

Tutorial letter 301/4/2018

School of Computing

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

BAR CODE

TABLE OF CONTENTS

TABLE OF CONTENTS	2
1. WELCOME TO THE SCHOOL OF COMPUTING	4
2. COMMUNICATION WITH THE UNIVERSITY	4
2.1. LIST OF USEFUL UNISA E-MAIL ADDRESSES	4
2.2. TELECENTRES	4
3. COMMUNICATION WITH THE SCHOOL OF COMPUTING.....	4
4. COMMUNICATION WITH THE LECTURERS	4
4.1. E-MAIL (RECOMMENDED)	4
4.2. TELEPHONIC.....	5
4.3. APPOINTMENTS.....	5
5. COMMUNICATING WITH TUTORS	5
6. COMMUNICATING ON THE INTERNET	5
6.1. THE MYUNISA WEB SERVER	5
6.1.1 Join <i>myLife</i> and <i>myUnisa</i>	6
6.2. THE OSPREY WEB SERVER	6
7. NAMES AND TELEPHONE NUMBERS OF YOUR LECTURERS	7
8. GENERAL INFORMATION REGARDING OUR MODULES	10
9. IMPORTANT INFORMATION REGARDING THE LIBRARY	10
9.1. REQUESTING BOOKS FROM THE LIBRARY	11
9.2. JOURNAL ARTICLES FROM THE LIBRARY	12
9.3. USING THE UNISA LIBRARY CATALOGUE	12
9.4. LIBGUIDES	13
9.5. SUBJECT DATABASES.....	14
9.6. ELECTRONIC BOOKS	14
9.7. REQUESTING A LITERATURE SEARCH.....	15
9.8. REFERENCING	15
9.9. PERSONAL LIBRARIAN SERVICE	16
9.10. USEFUL LIBRARY LINKS	16
9.11. GOOGLE SCHOLAR	16
9.12. TURNITIN	16
10. TUTORIAL MATTER	17
11. ASSIGNMENTS	17
11.1. THE PURPOSE OF ASSIGNMENTS	17
11.2. STUDYING IN GROUPS	17
11.3. PLAGIARISM.....	18
11.4. EXAMINATION ADMISSION	18
11.5. SEMESTER / YEAR MARK	18

11.6. DOING AND SUBMITTING ASSIGNMENTS	19
11.7. ASSIGNMENT REMARK AND RECHECK.....	19
11.8. PRACTICAL WORK.....	20
12. EXAMINATIONS	20
13. SCHOOL ALUMNI	20
14. COMPUTER-ASSISTED LESSONS.....	20
15. FREQUENTLY ASKED QUESTIONS	20

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/MO001 or *myUnisa* or both. You can find links to *myUnisa* and Unisa library on the web page of Unisa (www.unisa.ac.za). General information about assignments, examinations and booksellers can be found on *myUnisa*.

2. COMMUNICATION WITH THE UNIVERSITY

Visit www.unisa.ac.za and follow the link *Contact us* to obtain information on how to communicate with the University. Information about Unisa's regional centers is also listed here.

2.1. LIST OF USEFUL UNISA E-MAIL ADDRESSES

Visit <http://www.unisa.ac.za/sites/corporate/default/Contact-us> to obtain a list of contact details of various departments in the University.

2.2. TELECENTRES

Unisa has entered into partnerships with establishments (referred to as Telecentres) 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 Telecentre nearest to you, please visit www.unisa.ac.za/telecentres.

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 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).

All e-mail enquiries concerning EUP1501 should be directed to eup1501@unisa.ac.za.

4.2. TELEPHONIC

Section 7 of this tutorial letter lists all the modules, lecturers for the modules, their telephone numbers and their office numbers. 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 the secretary (011 670 9200). 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 meet you and help you as much as we can, but you must make an appointment beforehand if you wish to see us personally.

5. COMMUNICATING WITH TUTORS

If you are an EUP1501 student you will be grouped and allocated to 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 semester.

