Study Guide

Information Science

Information Seeking and Retrieval

INL 210

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1 Introduction

1.1 Welcome

Welcome to INL 210. We hope that you will enjoy your studies in this module and that you will find it meaningful. Please feel free to discuss any suggestions you have for improving the module with us.

1.2 Educational approach

In this module we will follow a student-centred approach which means that you will need to get actively involved with the learning content, and that we will try to accommodate your learning preferences.

To achieve the module purpose, we will expect a number of things from you, namely:

- You should focus on understanding rather than memorising the module content. This should stimulate creative thinking and the development of innovative skills with regard to effective and sophisticated information retrieval.
- You should regularly attend class and participate in class activities and discussions.
- You should be prepared to follow a problem-driven approach to learning (we will set problems related to information seeking and information retrieval, and you have to solve these).
- You should be prepared to take part in a co-operative learning approach.
- You should participate in discussions during lectures and practical classes. As your fellow students are dependent on the input you make, your participation is crucial. After all, you are also dependent on their contributions.

The above should also help to stimulate the development of your communication skills, interpersonal skills and group dynamics. The latter is considered essential in modern day society.

Student input to improve the module will be highly appreciated. Please contact Liezl Ball if you have any useful and realistic suggestions.

1.3 Statement on Anti-Discrimination

The University of Pretoria is committed to building an inclusive, affirming and transformed institutional culture, curriculum and campus life. It rejects and condemns racism, sexism, homophobia, transphobia, xenophobia, ethnic chauvinism, religious intolerance, unfair discrimination, hate speech, sexual harassment, gender-based violence and retaliation, and all other forms of discrimination. The University has committed itself to the eradication of these practices, and in 2019 adopted an Anti-Discrimination Policy, in order to realise procedural and substantive equality in all respects.

As the lecturers and presenters of this course, we acknowledge the extreme harm that racism, sexism, xenophobia and other forms of discrimination have inflicted and continue to inflict on our society and communities. We commit to ensuring that there is an open dialogue between ourselves and all the students in the module on curriculum content and teaching method which may be interpreted as discriminatory or exclusive. We undertake to ensure that any such concerns are raised without fear of intimidation or recrimination. Moreover, we resolve to continuously improve the teaching of this course in a way that allows the inclusion of all the students enrolled for this course, building their self-confidence and self-efficacy, and supporting the ultimate goal of substantive equality for all persons.

The choices that we make about curriculum content and pedagogy (what and how we teach) are also choices about what kind of society we wish to build. In this declaration of intent, we resolve to be part of and give substance to the University's anti-discrimination and transformation endeavours.

1.4 Responsibilities of the student

Theory
There are 3 theory lecture periods per week. We strongly recommend that you attend lectures. Class notes for each class will be made available via ClickUP. However, lecturers intend to add value in the class by providing more examples and applications.

During a lecture, students should concentrate on the explanations and insights to be gained from the class discussions and the guidance offered by the lecturer. Please ensure that you make notes, because it will help you to prepare for the tests and the exam.

Quality instruction requires students to come to classes prepared, as this enables teaching to build actively on a common prior knowledge.

Due to the COVID-19 pandemic, lectures will follow a **hybrid** approach. Some classes could be online, or face-to-face on campus. A rotational system will allow students to have some contact time.

Depending on changes in regulations, the nature of lectures or assessments might change. Students will be informed. **Please monitor ClickUP and your email for any changes.**

Please refer to section 2.2 for arrangements.

Practical
Due to the COVID-19 pandemic, practicals will follow a **hybrid** approach. We will also make use of a rotational system to allow students to have some contact time.

Depending on changes in regulations, the nature of practicals might change. Students will be informed. **Please monitor ClickUP and your email for any changes.**

Please refer to section 2.2 for arrangements.

1.5 Additional opportunity

The South African Online User Group (SAOUG) provides a forum for exchange of information on current developments, applications and opportunities in the expanding field of online information and unites online database users in Southern Africa. It has recently opened its membership for students (FREE) and we therefore encourage you to join SAOUG. Joining professional groups broadens your knowledge and gives you an opportunity to network with professionals. It also adds value to your CVs.

The conditions for student memberships are:
1) A student applies for membership on an annual basis. Each year the application form has to be accompanied by a copy of the student's higher education institution registration form for the applicable year.
2) No membership fees will be charged. Student members will be entitled to the same benefits as corporate/personal members and will be able to attend functions and meetings at the same reduced rates as other members.

