri Winckler Tel: 021 406 6634
Fax 021 404 7652 • Email: adri.winckler@uct.ac.za
Admin Officers:
Dianne Pryce (deals with surnames starting with the letters A-L) Tel: 021 406 6809
Email: dianne.pryce@uct.ac.za
Lorraine McDonald (deals with surnames starting with the letters M-Z) Tel: 021 650 7662
Email: Lorraine.mcdonald@uct.ac.za

HUMANITIES
www.humanities.uct.ac.za
Faculty Office: Room 105, Beattie Building, Upper Campus
Tel: 021 650 2691
Email: hum-postgrad@uct.ac.za
Faculty Manager: Laureen Rautenbach
Manager: Graduate Programmes: Anne Wegerhoff (021 650 4414)
Senior Admin Officer: Brigit Smit (021 650 5794)
Admin Officers:
Pedro Beziek (021 650 2462)
Karen Hendricks (021 650 2693)
Ncumisa Mdingi (021 650 2692)

LAW
www.law.uct.ac.za
Wilfred & Jules Kramer Law Building, Middle Campus
Tel: 021 650 2997 • Email: law-studies@uct.ac.za
Faculty Manager: Robin Gherasim Tel: 021 650 3087
Postgrad Administrators: Sheryl Ronnie and Patricia Phillips

SCIENCE
www.science.uct.ac.za
Faculty Office: Room 6.57, PD Hahn Building, Upper Campus
Email: sci-science@uct.ac.za
Faculty Manager: Karen Wienand Tel: 021 650 2714
Postgrad Administrator: Yolandah Hal Tel: 021 650 2713
GETTING CONNECTED

STUDENT CARDS

After registering, you will be able to get your student ID card, allowing you access to all UCT facilities. These are issued by Access Control Services, Room 1.10.1, Basement, Robert Leslie Social Science Building, Upper Campus. Tel: 021 650 3030 / 3996 / 4357

INFORMATION & COMMUNICATION TECHNOLOGY SERVICES

Tel: 021 650 4500; Email: icts-helpdesk@uct.ac.za
ICTS Front Office, Room 2.01, Computer Science Building, Upper campus
Office Hours: Mon – Fri: 08h00 – 16h30, Thurs: 08h00 – 15h15

UCT places a high priority on the application of technology in learning and is committed to providing key technical services to all researchers working at UCT. Once you have registered, you will be issued with a username and a temporary password. You must change this password immediately to prevent it expiring. You will need your username and password combination in order to access all ICT services at UCT.

Policies and Rules on the Use of Information and Communication Technology Services at UCT

You are required to use computing and information resources responsibly and to guard against abuses. Please read the UCT policies at www.uct.ac.za/about/policies (See ‘Appropriate use of computer facilities’ and ‘internet and email usage’.)

In accordance with UCT policy and rules on internet and email usage, software piracy or other infringements of intellectual property rights in respect of digital content is prohibited.

IT Support and Information

Postgraduate students and PDRFs are entitled to ICT support from the IT Helpdesk. For more information on all aspects of computer use and IT support at UCT, go to www.icts.uct.ac.za | About ICTS | Publications and Reports | A guide to ICT services.
**VULA – UCT’s official online learning system**

VULA houses websites for academic courses, student societies, study and research groups, faculty and departmental groups, as well as assorted projects and initiatives. For many courses on campus, you will need to use Vula to access important announcements, lecture notes and readings, online discussion groups, assignment information and hand-ins, plus tutorial group sign ups and contact information.

**Logging in**

1. Open an internet browser and type http://vula.uct.ac.za into the address bar. Alternatively, go to the UCT homepage at http://www.uct.ac.za and use the Vula quick link.

2. Enter your student number in the network username field and then your password.
   
   NOTE: Your password is quoted on your letter of Admission and applies to all the networked systems at UCT including UCT email and Internet. If you don’t know or can’t locate this password please seek assistance from the lab assistant in your faculty computer lab.

3. Click ‘Login’. If you can’t login, reset your password using the self-service tool - http://password.uct.ac.za. If you can’t log into the password self-service, ask a lab assistant for help or contact the IT Helpdesk
   
   Tel: 021 650 4500 • Email: icts-helpdesk@uct.ac.za.

**Getting started**

When you login to Vula you will find yourself in My Workspace. This is your own private site in Vula where you can manage your profile and preferences, store data, view a consolidated calendar and announcement information, and even create your own new sites.

Along to the top of the screen you will see your tabs, beginning with ‘My Workspace’. The number of tabs you see will depend on your membership to other sites. (If you don’t belong to any sites yet, you will only see ‘My Workspace’.) If your lecturer has created a Vula site for your course you will be automatically added to it. (If you don’t see a tab for a particular course please ask your lecturer or tutor if they are going to be using Vula.) You will also be added to the Student Representative Council (SRC) and Faculty Student Council sites, and you may see tabs for your faculty, residence and other student groups.

If you are already a member of many sites, you may see a tab titled ‘My Active Sites’ which, when clicked, will reveal a list of all your sites. Click the site names to enter the sites.
Updating your profile and preferences

It is important to edit your profile when you first login, and to keep it up to date.

1. In My Workspace, click ‘Profile’ in the left menu
2. On your profile page click the ‘Edit my profile’ link
3. Edit or fill in any missing information that you wish to provide
4. Make sure that your email address is correct and, if you use multiple addresses, that it is the one where you want to receive Vula notifications Note: You may use a non-UCT email address such as Yahoo or Gmail
5. When you’re finished, click the ‘Save’ button.

You may also use the Profile tool to change your profile picture and, if you click the ‘Preferences’ link in the left menu, you can make further adjustments to the way your site tabs are displayed and how Vula notifies you of changes to those sites.

Inside your Vula sites

When you click on a tab and enter a Vula site you will a range of tools available in the left menu. This list of tools will vary from one site to the next, but the most common tools you can expect to see are Announcements, Resources (where course information, readings and lecture notes are normally stored), Forums (for online message posting and discussion), Assignments (for task information and online hand in) and Groups (for tutorial group allocation and sign up).

Tutorial Group Sign Up

If you are required to sign up for a tutorial group, click the link in the left menu named Tutorial Groups, Groups or Section Info (naming varies from site to site). View the available groups and then click the ‘Join’ link on the far right alongside the group that you want to sign up for.

Note: Group size may be limited. Once a group has reached its maximum size, you won’t be able to sign up for that group. If you are permitted to switch sections, you can do so by clicking the ‘Switch’ link. You will automatically be removed from the first group and added to your new group. If all the groups are full, consult with your lecturer, tutor or departmental administrator.

Help!

For further assistance with Vula please email help@vula.uct.ac.za
### Information & Communication Technology Services at a glance