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 or not they have been received, registered and correctly uploaded. **It is your responsibility to make sure that an 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.** It is very important that you use this facility if, for whatever reason, you do not receive your printed study material or software in time.
- 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 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 or MyLifeHelp@unisa.ac.za or phone 011 471 2256 or sms 43582.

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 have to personalize the *SoC 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 SoC 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.

Staff Availability

This panel provides a *rough* guide to which module lecturers are available.

- ✓ Available
- 🕒 Meeting
- ✗ Not available

COS1501

✓ Mrs HW Du Plessis 011 670 x 9109

COS2614

✓ Ms A Thomas 011 670 x 9181

The School of Computing forums, available at <http://osprey.unisa.ac.za/phorum>, offer students three very useful forums, namely Career/Academic advice, Jobs and Opportunities and Books for sale/wanted.

7. NAMES AND TELEPHONE NUMBERS OF YOUR LECTURERS

Given below is the list of modules, lecturers for the modules, office numbers 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).

Module Code	Lecturers	Office number	Telephone number
COS1501	Ms D du Plessis	GJG 04-086	(011) 670-9109
COS1511	Ms P Buthelezi	GJG 04-053	(011) 471-2038
COS1512	Dr M Schoeman	GJG 04-011	(011) 670-9178
COS1521	Ms D du Plessis	GJG 04-086	(011) 670-9109
COS2601	Mr S Mhlongo	GJG 04-071	(011) 670-9431
COS2611	Mr L Aron	GJG 04-088	(011) 670-9102
COS2614	Mr M Mujinga	GJG 03-046	(011) 471-3154
COS2621	Dr W Friedrich	GJG 03-028	(011) 670-9706
COS2626	Ms H Abdullah	GJG 04-068	(011) 670-9100
COS2661	Ms D Mokwana	GJG 04-044	(011) 670-9134
COS3701	Prof I Sanders	GJG 04-033	(011) 471-2858
COS3711	Ms A Thomas	GJG 03-040	(011) 670-9181
COS3712	Mr L Aron	GJG 04-088	(011) 670-9102
COS3721	Mr C Dongmo	GJG 04-094	(011) 471-2247
COS3751	Mr K Halland	GJG 04-028	(011) 670-9114
COS3761	Ms S Vallabhapurapu	GJG 04-016	(011) 471-2381

COS4807	Mr K Halland	GJG 04-028	(011) 670-9114
COS4840	Ms P Buthelezi	GJG 04-053	(011) 471-2038
COS4851	Prof I Sanders	GJG 04-033	(011) 471-2858
COS4852	Prof E van der Poel	GJG 04-027	(011) 471-3218
COS4861	Mr B Chiyangwa	A2-21	(011) 670-9720
COS4892	Dr W Friedrich	GJG 03-028	(011) 670-9706
HPCOS81	Prof E Kritzing	GJG 03-027	(011) 670-9116
HRCOS82	Dr M Schoeman	GJG 04-011	(011) 670-9178
INF1505	Mr E Bogopa	GJG 03-014	(011) 670-9058
INF1511	Ms P Gouws	GJG 03-006	(011) 670-9113
INF1520	Dr C van Staden	GJG 04-029	(011) 670-9429
INF2603	Mr E Bogopa	GJG 03-014	(011) 670-9058
INF2611	Ms P Gouws	GJG 03-006	(011) 670-9113
INF3703	Ms E Mwim	GJG 04-014	(011) 670-9127
INF3705	Prof M Loock	GJG 03-026	(011) 670-9120
INF3707	Dr B Chipangura	GJG 03-022	(011) 670-9106
INF3708	Ms E Mwim	GJG 04-014	(011) 670-9127
INF3720	Dr B Chipangura	GJG 03-022	(011) 670-9106
INF4817	Prof E Mnkandla	GJG 03-034	(011) 670-9059
INF4820	Prof M van der Merwe	GJG 04-065	(011) 471-3863
INF4825	Ms J Mabila	GJG 04-075	(011) 670-9121
INF4831	Dr A da Veiga	GJG 04-070	(011) 670-9175
INF4860	Prof M Van der Merwe	GJG 04-065	(011) 471-3863
INF4883	Mr S Mhlongo	GJG 04-071	(011) 670-9431
EUC1501	Dr M Phahlane	GJG 04-001	(011) 670-9177
EUP1501	Mr T Abatan	GJG 04-067	(011) 670-9112
	Mr S Mhlana	GJG 04-039	(011) 670-9187
MNI231R	Ms R Van der Merwe	GJG 04-075	(011) 471-2929
IAD2M1X IAD2601	Mr ES Mtsweni	GJG 03-042	(011) 471-3019
IAD2M2X IAD2602	Dr S Singh	GJG 04-091	(011) 471-2721
IAD3M1Y IAD3701	Mr L Nxumalo	GJG 03-043	(011) 670-9126
IAD3M2Y IAD3702	Ms M Serote	GJG 04-050	(011) 670-9180
ICT1511	Ms D van Heerden	GJG 04-093	(011) 670-9185

