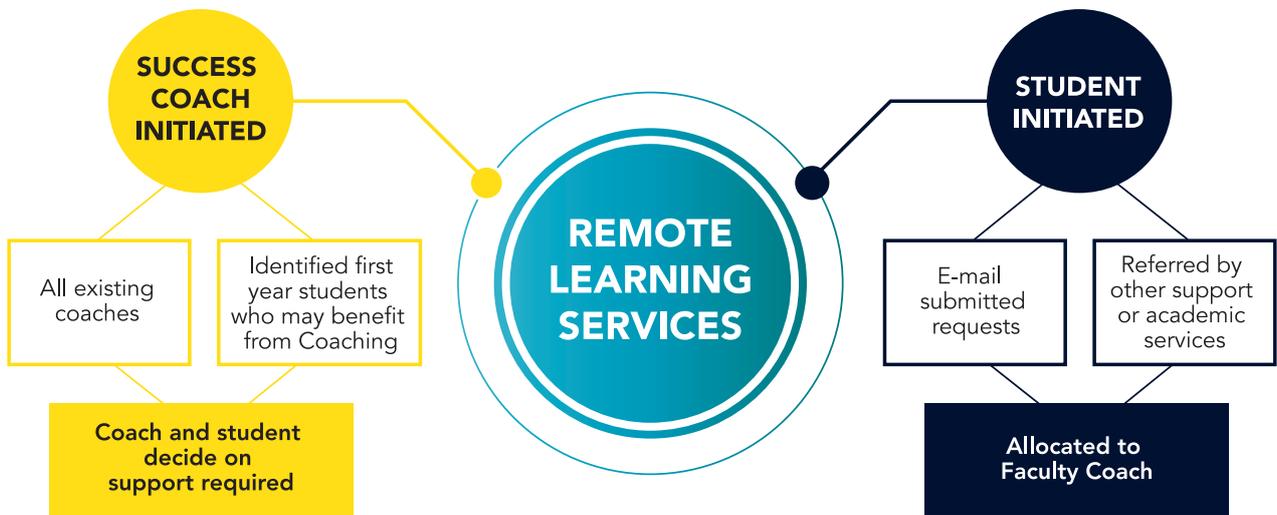


STUDENT SUCCESS COACHING SERVICES

TO SUPPORT STUDENTS LEARNING REMOTELY AND ONLINE



Success Coach initiated service

- Success Coach contacted their coachees informing them of different modes of continued support.
- Before lockdown coaches developed coaching plan with coachees.
- Before lockdown Success Coaches identified first year students who may benefit from coaching and contacted them.
- Virtual and /or telephonic sessions were arranged.

Student initiated service

- Students submit a request for e-coaching via email LearningDevCoaching@mandela.ac.za
- Emails are responded to daily and Faculty Coach is allocated to the student

Platforms used in rendering Remote Learning services

- Email
- TEAMS
- Skype
- SMS
- WhatsApp (text, call & video)
- Telephonic



Should you wish to contact your **Faculty Student Success Coach** they can be contacted at:

BES:

Elizabeth.Oakes@mandela.ac.za

EBET:

Marilyn.Saaiman@mandela.ac.za

Education:

Mary-Anne.Laufs@mandela.ac.za

Health Sciences:

Unathi.Silo@mandela.ac.za

Humanities:

Terry-Anne.Jones@mandela.ac.za

Law:

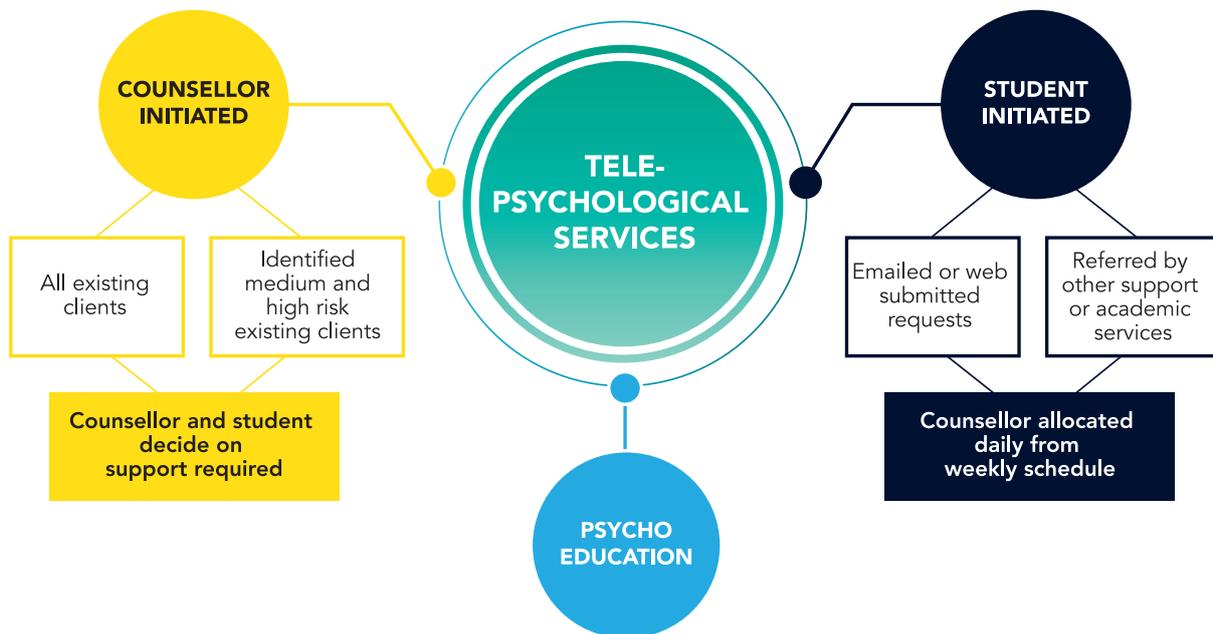
Desiree.Fernandez@mandela.ac.za

Science:

Gwynneth.Rossouw@mandela.ac.za

TELE-PSYCHOLOGICAL COUNSELLING

SERVICES TO SUPPORT STUDENTS LEARNING REMOTELY AND ONLINE



Counsellor initiated service

- Counsellors contacted all clients informing them of different modes of continued support
- Before lockdown counsellors identified all current medium to high risk clients
- Virtual sessions were arranged

Student initiated service

- Students submit a request for e-counselling via email counselling@mandela.ac.za, alternatively submit a form available on the centre's website
- Emails are responded to daily and a counsellor on duty is allocated to the student

Platforms used in rendering Remote Learning services

- Friday webinars were conducted:
 - » Dealing with stress, anxiety, and depression
 - » Dealing with demotivation during lockdown
 - » Preparing material on resilience to be shared with students
 - » Recorded versions of the webinars are posted on the ESW Facebook page
- Memo was circulated on psychological wellbeing during lockdown, a video was created on the same content
- A presentation is on the webpage with numbers to contact where no other help is available
- Developed - Online Learning Preparation Module. Module 1: Adjusting and managing feelings about online/ remote learning

Platforms used in rendering telepsychological services

- Email
- Zoom
- Skype
- SMS
- WhatsApp (text, call & video)
- Telephonic

UNIVERSAL ACCESSIBILITY & DISABILITY SERVICES

Students with disabilities who might need support shall send enquiries as follow:

- **For queries related to academic reasonable accommodations applications**, email Siwe.Nare@mandela.ac.za
- **For reasonable accommodations applications**, send completed forms with collateral information to Siwe.Nare@mandela.ac.za
- **For queries related to text conversion/accessible texts** related to your assessments, learning and teaching material, email Estelle.Broekhuizen@mandela.ac.za
- **For queries related to Assistive Technology Support**, email Athenkosi.Nqikashe@mandela.ac.za
- **Any other disability-related queries** can be addressed to Disability@mandela.ac.za or to the individual UADS practitioner that you were interacting with prior to the Covid-19 period.



ONLINE SUPPORT FOR STUDENTS FROM THE

ACADEMIC LITERACIES WRITING PROGRAMME

The Academic Literacies Writing Programme at Nelson Mandela University supports student academic writing through the provision of an online draft writing review facility.

The Draft Review Request Form for requesting feedback on draft writing is available at

<http://forms.nmmu.ac.za/writingcentre/registration/>



GUIDING TIPS WHEN SUBMITTING DRAFTS FOR REVIEW

- Allow 3 – 5 working days return time, and plan to use a further 2 days (minimum) before resubmitting.
- Submit the instruction and marking grid with the draft.
- Reference all cited work. Always visit the library site to check reference styles, reference lists and more.
- Don't forget to attach the draft document!
- There will be feedback to guide toward writing better, requiring additional work on drafts. Requestors are encouraged to set aside time to make changes after receiving reviewed documents.

PLATFORMS USED IN FOR WRITING SUPPORT FACILITATION:

Note these support facilities are only undertaken through submitting a request via <http://forms.nmmu.ac.za/writingcentre/registration/>

- Email (writing respondents and students, in the draft review cycle)
- Zoom (1 on 1 consultations, or 1 to a student group, by request)
- TEAMS (text, call and video facilitation for group consultations, by request)
- WhatsApp (text, call & video)

In order to guide support more specifically during uncertain and trying times, students may add a short message explaining particular challenges with academic writing, and our team will try to help or refer to other support resources where possible. The opportunity to do so is in the comments section of the request form.