

# Tutorial letter 301/4/2023

## School of Computing

This tutorial letter contains important information  
for all the students in the School of Computing

BAR CODE

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## 1. WELCOME TO THE SCHOOL OF COMPUTING

We welcome you as a registered student in the School of Computing and wish you a successful year of study.

The purpose of this tutorial letter is to provide you with general information regarding the modules offered by the school as well as the names and contact details of your lecturers. To avoid unnecessary duplication, general information applicable to all the modules may not be repeated in the study material for each module. Module specific information including assignments is either included in Tutorial Letter 101 or *myUnisa* or both. You can find links to *myUnisa* and the Unisa library on the web page of Unisa ([www.unisa.ac.za](http://www.unisa.ac.za)). General information about assignments, examinations and booksellers can be found on *myUnisa*.

## 2. CONTACTING THE UNIVERSITY

Visit [www.unisa.ac.za](http://www.unisa.ac.za) and follow the link *Contact us* (<http://www.unisa.ac.za/sites/corporate/default/Contact-us>) to obtain information on how to contact the University. Information about Unisa's regional centers is also listed here.

### 2.1. DIGITAL ACCESS CENTRES

Unisa has entered into partnerships with establishments in various locations across South Africa to enable Unisa students free access to computers and the Internet. This access enables you to conduct the following academic related activities: registration; online submission of assignments; engaging in e-tutoring activities and signature courses, etc. Please note that any other activity outside of these is for your own cost, for example, printing, photocopying, etc.

For more information on the digital access centre nearest to you, please visit <http://my.unisa.ac.za/> and select menu *Student Support & Regions* from which you choose the link *Tuition Support* (<https://www.unisa.ac.za/sites/myunisa/default/Learner-support-&-regions/Tuition-Support/Digital-Access-Centres>). The page that is loaded when choosing *Tuition Support*, has two links on the left panel. Select *Digital Access Centres* for more information on digital access centres.

## 3. COMMUNICATION WITH THE SCHOOL OF COMPUTING

The home page of the School of Computing is <http://osprey.unisa.ac.za/>. Please **do not phone** the School of Computing regarding **non-academic** matters. For non-academic queries see Section 2 of this tutorial letter (previous Section).

A general e-mail address [computing@unisa.ac.za](mailto:computing@unisa.ac.za) is available for the school. Use this e-mail address when you have a **general** query regarding the School of Computing.

## 4. COMMUNICATION WITH THE LECTURERS

### 4.1. E-MAIL (RECOMMENDED)

If you have a problem regarding any aspect relating to the **content** of your modules, you can address it to the specific module e-mail address that is provided on *myUnisa*. Always provide the student number in your e-mail. Please use these addresses on *myUnisa* and not your lecturers' individual addresses (unless you are specifically asked to do so).

## 4.2. TELEPHONIC

Section 7 of this tutorial letter lists all the modules, lecturers for the modules, their telephone numbers and their email addresses. As a general guideline you should first check if your lecturer is available for telephonic queries at a given time – see Section 6.2 on how to check if your lecturer is available for telephonic query. If you cannot get hold of one of the lecturers on the specific module, leave a voice mail or you may leave a message with one of the secretaries at 011 670 9715 for the Computer Science department or 011 670 9188 for the Information Systems department – please refer to Section 7 to establish if your module is offered by which department). When leaving a message clearly indicate your name, student number and telephone number. The lecturer will contact you as soon as possible.

## 4.3. APPOINTMENTS

We would like to help you as much as we can, but you must make an appointment beforehand if you wish to see us personally. It may not be possible to meet you physically. However, academics can arrange an electronic meeting with you.

## 4.4. EUP1501

All communication to the EUP1501 module should be directed to one of the following e-mail addresses:

<a href="mailto:Eup1501queries@unisa.ac.za">Eup1501queries@unisa.ac.za</a>	For EUP1501 general enquiries
<a href="mailto:EUP1501myitlab@unisa.ac.za">EUP1501myitlab@unisa.ac.za</a>	For myITLab queries

We prefer e-mails to communicate with the EUP1501 support team but if you cannot then you may call the following numbers between 08:00 and 16:00 weekdays only. **Telephone number: 011 670 9140 or 011 670 9142**

## 5. COMMUNICATING WITH TEACHING ASSISTANTS AND E-TUTORS

If you are an EUP1501 student, you will be grouped and allocated a teaching assistant. You will be informed via your *myLife* e-mail about your group allocation and your teaching assistant.

All students registered for first level, second level and third level modules other than EUP1501, should be assigned to an e-tutor in their respective modules. You will be informed of your e-tutor during the year.

## 6. COMMUNICATING ON THE INTERNET

The Internet provides an alternative means of communication with the administrative sections of Unisa, with your lecturers and with other students. It is a useful way to obtain information, get assistance from your lecturers and keep in touch with your fellow students. The Internet facilities which are currently available are as follows:

### 6.1. THE MYUNISA WEB SERVER

For study at the School of Computing you need to have regular access to *myUnisa*, UNISA's official web based self-service portal. The URL for *myUnisa* is <http://my.unisa.ac.za/>.

This system, for example, can be used to

- **submit assignments electronically** (multiple choice as well as other kinds of assignment). Consult *myUnisa* for the format of your assignments and submission procedure.
- check assignment due dates;
- track assignments to see whether they have been received, registered and correctly uploaded. **It is your responsibility to make sure that your assignment reaches Unisa.**
- find out if an assignment has been marked;
- find out what marks have been awarded for a specific assignment;
- **download study material.**
- read module announcements;
- view prescribed books;
- find names of fellow students who have chosen to share their contact details with the rest of the class;
- find provisional and final examination dates;
- take part in discussions on the forums.

Some modules offered by the School are fully online. If you are registered for such an online module, you will be expected to make use of *myUnisa* more extensively than explained above and you will not be receiving any printed study material.

#### 6.1.1 Join *myLife* and *myUnisa*

Go to <http://my.unisa.ac.za/>, then click on *Claim Unisa Login* on the top right of the Web page. Follow the steps. The final page will display your *myLife* e-mail address and your initial Unisa password which is for both the *myLife* and *myUnisa* systems. Your initial Unisa password will also be sent to the cell phone number displayed on the page for safekeeping.

Watch the short video clip on how to access your *myLife* e-mail account and login to *myUnisa*:

<http://podcasts.unisa.ac.za/library/attachments/F499D73D-6B03-42CE-B061-3FA7346C6F13/6EF8773F-E925-430E-8FE2-7697F1239F5E.m4v>

Problems or queries regarding your *myUnisa* password, should be e-mailed to [myUnisaHelp@unisa.ac.za](mailto:myUnisaHelp@unisa.ac.za) or [MyLifeHelp@unisa.ac.za](mailto:MyLifeHelp@unisa.ac.za) or phone 012 429 3111.