ICT1512	Ms D van Heerden	GJG 04-093	(011) 670-9185
ICT1513	Ms D van Heerden	GJG 04-093	(011) 670-9185
ICT1521	Mr M Maloma	GJG 04 -010	(011) 670-9092
ICT1531	Mr M Maloma	GJG 04 -010	(011) 670-9092
ICT1532	Mr E Ochola	GJG 04-084	(011) 471-2970
ICT1541	Mr E White	GJG 04-042	(011) 471-2268
ICT2611	Dr V Horner	GJG 04-020	(011) 670-9057
ICT2612	Dr C Van Staden	GJG 04-029	(011) 670-9429
ICT2613	Ms A Thomas	GJG 03-040	(011) 670-9181
ICT2621	Mr S Ssemugabi	GJG 04-072	(011) 471-2753
ICT2622	Mr S Mhlongo	GJG 04-071	(011) 670-9431
ICT2631	Mr D Bisschoff	GJG 04-005	(011) 471-2109
ICT2632	Ms S Vallabhapurapu	GJG 04-016	(011) 471-2381
ICT2641	Mr E White	GJG 04-042	(011) 471-2268
ICT2642	Ms M Serote	GJG 04-050	(011) 670-9180
ICT3611	Dr V Horner	GJG 04-020	(011) 670-9057
ICT3612	Prof M Loock	GJG 04-026	(011) 670-9120
ICT3621	Mr ES Mtsweni	GJG 03-042	(011) 471-3019
ICT3631	Mr D Bisschoff	GJG 04-005	(011) 471-2109
ICT3641	Ms R Vorster	GJG 04-077	(011) 471-2208
ICT3642	Ms R Vorster	GJG 04-077	(011) 471-2208
ICT3714	Ms R van der Merwe	GJG 04-075	(011) 670-2929
ICT3715	Ms D Scholtz	GJG 04-079	(011) 670-9179
ICT3722	Mr P Choshi	GJG 04-045	(011) 670-9121
CPS401I	Mr S Mhlana	GJG 04-039	(011) 670-9187
DBS401I	Mr E Bogopa	GJG 03-014	(011) 670-9058
DEV401I	Mr C Dongmo	GJG 04-094	(011) 471-2247
DSO401I	Prof H Twinomurinzi	GJG 04-030	(011) 670-9361
CMN401E NTW401I	Prof B Tait	GJG 04-073	(011) 670-9195
INT401I	Dr G Howard	GJG 03-031	(011) 471-2273
OPS401I	Mr L Nxumalo	GJG 03-043	(011) 670-9126
PRJ4M1I	Prof E van der Poel	GJG 04-027	(011) 471-3218
PRJ4M2I	Prof E Kritzinger	GJG 03-027	(011) 670-9116