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>HOW TO USE THE SERVICE</th>
</tr>
</thead>
</table>
| **GETTING ICT SUPPORT** | Contact the IT Helpdesk using one of these methods:  
- Log an online call (www.icts.uct.ac.za | Helpdesk | Log a New call) *Preferred method  
- Send an email to icts-helpdesk@uct.ac.za  
- Phone the IT Helpdesk on ext 4500 |
| Postgraduate students and PDRFs are entitled to ICT support either through the IT Helpdesk or by using the ITCS Front Office (see pg 20). |
| **ACCESS TO THE UCT NETWORK** | After registering at UCT you will receive a username (studentnumber) and password which allows you to access services on the UCT network. Change your password immediately after receiving it to prevent it from expiring. See Password Self-Service. |
| Your username & password give you access to the UCT network and the Internet from a student computing lab or from a wireless access point. You also have access to:  
Email account  
F: drive – 50MB for personal use  
G: drive – for coursework  
eResearch site  
Remote access via NetStorage and UCT’S Virtual Private Network (VPN)  
Lynda.com – a video tutorial library containing software, business and soft skills training material |
| **PASSWORD SELF SERVICE** | Change your initial password immediately after you’ve received it by going to http://password.uct.ac.za – a secure, online Password Self Service tool. For additional information go to www.icts.uct.ac.za | Identity & Access Management | Passwords |
| Your password…  
- Must be a minimum of 6 characters.  
- Must be difficult to guess.  
- Must be kept secret.  
- Must change every 90 days. |
| **DESKTOP SECURITY** | UCT provides free access to McAfee anti-virus software and to operating system and application patches. This ensures that your machine is always secured and protected. Patches are available for Windows, Apple Mac and Linux operating systems. For more information, go to www.icts.uct.ac.za | Anti-virus & Security | Anti-Virus  
www.icts.uct.ac.za | Anti-virus & Security | System security |
| If you have your own laptop or computer, you must:  
- Install McAfee anti-virus software.  
- Keep your McAfee up to date (preferably daily, but at least once a week).  
- Install the latest security patches.  
- It is a requirement that your PC is kept up to date with the latest security and anti-virus patches, otherwise it will be removed from the network. |
<table>
<thead>
<tr>
<th>SERVICE</th>
<th>HOW TO USE THE SERVICE</th>
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</thead>
<tbody>
<tr>
<td><strong>EMAIL ACCOUNT</strong></td>
<td></td>
</tr>
<tr>
<td>Masters and doctoral students receive a mailbox and a student email address, e.g. <a href="mailto:studentnumber@myuct.ac.za">studentnumber@myuct.ac.za</a> on myUCT, a web-hosted mail service on Microsoft’s Live@edu platform. Post-doctoral Research Fellows receive a mailbox and a staff-like email address, e.g. <a href="mailto:preferredname.surname@uct.ac.za">preferredname.surname@uct.ac.za</a> on the UCT staff mail server.</td>
<td>For more information, go to <a href="http://www.icts.uct.ac.za">www.icts.uct.ac.za</a></td>
</tr>
<tr>
<td><strong>CONNECT TO THE UCT NETWORK</strong></td>
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<tr>
<td><strong>INTERNET ACCESS</strong></td>
<td></td>
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<tr>
<td><strong>RESEARCH COMPUTING</strong></td>
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<tr>
<td>ICTS provides an affordable and accessible High Performance Computing (HPC) solution, encompassing hardware, software and user support for the university's research community. The eResearch site offers UCT staff and postgraduate students a central point from which to access research support, management tools and information. Log in using your <a href="mailto:username@wf.uct.ac.za">username@wf.uct.ac.za</a> and your password.</td>
<td><a href="http://www.icts.uct.ac.za">www.icts.uct.ac.za</a></td>
</tr>
<tr>
<td><strong>VIDEO CONFERENCING</strong></td>
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<tr>
<td>SERVICE</td>
<td>HOW TO USE THE SERVICE</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>STUDENT ADMINISTRATION SELF SERVICE</strong></td>
<td>Look up information (fee account balance, exam results, etc.) and update your contact</td>
</tr>
<tr>
<td>(PEOPLESOFT)</td>
<td>details as soon these details change. PeopleSoft Helpdesk: 021 650 5227</td>
</tr>
<tr>
<td>Online self-service student administration</td>
<td><a href="http://studentsonline.uct.ac.za/">http://studentsonline.uct.ac.za/</a></td>
</tr>
<tr>
<td>system.</td>
<td>email: <a href="mailto:sss-helpdesk@uct.ac.za">sss-helpdesk@uct.ac.za</a></td>
</tr>
<tr>
<td><strong>PRINTING AND PHOTOCOPYING SERVICE</strong></td>
<td>Available in UCT Libraries, student computing labs and in the document centres.</td>
</tr>
<tr>
<td>A paid-for service provided by Nashua and</td>
<td>Credits can be loaded at the cashier’s window of the Document Centre,</td>
</tr>
<tr>
<td>managed by Properties &amp; Services.</td>
<td>Otto Beit Students’ Union, at coin boxes next to Interlibrary Loans and in the Knowledge</td>
</tr>
<tr>
<td>Accessed via your UCT card.</td>
<td>Commons and in most branch libraries.</td>
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<td>Nashua Helpdesk  021 650 4813/15</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:ucthelp@cape.nashua.co.za">ucthelp@cape.nashua.co.za</a></td>
</tr>
<tr>
<td><strong>USING EDUROAM</strong></td>
<td>Ensure that your laptop or notebook has been set up to use wireless networking, then</td>
</tr>
<tr>
<td>If you intend to travel to another</td>
<td>(when visiting one of the connected universities) your device will automatically display</td>
</tr>
<tr>
<td>educational institution, you can make use</td>
<td>the eduroam option. Log on using your UCT credentials (<a href="mailto:studentnumber@wf.uct.ac.za">studentnumber@wf.uct.ac.za</a> and</td>
</tr>
<tr>
<td>of the eduroam service to connect to the</td>
<td>password). For more information go to: <a href="http://www.icts.uct.ac.za">www.icts.uct.ac.za</a></td>
</tr>
<tr>
<td>Internet through their network. This is only</td>
<td></td>
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<td>possible if your host university is also an</td>
<td></td>
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<tr>
<td>eduroam member.</td>
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<tr>
<td><strong>DATA CAPTURE SERVICE</strong></td>
<td>All work is chargeable. Quotes are generated based on requirements.</td>
</tr>
<tr>
<td>Data is captured in an electronic format,</td>
<td><a href="http://www.icts.uct.ac.za">www.icts.uct.ac.za</a></td>
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<tr>
<td>including, but not limited to:</td>
<td></td>
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<tr>
<td>Multiple choice questions (MCQ)</td>
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<tr>
<td>Field research data</td>
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<tr>
<td>Surveys and questionnaires</td>
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<tr>
<td>Course evaluations</td>
<td></td>
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<tr>
<td><strong>LEARN USING LYNDACOM</strong></td>
<td>For more information go to:</td>
</tr>
<tr>
<td>The Lynda.com video tutorial library</td>
<td><a href="http://www.icts.uct.ac.za">www.icts.uct.ac.za</a></td>
</tr>
<tr>
<td>can be accessed by creating a profile</td>
<td></td>
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<tr>
<td>on <a href="http://www.lynda.uct.ac.za">www.lynda.uct.ac.za</a> and logging in with</td>
<td></td>
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<tr>
<td>your UCT email address. Off-campus access to</td>
<td></td>
</tr>
<tr>
<td>the library is achieved by going through EZproxy.uct.ac.za</td>
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</table>
## FREQUENTLY ASKED QUESTIONS (ICTS)

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>How do I set up my laptop so that I can access the UCT network?</td>
<td>Go to [<a href="http://www.icts.uct.ac.za">www.icts.uct.ac.za</a></td>
</tr>
</tbody>
</table>
| How do I log in to the Internet when the ‘Authentication Required’ box pops up? | Log in as follows:  
Username: studentnumber@wf.  
Password: Your UCT network password  
If you are asked for a domain, then add: wf.uct.ac.za                                                                                                                                 |
| Where can I get wireless access to the Internet for my laptop?           | UCT is expanding its wireless coverage across most of campus. Many open access areas and buildings are now covered. For an updated list of wireless hotspots go to [www.icts.uct.ac.za | Networking | Wireless | Wireless coverage at UCT](#).                                                                                                                                                           |
| My UCT password has expired. How can I reset it?                         | Use the Password Self Service facility ([http://password.uct.ac.za](http://password.uct.ac.za)) to reset your own password. Alternatively, take your student card plus another valid source of identification to the ITCS Front Office (Computer Science Building, University Avenue North). |
| How do I access the required anti-virus and other available software?    | [McAfee](https://www.mcafee.com) antivirus software, [textHELP](https://www.texthelp.com), [GenStat](https://www.minitab.com/products/genstat), [Statistica](https://www.statistica.com) and [SPSS](https://www.ibm.com/analytics/spss-statistics/) software packages are available for download from the ICTS Downloads page ([www.icts.uct.ac.za | Downloads](#)). UCT has negotiated with Microsoft and postdoctoral students are now entitled to install Microsoft Office as part of the campus site license. This must be collected from the ITCS Front Office on Cissie Gool Plaza. |
| How can I convert my MS Word document into a PDF file?                   | If you are using MS Word 2007 or later, just Save As and choose PDF in the ‘Save as type:’ box.                                                                                                                                                                   |
| How can I improve my IT skills?                                         | Attend one of the training courses offered by ICTS. Go to [www.icts.uct.ac.za | Training | Training Calendar](#) OR Use the free [Lynda.com](https://www.lynda.com) online training platform, which can be accessed via either Vula’s LearnOnline menu or directly via [www.lynda.uct.ac.za](#). |
**FREQUENTLY ASKED QUESTIONS (ICTS)**

**LOGGING A CALL WITH THE IT HELPDESK**

| Is there anything I should try before I log a call for assistance? | Try these tips before logging your call, and you might be able to solve the problem on your own:  
If your computer does not switch on:  
• check that the cables are all connected and that the plug is switched on at the wall socket;  
• check that there is not a problem with the wall socket by plugging something else in; and  
• check that the rest of your office/department has power.  
If you cannot connect to the network:  
• switch the computer off and start again; and  
• check if others in your area are also having the same problem.  
If you have a problem using software, press the F1 function key or choose Help from the menu and try to work through the online help.  
For more information on the software and hardware supported by ICTS, go to www.icts.uct.ac.za | Desktop Support and click on either the ‘Hardware Support List’ or the ‘Supported Software List’. |
|---|---|
| What happens when I log a call with the IT Helpdesk? | • Your call will be answered and the details of the problem will be logged in the IT Helpdesk database.  
• A support consultant will attempt to help you solve the problem over the phone.  
• If this is not possible, the logged call will be passed to another IT service point where the necessary steps will be taken to solve the problem (e.g. second level support, onsite technician, etc).  
• You will be given a reference number for your call. Keep this in a safe place, as you will need it if you wish to follow up on the call at a later stage. |
### FREQUENTLY ASKED QUESTIONS (ICTS)

| What if I can't get through on the phone? | • You can log your call online (see page 23)  
| • You can send an email to icts-helpdesk@uct.ac.za |
| How do I know if there is a general ICT problem? | As soon as a general ICT problem is noted, the ICTS Communications team posts an announcement to the ICTS home page under the System & Service Announcements Pane. In addition, service announcements are sent to  
| • a mailing list called icts-announce-l@lists.uct.ac.za  
| If you want to receive these notices, subscribe to the list.  
| • the ICTS Feedback Twitter account.  
| • the ICTS Facebook page (www.facebook.com/icts.uct) |
| Once I've logged a call, what else can I do to help? | • Ensure you have provided your correct telephone number and office location, especially if you have recently moved to a new department or office.  
| • Inform the IT Helpdesk if you will be out of the office for any length of time.  
| • Be willing to assist consultants when they ask you to work through possible solutions to your problem.  
| • Phone and cancel your call if the problem has been fixed and you no longer need assistance. Remember to quote the reference number. |

*More information: www.icts.uct.ac.za*
UCT LIBRARIES

Tel: 021 650 3134; Email: libraries@uct.ac.za; www.lib.uct.ac.za

UCT Libraries offer state-of-the-art technology, vast collections of reading and research material, and friendly, efficient, and helpful staff. Housed in a number of locations convenient to the faculties, the Libraries cater to researchers’ needs through a rich array of electronic and print materials and a number of specialized services.