*myUnisa* is using Moodle, a learning management platform, from 2022. You will notice that the look and feel of your module sites are different from the module sites of previous years.

#### 6.2. THE OSPREY WEB SERVER

The School of Computing has its own web server. The URL is <http://osprey.unisa.ac.za/>. To access the services listed below, you must personalize the *Registered students* page for your modules. To do this select the modules you have registered for in the list given on the right-hand side and click the submit button.

This page uses cookies to store your preferences, so make sure that the security settings on your browser allow you to store cookies. Similarly, if you want to change your preferences, you will have to delete the cookies (click on the *Re-personalize page* on the Registered Students page).

After personalizing the Web page, you can access the staff availability page and the software disk. The staff availability page (see an example screenshot below) indicates which of your lecturers are unavailable, attending meetings or available for telephonic queries. Note that when a lecturer is available, it does not necessarily mean that the lecturer is in the office at that moment. It means that they are "around", and that you should try later if your call is not answered.

### Registered students

#### Lecturer Availability

This panel provides a *rough* guide to lecturer availability.

#### COS1501

✓ Mrs HW Du Plessis Phone now on 011 670 9109

#### COS1511

✓ Ms PS Mvelase Phone now on 011 471 2511

## 6.3. GUIDES FOR WEB TOOLS

Unisa library has several guides on various web tools, which will be useful in your online studies. Find them at <https://libguides.unisa.ac.za/web2tools>

## 7. NAMES AND TELEPHONE NUMBERS OF YOUR LECTURERS

Given below is the list of modules, lecturers for the modules, and their telephone numbers. Due to numerous staff members leaving and new members joining the school, it is advised that you check the module *myUnisa* page to get information on the current lecturers in a module. Before you call a lecturer, it is recommended that you first check if the lecturer is available via the staff availability page on Osprey as explained in Section 6.2. If you cannot get hold of the lecturer on the specific module leave a voice message or contact the secretaries (see Section 4.2).

Given below is the list of modules offered by the **Computer Science department**:

Module	Lecturer	Telephone	E-mail address
COS1501: Theoretical Computer Science 1	Mrs D Du Plessis	(011) 670 9109	dpleshw@unisa.ac.za
COS1511: Introduction to Programming 1	Ms P Mvelase	(011) 471 2511	mvelap@unisa.ac.za
COS1512: Introduction to Programming 2	Mr L Aron	(011) 670 9102	aronl@unisa.ac.za
COS1521: Computer Systems: Fundamental Concepts	Mrs D Du Plessis	(011) 670 9109	dpleshw@unisa.ac.za
COS2601: Theoretical Computer Science 2	Dr P le Roux	(011) 670 9118	lrouxp@unisa.ac.za
COS2611: Programming: Data Structures	Mrs R van der Merwe	(011) 471 2929	vdmerwer@unisa.ac.za
COS2614: Programming: Contemporary Concepts	Mala Naidoo	(011) 670 000	enaidot01@unisa.ac.za
COS2621: Computer Organisation	Ms P Mvelase	(011) 471 2511	mvelap@unisa.ac.za
COS2626: Computer Networks I	Dr H Abdullah	(011) 670 9100	abduhlh@unisa.ac.za
COS2661: Formal Logic 2	Mr K Dolo	(011) 670 000	edolokm@unisa.ac.za
COS3701: Theoretical	Ms D Mokwana	(011) 670 9134	mokwadr@unisa.ac.za

Computer Science 3			
COS3711: Advanced Programming	Dr C Pilkington	(011) 471 2130	Pilkicl@unisa.ac.za
COS3712: Computer Graphics	Mr L Aron	(011) 670 9102	aronl@unisa.ac.za
COS3721: Operating Systems and Architecture	Dr C Dongmo	(011) 471 2247	dongmc@unisa.ac.za
COS3751: Techniques of Artificial Intelligence	Prof E van der Poel	(011) 471 3218	evdpoel@unisa.ac.za
COS3761: Formal Logic 3	Mr K Halland	(011) 670 9114	hallakj@unisa.ac.za
COS4807: Formal Logic	Mr K Halland	(011) 670 9114	hallakj@unisa.ac.za
COS4840: Ontology Engineering	Dr C Pilkington	(011) 471 2130	Pilkicl@unisa.ac.za
COS4851: Logic-Based Reasoning	Ms D Mokwana	(011) 670 9134	mokwadr@unisa.ac.za
COS4852: Machine Learning	Prof E van der Poel	(011) 471 3218	evdpoel@unisa.ac.za
COS4861: Natural Language Processing	Prof F Bankole	(011) 670-9476	bankofo@unisa.ac.za
COS4892: Formal Program Verification	Dr P le Roux	(011) 670 9118	lrouxp@unisa.ac.za
HPCOS81: Research Methodology and Proposal	Mr E Ochola	(011) 471 2970	ocholeo@unisa.ac.za
HRCOS82: Honours Research Report	Prof F Bankole	(011) 670-9476	bankofo@unisa.ac.za
EUP1501: Ethical Information and Communication Technologies for Development Solutions <b><u>Do not contact the lecturers directly for EUP1501. See section 4.4 about contacting this module's team.</u></b>	Mr K Phorah Mrs C Hlengwa Ms SF Mokwana Mr S Lehong Mr P Choshi Ms N Msweli	(011) 670 9177 (011) 670 9281 (011) 670 9087 (011) 670 9713 (011) 670 9121 (011) 670 9085	Phorake@unisa.ac.za hlengcl@unisa.ac.za emokwasf@unisa.ac.za lehons@unisa.ac.za choshsp@unisa.ac.za mswelnt@unisa.ac.za
EUC1501: End-User Computing (Theory)	Ms L Naidoo	(011)670 9431	naidol1@unisa.ac.za
IAD2M1X   IAD2601: Information Administration II	Ms L Naidoo	(011)670 9431	naidol1@unisa.ac.za
IAD2M2X   IAD2602: Information Administration II (Practical)	Ms L Naidoo	(011)670 9431	naidol1@unisa.ac.za
IAD3M1Y   IAD3701: Information Administration III (Theory)	Ms L Naidoo	(011)670 9431	naidol1@unisa.ac.za
IAD3M2Y   IAD3702: Information Administration III (Practical)	Ms L Naidoo	(011)670 9431	naidol1@unisa.ac.za
ICT1511: Introduction to Programming	Mr M Molebatsi	(011) 670 9085	molebm@unisa.ac.za
ICT1512: Introduction to Interactive Programming	Ms D van Heerden	060 746 7156	vheerme1@unisa.ac.za
ICT1513: Introduction to Web Design	Ms D van Heerden	060 746 7156	vheerme1@unisa.ac.za
ICT1521: Introduction to Databases	Mr M Maloma	(011) 670 9092	malommc@unisa.ac.za
ICT1531: Workstation Technical Skills	Mr M Maloma	(011) 670 9092	malommc@unisa.ac.za
ICT1532: Network Technical Skills	Prof B Tait	(011) 670 9195	taitbl@unisa.ac.za
ICT1541: Business Informatics I	Mr K Dolo	(011) 670 000	edolokm@unisa.ac.za