3) For more information about SAOUG, you may visit: http://www.saoug.org.za/

Application:
1) Please find the form on the SAOUG website (http://www.saoug.org.za/).
2) Please submit your form with the supporting documentation to SAOUG.
3) Please send a copy of your application to Dr Liezl Ball (liezl.ball@up.ac.za) as well. We would like to know how many of our students are using this opportunity.

We really hope that you will use this great opportunity since it may put us in a better position to request student membership for free or at reduced fees from other professional associations.

2 Administrative information

Your lecturers are there to guide and support you in your studies. Contact us immediately if you are experiencing individual problems with your studies. Do not wait until the problem gets out of hand.

Announcements regarding the module will be placed on ClickUP and distributed via email.

2.1 Contact details

	Name	Building and room number	Telephone number	Email address	Consulting hours
Module coordinator	Liezl Ball	IT 6-54	(012) 420-2962	liezl.ball@up.ac.za	Monday 8:00–10:00 Wednesday 8:00–10:00
Assistant lecturer	Sahesh Gounden	IT 6-64	(012) 420-6720	sahesh.gounden@up.ac.za	Tuesday 9:30–11:30 Friday 9:30–11:30
Assistant lecturer	Farirai Dube	IT 6-42.1		farirai.dube@up.co.za	Monday 12:30–14:30 Tuesday 12:30–14:30

Please contact any of the lecturers **via email** should you have any queries. Where possible, please keep emails to office hours (8 a.m. to 4 p.m.). If you like to talk to us, we can easily schedule a virtual meeting.

If it is a problem or frustration affecting a larger group of students, it might be better to work through the class representatives (Please check ClickUP for their contact details).

The names and email addresses of the class representatives will be available on ClickUP. Please ensure that you keep these at hand. You can also fill in their details here:

Class representative	
Name and contact details	

2.2 Timetable

Theory

For each week, there will be three lectures. Depending on the situation these lectures could be 1) completely online or 2) hybrid. It is important that we remain flexible and agile in the current circumstances.

1) Completely online

Classes will be on ClickUP using Collaborate.

2) **Hybrid** approach

One lecture will be completely online. The other two lectures will hybrid. 35 students will be in class, the rest will watch the livestream/recording.

Day	Time	Venue/Type of lecture
Tuesday	16:30	All students join the online class.
Wednesday	13:30	A group of students (35) will be in the class in IT 2-26. The rest of the students will either join online (livestream) or watch the recording.
Friday	9:30	A group of students (35) will be in the class in IT 2-26. The rest of the students will either join online (livestream) or watch the recording.

A schedule will be set up so that all students can have an opportunity to have some contact time. The size of the class will determine how often students will have contact time.

Practical

The practical will be available online at the beginning of the week. Instructions will be given in a pre-recorded video. Students have the option to get support in class or online during the practical sessions.

- The practicals will be made available on ClickUP each Monday.
- A short **video** on ClickUP will explain what you need to know for the specific practical.
- Start with the practical and do the questions you can.
- You may then get support in one of two ways
    o Students choose which practical session they want to attend.
    o The practical sessions will be divided so that small groups can come to the lab to get help. **Register for a practical group and attend that group**.
    o Lecturers will also be available **online** during each practical session. Any student (doesn't matter what group) may ask for help online during any session.
- After class you may communicate with the lecturer via **email** during office hours (8 a.m. to 4 p.m.).
- The practical will be due on the Friday for everyone and will be submitted on ClickUP.

Practical group*	Day	Time	Lab	Max students
Practical group 1	Monday	9:30 – 11:00	Blue 2	13
Practical group 2	Monday	11:00 – 12:30	Blue 2	13

Practical group 3	Monday	9:30 – 11:00	Orange	23
Practical group 4	Monday	11:00 – 12:30	Orange	23
Practical group 5	Thursday	11:30 – 13:00	Blue 1	13
Practical group 6	Thursday	13:00 – 14:30	Blue 1	13
Practical group 7	Thursday	11:30 – 13:00	Blue 2	13
Practical group 8	Thursday	13:00 – 14:30	Blue 2	13
Practical group 9	Friday	13:30 – 15:00	Red	27
Practical group 10	Friday	15:00 – 16:30	Red	27

*Students need to register for a practical group.