In keeping with its central role in the academic life of the University, the main library – the Chancellor Oppenheimer Library – lies at the heart of the Upper Campus. It offers spacious reading areas, numerous computer workstations, audio-visual viewing areas, wireless internet access, study carrels, group project rooms, and ample photocopying, printing and scanning facilities.

In addition to the Chancellor Oppenheimer Library, there are eight branch libraries spread across UCT’s various campuses, in close proximity to the academic departments they serve. For complete information about the libraries, visit our website (www.lib.uct.ac.za), which gives basic information about locations, opening hours, and contact details, and provides immediate online access to primo.uct (our discovery-&-delivery tool), our catalogue of books and journals, and to a wide range of databases and e-journals. It also offers basic library tutorials, handpicked links, and subject guides that will give you expert advice on how to tackle your research in the library.
Collections and Electronic Resources

While the Libraries’ Special Collections division holds a number of special research collections such as the world-renowned African Studies Collection, Manuscripts and Archives, and Government Publications, research materials abound in all of the Libraries’ subject areas and branches. Altogether, the Libraries’ collections contain more than 1.2 million print volumes and over 76,800 electronic journals, and to enable researchers to explore the world’s scholarly literature, we subscribe to 200 carefully chosen bibliographic and full-text databases.

We provide off-campus access to our electronic resources through the ‘Off Campus Login’ link on the Libraries’ home page (details on page 39).

Subject Specialists

Having vast collections of resources available to you can be daunting if you don’t know how to find what you need—but help is at hand! A team of subject-specialist librarians is available to assist researchers with their information needs. Subject librarians liaise closely with faculties and departments, and are available to answer both brief and in-depth queries, orient you to UCT Libraries, assist with literature searches, and provide individual help in the use of databases, while focusing on your area of study. For a list of subject specialists with their areas of expertise and contact details, visit the libraries’ website and click on ‘Subject Specialists’ under ‘Research Help’.

Research Wing

In order to deliver specialist services to postgraduate students and researchers, the Libraries have recently created a Research Wing extending over six floors in the Chancellor Oppenheimer Library. Here you will find subject librarians available for consultations on all stages of your research, special research collections, computer workstations, printers, photocopiers, and a comfortable haven for study, research, and writing.

Research Commons

The Research Commons is a well-appointed facility specifically designed to cater for the information and workspace needs of senior postgraduates, Postdoctoral Research Fellows, and academic staff. Situated on Level 6 of the Research Wing, the Research Commons offers spacious workstations with high-end PCs and an excellent selection of software applications; laptops for use within the Commons; high-speed internet connections; printing, scanning, and copying facilities; a seminar room for collaborative work; and a comfortable lounge where users can relax with a cup of tea or coffee and network with
colleagues. Experienced library staff are on hand to assist with patrons’ information needs and to arrange consultations with subject specialists as needed.

**Primo.uct**

The libraries’ discovery-&-delivery tool, **primo.uct**, enables you to explore the libraries’ resources and find hardcopy or electronic books and journals, theses, reports, audio-visual materials, and more. In addition, many of our databases can be searched simultaneously via **primo’s** ‘Articles’ tab. Designed to support the research process, **primo.uct** provides many helpful and exciting features, including simple Google-style searching, filters for refining search results, relevance ranking, and personalization features. You can access **primo.uct** via the Libraries’ website.

**RefWorks**

The libraries provide access to RefWorks, an online reference management and writing tool designed to help researchers gather, store, and share references easily, as well as generate citations and bibliographies. You can export the results of your literature searches directly from databases into RefWorks, where your references are safely stored in your own personal database on the web. You can organise your references into folders, back them up on your computer, add your own notes, and link to the full text if it is available to UCT users. A RefWorks utility called Write-N-Cite enables you to automatically insert in-text citations into Word documents and create bibliographies in the citation style of your choice.
Access our RefWorks information page at: www.lib.uct.ac.za/research-help/refworks/ or navigate the libraries’ website: Top menu bar / Research Help / RefWorks, to register your personal RefWorks account and access RefWorks tips and tutorials.

**Interlibrary Loans**

Materials not held at UCT can be sourced and borrowed from other institutions (locally or internationally) by the Interlibrary Loans Department. Once you’ve registered for the service, interlibrary loans can be requested online via our website.

**Access and Membership**

As a UCT student, you are automatically registered as a member of the libraries. Your student card is a multipurpose card, which you can use to access the libraries, take out books and journals, and make photocopies or computer printouts.

**Borrowing quotas and loan periods**

**Books, videos, CDs, DVDs: 12 items**

Loan period (books): 35 days (renewable three times)
Loan period (CDs, DVDs): 3 days (renewable once)

**Journals: 6 bound journals**

Loan period: 3 days (not renewable)

**Library hours: Chancellor Oppenheimer Library**

Term time: Mon – Thurs: 08h00–22h00; Fri: 08h00–18h00; Sat: 09h00–17h00
Long vacation hours: Mon – Fri: 08h30 –17h00; Sat: 09h00–12h30

**Please note: These are general times for the main library. Sections within the main library, as well as branch libraries, may have different opening and closing times. Please navigate to ‘About UCT Libraries’ / ‘Library Hours’ on our website for details.**
<table>
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<tr>
<th>FREQUENTLY ASKED QUESTIONS (LIBRARY)</th>
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<tbody>
<tr>
<td><strong>I have discussed my research project with my supervisor, and now I need to source materials. Where do I start?</strong></td>
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</table>
| Make an appointment with your subject librarian, who will show you how to find books and reference works (for background information), theses and key journal articles in your subject area, as well as writing manuals and style guides to help you structure your proposal. There is a contact list of subject librarians on our website under Research Help.  

The UCT Writing Centre will also provide guidance with research proposals. The Centre is on Level 6 of the Steve Biko Building on Upper Campus, and their website is at www.writingcentre.uct.ac.za/  |
| **Where can I find theses in my subject area, and how can I get access to them?** |
| **UCT theses:** search ALEPH (UCT Libraries' online catalogue) using the word “thesis” and keywords to describe your subject field; e.g., thesis geology  

UCT theses from 2010 onwards are being made available on the web in our digital repository (accessible via our website), while print copies of earlier theses are shelved in the Research Wing.  

**Other South African theses:** search UCTD (the Union Catalogue of Theses and Dissertations submitted to South African universities). Access is via our website: Search & Find / Databases.  

**International theses:** search Dissertation Abstracts, which you can access via our website: Search & Find / Databases.  