ICT2611: Graphical User Interface Programming	Mrs R van der Merwe	(011) 471 2929	vdmerwer@unisa.ac.za
ICT2612: Interactive Programming	Mr S Mhlana	(011) 670 9187	mhlans2@unisa.ac.za
ICT2613: Internet Programming	Dr A Thomas	(011) 670 9181	thomaa@unisa.ac.za
ICT2621: Structured Systems Analysis and Design	Dr S Ssemugabi	(011) 471 2753	ssemus@unisa.ac.za
ICT2622: Object-Oriented Analysis	Mr L Nxumalo	(011) 670 9126	nxumals@unisa.ac.za
ICT2631: Operating Systems Practice	Dr D Bisschoff	(011) 471 2109	dbischof@unisa.ac.za
ICT2632: Digital Logic	Dr D Bisschoff	(011) 471 2109	dbischof@unisa.ac.za
ICT2641: Business Informatics 2A	Mr L Nxumalo	(011) 670 9126	nxumals@unisa.ac.za
ICT2642: Business Informatics 2B	Mrs M Serote	(011) 670 9180	serotm@unisa.ac.za
ICT3611: Advanced Graphical User Interface Programming	Ms D van Heerden	060 746 7156	vheerme1@unisa.ac.za
ICT3612: Advanced Internet Programming	Dr A Thomas	(011) 670 9181	thomaa@unisa.ac.za
ICT3621: Database Design	Dr S Mtsweni	(011) 471 3019	mtswees@unisa.ac.za
ICT3631: Advanced Operating System Practice	Dr D Bisschoff	(011) 471 2109	dbischof@unisa.ac.za
ICT3641: Business Informatics 3A	Mrs R Vorster	(011) 471 2208	rvorster@unisa.ac.za
ICT3642: Business Informatics 3B	Mrs R Voster	(011) 471 2208	rvorster@unisa.ac.za
ICT3715: ICT Software Project A	Mrs D Scholtz	(011) 670 9179	scholid@unisa.ac.za
ICT3715: ICT Software Project B	Mrs D Scholtz	(011) 670 9179	scholid@unisa.ac.za
ICT3722: Database Practice	Mr M Molebatsi	(011) 670 9085	molebm@unisa.ac.za

Given below is the list of modules offered by the **Information Systems department**:

<b>Code &amp; Module</b>	<b>Primary Lecturer</b>	<b>Telephone</b>	<b>E-Mail address</b>
INF1505: Introduction to Business Information Systems	Mr E Bogopa	(011) 670-9058	bogopme@unisa.ac.za
INF1511: Visual Programming 1	Dr P Gouws	(011) 670-9113	gouwspm@unisa.ac.za
INF1520: Human-Computer Interaction I	Prof C van Staden	(011) 670 9429	vstadcj1@unisa.ac.za
INF2611: Visual Programming II	Dr P Gouws	(011) 670-9113	gouwspm@unisa.ac.za
INF2603: Databases I	Mr E Bogopa	(011) 670-9058	bogopme@unisa.ac.za
INF3703: Databases II	Mr AE van der Poll		vdpolae@unisa.ac.za
INF3705: Advanced Systems Development	Mr E Tabane	(011) 670-9133	tabane@unisa.ac.za
INF3707: Database Design and Implementation	Dr B Chipangura	(011) 670-9106	chipab@unisa.ac.za
INF3708: Software Project Management - Overlap with Software Project Management (ITS4725)	Mr AE van der Poll		vdpolae@unisa.ac.za
INF3720: Human-Computer Interaction II	Dr B Chipangura	(011) 670-9106	chipab@unisa.ac.za

INF4817: Software Engineering	Dr V Mzazi	(011) 670-9057	hornevz@unisa.ac.za
INF4820: Human-Computer Interaction	Prof S Eybers	(012) 420-3709	eeyberss@unisa.ac.za
INF4825: Software Project Management	Prof H Lotriet	(012) 429-2132	lotrihh@unisa.ac.za
INF4831: Information Security	Prof A da Veiga	(011) 670-9175	dveiga@unisa.ac.za
INF4860: E-Learning: Concepts and Principles	Prof P Mkhize	(011) 471-3565	mkhizpl@unisa.ac.za
INF4883: Enterprise Architecture	Prof H Lotriet	(012) 429-2132	lotrihh@unisa.ac.za
IRM4720: Principle concepts of ITSM	Prof S Eybers	(012) 420-3709	eeyberss@unisa.ac.za
IRM4726: (Service Management Functions (Service Desk))	Dr M Phahlane	(011) 670-9176	phahlmm@unisa.ac.za
IRM4724: Development Software IV	Mr E Tabane	(011) 670-9133	tabane@unisa.ac.za
IRM4721: Networks IV	Dr H Abdullah	(011) 670-9100	abduhl@unisa.ac.za
IRM4722: Information Technology Ethics	Prof P Mkhize	(011) 471-3565	mkhizpl@unisa.ac.za
IRM4727: Service Operation Processes	Dr G Howard	(011) 471-2273	howargr@unisa.ac.za
IRM4729: Research Script	Dr L Motsi	(011) 670 9426	motsil@unisa.ac.za
IRM4728: Incident & Problem Management	Dr J Mabila	(011) 670-9283	mabiljp@unisa.ac.za
IRM4723: Database Systems IV	Dr S Ssemugabi	(011) 471-2753	ssemus@unisa.ac.za
IRM4725: ICT Project management	Dr V Mzazi	(011) 670 9057	hornevz@unisa.ac.za
IRM4811: Service Design Management	Dr G Howard	(011) 471-2273	howargr@unisa.ac.za
IRM4812: Service Level & Supplier Management	Dr J Mabila	(011) 670-9283	Mabiljp@unisa.ac.za
IRM4813: Knowledge Management	Dr L Motsi	(011) 670 9426	motsil@unisa.ac.za
IRM4814: Change Management	Dr M Phahlane	(011) 670 9176	phahlmm@unisa.ac.za
IRM4815: Information & Computer Security	Prof A da Veiga	(011) 670-9175	dveiga@unisa.ac.za
IRM4816: Service Validation, Testing & Evaluation	Dr L Motsi	(011) 670-9426	motsil@unisa.ac.za
ITM5911: Advanced Overview of ITSM and Strategy Generation	Prof E Kritzinger	(011) 670-9116	kritze@unisa.ac.za
ITM5912: Financial, Demand and Service Portfolio Management	Prof M van der Merwe	(011) 670-3863	vdmertm@unisa.ac.za
ITM5913: ICT Quality, Risk Management & Law	Prof M van der Merwe	(011) 670-3863	vdmertm@unisa.ac.za
ITM5914: ICT Project Management and Leadership	Prof E Kritzinger	(011) 670-9116	kritze@unisa.ac.za
MST4801: Technology Enhanced Learning in MST (Development)	Prof K Padayachee	(012) 337-6191	padayk@unisa.ac.za
HRSTE82: Report for Honours Degree in Mathematics, Science and Technology Education	Prof K Padayachee	(012) 337-6191	padayk@unisa.ac.za