Summary

INL210	Monday	Tuesday	Wednesday	Thursday	Friday
08:30 – 09:20					
09:30 – 10:20	INL 210 P				INL210 E
10:30 – 11:20					
11:30 – 12:20				INL 210 P	
12:30 – 13:20					
13:30 – 14:20			INL 210		INL 210 P
14:30 – 15:20					
15:30 – 16:20					
16:30 – 17:20		INL210			

2.3 Grievance procedures

All grievances must be submitted in writing with specifics of the incident or the nature of the complaint. It is imperative that you follow the procedure outlined below in order to resolve your issues:

1. **Consult the lecturer concerned about your grievances/concerns.**
   If the matter has not been resolved,
2. **consult the class representative** (The primary function of the Class Representative is to serve as a two-way communication channel between the class and the lecturer).
   If the matter has not been resolved,
3. **consult the module co-ordinator (large modules with multiple lecturers)**
   If the matter has not been resolved,
4. **consult the Head of Department**
   If the matter has still not been resolved,
5. **consult with the Dean of the Faculty**

3   Study material and purchases

There is **no prescribed book** for this Module. Notes will be provided on ClickUP for both the theory and practical components. Compulsory reading will be required for the discussion classes as well as for selected themes. Please refer to ClickUP for more detail. If you do not attend all classes, please ensure that you supplement the notes and slides with additional reading.

You need to use the notes to prepare for all assessments (e.g. tests, exercises and exam). Especially note the questions that you can expect. The lectures will focus on how to prepare to answer these questions. We suggest that you read through the notes before attending the relevant lectures.

Notes for the practical sessions as well as the exercises will be made available on ClickUP.

For certain selected themes there will be an article which is compulsory reading. It is essential to study these for semester test and exam purposes.

4   Rules, requirements and guidelines

Policies, rules, requirements and guidelines of the EBIT faculty apply and can be obtained in the year book. Please refer to the examination regulations in the Year Books of the Faculty of Engineering, Built Environment and Information Technology (Part 2: Built Environment and Information Technology) for rules applying to the Faculty (e.g. with regard to absence from tests and examinations).

5   Student support

The University of Pretoria supports you in various ways free of charge. For academic support contact the tutors allocated to the module.

Faculty student advisors	Academic support Goal setting & motivation Adjustment to university life Test/Exam preparation Stress management Career exploration	Individual consultations and workshops about - time management - study methods	
FLY@UP: The Finish Line is Yours	• Think carefully before dropping modules (after the closing date for amendments or cancellation of modules). • Make responsible choices with your time and work consistently. • Aim for a good semester mark. Don't rely on the examination to pass.	www.up.ac.za/fly@up email: fly@up.ac.za	

For e-learning support
- Report a problem you experience to the Student Help Desk.
- Approach the assistants at the help desks (adjacent to the Student Computer Laboratories in IT Building, NW2, CBT, etc).

- Visit the open labs in the Informatorium Building to report problems at the offices of the Student Help Desk.
- Call 012 420 3837.
- Email studenthelp@up.ac.za

Safety in the evening: Green Route
- From 18:00 till 06:00 Security Officers are available to escort you (on foot) to and from your residence or campus anywhere east of the Hatfield campus through to the LC de Villiers terrain.
- Departure point is at the ABSA ATM next to the Merensky Library.
- Phone the Operational Management Centre if you need a Security Officer to accompany you from your residence to campus.

For more support services see Addendum A

6 Module information

6.1 Purpose of the module

The module objectives and learning outcomes indicate what you should know and be able to do after completing the module. We will therefore use these when assessing you.

The aim of the module is to introduce you to the more advanced aspects of information retrieval (WWW as well as commercial databases), and information seeking as well as the theory of information seeking and the paradigms underlying our efforts to design and improve IRS.

6.2 Module outcomes

General objectives

The general objectives of Module INL 210 are to
- acquaint you with the latest trends and developments concerning information retrieval systems (IRS);
- acquaint you with the terminology underlying information retrieval and information seeking;
- deepen your understanding of the complexity of human information behaviour (HIB);
- acquaint you with the vast scope of the information infrastructure and the different role players;
- acquaint you with the selection of information resources from the vast spectrum of the information infrastructure;
- enable you to conceptualise complex information needs and to translate these using appropriate vocabulary;
- enable you to effectively apply a selection of retrieval techniques;
- enable you to effectively formulate and develop search strategies for complex information needs;
- enable you to explore and select alerting services via the WWW for information monitoring in your subject field;
- enable you to comment on the evaluation and improvement of IRS from a systems point of view;
- enable you to comment on the improvement of IRS by understanding information behaviour from a user-centred point of view;

- deepen your understanding of collaborative information retrieval/seeking and collaborative learning/work;
- enable you to effectively retrieve content in unique formats;
- acquaint you with the history of IRS and how present developments build on these.