**Accessing theses:** go to Search & Find / Theses & Dissertations on our website for information about obtaining theses, as well as links to ETDs (Electronic Theses & Dissertations) available worldwide. |
### FREQUENTLY ASKED QUESTIONS (LIBRARY)

<table>
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<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>I need to do a comprehensive literature search on my research topic. I have searched Google Scholar, but that gives me huge sets of results. How can I avoid having to wade through thousands of records?</td>
<td>Make an appointment with your subject librarian, who will introduce you to the electronic databases for literature searching provided by the Libraries. These databases allow you to search for journal articles and other materials in your subject field and they provide ways of refining your results, so that you can quickly and easily assemble a collection of articles relevant to your research. There is a contact list of subject librarians on our website, and you can access the databases at: Search &amp; Find / Databases.</td>
</tr>
<tr>
<td>I’ve found a lot of journal references that are relevant to my research. How do I go about getting the actual articles?</td>
<td>In most of our databases you will see SFX buttons (or SFX links) below the article references. When you find an article reference that interests you, click on the SFX button or link. This will open another window, which displays your options for getting the full article. If the article you want is in one of our subscribed e-journals or e-journal packages, the SFX page will tell you that “Full text is available in… [journal package name]” and a Go button will link you to the full text on the web. Another way to find journal articles in electronic format is to search for the journal title in our e-Journal Portal. The Portal will tell you if we subscribe to the e-journal and what years are accessible to us. (Access to the e-Journal Portal is via our website: Top menu bar / Search &amp; Find / e-Journals.) If the journal you need is not available electronically, use ALEPH (browse the Journal Title index) to see if we have the printed version on our shelves. Remember to look at the Holdings field in the journal record to see if we have the relevant volume of the journal you need.</td>
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## FREQUENTLY ASKED QUESTIONS (LIBRARY)

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<tr>
<th>Question</th>
<th>Answer</th>
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<tr>
<td>I need a particular journal article, but it is not available on the Journal Portal, and there is no record in ALEPH to say that we have the print version. How can I get hold of the article?</td>
<td>Pay a visit to the Interlibrary Loans Department. They will obtain a copy of the article for you from another institution. Interlibrary loans from within South Africa are free of charge, and you should have your article within 10 days or less. You can also use our online interlibrary loan request form on our website to request articles from other institutions.</td>
</tr>
<tr>
<td>I'm looking for demographic and other statistical data. Does the library have this type of material?</td>
<td>The Reference Collection in the Chancellor Oppenheimer Library contains yearbooks and other resources for various countries; the Government Publications Department is a rich source of statistical data; and there is also the “Business Corner” in the Research Wing, where you will find a selection of specialised databases that provide raw statistical data.</td>
</tr>
<tr>
<td>What if I need to consult primary sources? Does the library have this type of material?</td>
<td>An extensive collection of primary sources relating to the political and social history of South Africa is available in UCT Libraries’ Special Collections Division, which includes the African Studies Collections, the Rare Books collection, and Manuscripts &amp; Archives. Special Collections is housed in the J.W. Jagger Building (next to Jameson Hall) and can be accessed via its own separate entrance on University Avenue. Research librarians are available there to assist you, and electronic finding aids to our manuscript collections can be found on our website and in hardcopy format in Special Collections.</td>
</tr>
<tr>
<td>Help! I’ve lost my memory stick after spending all morning searching databases and saving journal references. What can I do?</td>
<td>Ask at the Information Desk, Loans Desk, and Reception Desk – someone may have handed it in. Leave your email address and a description of the memory stick so that library staff can contact you if it is found. Lost property found in the Library is regularly transferred to the Campus Protection Services office in the Leslie Social Sciences Building, so be sure to ask there too. In future, use RefWorks to safeguard and organise your references (details on page 31).</td>
</tr>
<tr>
<td><strong>FREQUENTLY ASKED QUESTIONS (LIBRARY)</strong></td>
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<tr>
<td><strong>I need a quiet place to work on my research… is there anywhere in the library I can go?</strong></td>
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<tr>
<td>Postgraduate students at Master’s and Doctoral level may also use the Research Commons, where they can work in calm, quiet surroundings and get help from experienced library staff.</td>
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<tr>
<td><strong>Where can I get help with writing up my thesis?</strong></td>
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<td>The library has numerous manuals and style guides that tell you how to organise your thesis, and provide tips about style and layout, diagrams, tables, illustrations, graphs, legends and referencing. Ask the staff at the Information Desk to show you where to find these. Check your Faculty Handbook (and also ask your supervisor) to find out if your faculty has any special requirements for formatting and referencing of theses. The staff at UCT’s Writing Centre (Level 6, Steve Biko Building, Upper Campus) can advise you about writing your thesis. The Centre also provides guidance on their website: <a href="http://www.writingcentre.uct.ac.za/">http://www.writingcentre.uct.ac.za/</a>.</td>
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<tr>
<td><strong>Where can I get help with creating my bibliography?</strong></td>
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<td>There are many books in our Reference Collection that you can consult about this… just ask at the Information Desk. Staff in the Research Commons and the Knowledge Commons can assist you with referencing, and the web also provides copious information on referencing styles and referencing—you will find links on our Referencing Help page (under Research Help), including a link to “Harvard UCT: Handbook on Citation” by Karin de Jager and Dianne Steele. Referencing help can also be provided by RefWorks, which will automatically create a bibliography for you in the referencing style of your choice. By downloading a small plug-in called Write-N-Cite, you can get RefWorks to operate from within MS Word, insert in-text citations as you type the text of your thesis, and create your bibliography automatically.</td>
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<tr>
<td>FREQUENTLY ASKED QUESTIONS (LIBRARY)</td>
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<tr>
<td><strong>How can I get access to databases and e-journals from home?</strong></td>
<td>You can access the libraries’ electronic resources (databases, e-journals, RefWorks) from home, or anywhere in the world, by logging in via the EZProxy server. Go to the Libraries home page (<a href="http://www.lib.uct.ac.za">www.lib.uct.ac.za</a>) and click on the link ‘Off-Campus Login (EZProxy)’ on the right of the screen. Then log in using your username and network password. Once logged in, you will see a list of links, including links to UCT Libraries and RefWorks.</td>
</tr>
<tr>
<td><strong>Can I print my thesis in the library?</strong></td>
<td>You can print in the Chancellor Oppenheimer Library and some of the larger branch libraries.</td>
</tr>
<tr>
<td><strong>Where can I print in colour?</strong></td>
<td>Colour prints can be made at the Document Centre in the Students’ Union Building (one level below the library entrance).</td>
</tr>
<tr>
<td><strong>How do I release my print job?</strong></td>
<td>Swipe your card at any printer-copier in the libraries and log in with your PIN. Select Print on the card reader screen and then choose the print job you wish to release.</td>
</tr>
<tr>
<td><strong>Where can I load photocopy or print credits onto my card?</strong></td>
<td>Photocopy and print credits may be loaded at the cashier’s window of the Document Centre in the Otto Beit Students’ Union, at coin boxes next to Interlibrary Loans and in the Knowledge Commons and in most branch libraries.</td>
</tr>
</tbody>
</table>
THE CENTRE FOR HIGHER EDUCATION DEVELOPMENT (CHED)

Level 6, Hlanganani, Upper Campus • Tel: 021 650 2645 • www.ched.uct.ac.za

CHED contributes to the quality of the postgraduate experience at UCT by organising events and offering resources at critical points in the postgraduate process. We organise annual events such as:

**Starting the PhD Journey** – An all day workshop held in March/April hosted by the Centre for Higher Education Development for students in the first year of doctoral studies. The emphasis is on introducing students to the resources on offer at UCT, and providing a forum for students to share experiences and build relationships for the PhD experience ahead.

**The PhD Residential Retreat** – every year CHED invites PhD students in the second year of their registration to a residential doctoral retreat. The aim is to stimulate the development of a vibrant intellectual community of postgraduate students across disciplines and faculties. The retreat is held in September. Applications should be submitted to Kathy Erasmus kathy.erasmus@uct.ac.za during early September.

**Time to submit: Workshop for students close to submission** – This workshop is intended to support students in the final stages of dissertation writing and submission, as well as to raise awareness of decisions and opportunities beyond completion of the PhD.

For enquiries about events, contact Kathy Erasmus at kathy.erasmus@uct.ac.za

CHED also offers resources in the following areas:

**Writing and research literacies**

**The Writing Centre**: a walk in one-on-one consultancy service for all students including postgraduates to discuss academic writing. The consultations are designed to be learning experiences, not an editing service. The aim of the consultations is to:

- enable a ‘thinking through writing’ approach
- alert students to academic writing conventions, including referencing
- improve students’ sense of coherence, voice and logical structure in writing
- equip students to self-edit their work

Postgraduates are encouraged to set up a structured relationship with the Writing Centre with specific time-frames, preferably from the beginning of the research process.
Contact gadija.arend@uct.ac.za 021 650 5021 to make a booking. See the Writing Centre website www.writingcentre.uct.ac.za/

**Navigating Research Literacies** short course on entering postgraduate studies

Doing research as a postgraduate demands that we read, write and engage in particular ways that can be challenging for students in transition between the workplace and university, or between countries, languages and disciplines. This intensive short course for prospective and current postgraduates will assist you to articulate your research interests, and expose you to concepts and resources essential to becoming a confident researcher. Contact ems@uct.ac.za for further details.

**Postgraduate Writer Circles:** students come together across disciplines to share ideas, writing problems, receive peer review, and develop self-confidence in presenting work and voicing views. Join us on Thursdays at 3 in the Writing Centre. Contact Lucia Thesen at lucia.thesen@uct.ac.za.

**Tailor-made writing workshops** on aspects of writing your research. These are offered to students across disciplines. Topics include reviewing the literature, sustaining an argument across a thesis and editing.

**Workshops on publishing and writing up your results** (quantitative disciplines). Students in the sciences often find writing up their results a challenge. There are also expectations that postgraduates will publish their work before completing their theses. Contact Mathilde Van der Merwe at mathilde.vandermerwe@uct.ac.za for more information.

For general queries regarding writing or research literacies contact Lucia Thesen at lucia.thesen@uct.ac.za or Mathilde Van der Merwe (see above).