HRMCO82: Honours Report in Computing Education	Prof K Padayachee	(012) 337-6191	padayk@unisa.ac.za
MPSTE90: Proposal for Masters in Mathematics, Science	Prof K Padayachee	(012) 337-6191	padayk@unisa.ac.za
HPSTE81: Proposal for Honours degree in MST Education	Prof K Padayachee	(012) 337-6191	padayk@unisa.ac.za
DPSTE00: Doctoral proposal CSET	Prof K Padayachee	(012) 337-6191	padayk@unisa.ac.za

Please note that e-mail is the **preferred** mode of communication. You are requested to make use of the e-mail addresses for module related queries as suggested on your module page on *myUnisa* and/or in Tutorial letter 101 of your module.

## 8. GENERAL INFORMATION REGARDING OUR MODULES

- Please note that most of our modules are year modules. Usually, a year module runs over the whole year (with the examination in October/November) and a semester module runs over the first half of the year (with the examination in May/June) and over the second half of the year (with the examination in October/November).
- In many of our modules you are required to work on a computer. If you do not have access to a computer, it may be possible to use the facilities at one of UNISA's computer laboratories or Digital Access Centres. Information regarding UNISA's computer laboratories or Digital Access Centres can be found in Section 2.

## 9. IMPORTANT INFORMATION REGARDING THE LIBRARY

The librarian responsible for our school is:

Dr Filistéa Naudé, Tel: +27 11 471 2471, Email: [fnaude@unisa.ac.za](mailto:fnaude@unisa.ac.za)

You will need to sign on to the Unisa Library's network

(<https://cas.unisa.ac.za/cas/login?service=https%3a%2f%2foasis.unisa.ac.za%2fpatroninfo>) to make use of its online resources which include the library's catalogue, subject databases, e-journals, book and article requests, inter-library loans, and renewal of the library books.

Note that you will be prompted to provide your student number and *myUnisa* password whenever you want to access any of the library's services or resources.

### 9.1. REQUESTING BOOKS FROM THE LIBRARY

Recommended books can be requested online, via the Library catalogue. More information on requesting material is available at: <https://libguides.unisa.ac.za/request>

The preferred method of **requesting** a book or journal article is

- electronically  
<http://oasis.unisa.ac.za> and select either *Book* or *Article Requests* under the *My Library* tab. Sign on using your student number and myUnisa password, fill in the details of your book or article and submit your request.

For queries regarding your **book and article requests**, please phone + 27 12 429 3133 or refer to the library webpage <https://www.unisa.ac.za/sites/corporate/default/Library/Library-services/Lending-services>

Journal articles are posted to you free of charge.

Remember to provide the complete reference for journal articles i.e. the author, article title, journal title, journal volume and issue number, page numbers.

It is important that you return your books on time, in order to avoid having to pay a fine.

The preferred method of renewing a book is

- electronically  
<http://oasis.unisa.ac.za> and click on *myLibrary/Renewals/Login* under the *My Library* tab. Sign on using your student number and *myUnisa* password. Select the items you want to renew. Click on *Renew selected* or *Renew all*

but you may also

- telephone + 27 12 429 4164 or +27 12 429 3133

**NB:** You may not renew items on a waiting list or items that have already been renewed three times.

You are responsible for the cost of **returning** your books to the library. Remember to always keep proof that you have returned your books.

## 9.2. JOURNAL ARTICLES FROM THE LIBRARY

### Recommended journal articles

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These can be downloaded from OASIS. Under *search options*, click on *Course code search* and type in your course code, eg. CST1501. Click on the *Electronic reserves* for the current year. The articles are available in PDF (portable document format).

The Adobe Reader should be loaded on your computer so that you can view or print scanned PDF documents. This can be downloaded free of charge from <http://www.adobe.com>.

E-reserves can be **downloaded** from the Library catalogue. More information is available at: <https://libguides.unisa.ac.za/request/request>

### Electronic journals

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Most of the journals in the Unisa Library are available electronically. This means that you can print or download journal articles from your computer rather than requesting them from the library. You will need to install the Adobe Acrobat Reader on your computer in order to view and print full text articles.

There are two ways of finding out whether a journal is available electronically:

- via *Find e-journals* on the library's homepage

<http://www.unisa.ac.za>, click on *Library*, *Find e-journals* and type in the journal title. A link will be provided if electronic access is available. It is strongly recommended that you use this valuable resource frequently.

- via the catalogue  
<http://oasis.unisa.ac.za>, click on *Journal title* under the *Search Options* tab and type in the journal title. If access is available, a *View full text ...* link will appear. Click on it to start searching.

### 9.3. USING THE UNISA LIBRARY CATALOGUE

You can search for books on the catalogue by author, title, keyword or subject.

- Author

Type the author's last name first followed by the initial or the full name e.g. Clingman S or Clingman Stephen

- Title

Type as much or as little of the title as you like e.g. *Ethics and experience: moral theory from just war to abortion* or *Ethics and experience*

- Keyword

Keywords use free language or exact phrases and can be used when you are unsure of a title. Remember that keywords can retrieve a large number of results because the whole record is searched e.g. 'global warming' or 'diversity management'.

- Advanced keyword

This allows you to select the fields in which your keywords must occur e.g. a simultaneous search in the author and title fields. To access the advanced keyword search, click on *Search options* on the catalogue's homepage and select *Advanced keyword*.

- Subject

Subject headings assist you to find material that focuses on a particular topic. The library uses the Library of Congress's predetermined terms. If you do not know the correct Library of Congress Subject Heading, rather perform a keyword or title search to find at least one relevant title on your topic. Use the full display of that record to find the appropriate subject heading(s).