Specific learning outcomes

Specific learning outcomes as well as the reasons for including specific themes are indicated in the slides and sometimes in the detailed class notes for each theme. If our reasons for including a specific theme are not clear to you, you are welcome to discuss it with the module coordinator, Liezl Ball. It helps if you understand why you have to do something, or if we can learn how to link or adapt our reasons to your experiences and academic and personal framework.

Please ensure that you consider the specific learning outcomes and the problems/activities we set during lectures when preparing for tests and exams for both the theory and practical components.

In terms of South African tertiary education you are also expected to meet with a number of critical learning outcomes. Students who complete the module therefore should be able to
- identify and solve problems in which responses display that responsible decisions using critical and creative thinking have been made;
- work effectively with others as a member of a group;
- organise and manage themselves and their activities responsibly and effectively;
- analyse and organise information;
- communicate effectively using visual and language skills in the modes of oral and written presentation;
- demonstrate an understanding for the world as a set of related systems by recognising that problem-solving contexts do not exist in isolation;
- contribute to their full personal development and the social and economic development of the society at large;
- it is also the underlying intention to make students aware of the importance of:
- exploring a variety of strategies to learn more effectively;
- participating as responsible citizens in local, national and global communities;
- being culturally sensitive across a range of social contexts;
- exploring education and career opportunities.

These skills will be addressed during the class discussions and the practical sessions, and will be assessed in the theory and practical components of the assignment. These are all skills that probably will be required in your future workplace and personal life.

6.3 Articulation with other modules in the programme

INL 220 links closely with INL 210, where students are taught the information and representation of information.

6.4 Module structure

The module consists of a theory and a practical component.

Theory component

The following themes will be covered in the theory component. If there are additional themes you would like to study within the scope of information retrieval and information seeking, you are welcome to discuss these with Dr Liezl Ball. The lectures for these themes will be presented by Dr Liezl Ball and Ms Farirai Dube.

1	Information retrieval systems (IRS): present developments
2	Clarification of concepts relevant to the module
3	Information seeking as dynamic complex human behaviour
4	Information landscape and role players in the IRS industry
5	Information infrastructures and context-related information resources: selection of resources
6	Translation of information needs into search vocabulary (conceptualisation is covered during the first practical session)
7	Exploring information retrieval techniques
8	Exploring search strategies
9	Alerting services available via the WWW and information monitoring
10	Evaluating and improving IRS from a systems point of view
11	Improving IRS by understanding information behaviour – a user-centred approach
12	Collaborative information retrieval/seeking and collaborative learning/work
13	Retrieval of multimedia content
14	How present IRS developments build on the past

Practical component

During the practical sessions you will complete a number of exercises counting towards your practical semester mark. Practical sessions will be presented by Sahesh Gounden and Farirai Dube.

There will be 11 practicals to complete during the semester. The best 10 will count towards your final mark.

Number	Topic	Due date
1	Introduction to searching	4 March
2	Searching on Proquest	11 March
3	Database selection	18 March
4	Advanced searching – Truncation and proximity operators	25 March
5	Advanced searching – Field searching	1 April
6	Advanced searching – Command line searching (1)	8 April
7	Advanced searching – Command line searching (2)	22 April
8	Building block strategy	6 May
9	Citation searching	13 May
10	Searching with search engines and desktop searching	20 May
11	Additional practical	27 May

IMPORTANT DATE

The date of the practical exam will be confirmed.

6.5 Learning presumed to be in place

We assume that you have mastered the work covered by AIM 101 or AIM 102 or AIM 111 and 121.

6.6 Credit map and notional hours

The number of credits allocated to a module give an indication of the volume of learning required for the completion of that module and is based on the concept of notional hours. Given that this module carries a weighting of 16 credits, it follows that you should spend an average of 160 hours of study in

total on the module (1 credit=10 notional hours). This includes time for lectures, assignments, projects, tests and exams. This means that you should spend approximately 160 hours/14 week=11.5 hours per week. The scheduled contact time is 6 hours per week, which means that another 5.5 hours per week of own study time should be devoted to the module if you wish to pass successfully.