**UCT Careers Service**

Working in partnership with academic and other colleagues, the Careers Service (CS) aims to enhance the quality of UCT’s graduates and help ensure they are equipped with the skills to compete in a global workplace. Further, the CS aims to enable UCT students to make informed choices about their future, fulfil their career ambitions and make a meaningful contribution to the communities in which they live and work.

Accordingly, the Careers Service offers postgraduate students access to career resources and individual advice sessions, and connects them to a range of career opportunities. These services are available throughout the year.
• Career talks and workshops assist students with career planning and the job search process.
• Career Conversations are a series of presentations by UCT alumni from a variety of disciplines and career fields about their study and career journeys.
• Our Career Information Centre houses customised postgraduate career and job search resources. Dedicated workstations are available for career research and preparing job applications.

Visit the Career Information Centre for:

• Career and job search resources( career books, files and DVDs, sector magazines, newspapers and takeaway materials)
• CV, cover letter, interview and assessment materials
• Local and international undergraduate and postgraduate study options
• Tips on applying for further study, jobs and financial assistance
• Information on skills development, work experience and employability
• Selected organisation and labour market information

The CS advisory team is available to assist postgraduate students with career guidance:

• Pop in for a quick-query session (approximately 15 minutes)
• Attend our series of talks and workshops which run throughout the year
• Take advantage of our development opportunities such as career awareness talks and industry-specific programmes
• Enquire about our pre-admission sessions for prospective or non-UCT students

The CS team exposes postgraduate students to a range of opportunities:

• Sign up at www.careers.uct.ac.za/reg to receive email alerts of upcoming events and opportunities. These include: bursaries, scholarships, vacation and graduate entry-level opportunities, and invitations to company presentations and career fairs.
• Sign up with our Work Study Project for short-term, part-time and casual opportunities.

The Careers Service is located in the Hoerikwaggo Building, Level 1, North Lane, Upper Campus. Tel 021-650 2497. Email careers.service@uct.ac.za. Website: www.careers.uct.ac.za
SOME INFORMATION ON RESEARCH DEGREES

DIFFERENT TYPES OF RESEARCH DEGREES AND RULES

The University’s Book 3 in the Series of Handbooks describes the general rules for students undertaking master’s and doctoral degrees. Faculty handbooks contain the rules for each programme. Most faculties also provide dedicated guidebooks for senior postgraduate students. These are available from the respective faculties and on the internet at the following URL: www.uct.ac.za/apply/handbooks

Research degrees vary across the many academic areas at UCT, and each faculty has its own requirements and rules. Master’s degrees are administered wholly in the faculty where the degree is undertaken, but doctoral degrees are administered jointly by the faculties and the Doctoral Degrees Board (DDB). Doctoral students are registered in the department of the principal supervisor.

All research conducted at UCT is governed by the University’s policies and practices on ethics, intellectual property, and health and safety procedures. Your supervisor is required to ensure that you are familiar with such rules and policies.

Research topics, subsequent proposals and timing for submission of the proposal depend on the individual department. You are advised to seek the advice of the appropriate academic department as early as possible.
WRITING, REFERENCING AND PLAGIARISM

Forms of referencing must be standard for the discipline and must adhere to a recognised international convention.

Plagiarism (passing off someone else’s work as your own)

Examples of this are inadequate acknowledgement of sources of data, analyses and ideas, and direct copying of passages of text. You will be required to make a declaration stating that you know the meaning of plagiarism and that all the works in your thesis/dissertation (except for that which is properly acknowledged) is your own.

The Writing Centre offers assistance in this regard (see page 40). You could also visit the policies website on http://www.uct.ac.za/about/policies/ for information on plagiarism.

Publication of research

Research is generally published as journal articles or conference papers. There is great benefit in having your work published, specifically in terms of your own professional development. Enquire from your supervisor or academic department about how your research should be presented.

Troubleshooting research degree problems

Your faculty manager is your primary source of assistance when checking rules and requirements for your research degree. You also have access to your faculty’s Deputy Dean for Postgraduate Studies/Research.

As mentioned above, the Writing Centre is positioned to assist you with any problems you have with writing and referencing. This facility (with the PGSA) offers seminars and workshops on writing and other topics. It is in your interest to check when these are scheduled.

There are also computer courses available. See the ICTS section for details.

For statistics support offered by your faculty, please speak to your Deputy Dean responsible for research (see page 48).
SUPERVISION

FINDING A SUPERVISOR
Finding a supervisor is specifically relevant to master’s by thesis and doctoral students. If you already have a supervisor, naturally this section is not relevant to you. If you do not yet have a supervisor, it is important – once you have decided on the broad research area in which you wish to work – to find one. Your supervisor must be approved by the head of the academic department, and certain conditions and rules apply to such an appointment.

There is no set way of finding a supervisor. You might make personal contact with someone under whom you would like to do your degree, or you may write to the faculty officer with your proposal and ask for a supervisor to be allocated if you are accepted as a student. You could also seek advice from the Deputy Dean responsible for research in the faculty in which you wish to register.

The approved supervisor is responsible for providing the necessary guidance needed for you to conduct and complete your research successfully. As such, the supervisor is required to have the necessary expertise, knowledge and skills to supervise the proposed research. As the student being supervised, it is incumbent upon you to avail yourself of the agreed-upon supervision.

SELECTING A TOPIC FOR YOUR RESEARCH
You and your supervisor must agree on a research topic. Remember that your research depends not only on its academic merit, but also on available resources and funding. It is important to ensure that these are in place before commencement.

COMPLETING THE MEMORANDUM OF UNDERSTANDING
The Memorandum of Understanding (MoU) is an important undertaking between supervisor and student. It ensures that expectations and commitments on both sides are clear and that the study to be undertaken has a clear work-plan and timeframe for completion. When considering the work-plan and timeframe for completion, you must bear in mind that the prescribed minimum and expected maximum periods of registration will impact on the scope of your research. The MoU also tracks progress and documents problems encountered along the way.
PROGRESS REPORTS
The MoU should ensure that progress is tracked and documented. However, students who receive funding are required to provide progress reports for release of funds and/or for renewal of awards. Such progress reports may take a different form to the MoU and instructions from your sponsor and/or the Postgraduate Centre & Funding Office should be followed to ensure smooth continuity of funding support.

ETHICS
It is important that all ethical matters related to your research are taken into account and approved by your faculty’s Ethics Committee. Your supervisor is required to guide you in this matter.

PUBLICATIONS
When you and your supervisor are working together on a research project, a joint publication is a good way to get training and experience in writing journals or papers for publication. Remember to negotiate the terms of joint authorship.

Research output generally consists of journal articles, conference papers, professional publications, etc. There is great benefit in having your work published, specifically in terms of your own professional development. Enquire from your supervisor or academic department about how your research can be presented.

SUBMISSION OF THESES
Format, length and standard title pages are specific to each faculty and you should seek advice from your supervisor as to what is required.

Once you have concluded your research and written up your findings, you are required to inform the head of department of your intention to submit. Your supervisor and head of department will then nominate suitable examiners for approval by the dean.

Doctoral candidates are required to inform the Doctoral Degrees Board of intention to submit one month prior to submission. Submission dates are the third week in February or the third week in August if you are aiming at the June or December graduation ceremonies respectively.

Rules regarding registration, tuition fees and discontinuation of funding at the time of submission apply. You will need to be aware of such rules and requirements before submission, which can be found on the following website: www.uct.ac.za/apply/candidates/thesis/
COMPLAINTS AND GRIEVANCES

If you have a grievance or wish to pursue any matter relating to academic departments or the university administration, you may address such matters as follows:

1. Academic issues – contact the head of department or dean of faculty (see page 48)
2. Administrative issues – contact the Deputy-Registrar (see page 18–19, admin contacts)
3. You may also contact the SRC and/or PGSA for advice and assistance (see page 52–53)

For the full text on General Rules and Policies, refer to Book 3 of the Series of Handbooks.

Troubleshooting supervision or academic problems

You are required, on registration, to enter into a Memorandum of Understanding (MoU) with your supervisor. In this MoU, the expectations and commitments of both parties are documented.

If you experience any problem or concern that hampers your academic progress, you should speak with your supervisor or head of department as soon as possible, against the background of the terms of the MoU. If you feel that you are unable to discuss your concerns with these individuals, you can contact the deputy dean for postgraduate studies in your faculty directly.