You can also search for journal titles on the catalogue but remember that this search does not give you the titles of articles. The preferred method of finding a journal title is via the **e-Journal Finder**.

### UNISA LIBRARY APP

The Unisa Library App can be used on your cellphone or tablet to access the library's services and resources.

Download the app from Google Play or I-Store, or at <http://www.libanywhere.com/m/917>.

### Accessing the Library Catalogue on your cell phone



**Library in the palm of your hand**

Download Unisa Library's Brand-New App from the Google Play Store or Apple Store.

**Conveniently:**

- Log into your library account
- Search the Library catalogue
- Request material
- Renew items
- Locate a branch near you
- Scan any book's barcode to check if the Unisa Library has the book in its collection

The App is also available as a web app at: <http://www.libanywhere.com/m/917>

Learn without limits. UNISA

## 9.4. LIBGUIDES

These subject guides have been compiled by librarians to help you find resources to use to find information on your topic. To access them, go to the <http://libguides.unisa.ac.za>. You can then select the relevant subject guide from the list provided.

The subject guides are divided according to types of material shown in the tabs at the top of the subject guide. These subject guides give you access to the many online subject databases available in your field of research. Many of these databases contain full text books and articles which can be viewed, printed and downloaded.

Remember that off-campus access will require your student number and *myUnisa* password.

**Important:** It is recommended that you also download browsers such as **Microsoft Edge**, **Google Chrome** and **Mozilla Firefox** and make use of them in the event that you get an error message.

Recommended guides:

- Request recommended books and access e-reserve material:  
<https://libguides.unisa.ac.za/request>
- Requesting and finding library material: Postgraduate services:  
<https://libguides.unisa.ac.za/request/postgrad>
- Finding and using library resources and tools (Research Support):  
<https://libguides.unisa.ac.za/research-support>
- Frequently asked questions about the Library:  
<https://libguides.unisa.ac.za/ask>
- A-Z databases:  
<https://libguides.unisa.ac.za/az.php>
- Subject-specific guides:  
<https://libguides.unisa.ac.za/?b=s>
- Information on fines & payments:  
<https://libguides.unisa.ac.za/request/fines>

## 9.5. SUBJECT DATABASES

The Unisa Library subscribes to many online subject databases which all registered Unisa students can access. They contain bibliographic references to academic, peer-reviewed journal articles in your field of study, as well as references to theses, books and chapters which are not necessarily available in the library. Many of these databases also contain full text articles which can be viewed, printed and downloaded.

Each subject database is slightly different but they all

- use Boolean logic to formulate a search strategy
- allow you to edit, refine, limit and mark your search results
- allow you to print, e-mail or save your search results

- allow you to export them to an online bibliographic manager e.g. RefWorks or Mendeley
- allow you to register as an individual user so that you can personalise the database
- allow you to set up table of contents, author, search or citation alerts

Most databases have Help links to guide you through their unique features and their search options, as well as a new features link which enables you to view and implement upcoming features. Frequently Asked Questions also provide ready answers to standard questions about the database. Often databases also provide free access to quick tutorials on aspects of searching for information and database features.

Remember that off-campus access will require your student number and *myUnisa* password.

You can access the databases either by

- **Library guides**

Go to <http://libguides.unisa.ac.za/>.

The library guides group together the appropriate databases for each academic discipline so it is a good idea to use this option if you are unfamiliar with the resources relevant to your research.

or

- **A-Z list of electronic resources**

Go to <http://www.unisa.ac.za>, click on *Library* and then *Find e-resources*

(<https://libguides.unisa.ac.za/az.php>) You will get a page called *Terms and Conditions*. Click on *Accept* and then select the tab *A-Z* on the following page. This is a comprehensive alphabetical list of all the databases to which the Unisa Library subscribes.

## 9.6. ELECTRONIC BOOKS

The Unisa Library has a growing collection of electronic books which can be read online. Most of them allow you to print or download sections of a book depending on the publishers' license agreements.

You can access electronic books in the following ways:

- **via the catalogue**

Go to <http://oasis.unisa.ac.za> and change Title to Keyword. Type in your keyword(s) and change "View Entire Collection" (drop-down menu) to "E-books".

Click on the "website" link in each search result to access the e-book.

- **via the Find e-resources link**

Click on "Find e-resources" from the Library website. Click on the drop-down menu for "All Database Types" and select E-books. You will then get an alphabetical list of all our e-book databases, where you can find relevant e-books.

It is strongly recommended that you use this valuable resource frequently.

- **via the E-journal Finder link**

If you are looking for a specific e-book, you can click on the "E-journal Finder" link on the Library website.

Type in the title of the e-book and you will be able to access the e-book if our library subscribes to it.

Remember that not all the books you will need for your research are available electronically. Many of them are print copies and these must be requested from the Unisa library.

## 9.7. REQUESTING A LITERATURE SEARCH

The Branch Librarians at each Unisa regional centre offer general training in the use of the library's catalogue and keyword searches.

This online [request service](#) is delivered by the Information Search Librarians Team to all Unisa students. A literature search is a selected **reading list** on a **research topic**.

We would like to recommend that you use **Microsoft Edge** as your browser.

### How to request a literature search from the Information Search Librarians Team:

1. Go to **Microsoft Office 365** at <http://portal.office.com> and sign in with your **myLife email address** and **myUnisa password**.
2. Open **myUnisa** and log in using your **myLife email address** and **myUnisa password**.
3. Click on **myModules** > then click on **Sites** > then click on **Library** > then click on **Literature Search Request Form**.
4. Complete the form and click on **Submit** once
5. Check your **myLife mailbox** for the acknowledgement email.

Read more at <http://www.unisa.ac.za/sites/corporate/default/Library/Library-services/Request-a-literature-search>.

### Please note:

- We are using a new system for literature search requests. The new system does not assign reference numbers. Check your **mailbox** for the acknowledgement email after submitting your request.
- This form is used only to request a literature search and not to request books for loan or copies of articles, etc.
- It is important to submit your **request well in advance of your deadline** because we receive a large volume of requests. Requests will be attended to on a first-come, first-served basis
- If you are eager to get started immediately, you might like to do a **quick and easy search via the [Library search engine](#)** which searches across all our resources.

You may request a literature search using the MSWord copy of the request [form](#) **ONLY** if you do not have access to the Web request form via myUnisa.

## 9.8. REFERENCING

### Reference Techniques

It is very important to find out which reference technique and bibliographic style your department prefers and to use them consistently throughout your dissertation. The most commonly used are the Harvard, the American Psychological Association (APA) and the Modern Languages Association (MLA) methods.