RIT4801	Prof H Twinomurizi	GJG 04-030	(011) 670-9361
SED401I	Ms J Mabila	GJG 04-075	(011) 670-9121
IRM4711 (new code IRM4720)	Mr M Mujinga	GJG 03-046	(011) 471-3154
IRM4712 (new code IRM4726)	Mr P Choshi	GJG 04-045	(011) 670-9121
IRM4713 (new code IRM4721)	Prof B Tait	GJG 04-073	(011) 670-9195
IRM4714 (new code IRM4722)	Dr B Chimbo	GJG 04-022	(011) 670-9105
IRM4715 (new code IRM4727)	Prof K Krauss	GJG 04-012	(011) 670-9430
IRM4716 (new code IRM4729)	Prof K Krauss	GJG 04-012	(011) 670-9430
IRM4717 (new code IRM4723)	Mr S Ssemugabi	GJG 04-072	(011) 471-2753
IRM4718 (new code IRM4728)	Ms M Chere	NBP 04-056	(011) 670-9184
IRM4719 (new code IRM4724)	Ms H Abdullah	GJG 04-068	(011) 670-9100
IRM4725	Mr E Ochola	GJG 04-084	(011) 471-2970
IRM4811	Dr G Howard	GJG 03-031	(011) 471-2273
IRM4812	Dr S Singh	GJG 04-091	(011) 471-2721
IRM4813	Prof P Mkhize	GJG 03-034	(011) 471-3565
IRM4814	Prof F Bankole	GJG 03-025	(011) 670-9476
IRM4815	Dr A da Veiga	GJG 04-070	(011) 670-9175
IRM4816	Mr M Maboe	GJG 04-082	(011) 670-9122

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/MO001 of your module.

8. GENERAL INFORMATION REGARDING OUR MODULES

- Please note that some of our modules are semester modules and some are year modules. 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). **You need AT LEAST 8 hours study time per week for every semester module.** Semester modules are offered in both semesters.
- 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 Telecentres. Information regarding UNISA's computer laboratories or Telecentres 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

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

The preferred method of requesting a book is to go to <http://oasis.unisa.ac.za> and type in the title of the book you want to request. The book(s) starting with the words that you typed in will display and each item will have a *Request* link. Click on the *Request* link, type in your student number and *myUnisa* password. Your personal information and the book's information will display. To request, click on *Submit*.

There is also an electronic request card for requesting books or journal articles on the catalogue. To access these cards go to <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 requests or journal articles**, please phone + 27 12 429 3133.

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.

Masters and doctoral students may borrow up to 16 books at a time. Students living in South Africa are allowed to keep their books for 42 days, unless the books are in the Study Collection. In this case, a shorter loan period is granted. Students who live outside South Africa may borrow books for up to three months.

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

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>.

Electronic journals

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.

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>

UNISA | university of south africa LIBRARY

Learn without limits.

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: Although the databases function best on Internet Explorer it can happen that some databases or webpages do not open when using Internet Explorer. It is recommended that you also download browsers such as

Google Chrome and **Mozilla Firefox** and make use of them in the event that you get an error message on Internet Explorer.

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
- allow you to register as an individual user so that you can personalise the database
- allow you to set up author or search 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*. 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.

Remember that not all the books you will need for your research are available electronically. Many of them are print copies and these have to be requested from the main library in Pretoria.

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.

You may submit an electronic request for a literature search on your topic to the Information Search Librarians Team via *myUnisa*.

- Login on *myUnisa* using your student number and myUnisa password
- Click on the **More Sites** button and then select Library
- Select the **Literature search request form** from the menu
- Complete the form and submit

If you require further help, you may submit an electronic request for a literature search on your topic to the Information Search Librarians Team via the Library's homepage.

<http://www.unisa.ac.za/sites/corporate/default/Library/Library-services/Request-a-literature-search>, click on *Request a literature search* and follow the instructions under *How do I request a literature list?*

The link to the request form is highlighted in blue at the bottom of the page.

Please note:

- You will receive an email and sms informing you of your request reference number. Please quote this reference number if you contact us at a later stage to enquire about the status of 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.

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

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.

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: <http://0-www.refworks.com.oasis.unisa.ac.za/> RefWorks Quick start guide: <http://www.refworks.com> > Learn RefWorks > RefWorks Tutorial or Quick-Start Guide.