If you experience problems because of personal issues, you can approach your supervisor for advice on how to manage your workload under the circumstances. You can also go to the Student Wellness Service and see a qualified counsellor.
<table>
<thead>
<tr>
<th>Faculty</th>
<th>Dean</th>
<th>Deputy Dean for Postgraduate Studies</th>
<th>Tel</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMMERCE</td>
<td>Professor Don Ross</td>
<td>Associate Professor Jeffrey Bagraim</td>
<td>021 650 2256</td>
<td>Graduate School of Business</td>
</tr>
<tr>
<td>ENGINEERING &amp; THE BUILT ENVIRONMENT</td>
<td>Professor Francis Petersen</td>
<td>Professor Sue Harrison</td>
<td>021 650 2702</td>
<td></td>
</tr>
<tr>
<td>HEALTH SCIENCES</td>
<td>Professor Wim (from 1 July 2013) – Acting Dean: Professor Susan Kidson</td>
<td>Professor Susan Kidson (from 1 July 2013) – Acting Deputy Dean: Assoc Prof Denver Hendricks</td>
<td>021 447 8955</td>
<td></td>
</tr>
<tr>
<td>HUMANITIES</td>
<td>Professor Paula Ensor</td>
<td>Professor Don Foster</td>
<td>021 650 3059</td>
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</tr>
<tr>
<td>LAW</td>
<td>Professor PJ Schwikkard</td>
<td>Associate Professor Elrena van der Spuy</td>
<td>021 650 3087</td>
<td></td>
</tr>
<tr>
<td>SCIENCE</td>
<td>Professor Anton le Roex</td>
<td>Associate Professor Justin O’Riain</td>
<td>021 650 2712</td>
<td></td>
</tr>
</tbody>
</table>
INTELLECTUAL PROPERTY AND YOU:
A guide for UCT postgraduate students

Intellectual Property (IP) has become a far more important aspect of a researcher’s life in recent years – especially with the introduction of the IP Rights from Publicly Financed Research and Development Act of 2008 that was promulgated on 2 August 2010.

UCT’s IP Policy

IP at UCT is governed by our IP Policy (download it from www.uct.ac.za/about/policies/). UCT’s IP portfolio is managed by Research Contracts and IP Services (RCIPS), who assist the research community with patent applications and the commercialisation of the IP.

In terms of the IP Policy, IP arising from all research at UCT (this includes research conducted by postgraduate students) is owned by UCT, unless it has been assigned to some other party (typically a funder) by contractual arrangement, or it is copyright relating to theses or publications (see the copyright section overleaf).

There is a responsibility for researchers to report an invention that may be protectable to RCIPS, prior to public disclosure. This is especially important in terms of the IPR Act, which gives a 90-day time limit from identifying a protectable invention to reporting it to RCIPS, which acts as the university’s technology transfer office in terms of the Act. To report an invention, an Invention Disclosure Form should be downloaded from the IP section, completed and returned to RCIPS.

Provision is made in the IP Policy for inventors to share in any revenue generated from commercialisation of the IP.

What are the requirements for patentability?

There are three key criteria for an invention to be patentable: it must be novel (not previously disclosed publicly); inventive (not obvious); and useful (can be applied in trade or industry or agriculture). RCIPS will assist you with this assessment. Ideally we file a provisional patent application as late as possible to ensure that the patent’s commercial life is maximised, but we need to file ahead of any public disclosure.

What is public disclosure?

Public disclosure occurs when your invention is mentioned (in oral or written form) to people outside of UCT. It covers any disclosure ranging from formal journal articles, to abstracts, conference posters, online blogs and news articles (e.g. Monday Paper). Beware, as even a throw-away line at the bottom of a paper regarding future work may
destroy inventiveness, as it suggests how your invention could be performed, rendering it obvious to somebody in your technical field. Submission of your thesis for examination is also regarded as public disclosure as the examinations process is not confidential/closed and your thesis will ultimately land up on the library shelf. Contact RCIPS well in advance of any planned public disclosure. With pre-planning you can successfully achieve both objectives of publishing and patenting and benefit from the rewards of both!

**How to maintain confidentiality**

Researchers can discuss their work freely within UCT, make group presentations, etc. as long as there are no external people present. It is wise to mention that the presentation content should be kept confidential within UCT as you may be seeking patent protection. If external people will be present at an internal presentation, ask them to sign an attendance register which has a statement confirming that they have been made aware of the need for confidentiality. When collaborating with other institutions/companies, the research contract or collaboration agreement will generally include confidentiality clauses. RCIPS can also assist with putting a Non-disclosure Agreement (NDA) also known as a Confidential Disclosure Agreement (CDA) in place with a party that you are wishing to discuss your invention with. Once this is in place, you are free to discuss your work with them without destroying the possibility of patenting.

**What about copyright?**

In terms of the IP Policy, copyright in scholarly and literary publications vests in the author(s) – often journals require the authors to assign the copyright to the publisher and researchers are free to do this. Copyright in a dissertation or thesis vests in the student, subject to certain rights of the University that are published in rules for degrees, diplomas and certificates.

Graduates are often approached by publishers who wish to publish their theses. Students own the copyright and can grant permission, but they need to look at the publisher’s terms and conditions to ensure that they are not in conflict with the rights granted to UCT, especially if the publishers want exclusive rights. For example, this could conflict with rule GP8 where a student grants UCT the right to publish the thesis in whole or in part in any format that it deems fit (e.g. online).

This is common at universities and generally the academic publishers make provision for this in their terms and conditions (e.g. LAP Lambert who have published several graduates’ work). NB: Be careful to check too that your funder is in agreement with your publishing your thesis - there may be contractual obligations to either get their
permission prior to publication or rights may have been assigned to the funder in certain instances. Your supervisor and/or RCIPS should be able to assist in clarifying this.

**Confidential theses and dissertations**

If there is good reason, Msc dissertations and PhD theses can be maintained confidential for a period of up to two years without affecting your graduation. Visit the RCIPS website to learn more and download the application forms. MSc’s are handled by your Faculty Office and PhD’s by the Doctoral Degrees Board. Typically blocks of 6 months are approved, most commonly to enable IP to be protected through patenting.

**Tangible research property**

Other research outputs such as prototypes, technical drawings, software, reagents and biological microorganisms and materials are also governed by the IP Policy. A Materials Transfer Agreement is required when sending certain materials, especially biological, outside UCT. Contact RCIPS to get one put in place.

**Signatories for research contracts**

RCIPS supports UCT’s research activities by centrally managing, authorising and negotiating research contracts and grants entered into with our wide variety of funders. Typically, your supervisor would interact with us for any contracts associated with your research funding and collaborations, but you are welcome to contact us should you have any questions: email researchcontracts@uct.ac.za. Note that only authorised signatories can sign Agreements, including research contracts, non-disclosure agreements, materials transfer agreements, etc.

**Learn more about IP**

RCIPS runs seminars and training courses throughout the year covering various aspects of IP and entrepreneurship. Check our website too for more information and useful resources, business plan competitions and the seminar schedule. Complete the online “IP Savvy” training modules hosted in Vula and become certified as being “IP Savvy”.

If you have any questions, please contact Dr Andrew Bailey

Email: Andrew.Bailey@uct.ac.za; Tel: 021 650 2425

Research Contracts & IP Services, 2 Rhodes Avenue (corner Main Road), Mowbray

General Enquiries: innovation@uct.ac.za • Tel: 021 650 4015 • Fax: 021 650 5778

www.rcips.uct.ac.za
STUDENT GOVERNANCE AT UCT

STUDENTS REPRESENTATIVE COUNCIL (SRC)

Steve Biko Students’ Union (Level 7), Upper Campus
Tel: 021 650 3537/8/9; 021 650 3665; 021 650 5000/2
Fax: 021 650 5051
Email: zola.tame@uct.ac.za
Hours: Monday – Friday 08.30–16.30

The student body elects the SRC annually. The SRC will assist you in addressing any problems that you might encounter during your time at UCT, from accommodation to parking to academic exclusion. The SRC also runs several projects in the students’ interest, where your participation will be much needed. Feel free to pop in to the SRC offices at any time.

STUDENT ASSEMBLY

The Student Assembly (SA) is the advisory and debating organ of the UCT student body, with the SRC as its executive. The SA is comprised of all members of the SRC and of elected constituents of student societies, faculty councils, sports codes, house committees and other sectors.

POSTGRADUATE STUDENTS ASSOCIATION (PGSA)

The PGSA is an academic association of all postgraduate students at the University of Cape Town, which aims to foster an active, vibrant and diverse postgraduate culture contributing to the development of the University of Cape Town as a world-class research-driven institution.

The PGSA represents postgraduate students’ interests at faculty level and at university level as part of an executive committee. These structures participate actively in various faculty and university decision-making bodies.

Overall, they are there to make sure that all postgraduate students are represented fairly, equally and effectively, while carrying the great responsibility of representation, advocacy and support.

To air your opinions, ask questions, or voice any concerns, please contact them at: psc.uct@gmail.com
A MESSAGE FROM THE PGSA CHAIR

Warm greetings to our fellow postgraduates

You have embarked on a journey where new knowledge is discovered and the path is set for others to follow. It gives me a great pleasure to introduce to you the Students’ Representative Council (SRC) and its more specific committee, the Postgraduate Student Association (PSA). The Student Representative Council (SRC) is the highest decision-making body of student governance. It represents all students in university committees, and acts in their overall interest, including their social well-being. It is actively involved in policy-making and co-operative decision-making on campus. The SRC is a very important stakeholder within UCT, and there is no decision that can be taken without the students’ input, and the student voice without that of the postgraduates will be one that is not representative of the student community. Hence, the PSA is here to intensify your voice, to be the association that you would embrace for any postgraduate matter. From your first walk up Jammie steps to your graduation ceremony, we are here to serve you. We have dedicated postgraduate students in each faculty that form the faculty specific postgraduate student council, whom you will meet throughout the year. They report to the SRC and the deputy deans for postgraduate affairs of your specific faculties.