## Managing your references

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Many software tools are available to help students and researchers collate and manage citations and references, e.g. RefWorks, Mendeley, Endnote and Zotero. The University subscribes to Mendeley and RefWorks. Refer to the Unisa Reference Management Tools Libguide: [https://libguides.unisa.ac.za/reference\\_management\\_tools](https://libguides.unisa.ac.za/reference_management_tools).

RefWorks is a web-based bibliographic citation manager that allows you to collect, save and organize bibliographic citations for journal articles, books, web sites and other sources that you have found during your research. With it you can create correctly-formatted bibliographies in your preferred style. This service is available free of charge to all Unisa students and is accessible both on and off campus. To use the software, you will need to create an account. To access RefWorks: <https://refworks.proquest.com>, or via Find E-Resources > A to Z list. RefWorks Libguide for help and support: <https://proquest.libguides.com/refworks>

Mendeley is a free open source citation manager and academic social network that can help you organize your research, collaborate with others online, and discover the latest research:

- Automatically generate bibliographies
- Collaborate easily with other researchers online
- Easily import papers from other research software
- Find relevant papers based on what you're reading
- Access your papers from anywhere online
- Read papers on the go, with our [iOS](#) and [Android](#) apps.

Create your free Mendeley account <http://www.mendeley.com>. Remember to install the Desktop application, Web importer and Plugin for MS Word. Mendeley Tutorials & help: <https://www.mendeley.com/guides>. Remember to sign up with your Unisa email, to access the Unisa Mendeley Institutional Edition.

To access Mendeley: [www.mendeley.com](http://www.mendeley.com), or via Find E-Resources > A to Z list.

## 9.9. PERSONAL LIBRARIAN SERVICE

A list of Personal Librarians and their departments can be accessed at <https://www.unisa.ac.za/sites/corporate/default/Library/Library-services/Research-support/Personal-librarians>

### Clients with special needs

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A list of library services and equipment is available at <http://libguides.unisa.ac.za/disability>.

For additional information, please contact [lib-disability@unisa.ac.za](mailto:lib-disability@unisa.ac.za).

### **PREDATORY OR LOW-QUALITY JOURNALS**

Information on how to identify a quality journal for your research, and what predatory journals are, can be found at:

<http://libguides.unisa.ac.za/journalquality>

## 9.10. USEFUL LIBRARY LINKS

- For general library enquiries: [library-enquiries@unisa.ac.za](mailto:library-enquiries@unisa.ac.za) or +27 12 429 3133/3134
- For a general Library overview, go to <https://www.unisa.ac.za/sites/corporate/default/Library/About-the-Library>
- Library catalogue: <http://oasis.unisa.ac.za>
- Unisa Branch Libraries: <http://www.unisa.ac.za/sites/corporate/default/Library/Branch-locator>
- Plagiarism brochure: <http://www.unisa.ac.za/plagiarism>
- Research Skills Libguide: [http://libguides.unisa.ac.za/Research\\_Skills](http://libguides.unisa.ac.za/Research_Skills)
- Research Support Libguide: <http://libguides.unisa.ac.za/research-support>
- Library guides: <http://libguides.unisa.ac.za/>
- Library Technology Support Libguide: <http://libguides.unisa.ac.za/techsupport> or [Lib-help@unisa.ac.za](mailto:Lib-help@unisa.ac.za) (insert your student number in the subject line please)
- Adobe Acrobat Reader: <https://get.adobe.com/reader/>
- Ask a Librarian library guide: <http://libguides.unisa.ac.za/ask>
- Frequently asked questions: <http://www.unisa.ac.za/sites/corporate/default/Library/Frequently-Asked-Questions>
- Specific contact details for student assistance and services: <https://www.unisa.ac.za/sites/corporate/default/Contact-us/Student-enquiries>

## 9.11. GOOGLE SCHOLAR

If you are searching for information using Google Scholar (<http://scholar.google.co.za>), you can change the settings in Google Scholar to enable you to access all the articles that are available free of charge in the Unisa library. After changing the settings you will see the words UNISA Library on the right-hand side of the screen which will indicate that the item is available free of charge. Click on the UNISA Library link, type in your student number and *myUnisa* password to access the full-text material.

1. Click on Settings at the top of the page.
2. On the next page, select Library Links from the column on the left-hand side.
3. Type in the name "University of South Africa Library".
4. Click on the search icon.
5. Tick the "University of South Africa" – UNISA Library" box
6. Click on the Save button at the bottom of your screen to save this setting.

## 9.12. TURNITIN

Turnitin is a web-based teaching tool used for students to prevent plagiarism by checking for originality. The Turnitin website can be found at [www.turnitin.com](http://www.turnitin.com).

All postgraduate students (incl Honours) can submit their work directly to Turnitin. Students are automatically given access to Turnitin once their respective supervisors/lecturers are registered.

All queries regarding the use of Turnitin can be emailed to [Turnitin@unisa.ac.za](mailto:Turnitin@unisa.ac.za).

## 10. TUTORIAL MATTER

In addition to general tutorial letters like this one, the tutorial matter for every module that is not completely online consists of tutorial letters specifically meant for that module, as well as a prescribed book, a study guide where applicable, and possibly also recommended books and additional reference material. Specific software might also be part of the tutorial matter. How to acquire the prescribed book, study guide, recommended books, additional reference material and software is explained in Tutorial Letter 101 of the module. If your module is online, use *myUnisa* specifically the *Lessons* to obtain more information about the module study material.

Software is required in some modules. In some cases, it will be provided to you (see the open-source software repository, <http://osprey.unisa.ac.za/download/Disk/>) and in other cases you will have to acquire it yourself. Full details are given in Tutorial Letter 101 or Lessons on *myUnisa* of the relevant module.

## 11. ASSIGNMENTS

### 11.1. THE PURPOSE OF ASSIGNMENTS

Although examination admission and the semester or year mark for a module are determined by assignments, this is not their main purpose. We consider the completion of assignments an essential part of the educational and learning process. By doing an assignment you get the opportunity to determine your own understanding of the tutorial matter and we get the chance to ascertain whether your knowledge and understanding are adequate (to be able to give you better guidance). Since Unisa is a comprehensive open distance learning university, we have no other way to attain this goal.

Assignments are therefore primarily intended to help you to understand the tutorial matter. Some modules use assignments to ascertain whether you are able to apply the theory because examination questions may be more theoretical.

The purpose of assignments is not achieved when you do not submit your own work. For this reason, lecturers are strict about due dates. The solutions are sent out after those dates.

### 11.2. STUDYING IN GROUPS

You are welcome to work together in small groups. This can be very useful and stimulating and may result in greater enjoyment of your studies as compared with studying in isolation. You may phone the University to obtain the names of other students in your area. Refer to Tutorial Letter 101/*myUnisa* of the relevant module: some lecturers may expect you to list the names and student numbers of the members if you work in groups.