Mendeley is a free open source citation manager. 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: <http://resources.mendeley.com>

9.9. PERSONAL LIBRARIAN SERVICE

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

Clients with special needs

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.

9.10. USEFUL LIBRARY LINKS

- For general library enquiries: library-enquiries@unisa.ac.za or +27 12 429 3133/3134
- Guidelines for workstation settings: http://oasis.unisa.ac.za/screens/Guidelines_for_off-campus_workstations_2014.pdf
- Library catalogue: <http://oasis.unisa.ac.za>
- Unisa Branch Libraries: <http://www.unisa.ac.za/sites/corporate/default/Library/Branch-locator>
- Research Skills Libguide: http://libguides.unisa.ac.za/Research_Skills
- Library guides: <http://libguides.unisa.ac.za/>
- Library Technology Support Libguide: <http://libguides.unisa.ac.za/techsupport>
- Adobe Acrobat Reader: <https://get.adobe.com/reader/>

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.

Steps:

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 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.

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.

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 and/or MO001 of the module.

If your module is online use *myUnisa* specifically the *Learning Units* to obtain more information about the module study material.

Software is required in some modules. In some cases it will be provided to you on a DVD as part of your study package and in other cases you will have to acquire it yourself. Full details are given in Tutorial Letter 101 or MO001 or Learning Units on *myUnisa* of the relevant module. If it is indicated that you should use software that is provided on a DVD and ***if you, for any reason whatsoever, do not receive the DVD in your study package, you need to download the software on the DVD from osprey (refer to Section 6.2 in this tutorial letter)***. This is of special importance for the semester modules (where the study programme does not provide any leeway). You may, for example, copy the software onto a memory stick (flash disk) and install it from there onto your computer.

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 (in order to be able to give you better guidance). Since Unisa is an 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 or not 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/MO001/*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 > REGISTER TO STUDY > Student policies & rules > Policy for Copyright Infringement and Plagiarism.pdf). Please refer to Student Disciplinary Code available at www.unisa.ac.za > REGISTER TO STUDY > Student policies & rules > Student's Disciplinary Code.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

In order to be allowed to write the examination in a module ***you have to submit a compulsory assignment of the module before a specified date.*** You will find information about exactly which assignment will determine examination admission as well as its specific due date in Tutorial Letter 101/MO001 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%.

The examination will in most cases form 80% of the final mark for the module.

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.

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, MO001 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 School of Computing since every assignment must first be registered at the Assignment Section.

Remember that your assignment must have precisely the same number as the one specified in Tutorial Letter 101, MO001 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*.

It is highly recommended that you submit your assignments electronically via *myUnisa* due to the slowness of postal services.

EXTENSION OF DUE DATES

In some cases the due date of an assignment may be extended. ***Every module has its own procedures 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 as long as a note is included, sometimes a lecturer has to be contacted, et cetera. The information is given in Tutorial Letter 101, MO001 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.

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 have to buy the software yourself and in other cases it is supplied on a CD as part of your study package. Information regarding this can be found in Tutorial Letter 101/MO001 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

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

13. SCHOOL ALUMNI

The School of Computing (SoC) is requesting the contact details of former and soon to be graduates of SoC, to foster direct communication between the school and its alumni. In addition, this exercise aims to tap into the wisdom and experience of SoC alumni to enrich the SoC Advisory Board. Furthermore, this will inform the SoC of the progress of its alumni in their work environments following their studies.

SoC will, therefore, be grateful if you can email your contact details to:

Prof A. Coleman, Email: colema@unisa.ac.za

14. COMPUTER-ASSISTED LESSONS

In the TL101/MO001 tutorial letters of COS1501 and COS2601 you will find information regarding computer- assisted lessons.

15. 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.

1 WHAT IS TUTORIAL LETTER 101 (TL101)?

You will receive a TL101 for every non-fully online module for which you are registered. It contains information such as the SCHEME OF WORK, STUDY RESOURCES AND ASSIGNMENTS. The TL101 contains essential information such as

information on administrative matters, assignment details such as submission dates and the actual assignment questions, 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*.