I hope your academic journey at this institution will be both enjoyable and significantly contribute to the knowledge base of our community.

Ali Kiyaei
Chair: Postgraduate Students’ Association 2012
SRC Chair Postgraduate Academics 2012
POLICIES & RULES

GENERAL POLICIES & RULES
It is important that you are aware of and familiar with the university’s general policies and rules. These can be found in Book 3 (in the Series of Handbooks) entitled General Rules and Policies. This publication includes:

- Rules for degrees, diplomas and certificates
- Disciplinary jurisdiction and procedures
- Rules on conduct for students
- Rules on meetings
- Rules for residences
- Traffic rules
- Library rules
- University policies

Online location of various UCT policies and rules: http://www.uct.ac.za/about/policies/

UCT INTELLECTUAL PROPERTY POLICY
This policy can be sourced at the following URL: http://www.rcips.uct.ac.za/ip/overview/

SEXUAL HARASSMENT POLICY
This policy can be sourced at the following URL: http://www.uct.ac.za/downloads/uct.ac.za/about/policies/sexual_harassment_policy.pdf

STUDENT INSURANCE
It is compulsory for all students to participate in the Group Personal Insurance scheme, which provides cover for students against UCT-related personal injuries resulting from accidental causes.

However, the owner of a motor vehicle is personally liable for any injuries caused to other persons or damage to their property while on UCT property. UCT will under no circumstances accept responsibility for loss or damage to students’ possessions and does not offer or sponsor any sort of personal effects insurance plan for students. Students are urged to take out their own ‘household’ insurance, especially if they are bringing computers and/or other expensive electronic equipment with them.

Further information can be obtained from the Student Insurance Administrator, Student Wellness Service, Tel: 021 650 2210. There is a full statement of the conditions attached to the scheme in Handbook 3, General Rules and Policies.
SUPPORT STRUCTURES, SERVICES AND FACILITIES AT UCT

CAMPUS PROTECTION SERVICES (CPS)

Campus Protection Service 24-hour hotline: 021 650 2222/3
(use the last four digits only if calling from a UCT extension)

CPS operates 24 hours a day, seven days a week. They are committed to protecting the safety of the University community and its property, as well as to maintaining order in accordance with University policy. They are here to help you at all times.

CPS operates from six service centres:
- Upper Campus – Robert Leslie Social Sciences Building
- Middle Campus – Kramer Law Building
- Burnage House, Burnage Rd (adjacent to Leo Marquard Hall), just off Main Rd Rosebank
- Health Sciences Campus – Barnard Fuller Building
- Forest Hills Residence, Main Road, Mowbray
- Hiddingh Campus, Gardens

JAMMIE SHUTTLE

Tel: 021 685 7135; Email: jshuttle@uct.ac.za

The Jammie Shuttle is a private, scheduled bus service available seven days a week, including a late night service. It operates between all residences (main terminus at Leo Marquard Hall on Lower Campus), campuses and local public transport terminals. The service is free to all UCT students and staff. Timetables are available from the Jammie Shuttle Office or on the UCT website via the Staff and Student Portal.
SAFE ESCORT SERVICE
When the Jammie Shuttle is not running (after 01h00), Campus Protection Services will offer students and staff vehicular or foot escorts to nearby destinations from campus. However, it must be understood that their core function on campus is not transportation of members of the UCT community, therefore expect that there may be delays, especially for vehicular escorting, due to other urgent operational duties. (See the CPS telephone number on page 63.)

PARKING ON CAMPUS
A parking disc is required if you plan to drive and park your car on campus. These may be bought at the UCT Traffic Office, Ring Road South, Tel: 021 650 3312/3. Postgraduate students who are employed by UCT may apply for the yellow disc (valid for all campuses and the restricted part of Upper Campus). Postgraduate students who are not employed are eligible for yellow discs, but valid for the Tennis Court parking lot only; or for blue student parking discs, which are often oversubscribed.

Discs are usually sold from November and are valid for one year. A limited number of yellow parking discs are sold, issued on a ‘first come first served’ basis, for an extremely limited number of parking bays. Parking can be a nightmare, so be warned!

STUDENT WELLNESS SERVICE
Medical, Psychological and Social Work Services
Ivan Toms Building, 28 Rhodes Ave, Mowbray. Tel 021 650 1020/1017 for an appointment.

All registered postgraduate students are entitled to use the University’s Primary Health Care Clinic for clinical consultations with a Medical Officer, Clinical Nurse Practitioner, Psychologist or Social Worker. Refer to the website for details of services provided and fee structure. http://www.uct.ac.za/students/health/wellness/clinical/ http://www.uct.ac.za/students/health/wellness/counselling/

HIV/AIDS INSTITUTIONAL COORDINATION UNIT (HAICU)
28 Rhodes Avenue, Mowbray (adjacent to the Student Wellness Service)
Tel: 021 650 1006 • Fax: 021 650 3600 • Website: www.haicu.uct.ac.za

HAICU aims to educate the wider UCT community on HIV issues and supports those living with HIV and AIDS. It provides information and skills transference through:
• ACEs – a peer education project
• interactive workshops
• media and awareness events
• curriculum integration

For your information, UCT has a policy on HIV and AIDS, which you can access at: http://www.uct.ac.za/downloads/uct.ac.za/about/policies/hiv_aids_policy.pdf

DISABILITY SERVICE

Level 4, Steve Biko Students’ Union, North Lane, Upper Campus
Telephone: 021 650-2427 • Fax: 021 650-3794 • Email: Reinette.Popplestone@uct.ac.za

The Disability Service promotes access to all aspects of University life for staff and students with disabilities, and develops solutions for problems they experience. The Service is involved in the admissions process, in assessing the viability of certain courses and in advising students with disabilities. Where necessary it advises lecturers on alternative teaching and assessment methods.

Services include:
• text conversion and assistive technology service for persons who are print handicapped
• literature resource centre on disability and related issues
• provision of accessible parking facilities
• assistance with advocacy and short-term and long-term practical needs
• wheelchair accessible accommodation for staff for short-medium stay
• availability of an accessible bus
• the possibility of being granted extra time for exams and other formal assessments
• the possibility of accessible second tier accommodation in Woolsack and Forest Hill. All Africa House has an accessible suite which either short stay academics or postgraduate students can use, but they should book well in advance.

Email: aah@uct.ac.za Tel: +27 21 650 4152

Please note: We cannot undertake to provide housing accommodation for students who are on block release programmes.

The Disability Service also aims to make every UCT student and member of staff aware of, and sensitive to, disability.

DISCRIMINATION AND HARASSMENT OFFICE (DISCHO)
The Cottage, Lovers Lane, Lower Campus. Tel: 021 650 3530
Email: francois.botha@uct.ac.za Website: http://www.uct.ac.za/students/services/discho

DISCHO’s functions and services include the following, among others:
• Policy formulation (discrimination and harassment)
• Awareness campaigns on issues of harassment and discrimination
• Office of first report of harassment and/or discrimination
• Investigation procedures for alleged transgressions
• Legal advice and court preparation for gender violence victims in the UCT community
• Trial assistance and disciplinary hearing preparation programmes
• Workshops and discussions on a range of diverse topics, including masculinity issues.
SOCITIES AND SPORTS CLUBS

Societies

There are over 80 active clubs and societies on campus, catering for religious, political and cultural groups as well as diverse special interests, from ballroom dancing and investing to the UCT choir and SHAWCO (the major community outreach organisation). You are sure to find something to interest you and this is a great way to meet people.

You can sign up on Level 5 of the Student Development and Services Department in the Steve Biko Building at any stage during the year. More information is available at the Societies Helpdesk on 021 650 3541.

Sports

UCT provides unique opportunities to participate in 43 different sports on a competitive or recreational level. More traditional sports are all well catered for, but you also have the option of exciting individual pursuits such as climbing, paragliding, skydiving, water skiing, surfing and scuba diving. Visit the website at www.sportsclubs.uct.ac.za for more information on what’s available.

Postgraduate students may also make use of UCT’s state-of-the-art gym and swimming pool situated between Graça Machel and Kopano residences on the Middle Campus.
You can sign up for any sport or club at the Sport and Recreation reception throughout the year. Fees may be charged to your UCT account only up until March; strictly cash thereafter. The UCT Sport and Recreation Department is located in the Sports Centre on Upper Campus; Tel 021 650 3564.

CHAPEL

An interfaith chapel is situated in the Otto Beit Students Union. It provides separate facilities for Christian and Muslim worship. Certain student religious societies use the chapel for services on a regular basis.