**We expect, however, that each member of the group to do his or her own assignments and will write and submit his or her own programs.** The purpose of assignments, as explained above, is not achieved when you do not submit your own work. So, discuss problems, find solutions, etc., in the group but then do the assignments yourself. It is dishonest and unethical to submit the work of somebody else as your own.

### 11.3. PLAGIARISM

Plagiarism is the act of taking words, ideas and thoughts of others and passing them off as your own. It is a form of theft which involves a number of dishonest activities (see [www.unisa.ac.za](http://www.unisa.ac.za) > Register > Student policies & rules > Policy for Copyright Infringement and Plagiarism.pdf). Please refer to Student Disciplinary

Code available at [www.unisa.ac.za](http://www.unisa.ac.za) > Register > Student policies & rules > Student's Disciplinary Code.pdf ([https://www.unisa.ac.za/static/corporate\\_web/Content/Apply%20for%20admission/Documents/Policy\\_copy\\_right\\_infringement\\_plagiarism\\_16November2005.pdf](https://www.unisa.ac.za/static/corporate_web/Content/Apply%20for%20admission/Documents/Policy_copy_right_infringement_plagiarism_16November2005.pdf)). **N.B.:** Note that copyright exists on Unisa tutorial matter. You are, for example, not allowed to use any Unisa solutions when you do assignments.

#### 11.4. EXAMINATION ADMISSION

You will find information about the list of criteria for examination admission in Tutorial Letter 101 or on *myUnisa* of the relevant module.

The following is also important:

- Please make note of your examination dates and arrange with your employer for leave in good time.
- Make sure that there are no clashes on your examination timetable. Contact the department of Student Administration if clashes do occur.

#### 11.5. SEMESTER / YEAR MARK

The marks that you obtain by submitting assignments will contribute to the final mark obtained for a specific module. For most modules the marks that you obtain for the contributing assignments will be converted to form 20% of the final mark for the module. This is the 'semester mark' or 'year mark'.

The weight of the contribution of every assignment to the semester or year mark differs from assignment to assignment and from module to module. In some cases, the assignments have identical weights and in other modules not. You will find the details in Tutorial Letter 101 or on *myUnisa* of a specific module.

*An example:* Suppose a specific module has 4 assignments with weights of 20%, 25%, 25% and 30%, respectively. Now suppose that your marks for the four assignments are 20%, 80%, 60% and 50%, respectively. Your semester/year mark will be calculated as follows:

$$(0.20 \times 0.20) + (0.80 \times 0.25) + (0.60 \times 0.25) + (0.50 \times 0.30).$$

This gives us  $0.04 + 0.2 + 0.15 + 0.15 = 0.54$ . Thus, your semester or year mark is equal to 54%.

If we convert this to 20% of your final mark, it will be 10.8%.

It should be clear that it is to your advantage to complete and submit as many assignments as possible and to do your best in every one of them.

**N.B.:** For most of the modules, the year mark only contributes if you obtain 40% or more for the examination.

Please note that in general the year mark or semester mark is not considered for supplementary exams but for aegrotat exams.

#### 11.6. DOING AND SUBMITTING ASSIGNMENTS

We are aware of the very difficult conditions under which many students study, and that unforeseen circumstances may occur. We therefore advise you to start your studies well in advance, after carefully

planning the time you have available for studying, to suit your circumstances. This planning should be done using the due dates of the assignments as a guideline. Due dates for all assignments are specified in Tutorial Letter 101 or on *myUnisa* of every module. **Please note that it is your responsibility to make sure that your assignments reach the University.** You may check this by using *myUnisa*. We try to mark assignments within 4 weeks of the due date. **Please make enquiries if you have not yet received a mark six weeks after the due date.**

Assignments may not be sent directly to the lecturers. Follow the instructions provided to you by your lecturer on how and where to submit your assignments.

Remember that your assignment must have precisely the same number as the one specified in Tutorial Letter 101, or on *myUnisa* of the module. Even though Assignment 2 may be the first assignment done by you, it must be numbered 02 and not 01.

Consult *myUnisa* for detailed information regarding the submission of assignments. Electronically submitted assignments should be in one of the formats specified on *myUnisa*. If such an assignment contains diagrams and figures, we recommend that you convert it to PDF format before you upload it to *myUnisa*.

You must submit your assignments electronically via *myUnisa*.

## EXTENSION OF DUE DATES

In some cases, the due date of an assignment may be extended. **Every module has its own procedure for this.** Sometimes it is impossible to extend a due date, sometimes an assignment may be submitted a certain number of days after the due date if a note is included, sometimes a lecturer has to be contacted, et cetera. The information is given in Tutorial Letter 101 or on *myUnisa* of a specific module.

## 11.7. ASSIGNMENT REMARK AND RECHECK

A student is welcome to query his/her assignment marks with the primary lecturer, via email, within 14 calendar days from the date that the marked assignment is released to the student. If a lecturer has specified a certain period longer or shorter than 14 days, you need to adhere to the lecturer's instructions.

## 11.8. PRACTICAL WORK

MANY of the modules offered in the School of Computing include a practical component. It is important to recognise the value of the practical assignments. *Practical work takes up a great deal of time and you must, therefore, start doing it early.* If you do not have access to a computer, it might be possible to use the facilities at one of Unisa's computer laboratories (see Section 2).

You will need software for the practical work. In some cases, you must buy the software yourself and in other cases it is available as part of the open-source repository of the school. Information regarding this can be found in Tutorial Letter 101 or on *myUnisa* of the relevant module.

**NOTE: It is unlikely that you will be able to pass the examination of a programming module unless you have completed the practical assignments during the year.**

## 12. EXAMINATIONS

### DEMARCATON OR SCOPING OF EXAMINATIONS

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Lecturers are not allowed to inform students which parts of the module content will be in the exam and, which parts will not. Thus, students should be prepared to answer questions that test any aspect included in the syllabus of a module.

## 13. FREQUENTLY ASKED QUESTIONS

We receive many calls from students asking the same questions. We have therefore decided to include a list of frequently asked questions (FAQs) in this tutorial letter. Please read through the FAQs before contacting the school.

### 13.1 WHAT IS TUTORIAL LETTER 101 (TL101)?

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You will receive a TL101 for every module for which you are registered. TL101 contains essential information such as information on administrative matters, assignment details as well as the prescribed textbook for that specific module. **It is essential that you read carefully through the TL101 for each module.**

Do note that you will not receive any tutorial letters if you are registered for fully online modules offered by School of Computing. To obtain the study material, scheme of work, study resources and assignments for such modules you need to login to *myUnisa*.