6.7 Units

February					
Mon	**Tues**	**Wed**	**Thurs**	**Fri**	**Practical**
21	22 Welcome and introduction	23 Theme 1	24	25 Theme 1	No practical

March					
Mon	**Tues**	**Wed**	**Thurs**	**Fri**	**Practical**
(28 February)	1 Theme 2	2 Theme 2	3	4 Theme 2	Practical 1
7	8 Theme 3	9 Theme 3	10	11 Theme 3	Practical 2
14	15 Theme 4	16 Theme 4	17 Semester test 1 (TBC)	18 Theme 4	Practical 3
21	22 Theme 5	23 Theme 5	24	25 Theme 5	Practical 4
28	29 Theme 6	30 Theme 6	31	(1 April) Theme 6	Practical 5

April					
Mon	**Tues**	**Wed**	**Thurs**	**Fri**	
4	5 Theme 7	6 Theme 7	7	8 Theme 7	Practical 6
11	12	13	14	15	Practical 7 (Monday group)
18	19	20	21	22 Class discussion	Practical 7 (Thursday and Friday group)
25	26 Theme 8	27	28 *Wednesday timetable* Theme 8	29 Theme 8	No practical

May

Mon	Tues	Wed	Thurs	Fri	
2	3 Theme 9	4 Theme 9	5	6 Semester test 2 (TBC) *Monday timetable*	Practical 8
9	10 Theme 10	11 Theme 10	12	13 Theme 10	Practical 9
16	17 Theme 11	18 Theme 11	19	20 Theme 11	Practical 10
23 Assignment	24 Theme 12	25 Theme 12	26	27 Theme 12	Practical 11

June

Mon	Tues	Wed	Thurs	Fri	
(30 May)	(31 May) Theme 13	1 Theme 13	2	3 Theme 13	No practical
6	7 Theme 14	8 Theme 14	9	10 Exam recap	No practical
13	14	15	16	17	

7 Assessment

7.1 Assessment plan

Please note that you need to pass **both** the **theory** and **practical** components in order to pass the module. In addition, your final mark for **the theory and the practical work combined should be 50% to pass this module.**

A **sub-minimum mark of at least 40%** (i.e. you must have at least 40%) applies to each of your **theory** and **practical** marks in the **semester** and the **exam**, as well as your **final marks**.

If you do not have a sub-minimum mark of 40% for each of your theory and practical semester marks, you will not be allowed to write the exams.

If you need to write a **supplementary exam** for the theory or practical component, the final mark you are awarded for Module INL 210 **may not exceed 50%** when combined with your semester mark.

The composition of the marks is as follows:

Semester mark	Theory (50%) + Practical (50%)
Exam mark	Theory exam (50%) + Practical (50%)
Final mark	Semester mark (60%) + Exam mark (40%)

Refer to the table for more clarity on the marks.

Explanation of marks

Theory semester mark	Practical semester mark	Combined semester mark (50% theory + 50% practical)	Theory exam mark	Practical exam mark	Combined exam mark (50% theory + 50% practical)	Final theory mark	Final practical mark	Final combined mark (50% theory + 50% practical)	Comments
Must be > 40% to get exam entrance	Must be > 40% to get exam entrance	Must be > 40% to get exam entrance	Subminimum of 40% to pass	Subminimum of 40% to pass	Subminimum of 40% to pass	Must be > 50% to pass	Must be > 50% to pass	Must be > 50% to pass	
Example									
50	66	63	40	60	50	46	64	55	Student does not pass as theory component was not passed. Student will be admitted to supplementary exam.

In the assessment table the weights of each assessment opportunity are given. The tests, practicals and assignments making up your semester mark should give you an indication of how you are coping with the work. Please use these to identify any serious problems, and discuss it with us well in advance of your exams.