EDULOAN

Room 6.02, Level Six, Student Development and Services Building, Upper Campus
Tel: 0860 55 55 44, Fax: 086 633 3832

UCT BOOKSHOP

Level 4, Steve Biko Students Union, Tel: 021 650 2486/7
Stocks academic books for all faculties, including secondhand books. It also sells a range of stationery, cards, posters, newspapers and magazines, and customised book bags and UCT-branded clothing. (There are also several academic bookshops in nearby Rondebosch.)

POST OFFICE (RHODES GIFT)

University Avenue North, Upper Campus (between Otto Beit and Computer Science Bldg)
Tel: 021 685 5460
UCT MEDIA

*VARSITY* has been the official student newspaper of UCT since 1942, and is published free of charge every second Tuesday. The newspaper has a long, colourful history of covering student life and university news, and is entirely student-run. The weekly *Monday Paper* covers news and developments on campus for the UCT community. It includes a free classified ads section with accommodation and general advertisements, as well as listings of current events on campus and vacant posts. Copies of both these publications can be found at the Steve Biko Students Union, the Leslie Social Sciences and Kramer buildings, in cafeterias, and wherever students gather.

**UCT EDUCARE CENTRE (CRÈCHE)**

Nursery Road, Upper Campus; Tel: 021 650 3522 • Fax: 021 689 8078
Email: marilyn.petersen-sanders@uct.ac.za

**ATMS (CASH MACHINES) ON CAMPUS**

These are located in the Chancellor Oppenheimer Building, Leslie Social Sciences Building and Kramer Law Building.

**BAXTER THEATRE CENTRE**

Main Road, Rondebosch; Tel: 021 685 7880 (Theatre); 021 689 5351 (Restaurant)
Since its opening in 1977, the Baxter Theatre Centre at the University of Cape Town has continued to provide a stage for all types of professional entertainment – music, drama, ballet, opera and intimate theatre.
RESTAURANTS / CAFÉS / FOOD OUTLETS ON CAMPUS

There are many food outlets around the campus, including the food court in the Cissie Gool Plaza next to the library, with outdoor tables for good weather. Here are a few places which are really popular and always busy:

The UCT Club (restaurant and bar) in the Sports Centre offers good meals and very reasonably priced drinks. Open throughout the day and in the evening. Tel: 021 650 3161

The Baxter Theatre Restaurant also offers good meals at special prices to members of the UCT community. Tel 021 689 5351

Café Quencha, Robert Leslie Social Sciences Building – a selection of great coffees and a variety of hot and cold food at reasonable prices.

Glasshouse, Level 3, Menzies Building – convenient pop-in for cold drinks, small eats and hot meals at lunch time.

Higher Cuisine, in the basement of the Robert Leslie Social Science Building, serves a variety of tasty vegetarian dishes.

MacHarries, situated outside the New Science Lecture Theatre (NSLT), is a campus institution famous for its toasted pitas, and ‘bring your own cup’ brand of coffee.

The Kaplan Centre Cafeteria has a chilled atmosphere and serves a variety of kosher meals.
### USEFUL AND EMERGENCY CONTACT NUMBERS

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<td>Robert Leslie (Upper Campus) 021 650 2121</td>
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<td>Kramer (Middle Campus) 021 650 3022</td>
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<td></td>
<td>Forest Hill Residence 021 650 3856</td>
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<td>Health Sciences Campus 021 650 6100</td>
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<td></td>
<td>Hiddingh Campus 021 480 7101</td>
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<tr>
<td><strong>Student Wellness Service</strong></td>
<td>021 6501020 (Health)</td>
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<td>021 6501017 (Psychology / Social Work)</td>
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<td><strong>Sexual Harassment Prevention</strong></td>
<td>021 650 3530</td>
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<td><strong>Fire Prevention</strong></td>
<td>021 650 3552</td>
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<td><strong>Traffic Services</strong></td>
<td>021 650 3312/3/4</td>
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<td><strong>Access Control</strong></td>
<td>021 650 3996/4357</td>
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**South African Police Service (SAPS)**

- **SAPS Rondebosch** 021 689 9321
  - (Located in Church Street behind St Paul's Church, Main Road)
  - Email: RondeboschSAPS@saps.org.za
- **SAPS Mowbray** 021 685 7111
- **SAPS Woodstock** 021 447 3883
- **Police Flying Squad** 10111
- **Ambulance** 999 / 10177

**UCT Private Academic Hospital**

- Anzio Road, Observatory
- Tel: 021 442 1800 (Hospital Switchboard) Email: info@uct.netcare.co.za

**Groote Schuur Hospital** (public hospital)

- Main Road, Observatory Tel: 021 404 9111 Website: www.gsh.co.za

**Rape Crisis**

- Roman Road, Observatory Tel: 021 447 9762 (Counselling line)

**Cape Town Drug Counselling Centre**, Observatory

- Tel: 021 447 8026 Email: ctdcc@iafrica.com
ABOUT CAPE TOWN

UCT and Environs

The main campus of UCT is situated in Rondebosch, a vibrant area that includes shops and facilities for your every need. In and around the Main Road, you will find supermarkets, banks, a hardware store, pharmacies, fast food outlets, restaurants, pubs, bookshops, DVD hire, laundromats, the Rondebosch public library, doctors and dentists and much more.

Getting around Cape Town

UCT is situated about 8km from the city centre. Trains and public bus and minibus taxi routes are all close by. If you’re in the city centre itself, you’ll find walking the easiest way to get around. Metered taxi cabs are also available, but are fairly expensive.

Cape Town Tourism

Cape Town’s colonial and pre-colonial history, as well as more recent political events, make it a very interesting cultural tourism city. It is a city of contrasts, with overcrowded informal settlements and poverty on one hand and 5-star hotels and world-class tourist attractions on the other. Right on the doorstep is an abundance of unspoiled nature and spectacular scenery. If you want to explore and understand South Africa’s past (and present), you can take one of many organised cultural tours. You can also take a boat trip from the V&A Waterfront to visit the former prison on Robben Island, or ascend Table Mountain on the cable car for a spectacular view of the ‘Mother City’. There are many museums and art
galleries as well as entertainment venues for music and theatre. For further information on Cape Town’s cultural, natural, entertainment and other attractions, visit http://www.capetown.travel

**Climate / Weather**

South Africa is a large country and has diverse climatic regions, but in general the weather is sunny and hot in the summer months (November to April), and relatively mild during winter (May to October). Cape Town has a Mediterranean climate with winter rainfall. Average minimum and maximum summer temperatures are 15 – 27°C (although it can get hotter), and 8 – 18°C during winter.

**Communications**

The international access code for South Africa is +27. The outgoing code is 00 followed by the relevant country code (e.g. 0044 for the United Kingdom). South Africa has 10-digit dialing, so area codes must be included (e.g. 021 for Cape Town followed by the 7-digit number) when making local or national calls. Mobile service providers offer ‘pay-as-you-go’ SIM cards (which can be bought at most convenience stores) and card- and coin-operated public pay phones are widespread.

**Money**

South Africa’s currency is the Rand (ZAR). Money can be changed at banks, forex bureaus and the larger hotels. ATMs (cash machines) are plentiful and major international credit cards are widely accepted. For foreign currency exchange rates against the South African Rand see http://www.x-rates.com/d/ZAR/table.html
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### POSTGRADUATE REGISTRATION CHECKLIST

1. Have you been accepted by the academic department to which you applied?

If YES:
- LOCAL STUDENTS – Go to the relevant faculty office to register.
- INTERNATIONAL STUDENTS – Go to the International Academic Programmes Office (IAPO) to obtain clearance to register, and then proceed as per LOCAL STUDENTS.

If NO:
- Enquire with the Admissions Office and/or your academic department.
- You are advised to check and confirm that you have been accepted for study by (a) UCT, and (b) by the academic department to which you applied BEFORE TRAVELLING TO UCT.

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<tr>
<th>YES</th>
<th>NO</th>
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2. Once you have registered, have you:

- OBTAINED YOUR STUDENT CARD from Access Control Services in the basement of the Leslie Social Sciences Building?
- Without this card you will not be able to access any funding offered to you or any of the facilities available to students.

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3. Once you have your student card, have you:

- ACCESSED THE PEOPLESOFT SELF-SERVICE online facility and entered your contact and bank account details?
- Correspondence cannot be sent to you and payment of funding due to you cannot be processed if these details are not in the system.

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HAVE YOUR SAY: A–Z Guide for Postgraduate Students

YOUR COMMENTS AND SUGGESTIONS ARE APPRECIATED AND WILL ASSIST US IN MAKING IMPROVEMENTS TO FUTURE EDITIONS OF THIS GUIDE.

Please complete this short questionnaire, cut out the page and send it to:
Ms OLIVIA BARRON at the THE BLUE DESK INFORMATION SERVICE
UCT Postgraduate Centre, Upper Level. Otto Beit Building, Upper Campus
Or simply email any comment you may have to: pgfunding.@uct.ac.za

Please answer the questions below and use the space provided for your own comments.

Did the Guide provide you with all the information that you needed with regard to ‘Getting Started’?

Comment on above:

Did the Guide provide you with all the information that you needed with regard to ‘Registration’?

Comment on above:

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