### 13.2 ARE THERE ASSIGNMENTS THAT I NEED TO COMPLETE? DO I HAVE TO SUBMIT THE ASSIGNMENTS?

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Each module has at least one compulsory assignment that you need to complete and submit by the due date mentioned in your TL101 or on *myUnisa*. Please check carefully under the assignment section of your TL101 or on *myUnisa* how many assignment(s) you need to complete, what kind of assignment(s) they are and what the submission date(s) are.

### 13.3 DO I HAVE TO BUY THE PRESCRIBED TEXTBOOKS? CAN YOU RECOMMEND ANY FURTHER READING MATERIAL?

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If you are required to buy any textbook(s) for your module, particulars will be given in the TL101 or on *myUnisa*. The same applies to recommended reading(s).

### 13.4 WHAT DO I DO IF I EXPERIENCE PROBLEMS WITH THE CONTENT OF THE STUDY MATERIAL?

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Contact your teaching assistant or e-tutor or one of the lecturers responsible for the module immediately. Please do not hesitate to contact us. You can **phone** any of the lecturers (check osprey for staff availability), or send an **e-mail** (recommended). Most modules also have e-tutors.

### 13.5 I HAVE NOT YET RECEIVED MY STUDY MATERIAL. CAN YOU SEND IT TO ME?

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- The School does not dispatch study material.
- **You download your study material on *myUnisa*.**
- If you are registered for a fully online module, you will not be receiving any printed study material. Log on to *myUnisa* to access your study material.

### 13.6 WHEN DO CLASSES START AT UNISA?

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There are no classes; Unisa is a university that offers **distance learning and** is not a residential University. We do not, therefore, offer classes to our students daily; but we do offer selected tutorial classes with a tutor electronically. Be wise and find out more about these (refer to TL101 or *myUnisa* for more information).

### 13.7 DO I HAVE GROUP DISCUSSIONS (THAT IS, VISITS FROM LECTURERS AT VARIOUS VENUES)?

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Information concerning group discussions (or workshops) for individual modules will be provided in TL101 (or on *myUnisa*), and/or follow up tutorial letters you will receive during the semester/year. Group discussions will also be announced and scheduled on *myUnisa*.

### 13.8 WHEN AND WHERE AM I WRITING THE EXAMINATION?

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Lecturers do not schedule examination dates. This is done by the Examinations department. Should you have any enquiries about the examination date and time, please contact Exams. Note that Unisa has been conducting online examinations since 2020. The details of the online examinations will be communicated to you by the university well before the exam date.

### 13.9 WHEN WILL THE EXAMINATION RESULTS BE RELEASED?

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This is a decision taken by the Examinations department. The results are released when all the administration around it is complete.

### 13.10 WHERE DO I FIND MY EXAMINATION RESULTS?

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You can find your examination results on *myUnisa*.

### 13.11 WHAT DO I DO IF I AM NOT HAPPY WITH MY RESULTS?

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You can refer to *myUnisa* and follow the links Assignments & Examinations > Examinations.

### 13.12 WHERE DO I APPLY FOR MY EXAMINATION SCRIPT TO BE REMARKED OR RECHECKED?

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You can refer to *myUnisa* and follow the links Assignments & Examinations > Examinations.

### 13.13 WHEN DO THE SUPPLEMENTARY EXAMINATION/ AGREOTAT EXAMINATIONS TAKE PLACE?

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It will be available on *myUnisa*.

### 13.14 WHAT IS MYUNISA?

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*myUnisa* is the online learning management system of the University. If you are registered for a fully-online module you will be using *myUnisa* extensively.

For non-fully online modules, you can find your study guides and tutorial letters in PDF format on the website for your module. You can communicate with your lecturers, with other students and with the administrative departments of Unisa – all through the computer and the Internet. You need to have Internet access to use *myUnisa*.

### 13.15 WHAT IS RPL?

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Recognition of prior learning (RPL) is the recognition by Unisa of any non-accredited learning of tertiary level related to a Unisa discipline which occurred before you decided to register for an academic qualification.

- The RPL programme at Unisa enables you to gain recognition and credit for what you already know and are able to do at a level equivalent to University study.
- You receive credit for what you have learned from experience, training courses, etc.

RPL makes it possible for you to earn credits towards a UNISA qualification, thereby shortening your study time, and decreasing your study fees. For more information, go to [www.unisa.ac.za](http://www.unisa.ac.za) and follow the links Colleges > Science, Engineering & Technology > Recognition of Prior Learning (RPL) ([https://www.unisa.ac.za/sites/corporate/default/Apply-for-admission/Recognition-of-Prior-Learning-\(RPL\)](https://www.unisa.ac.za/sites/corporate/default/Apply-for-admission/Recognition-of-Prior-Learning-(RPL))).

### 13.16 I WANT TO TRANSFER CREDITS FROM ANOTHER UNIVERSITY. HOW DO I DO THIS?

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You need to fill in an exemption application form, which is available on Unisa's website and submit the form with all the relevant documents to the university as stated in the form.

### 13.17 WHAT CAN AN E- TUTOR DO FOR ME?

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Most modules offer electronic tutoring. A tutor can assist you to understand your study material, approach your assignments correctly, offer you more opportunities for practicing skills, etc.

### 13.18 WHAT CAN I DO IF I AM NOT A CONFIDENT READER OR WRITER?

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The Directorate for Counselling and Career Development can assist you to improve your study skills. Go to *myUnisa*, then follow the links Student support & Regions > Counselling and Career Development > About DCDD.



### 13.19 WHAT HAPPENS IF I NEED A PLACEMENT FOR WORK-INTEGRATED LEARNING (WIL)?

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Most WIL courses have a questionnaire in Tutorial Letter 101 or on *myUnisa* as well. Regional offices should also be able to assist you.

### 13.20 HOW MUCH CONTACT CAN I EXPECT?

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Distance education relies on independent self-study, so the study material on its own should enable you to complete the module successfully. However, the University also offers some forms of contact besides letters, phone calls, e-mail, or visits to lecturers in their offices. Most of the modules offer e-tutoring and electronic classes/discussions. The Directorate for Counseling and Career Development has counselors, literacy centers, peer collaborative learning facilitators, etc.

### 13.21 WHERE CAN I OBTAIN FINANCIAL AID?

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Go to Unisa's Web page and follow the link *Contact Us*.

### 13.22 HOW DO I COMMUNICATE MODULE SUGGESTIONS, COMPLIMENTS AND COMPLAINTS?

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If you have module suggestions, compliments or complaints, please send a detailed e-mail to your module lecturer. Should you wish to escalate your complaints or compliments, use the e-mail address [computing@unisa.ac.za](mailto:computing@unisa.ac.za).