Theory component

Assessment type	Assessment task	About	Assessment tool	Due date	Marks or weight
Multiple choice question tests (MCQ)	Complete quiz on ClickUP	Various quizzes will be made available during the semester. A test is available on ClickUp **after each theme**. You need to complete **SEVEN** of these tests. The purpose is to enable you to keep up with the work, and note areas you perhaps do not understand. Some of the questions are not intended to be very difficult to encourage you to do the MCQ and get acquainted with the work. Others are intended to assess your insight and use of the articles. Quizzes are also used to assess class discussions or important concepts.	Memo	Dates for completion will be posted on ClickUP.	15
Semester test I (theory) *	Written			17 March 17:30 – 20:00 Venue TBC (Preliminary date)	25
Semester test II (theory) *	Written			6 May 17:30 – 20:00 Venue TBC (Preliminary date)	25
Assignment	Submit on ClickUP		Rubric	23 May	35

Practical component

Assessment type	Assessment task	About	Assessment tool	Due date	Marks or weight
Exercises and tests completed during practical sessions	Online, support in lab	There are eleven practicals. Only the best **TEN** will count. This means you may miss one practical without it affecting your marks. However, you must make sure you understand any missed work as everything will be covered in the exam. No late practicals will be accepted.	Memo	See practical schedule	50

Semester test I (practical) *	Written			TBC	25
Semester test II (practical) *	Written			TBC	25

*If you cannot write a test, a sick letter must be submitted within 3 days of the test.

NB: Please take note that you will write **TWO papers for each semester test:**
1.   Theory paper
2.   Practical paper

The time and venues for the **theory and practical exam** will be announced at a later stage. Please consult ClickUP and the yearbook. You need to write BOTH exams.

7.2   Assessment criteria

Assessment criteria are provided per assessment.

7.3   Assessment policy

If you cannot write a test, a sick letter must be submitted within 3 days of the test.

Please note that you need to pass **both** the **theory** and **practical** components in order to pass the module. Your final mark for **the theory and the practical work combined should be 50% to pass this module.**

A **sub-minimum mark of at least 40%** (i.e. you must have at least 40%) applies to each of your **theory** and **practical** marks in the **semester** and the **exam** and in the **final marks**.

If you do not have a sub-minimum mark of 40% for each of your theory and practical semester marks, you will not be allowed to write the exams.

If you need to write a **supplementary exam** for the theory or practical component, the final mark you are awarded for Module INL 210 **may not exceed 50%** when combined with your semester mark.

7.4   Plagiarism

Plagiarism is a serious form of academic misconduct. It involves both appropriating someone else's work and passing it off as one's own work afterwards. Thus, you commit plagiarism when you present someone else's written or creative work (words, images, ideas, opinions, discoveries, artwork, music, recordings, computer-generated work, etc.) as your own. Only hand in your own original work. Indicate precisely and accurately when you have used information provided by someone else. Referencing must be done in accordance with a recognised system. Indicate whether you have downloaded information from the Internet. For more details visit the following websites: https://www.up.ac.za/en/about-up/article/2013215/why-learn-about-plagiarism. Please download a QR code reader on your cellphone. To download a QR code reader open your mobile app store (App Store, Google Play or Windows Marketplace) and search for QR code readers.

Why learn about plagiarism?	What is plagiarism?	How do I avoid plagiarism?	Overstepping the mark

Please ensure that you familiarise yourself with the guidelines on plagiarism in the textbook for AIM, namely Bothma, T. et al. 2015. Navigating Information Literacy. 4th edition. Cape Town: Pearson Holdings Southern Africa.

8 Addendum A: Support services

Please download a QR code reader on your cell phone. To download a QR code reader open your mobile app store (App Store, Google Play or Windows Marketplace) and search for QR code readers.

Student Counselling Unit	Provides counselling and therapeutic support to students.	012 420 2333	
Student Health Services	Promotes and assists students with health and wellness.	012 420 5233 012 420 3423	
The Careers Office	Provides support for UP students and graduates as they prepare for their careers.	careerservices@up.ac.za 012 420 2315	
Department of Security Services	24-hour Operational Management Centre 24-hour Operational Manager cell Crisis Line	012 420-2310 012 420-2760 083 654 0476 0800 006 428	
Department of Student Affairs	Enquiries concerning studies, accommodation, food, funds, social activities and personal problems.	012 420 2371/4001 Roosmaryn Building, Hatfield campus	
Centre for Sexualities, AIDS and Gender	Identifies and provides training of student peer counsellors.	012 420 4391	
Disability Unit	Ensure an integrated and inclusive learning experience for students with disabilities.	012 420 2064	
Fees and funding	http://www.up.ac.za/enquiry www.up.ac.za/fees-and-funding	012 420 3111	
IT Helpdesk	For student IT related queries	012 420 3051 studenthelp@up.ac.za	