2 WHAT IS TUTORIAL LETTER MO001?

Some modules have MO001, which usually contains the module content on *myUnisa*.

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

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.

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

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).

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

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), **make an appointment to come and see us personally** or send an **e-mail** (recommended). Most modules have e-tutors and some modules have face-to-face tutors available at regional learning centers on most Saturday mornings. You need to register at the center to attend face-to-face tutoring.

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

- The School does not despatch study material. This is done by a different department.
- **You can also find and 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.

7 WHEN DO CLASSES START AT UNISA?

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 on a daily basis; but we do offer selected tutorial classes with a tutor on a weekly basis at Unisa Learning Centres throughout the country, or arranged group-discussions with the lecturer. Be wise and find out more about these (refer to TL101 or *myUnisa* for more information).

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

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 course of the semester/year. Group discussions will also be announced and scheduled on *myUnisa*.

9 WHEN AND WHERE AM I WRITING THE EXAMINATION?

Lecturers do not schedule examination dates. This is done by the Examinations Department. Should you have any enquiries about the examination date, time and venue for (module code), please contact Exams. When you register, select an examination center that is close to or convenient for you. If you need to change venues, inform the Examinations Department, Directorate: Student Assessment Administration, in good time so that they can plan to receive you at the other center.

10 WHEN WILL THE EXAMINATION RESULTS BE RELEASED?

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

11 WHERE DO I FIND MY EXAMINATION RESULTS?

You can find your examination results on *myUnisa*.

12 WHAT DO I DO IF I AM NOT HAPPY WITH MY RESULTS?

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

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

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

14 WHEN DO THE SUPPLEMENTARY EXAMINATION/ AGREOTAT EXAMINATIONS TAKE PLACE?

It will be available on *myUnisa*.

15 WHAT IS MYUNISA?

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*.

16 WHAT IS RPL?

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 and follow the links Colleges > Science, Engineering & Technology > Qualifications > Recognition of Prior Learning (RPL).

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

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.

18 WHAT CAN A TUTOR DO FOR ME?

Most modules offer electronic tutoring and some modules offer face-to-face tutorials at regional learning centres across South Africa. A tutor can assist you to understand your study material, approach your assignments correctly, offer you more opportunities for practicing skills, etc.

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

The Directorate for Counselling and Career Development can assist you to improve your study skills. Go to Unisa's web page, then follow the links About > Service departments > Counselling and Career Development.

20 WHAT IF I HAVE RECEIVED A CD OR DVD AND I DON'T HAVE THE EQUIPMENT TO PLAY IT?

Many regional learning centers have computers that students may use. You can also make use of the Telecentres as well. See how to contact regional centers and Telecentres in section 2.

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

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

22 HOW MUCH CONTACT CAN I EXPECT?

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. In some modules, lecturers visit various regions once a semester/year. Students are alerted about these visits in a tutorial letter. Some first-year subjects in particular offer tutorial classes once a week at regional learning centers or electronic tutoring. Some modules use video-conferencing to regional

centers that have these facilities. *myUnisa* and *osprey* offer discussion forums. The Directorate for Counseling and Career Development has counselors, literacy centers, peer collaborative learning facilitators, etc.

23 WHERE CAN I OBTAIN FINANCIAL AID?

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

24 WHAT IS AN FI CONCESSION?

FI concession is an additional assessment opportunity granted by the university to assist students with at most two outstanding modules to complete their degree. The Examinations department is responsible for identifying students who qualify for FI concession in different modules. On the other hand, the support and the assessment offered to the FI concession students vary from one module to the other. Examples of different assessments include portfolios and oral exams. Unfortunately students cannot suggest the assessment they would like to have. FI concession students must follow the assessment set out by the lecturers in the respective modules.

25 HOW DO I COMMUNICATE MODULE SUGGESTIONS, COMPLIMENTS AND COMPLAINTS?

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.